



Australian Government

CPPCLO2005 Maintain glass surfaces

Release: 1

CPPCLO2005 Maintain glass surfaces

Modification History

Release	Comment
Release 1	This version first released with CPP Property Services Training Package Version 5.0.

Application

This unit of competency specifies the outcomes required to maintain glass surfaces, including windows, in a range of workplace contexts.

The unit applies to individuals performing glass and window cleaning services, but may be applied to other custodial-cleaning roles. It includes the ability to assess the cleaning task, apply and follow workplace safety measures, and understand client requirements.

It applies to individuals who perform their duties alone or in a team environment, under routine supervision and without supervisory responsibilities.

Different states and territories may also have regulatory frameworks applicable to this unit or require a working at height licence. Users are advised to check for regulatory limitations.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Cleaning Operations

Elements and Performance Criteria

ELEMENT		PERFORMANCE CRITERIA	
Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1.	Identify job requirements.	1.1	Review work order and work area to identify glass surface cleaning

			requirements
		1.2	Identify glass surface and soil type on surface.
		1.3	Identify equipment and chemicals required.
		1.4	Assess workplace hazards and work restrictions affecting completion of work order.
		1.5	Communicate and clarify issues with supervisor, team member or client.
		1.6	Refer to Safety Data Sheets (SDS) and follow safe work methods.
		1.7	Position safety signage and barriers to control hazards.
2.	Maintain glass surface.	2.1	Select and use personal protective equipment (PPE).
		2.2	Safely remove window coverings and fittings to permit access and prevent damage.
		2.3	Select cleaning technique.
		2.4	Select glass cleaning equipment and inspect prior to use to ensure safety.
		2.5	Calculate and prepare chemicals following manufacturers' instructions and job requirements.
		2.6	Wipe glass surface and window edges to remove soil and waste in accordance with workplace hygiene standards.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with environmental requirements.
		3.2	Replace window coverings and fittings.
4.	Complete task.	4.1	Safely clean equipment and PPE, as required by workplace standards

		4.2	Check equipment for damage and wear before storing.
		4.3	Safely store equipment, chemicals, and PPE to allow ready-to-use access.
		4.4	Report malfunctions, faults, wear or damage to cleaning equipment and environs to supervisor.
		4.5	Complete workplace cleaning schedule.

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to the performance in this unit, but not explicit in the performance criteria.

Skill	Performance Feature
Reading skills to:	- Interpret work orders and workplace safety procedures - Interpret Safety Data Sheets (SDS) - Interpret equipment manuals and chemical labels
Oral communication skills to:	- Communicate effectively with supervisors and team members. - Ask questions and clarify any queries when necessary - Report any problems to supervisor
Learning skills to:	Locate information in workplace documents, manuals, and labels
Numeracy skills to:	Calculate quantities of chemicals
Writing skills to:	Complete workplace reports

Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

Links

An Implementation Guide to this Training Package is available at the VETNet website at -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPCLO2005 Maintain glass surfaces

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Performance Evidence

A person must demonstrate the ability to:

- select and use glass cleaning maintenance equipment and cleaning agents; and
- to clean, using a different technique in each instance:
 - one internal glass surface with dry soiling;
 - one internal glass surface with wet soiling;
 - one external glass surface with dry soiling; and
 - one external glass surface with wet soiling.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- understanding, clarifying, and following supervisor or client instructions;
- safely using glass surface cleaning equipment and preparing and using cleaning agents;
- disposing of collected soil and waste; and
- using efficient cleaning methods

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- standard glass surfaces; including float glass, toughened, and non-toughened glass
- the main types of wet and dry soiling and effects on glass surfaces
- glass surface cleaning techniques and industry standard equipment including:
 - pre-spraying, scraping, spot cleaning, squeegeeing and wiping
 - buckets, chamois cloths, lamb's wool applicator, lint-free cloths, microfibre products, cobwebber, ladders, extension pole, glass scraper and hose
 - cleaning solutions for glass; glass cleaners, solvent cleaners and surfactants.
- workplace requirements for undertaking all aspects of maintain glass surfaces including:

- key workplace health and safety, hygiene and environmental regulations
- use of safety data sheet (SDS) and selection, care and use of PPE
- safe handling and usage of cleaning equipment and cleaning agents
- methods for communicating and clarifying work requirements with supervisors and clients; verbally, in person or via phone, via electronic medium such as text and email, electronic or written reports
- workplace procedures for:
 - health and safety, hygiene and environmental care
 - communicating and clarifying work requirements with supervisor, team members or client
 - notifying supervisor, team members or client of work completion; verbal communication in person or by phone, written communication including hard copy cleaning schedules, text or electronic form
 - use and care of equipment; including checking electrical safety tags to ensure safe use of equipment
 - tidying work areas, disposing of soil and waste, cleaning equipment and PPE, and storing equipment and chemicals
 - reporting incidents; accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

Assessment Conditions

As a minimum, assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment of performance must be undertaken in the workplace and/or under realistic workplace conditions which reflect:

- the use of industry-standard equipment such as, glass cleaning agents, ladders, pressure hoses, dry and wet lint free cloths, lint free towels, microfibre clothes and squeegees.
- performing tasks/activities to the level of proficiency and within timelines that would be expected in a workplace; and
- following standard and authorised work practices, safety requirements and environmental constraints.

Assessors are responsible for ensuring that candidates have access to:

- appropriate documents, materials, tools equipment and personal protective equipment currently used in industry;
- legislation and regulations; and
- workplace policies and procedures.

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