



**Australian Government**

# **CPPCLO2011 Maintain ceiling surfaces and fittings**

**Release: 1**

# CPPCLO2011 Maintain ceiling surfaces and fittings

## 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 ceiling surfaces and fittings in a range of workplace contexts.

This unit applies to individuals who perform ceiling cleaning tasks. It includes the ability to assess the cleaning task, identify safety procedures, particularly height assessments.

This unit applies to individuals with the ability to follow effectively company policies and procedures and to safely 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 assess work area to identify cleaning requirements |

|    |                                         |     |                                                                                                    |
|----|-----------------------------------------|-----|----------------------------------------------------------------------------------------------------|
|    |                                         |     | for ceiling surfaces and fittings.                                                                 |
|    |                                         | 1.2 | Identify ceiling surfaces and fittings and soil types on surfaces.                                 |
|    |                                         | 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 ceiling surfaces and fittings. | 2.1 | Select, check, and use personal protective equipment (PPE).                                        |
|    |                                         | 2.2 | Safely move furniture and fittings that impede cleaning operation.                                 |
|    |                                         | 2.3 | Cover floor, furniture, and equipment with drop sheets.                                            |
|    |                                         | 2.4 | Select cleaning technique.                                                                         |
|    |                                         | 2.5 | Select equipment, including ladder and or step stool and check for correct operation and safe use. |
|    |                                         | 2.6 | Calculate and prepare chemicals following manufacturers' instructions and job requirements.        |
|    |                                         | 2.7 | Clean ceiling and fittings attached to ceiling in accordance with workplace procedures.            |
|    |                                         | 2.8 | Vacuum difficult-to-reach areas.                                                                   |

|    |                 |     |                                                                                                       |
|----|-----------------|-----|-------------------------------------------------------------------------------------------------------|
| 3. | Tidy work site. | 3.1 | Tidy work area and dispose of collected soil and waste in accordance with environmental requirements. |
|    |                 | 3.2 | Remove drop sheets from furniture and equipment.                                                      |
|    |                 | 3.3 | Safely replace furniture and fittings.                                                                |
| 4. | Complete tasks. | 4.1 | Safely clean equipment and PPE, as required by workplace standards.                                   |
|    |                 | 4.2 | Clean equipment and check 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:            | <ul style="list-style-type: none"> <li>Interpret work orders and workplace safety procedures</li> <li>Interpret Safety Data Sheets (SDS)</li> <li>Interpret equipment manuals and chemical labels</li> </ul>          |
| Oral communication skills to: | <ul style="list-style-type: none"> <li>Communicate effectively with supervisors and team members.</li> <li>Ask questions and clarify any queries when necessary</li> <li>Report any problems to supervisor</li> </ul> |
| Learning skills to:           | <ul style="list-style-type: none"> <li>Locate information in workplace documents, manuals, and labels</li> </ul>                                                                                                      |
| Numeracy skills to:           | <ul style="list-style-type: none"> <li>Calculate and measure quantities of chemicals</li> </ul>                                                                                                                       |
| Writing skills to:            | <ul style="list-style-type: none"> <li>Complete workplace reports</li> </ul>                                                                                                                                          |

## 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 CPPCLO2011 Maintain ceiling surfaces and fittings

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### Performance Evidence

A person must demonstrate the ability to:

- select and use cleaning maintenance equipment and cleaning agents to clean; and
- two different types of ceiling surfaces, including:
  - one plaster ceiling; and
  - one tiled ceiling.
- two different types of fittings, including:
  - light fittings and fans;
  - vents or grills; and
  - decorative ceiling features such as; ceiling roses, cornicing and edging or exposed wooden beams.

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 ceiling surfaces and fittings 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 ceiling surfaces; including plaster, concrete, mineral fibre tiles, panelling and wooden plank ceilings
- different types of ceiling fittings; including lights, fans, vents, grills, and cameras, decorative plaster features or exposed wooden or metal beams

- common soil and stain types found on ceilings and ceiling fittings and effects; including dust, cobwebs, grease, condensation and water based stains
- cleaning techniques and equipment for ceiling surfaces and fittings including:
  - dusting, vacuuming, washing, rinsing, stain removal and polishing
  - ladders, footstools, vacuum cleaners and extended fittings, extended squeegee, sponges and soft dusting cloths
  - cleaning agents; soap solutions for ceilings, stain removal agents, polishing fluid or spray
  - manufacturers' instructions for mixing and using cleaning agents
- workplace requirements for undertaking all aspects of maintaining ceiling surfaces and fittings:
  - key workplace health and safety, hygiene and environmental regulations
  - workplace regulations and procedures for working at heights
  - use of safety data sheets (SDS) and selection, care and use of PPE
  - safe handling of equipment and cleaning agents
  - safe usage of stain removal cleaning agents
  - manual handling techniques for moving ladders, furniture and fittings and installing covers
- 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, inspecting 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, ladders, footstools, rubber gloves, pressure hoses, long-handle cleaner, long-handle duster, extended squeegee, cloths and cleaning agents.
- 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.

## Links

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