



Australian Government

CPPCLO3002 Restore hard floor surfaces

Release: 2

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Modification History

Release	Comment
Release 1	Replaces superseded non-equivalent CPPCLO3002A Restore hard floor surfaces and CPPCLO3003A Replace a hard floor finish. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to assess the type and condition of hard floor surfaces, determine the nature and extent of damage, remove pre-existing floor sealant, and replace it with a new protective coating using selected chemicals and techniques.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites.

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

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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| 1. Plan and prepare to restore hard floor surface. | 1.1. Work instructions are obtained, and <i>type of hard floor surface</i> and surface coating are identified. |
| | 1.2. Work site <i>hazards</i> are assessed and risks controlled |

- according to company, legislative, and **health and safety requirements**.
- 1.3. Restoration techniques are selected according to company requirements.
 - 1.4. **Equipment** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
 - 1.5. Required **cleaning chemicals** are selected and prepared.
 - 1.6. **Personal protective equipment (PPE)** is sourced and used according to manufacturer specifications, and health and safety and company requirements.
 - 1.7. Signs and barricades are selected and installed according to health and safety, and company requirements.
2. Remove existing surface coating from hard floor.
 - 2.1. Furniture and fittings are removed to allow cleaning tasks to be performed.
 - 2.2. Wet and dry embedded soil types are removed and disposed of according to company requirements.
 - 2.3. Existing surface coating is sanded or stripped off hard floor using chemicals and equipment that are selected and prepared according to manufacturer specifications.
 - 2.4. Chemical residue is rinsed off hard floor and liquid waste is disposed of according to manufacturer recommendations and environmental requirements.
 3. Seal exposed hard floor surface.
 - 3.1. Exposed floor is checked to be dry and clean of all chemical residue, and loose soil and debris are dry vacuumed.
 - 3.2. Sealant is applied to hard floor surface using correct application techniques and equipment according to manufacturer specifications and health and safety requirements.
 - 3.3. Sealant is allowed to dwell according to manufacturer recommendations.
 - 3.4. Additional coats of sealant are applied according to manufacturer and client recommendations.
 4. Tidy work site.
 - 4.1. Furniture and fittings are returned to original position according to job requirements.

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| | 4.2. | Signs and barricades are removed according to health and safety, and company requirements. |
| 5. | Clean and safety check equipment, and store equipment and chemicals. | 5.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.

5.2. Unused chemicals are stored or disposed of according to manufacturer specifications, and health and safety and company requirements. |

Foundation Skills

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

Skill	Performance feature
Learning skills to:	• apply prior knowledge of techniques to strip and seal different hard floor surfaces.
Numeracy skills to:	• dilute and mix chemicals required for cleaning tasks using whole numbers and routine fractions.
Oral communication skills to:	• ask questions of clients and others to confirm work requirements and identify existing hard floor sealant type • respond clearly and concisely to client questions.
Reading skills to:	• interpret safety instructions in a range of texts, including: • chemical labels • equipment operating manuals • safety data sheets (SDS).
Writing skills to:	• document and report equipment faults.
Planning and organising skills to:	• develop and work to a sequenced plan of tasks with attention to timelines.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Type of hard floor surface must include at least three of the following:

- brick
- concrete
- cork
- granite
- parquetry
- pavers
- quarry tiles
- rubber
- slate
- terrazzo
- timber
- vinyl.

Hazards that must be assessed include:

- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.

Health and safety requirements must include:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
 - hazardous chemicals register
 - hierarchy of control
 - job safety analyses (JSA) for low-risk situations
 - safe work method statements (SWMS) for high-risk

	situations
	• incident reporting
	• SDS • selection and use of required PPE • storage and maintenance of equipment according to manufacturer specifications • use of first aid according to SDS information.
Equipment must include at least two of the following:	• anti-static dusters • buckets • cleaning cloths • cleaning trolleys • drop sheets • dust mops • flat mops with extension pole • fringe dusters • lamb's wool applicators • sponges • vacuum cleaners.
Cleaning chemicals must include at least one of the following:	• glass cleaners • solvent cleaners • surfactants • water.
Personal protective equipment must include at least two of the following:	• eye protection • gloves • masks • safety shoes.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPCLO3002 Restore hard floor surfaces

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Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also restore:

- three of the following hard floor surfaces:
 - brick
 - concrete
 - cork
 - granite
 - parquetry
 - pavers
 - quarry tiles
 - rubber
 - slate
 - terrazzo
 - vinyl
- two different timber floor surfaces.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- identify type and condition of hard floor surface techniques required for the task
- correctly and safely handle waste, including contaminated materials.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- types and characteristics of different hard floor surfaces and restoration methods for:
 - non-slip
 - porous or non-porous
 - sealed or unsealed
 - smooth or textured
- environmental requirements relating to restoring hard floor surfaces, including:
 - clean-up, containment and isolation procedures
 - emergency chemical spill control measures
 - environmental protection agency requirements relating to restoring hard floor surfaces
 - hazardous materials handling
 - use of low-energy cleaning methods
 - use of low-moisture cleaning methods
 - use of low water-use equipment and water-efficient cleaning methods
 - use of non-chemical cleaning methods
- processes for safely handling and disposing of waste, including:
 - chemicals past their expiry date
 - obsolete equipment
 - packaging
 - sweeping detritus
 - used containers
 - used or contaminated personal protective equipment (PPE)
 - used or unused chemicals
- range, type and characteristics of timber floor sealants:
 - oil modified products
 - water-based acrylic
 - water-based urethane
- key requirements of legislation and regulations relating to restoring hard floor surfaces, including:
 - chemical controls
 - chemical registers and manifests
 - environmental protection
 - industrial equipment certificates of competency or licences
 - health and safety legislation and regulations
- safe handling techniques for working with hazardous chemicals, including:
 - emergency chemical spill control measures
 - routes of entry and potential symptoms of exposure to chemicals
 - safe methods for diluting chemicals

- working according to safety data sheets (SDS)
- types and uses of different scrubbing machine pads:
 - white
 - red
 - green
 - blue
- techniques for identifying type of existing sealant on floors
- techniques for applying sealants to different hard floor types
- types and application of different signs and barricades to be installed prior to cleaning, including:
 - physical barriers and restraints erected to restrict access to site
 - signs complying with legislative requirements and Australian standards warning of danger or adverse conditions, including:
 - cleaning in progress
 - hazardous chemicals in use or present in work area
- types, characteristics and application methods of cleaning chemicals and equipment used in restoring hard floor surfaces.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - as listed in the range of conditions
 - PPE as listed in the range of conditions
- materials:
 - cleaning chemicals as listed in the range of conditions
- specifications:
 - equipment operating manuals
 - product labels
 - SDS
 - safety instructions
- physical conditions:
 - work site or venue with hard floor surfaces as listed in the performance evidence
- relationships with team members and supervisor:
 - work may be conducted alone or as part of a team.

Timeframe:

- as specified by the task.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

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