



**Australian Government**

# **CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work**

**Release: 1**

# CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work

## Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

## Application

This unit of competency specifies the outcomes required to confirm and apply personal and property security procedures when cleaning a work site, and to maintain client privacy. It also involves obtaining and securing property access information and equipment, and confirming and applying procedures when security risks are evident. It covers establishing which areas of the work site are not to be accessed, and maintaining privacy of information obtained in the course of providing cleaning services.

The unit supports the work of cleaners commencing at a new work site. 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.

- |                                                 |                                                                                                     |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 1. Confirm site access and security procedures. | 1.1. Client details, including address, are confirmed according to company requirements.            |
|                                                 | 1.2. Cleaning <b><i>work site access</i></b> and <b><i>security arrangements</i></b> are clarified. |
|                                                 | 1.3. Areas of work site not to be accessed or cleaned are                                           |

- identified and clarified with client.
- 1.4. New client is provided with details of company policy relating to maintaining privacy of client information.
  2. Confirm personal or property security procedures.
    - 2.1. Client preferences and workplace procedures to be followed in the case of personal risk or incidents, and reporting requirements, are confirmed.
    - 2.2. Client and workplace procedures to be followed in the case of a breach of security are confirmed.
  3. Implement privacy and security procedures.
    - 3.1. Client work site is accessed on arrival and secured on leaving the site, according to agreed procedures.
    - 3.2. Security systems are deactivated and reactivated according to agreed procedures.
    - 3.3. Internal areas of work site to be cleaned are accessed and secured according to agreed procedures and restricted areas are not entered.
    - 3.4. Confidentiality of client personal or commercial information is maintained according to privacy requirements, and not disclosed unless essential for incident reporting.
  4. Implement security risk or breach procedures.
    - 4.1. Work site is assessed for signs of security risk or breach during site access and cleaning, and agreed procedures and reporting requirements are followed as required.
    - 4.2. Risks to personal security are assessed and workplace procedures and reporting requirements are followed as required.
    - 4.3. Incidents involving personal security are reported immediately and workplace procedures are followed.

## 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

- Learning skills to:
- respond to feedback from client and supervisor following completion of security procedures and when applying privacy requirements.
- Numeracy skills to:
- recognise and apply numbering to activate and deactivate security systems
  - determine site location and specific rooms on site plans.
- Oral communication skills to:
- ask questions to clarify procedures
  - obtain and provide information from client relating to privacy and security requirements.
- Reading skills to:
- interpret company policy documentation relating to privacy and confidentiality.
- Writing skills to:
- legibly complete required documentation following a security breach or incident.
- Technology skills:
- operate electronic devices for communication purposes or for accessing or securing a cleaning site.

## 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.

***Work site access*** must include at least one of the following:

- electronic codes
- keys
- security cards.

***Security arrangements*** must include:

- processes for locking and unlocking doors
- location of internal door keys if applicable
- alarm deactivation and reactivation procedures.

## 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 CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work**

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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 confirm and apply privacy and security procedures for two different work sites to be applied when cleaning.

In doing the above work, the person must:

- implement agreed procedures for accessing and securing the work site
- assess work site for signs of security risks or breaches
- implement agreed procedures for responding to and reporting security risks and breaches.

## **Knowledge Evidence**

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

- processes for obtaining and confirming client details
- procedures for using access passes and keys for different client sites
- company policy or code of conduct in relation to privacy and confidentiality of client information
- workplace procedures, including reporting requirements for:
  - security risks and breaches
  - personal security risks and incidents.

## **Assessment Conditions**

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

- equipment:
  - access requirements as listed in the range of conditions
- contingencies:
  - risks to personal safety
- specifications:
  - alarm activation and deactivation procedures
  - company privacy and confidentiality policy

- procedures for handling risks to personal or property security
- reporting requirements and documentation in the event of security incidents
- physical conditions:
  - commercial or residential cleaning work sites
- 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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