



Australian Government

Assessment Requirements for CPPCLO2045 Clean rooms for guests and residents

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.

Performance Evidence

A person must demonstrate the ability to:

- select and use cleaning and cleaning agents and clean; and
- prepare two different furnished rooms for guests and residents including one of the following:
 - lounge room;
 - bathroom;
 - kitchen; and
 - bedroom.

Performance must include:

- selecting, using, and maintaining personal protective equipment (PPE);
- manual handling techniques;
- communicating effectively with supervisor or clients;
- safely using cleaning equipment and preparing and using cleaning agents; and
- disposing of collected soil and waste.

Knowledge Evidence

A person demonstrating competency in this unit must identify:

- cleaning techniques and equipment including:
 - industry-standard equipment such as, residential and industry vacuums, cloths, squeegee, microfibre cloths, towels, sponges, dry and wet mops, cleaning agents and brooms.
 - dusting, wiping, scrubbing, polishing, vacuuming, steam cleaning and manual stain removal
 - cleaning agents; cleaning solutions for floors, carpets, ceramic tiles, bathroom surfaces, toilets, and stain removal cleaning agents and low environmental impact cleaning solutions

- manufacturers' instructions for mixing and using cleaning chemicals and stain removers
- workplace requirements for undertaking all aspects cleaning rooms for guests and residents of including:
 - key workplace health and safety, hygiene and environmental regulations
 - use of safety data sheets (SDS) and selection, care and use of PPE
 - safe handling and usage of cleaning equipment and cleaning agents
 - safe usage of carpet stain removal cleaning agents
 - manual handling techniques for moving 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, and storing equipment and chemicals
 - replenishing room supplies
 - collecting, reporting and storing guest or resident items left in vacated rooms
 - 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, residential and industry vacuums, cloths, squeegee, microfibre cloths, towels, sponges, dry and wet mops, cleaning agents and brooms.
- 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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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>