



Australian Government

CPPCLO2005 Maintain glass surfaces

Release: 1

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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>