



Australian Government

CPPCLO3007 Remove carpet stains

Release: 2

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Modification History

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Release 1	Replaces superseded non-equivalent CPPCCL2007A Perform basic stain removal. 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 identify the nature of carpet stains and remove the stains using selected stain removal techniques, chemicals and equipment. The selection of required equipment, chemicals and methods is essential for performing the task safely and efficiently.

The unit supports carpet cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. Removing stains can occur as a separate task or in conjunction with other cleaning tasks, such as daily vacuuming, extraction and general carpet cleaning.

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 remove stain.

- 1.1. ***Type of carpet fibre*** and construction are assessed, job requirements reviewed, and issues clarified as required.

- 1.2. Work site **hazards** are assessed and risks controlled according to company, legislative, and **health and safety requirements**.
- 1.3. **Stain type** is identified through observation or by discussing and clarifying with client, and previous treatments or removal techniques that have been applied are confirmed.
- 1.4. Required stain removal process is determined according to carpet type and cause of stain, client is advised of likelihood of treatment success, and client approval to proceed with stain removal process is obtained before commencing work.
- 1.5. **Equipment** is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work.
- 1.6. Required **cleaning chemicals** are selected and prepared.
- 1.7. **Personal protective equipment (PPE)** is sourced according to manufacturer specifications, and health and safety and company requirements.
- 1.8. Signs and barricades are selected and installed according to health and safety, and company requirements.
- 1.9. Pre-existing damage is identified and reported according to company requirements.
- 1.10. Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
2. Treat carpet stain.
 - 2.1. Furniture and fittings are removed to allow cleaning tasks to be performed.
 - 2.2. Physical remnants of stain are removed as much as possible using technique suited to cause of stain.
 - 2.3. Required cleaning chemical is applied and allowed to dwell according to manufacturer specifications.
 - 2.4. Carpet is inspected for evidence of previously used chemicals that may impede the cleaning process and all chemicals are removed using water treatment before reapplying chemical.
 - 2.5. Treated area is agitated using required equipment and

- inspected to check that stain removal technique and process are working.
- 2.6. Cleaning process is continued until stain is completely removed or until agreed job requirements have been met.
3. Finalise stain removal.
- 3.1. Chemical residue is extracted using required extraction equipment and techniques.
- 3.2. Treated carpet is checked for pH levels and neutraliser is applied if required.
- 3.3. Treated area is dried or left to dry according to company and job requirements.
- 3.4. Soil is removed and carpet is **cleaned** according to manufacturer specifications, and legislative, health and safety, and company requirements.
- 3.5. Treated area is compared with surrounding surface area to determine need for further action according to job and company requirements.
- 3.6. Results are reported according to company requirements.
4. Tidy work site.
- 4.1. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
- 4.2. Furniture and fittings are returned to original position according to client requirements.
- 4.3. 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
Numeracy skills to:	dilute and mix required chemicals using whole numbers and routine fractions.
Oral communication skills to:	- ask questions to clarify job requirements - respond clearly and concisely to client questions.
Reading skills to:	- interpret simple, structured manufacturer instructions when using equipment and preparing chemicals - interpret directions and safety instructions, including: - equipment operating manuals - product labels - safety data sheets (SDS).
Writing skills to:	document and report faults in equipment to manufacturer and other personnel.
Teamwork skills to:	work collaboratively with others when accessing and cleaning carpets.

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.

<i>Type of carpet fibre</i> must include:	- natural: - organic (plant) fibres, such as cotton and sisal - wool - synthetic: - acrylic - nylon - polyester - polypropylene.
<i>Hazards</i> 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

Health and safety requirements must include:

- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.
- 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 and handling chemicals while undertaking work tasks
- 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.

Stain types must include at least three of the following:

- beverage
- candle wax
- chewing gum
- food
- grease
- heavy dirt build-up
- lipstick
- nail polish
- oil
- shoe polish
- tar.

Equipment must include at least two of the following:

- air mover
- carpet groomer
- cleaning cloths
- extraction unit
- measuring equipment
- pH stick
- scraper or spatula
- sponge
- spray equipment
- steam iron
- waste disposal container.

Cleaning chemicals must include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners
- protein spotter.

Personal protective equipment must include at least two of the following:

- gloves
- disposable respirators
- eye protection
- gloves
- protective clothing
- safety shoes.

Cleaned must include:

- selecting and using required:
 - equipment
 - PPE
 - chemicals
 - cleaning techniques.

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 CPPCLO3007 Remove carpet stains

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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 remove three different stains from each of the following types of carpet:

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

Stain types to be removed during above work, must include three of the following:

- beverage
- candle wax
- chewing gum
- food
- grease
- heavy dirt build-up
- hospital waste
- industrial and chemical waste
- lipstick
- nail polish
- oil

- plant stains
- shoe polish
- tar.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- identify type and characteristics of each carpet and its carpet fibres
- identify type of stain and cleaning techniques, cleaning equipment and chemicals required for the task
- correctly and safely handle waste.

Knowledge Evidence

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

- carpet characteristics, including:
 - carpet construction
 - features of fibres
- characteristics of different carpet stains and process for cleaning them according to type, duration of stain, and whether previous treatments and chemicals have been applied
- range and application of cleaning equipment and chemicals required to remove carpet stains
- environmental requirements relating to removing stains from carpets, including:
 - clean-up, containment and isolation procedures
 - emergency chemical spill control measures
 - environmental protection agency requirements relating to using and disposing of carpet cleaning chemicals
 - hazardous materials handling
 - use of low-energy carpet-cleaning methods
 - use of low-moisture carpet-cleaning methods
 - use of low water-use equipment and other water-efficient cleaning methods
 - use of non-chemical carpet-cleaning methods
- regulations, codes of practice and industry advisory standards relating to carpet cleaning, including AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
- processes for safely handling and disposing of waste, including:
 - chemicals past their expiry date
 - litter
 - machine exhaust emissions
 - 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:
 - 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:
 - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
 - equipment operating manuals
 - product labels
 - SDS
- physical conditions:
 - suitable work site or venue with carpet stains as listed in the performance evidence
- relationships with team members and supervisor:
 - work may be conducted alone or as part of a team
- relationship with client:
 - communication with the client is required to confirm details of the carpet stain and for approval to proceed.

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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