



Australian Government

CPPCLO3015 Treat complex carpet stains

Release: 2

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Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCCL3015A Perform advanced stain removal.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 remove complex stains from carpets after standard stain removal and cleaning techniques have failed. It covers selecting and preparing required equipment and chemicals, and applying complex stain removal techniques to the task.

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

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| 1. Plan and prepare. | 1.1. Type and condition of carpet, fibre and construction are identified, <i>complex stains</i> are assessed, job requirements are reviewed, and issues are clarified. |
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- 1.2. Work site **hazards** are assessed and risks controlled according to company, legislative, and **health and safety requirements**.
 - 1.3. **Complex stain removal techniques** are selected according to job and 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 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.
 - 1.8. Pre-existing damage is identified and reported according to company requirements.
 - 1.9. Tasks are sequenced to ensure maximum efficiency for completing cleaning requirements.
2. Clean complex carpet stain.
 - 2.1. Furniture and fittings are removed to allow cleaning tasks to be performed.
 - 2.2. Pre-spotting cleaning treatment is applied to carpet stain and allowed to dwell according to manufacturer recommendations.
 - 2.3. Soil is removed using required techniques, equipment and chemicals, according to manufacturer specifications.
 - 2.4. Treated area is compared with surrounding surface to determine need for further action according to job and company requirements.
 - 2.5. Results are reported according to company requirements.
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 requirements.

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| | 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:	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 at the same work site.
Problem-solving skills to:	identify and perform a range of methods for cleaning stubborn stains without causing damage to the carpet.

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.

Complex stains must include at least five of the following:

- beverage
- candle wax
- chewing gum
- cigarette butts
- dye stuffs
- food
- grease
- heavy dirt build-up
- hospital waste
- industrial and chemical waste
- lipstick
- nail polish
- oil
- plant stains
- shoe polish
- tar.

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.
- Complex stain removal techniques** must include at least one of the following:
- chemical treatment followed by transfer method using hand application
 - chemical treatment followed by extraction spot cleaning
 - dye stripping
 - heat transfer with a steam iron
 - oxidisation.
- Equipment** must include at least two of the following:
- carpet groomers
 - carpet spot-cleaning kits
 - cloths
 - extraction units
 - eye droppers
 - garbage bins
 - nylon bristle brushes
 - scrapers
 - sponges
 - spray equipment
 - steam generators
 - steam irons.
- Cleaning chemicals** must include at least one of the following:
- acid cleaners
 - alkaline cleaners
 - low environmental impact chemicals
 - neutral cleaners
 - oxidising agents, such as bleaches
 - reducing agents, such as dye strippers
 - solvents.
- Personal protective equipment** must include at least two of
- eye protection
 - gloves
 - respirators

the following:

- safety shoes.

Unit Mapping Information

CPPCCL3015A Perform advanced stain removal

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 CPPCLO3015 Treat complex 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 complex stains from two different carpets as follows:

- at least one complex stain from one of the following natural fibre carpets:
 - organic (plant) fibres, such as cotton and sisal
 - wool
- at least one complex stain from one of the following synthetic fibre carpets:
 - acrylic
 - nylon
 - polyester
 - polypropylene.

The three different complex stains above must be selected from the following:

- beverage
- blood
- candle wax
- dye stuffs
- food
- human and animal waste
- lipstick and makeup
- medicine
- nail polish

- oil
- plant stains
- shoe polish
- tar
- timber stains.

In doing the above work, the person must also:

- identify site hazards and control risks before commencing the task
- correctly identify the type and characteristics of the carpet and carpet fibres
- classify the type of stain or spot and identify cleaning techniques, cleaning equipment and chemicals, required for the task
- use each of the following cleaning methods:
 - bonnet cleaning
 - dry absorbent compound
 - dry foam shampoo
 - hot water extraction
 - wet foam shampoo
- correctly and safely handle waste.

Knowledge Evidence

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

- environmental requirements to be applied when treating complex carpet stains, including:
 - clean-up, containment and isolation procedures
 - environmental protection agency requirements relating to treating complex carpet stains
 - use of low-energy carpet-cleaning methods
 - use of low-moisture cleaning methods
 - use of low water-use equipment and other water-efficient cleaning methods
 - use of non-chemical carpet-cleaning methods
- carpet characteristics, including:
 - carpet types
 - features of fibres
- cleaning methods for carpets, including:
 - heat transfer process
 - pre-spotting and stain-removal methods
 - testing methods
 - water-efficient cleaning methods
- correct techniques for performing:
 - extraction cleaning

- heat transfer
- treatments using:
 - oxidising agents, such as bleaches
 - reducing agents, such as dye strippers
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to treating complex carpet stains, 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
 - 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 complex carpet stains
- 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 and clarify requirements.

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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