



Australian Government

CPPCLO3004 Maintain carpeted floors

Release: 2

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Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2004A Maintain carpeted floors. 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 maintain carpeted floors using a range of methods, including hand collecting waste, sweeping, using a dustpan and brush, using low-water cleaning methods, and vacuuming. It covers assessing the extent of the cleaning task, and selecting the required equipment, chemicals and methods to perform the task safely and efficiently.

The unit supports cleaners who work alone or in teams. It applies to both manual and mechanical methods of maintaining carpeted floors 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.

1. Plan and prepare to maintain carpets.
 - 1.1. Type and condition of carpet to be cleaned are assessed, fibre and construction method are identified, job requirements are reviewed, and issues are clarified.
 - 1.2. Work site **hazards** are assessed and risks are controlled according to company, legislative, and **health and safety requirements**.
 - 1.3. Required cleaning methods and carpet cleaning products are selected, and products are prepared according to job requirements.
 - 1.4. **Equipment** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
 - 1.5. **Personal protective equipment** (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.
 - 1.6. Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
 - 1.7. Signs and barricades are selected and installed according to health and safety, and company requirements.
 - 1.8. Pre-existing damage is identified and reported according to company requirements.
2. Clean carpet.
 - 2.1. Furniture and fittings are removed to allow cleaning tasks to be performed.
 - 2.2. Large items of waste are collected using selected equipment, and are transferred to waste receptacle according to health and safety requirements.
 - 2.3. Carpeted floor is **vacuumed** using required equipment, **accessories**, chemicals and techniques according to manufacturer specifications, and health and safety, and company requirements.
 - 2.4. Need for spot cleaning and stain removal is identified and documented according to company requirements.

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| 3. Tidy work site. | 3.1. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.

3.2. Furniture and fittings are returned to original position according to client requests, and health and safety requirements.

3.3. Signs and barricades are removed according to health and safety, and company requirements. |
| 4. Clean and safety check equipment, and store equipment and chemicals. | 4.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.

4.2. 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.

Performance feature

Skill

- | | |
|-------------------------------|--|
| Numeracy skills to: | <ul style="list-style-type: none"> • dilute and mix required chemicals using whole numbers and routine fractions. |
| Oral communication skills to: | <ul style="list-style-type: none"> • ask questions to clarify job requirements. |
| Reading skills to: | <ul style="list-style-type: none"> • interpret directions and safety instructions, including: <ul style="list-style-type: none"> • equipment operating manuals • product labels • safety data sheets (SDS). |
| Writing skills to: | <ul style="list-style-type: none"> • report faults in equipment to manufacturer and other personnel. |

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.

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 three of the following:
- accumulation bags
 - brooms, such as deck fibre or millet
 - carpet rakes
 - dustpan and broom
 - hoses and filters
 - microfibre products.
- Personal protective equipment** must include at least two of the following:
- gloves
 - eye protection
 - protective clothing
 - respirators
 - safety shoes
 - tongs.
- Vacuuming** equipment must include at least one of the following:
- back-mounted unit
 - ducted system
 - floor-based mobile system
 - mechanical push sweeper
 - wet and dry system.
- Accessories** must include at least two of the following:
- brush
 - crevice tool
 - floor head
 - power head
 - upholstery head
 - variable pile height and adjustable head.

Unit Mapping Information

CPPCLO2004A Maintain carpeted floors

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 CPPCLO3004 Maintain carpeted floors

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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 maintain two different carpets where:

- one carpet type must be a natural fibre selected from:
 - organic (plant) fibres, such as cotton and sisal
 - wool
- one carpet type must be a synthetic fibre selected from:
 - acrylic
 - nylon
 - polyester
 - polypropylene.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- correctly identify the type and characteristics of the carpet and carpet fibres
- select and prepare cleaning equipment and chemicals required for carpet type
- select and apply carpet maintenance method suited to carpet type.

Knowledge Evidence

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

- carpet characteristics, including:
 - methods of carpet construction

- types and features of fibres
- environmental requirements relating to use of chemicals when maintaining carpeted floors, including:
 - clean-up, containment and isolation procedures
 - emergency chemical spill control measures
 - environmental protection agency requirements relating to maintaining carpeted floors
 - 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
- range and characteristics of cleaning chemicals and equipment and their applications for carpet maintenance
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to maintaining carpeted floors, including:
 - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
 - industry advisory standards and codes, such as dangerous goods codes
- processes for safely handling and disposing of waste, including:
 - chemicals past their expiry date
 - disposable vacuum liner bags
 - litter
 - obsolete equipment
 - used containers
 - used or contaminated personal protective equipment (PPE)
 - used or unused chemicals
- 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).

Assessment Conditions

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

- equipment:
 - vacuuming equipment and accessories as listed in the range of conditions
 - PPE as listed in the range of conditions
- specifications:
 - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting

- equipment operating manuals
- product labels
- SDS
- safety instructions on equipment
- physical conditions:
 - suitable work site or venue with carpeted floors
- 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.

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