



**Australian Government**

# **CPPCLO3008 Mitigate carpet water damage**

**Release: 2**

# CPPCLO3008 Mitigate carpet water damage

## Modification History

| Release   | Comment                                                                                                                                                            |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Release 1 | Replaces superseded equivalent CPPCCL3008A Mitigate water damage. 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 mitigate water damage to residential or commercial carpets by stopping the inflow of water, extracting water and drying out the carpet, and making the site safe before carpets are restored or replaced. It requires assessing the category of water ingress and selecting equipment and methods to perform tasks 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, and to water ingress caused by an overflow of water from bathrooms and laundries, toilet backflows, overflowing gutters, roof leaks, and rising external waters.

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
  - 1.1. Area of water damage is assessed, ***category*** and extent

- |                                          |                                                                                                                                                         |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| to mitigate water damage.                | of water damage are determined, and issues are clarified.                                                                                               |
|                                          | 1.2. Work site <b>hazards</b> are assessed and risks controlled according to company, legislative, and <b>health and safety requirements</b> .          |
|                                          | 1.3. Suitable water extraction method is determined and technique for pumping extracted water is identified and confirmed.                              |
|                                          | 1.4. <b>Equipment</b> is selected according to job requirements, checked for serviceability, and faults are rectified or reported before starting work. |
|                                          | 1.5. <b>Personal protective equipment</b> (PPE) is sourced according to manufacturer specifications, and health and safety and company requirements.    |
|                                          | 1.6. Tasks are sequenced to ensure maximum efficiency for completion.                                                                                   |
|                                          | 1.7. Signs and barricades are selected and installed according to health and safety, and company requirements.                                          |
| 2. Undertake water mitigation processes. | 2.1. Furniture and fittings are moved or removed according to job, health and safety, and company requirements.                                         |
|                                          | 2.2. Water source is eliminated or contained according to health and safety and company requirements.                                                   |
|                                          | 2.3. Excess water is extracted and disposed of safely using required equipment and according to health and safety and company requirements.             |
|                                          | 2.4. In-structure drying equipment is activated as required and drying progress is monitored according to company requirements.                         |
|                                          | 2.5. Work area is treated with antimicrobial chemicals as required.                                                                                     |
|                                          | 2.6. Options for carpet restoration or replacement are identified and discussed with client.                                                            |
| 3. Secure work site.                     | 3.1. Furniture and fittings are returned to original position according to client requests, and health and safety requirements.                         |
|                                          | 3.2. Site is assessed as safe for access, and level of access allowed is communicated to client and required                                            |

- personnel.
- 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.

| Skill                         | Performance feature                                                                                                                                                                                                                                                |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Numeracy skills to:           | <ul style="list-style-type: none"> <li>dilute and mix required chemicals using whole numbers and routine fractions.</li> </ul>                                                                                                                                     |
| Oral communication skills to: | <ul style="list-style-type: none"> <li>communicate clearly and concisely with clients when explaining processes and expected outcomes</li> <li>request advice or further information</li> <li>respond clearly and concisely to client questions.</li> </ul>        |
| Reading skills to:            | <ul style="list-style-type: none"> <li>interpret directions and safety instructions, including:               <ul style="list-style-type: none"> <li>equipment operating manuals</li> <li>product labels</li> <li>safety data sheets (SDS).</li> </ul> </li> </ul> |
| Writing skills to:            | <ul style="list-style-type: none"> <li>document and report faults in equipment to manufacturer and other personnel.</li> </ul>                                                                                                                                     |

## 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.

**Category** must include • contaminated water:

at least two of the following types of water:

- black
- grey
- non-contaminated water:
- clean.

**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
- air filtration device

include:

- carpet-drying equipment
- dehumidification equipment
- extraction tools and units
- moisture detection tools.

***Personal protective equipment*** must

include at least two of the following:

- gloves
- eye protection
- protective clothing
- respirators
- safety shoes
- wet-work clothing.

## Unit Mapping Information

CPPCCL3008A Mitigate water damage

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>