



Australian Government

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.

Application

This unit of competency specifies the outcomes required to clean rooms for guests and residents in a range of workplace contexts.

The unit applies to cleaning personnel who perform cleaning activities for guests and residents. It includes the ability to assess the cleaning task, understand client requirements and follow workplace safety procedures.

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

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

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 requirements for preparing

			rooms for guests and residents.
		1.2	Identify number and types of rooms.
		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.	Clean rooms.	2.1	Select, check and use personal protective equipment (PPE).
		2.2	Safely move, cover, or protect furniture and fittings that impede cleaning operation.
		2.3	Select cleaning technique and related chemicals and equipment.
		2.4	Select cleaning equipment and inspect prior to use to ensure safety.
		2.5	Clean furniture, fixtures and fittings in accordance with workplace procedures and hygiene standards.
		2.6	Check and replenish room supplies.
		2.7	Collect, report and store guest or resident items left in vacated rooms in a safe location.
3.	Tidy work site.	3.1	Tidy work area and dispose of collected soil and waste in accordance with environmental requirements.
		3.2	Remove protective covers from furniture and fittings.

		3.3	Safely replace furniture and fittings.
4.	Complete cleaning 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 and measure 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 CPPCLO2045 Clean rooms for guests and residents

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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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