



Australian Government

CPPCLO3018 Clean and maintain furniture and fittings

Release: 2

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Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2015A Maintain furniture, fittings and room dressing and CPPCLO3016A Wash furniture and fittings. 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 wash furniture and fittings and to present rooms according to client requirements. The unit covers assessing the extent of the cleaning task; identifying the different surface types; selecting and using cleaning techniques and chemicals required for the task; and returning furniture and fittings, including loose items, to their original position.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential settings, including boardrooms, function rooms, hospital wards, offices and private residences.

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. Condition of ***furniture*** and ***fittings*** to be cleaned,

- including **surface type** and **soil type**, are assessed, job requirements are reviewed, and issues are clarified.
- 1.2. Work site **hazards** are assessed and risks are controlled according to legislative, company, and **health and safety requirements**.
 - 1.3. **Cleaning techniques** and **chemicals** that reflect company requirements are selected, and chemicals are prepared.
 - 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. Signs and barricades are selected and installed according to health and safety, and company requirements.
 - 1.7. Pre-existing damage is identified and reported according to company requirements.
2. Clean furniture, fittings and loose items.
 - 2.1. Furniture and fittings are moved to allow cleaning tasks to be performed, according to health and safety and company requirements.
 - 2.2. Floor, furniture and fittings are covered by drop sheets as necessary according to company requirements.
 - 2.3. Soil is removed from surfaces, and furniture and fittings are cleaned using selected equipment, chemicals and cleaning techniques.
 - 2.4. **Loose items** are cleaned using required cleaning equipment and techniques.
 3. Place furniture and fittings.
 - 3.1. Drop sheets are removed and stored, and floors are cleaned according to client requirements and health and safety requirements.
 - 3.2. Cleaned furniture and loose items are placed in specified room locations according to client requirements.
 - 3.3. Fittings are checked to be in working order and wiped or cleaned according to specified 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. 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 chemicals required for cleaning tasks using whole numbers and routine fractions - calculate current and required levels of stock.
Oral communication skills to:	- ask questions to clarify job requirements - respond clearly and concisely to client questions.
Reading skills to:	- read and interpret directions and safety instructions, including: - equipment operating manuals - chemical labels - equipment manuals.
Writing skills to:	document and 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.

Furniture must

- beds

include at least five of the following:

- bedside cupboards
- benches
- chairs
- compactus
- computers and associated equipment
- desks
- doors
- filing cabinets
- lamps
- ovens
- refrigerators
- shelves
- tables
- work stations.

Fittings must include at least ten of the following:

- bars
- ceiling fans
- clocks
- door handles
- electrical items, including kettles and microwaves
- light fittings and switches
- ornaments
- picture frames
- railings
- skirting
- telephone handsets
- vents and grilles
- walls
- window coverings
- window sills.

Surface types must include at least three of the following:

- fabric
- glass
- laminate
- leather
- metal
- paint
- plastic
- polyresin
- tile
- timber
- vinyl.

Soil types must include at least three of the

- beverage
- blood

following:

- blu-tac
- candle wax
- chewing gum
- cobwebs
- dust
- food
- glue
- grease
- human and animal waste
- lipstick
- medicine
- mud and dirt
- nail polish
- paint
- shoe polish.

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
 - safety data sheets (SDS)
 - selection and use of required PPE
 - storage and maintenance of equipment according to manufacturer specifications
 - use of first aid according to SDS information.
- Cleaning techniques*** must include:
- for fittings, at least two of the following:
 - polishing
 - pre-spraying
 - scrubbing
 - vacuuming
 - washing
 - wiping
 - for fabric surfaces, at least one of the following:
 - spot cleaning
 - spray pack foam
 - vacuuming
 - low-water cleaning methods, such as using microfibre cleaning products.
- Cleaning chemicals*** must include at least one of the following:
- acid cleaners
 - alkaline cleaners
 - low environmental impact chemicals
 - neutral cleaners
 - solvent cleaners.
- Equipment*** must include at least two of the following:
- alcohol wipes
 - buckets
 - damp cloths
 - drop sheets
 - dust extraction tools, such as wall mates and fridge dusters
 - extension poles
 - lint-free dusters, such as lamb's wool and feather dusters
 - lint-free polishing cloths, such as cotton and colour-fast cloths
 - microfibre products
 - mini mops
 - oil impregnated cloths
 - polishing cloths
 - scourers
 - sponges

- vacuum cleaners.
 - eye protection
 - gloves
 - masks
 - safety shoes.
- Personal protective equipment** must include at least two of the following:
- Loose items** must include at least five of the following:
- ashtrays
 - bins
 - books and magazines
 - calculators
 - crockery
 - desk calendars
 - electrical leads
 - food and drink containers
 - kitchen implements
 - mats
 - picture frames
 - radios
 - recognition awards
 - telephone indexes
 - tissue boxes
 - wall charts.

Unit Mapping Information

CPPCLO2015A Maintain furniture, fittings and room dressing and CPPCLO3016A Wash furniture and fittings

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 CPPCLO3018 Clean and maintain furniture and fittings

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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:

- clean furniture and fittings according to client requirements in two of the following rooms:
 - boardroom
 - lounge room in private residence
 - home office
 - commercial office
 - function room
- identify the type and characteristics of furniture, fittings and loose items in the above rooms and their surface types, which must include three of the following:
 - fabric
 - glass
 - laminate
 - leather
 - metal
 - paint
 - plastic
 - polyresin
 - tile
 - timber
 - vinyl

- clean five of the following different items of furniture and ten of the following different fittings in the two rooms:
 - furniture:
 - bed
 - bedside cupboard
 - bench
 - chair
 - compactus
 - computer and associated equipment
 - desk
 - door
 - filing cabinet
 - lamp
 - oven
 - refrigerator
 - shelf
 - table
 - work station
 - fittings:
 - bar
 - ceiling fan
 - clock
 - door handle
 - electrical item, including kettle and microwave
 - light fitting and switch
 - ornament
 - picture frame
 - railings
 - skirting
 - telephone handset
 - vent and grille
 - walls
 - window coverings
 - window sill
- clean five of the following loose items in each room:
 - ashtray
 - bin
 - books and magazines
 - calculator
 - crockery

- desk calendar
- electrical leads
- food and drink containers
- kitchen implements
- mat
- photograph frame
- radio
- recognition award
- telephone index
- tissue box
- wall chart
- identify and remove three of the following soil types on the loose items above:
 - beverage
 - blood
 - blu-tac
 - candle wax
 - chewing gum
 - cobwebs
 - dust
 - food
 - glue
 - grease
 - human and animal waste
 - lipstick
 - medicine
 - mud and dirt
 - nail polish
 - paint
 - shoe polish.

During the above work, the person must also:

- identify site hazards and control risks before commencing the task
- identify type and characteristics of furniture and fittings and their surfaces
- apply cleaning techniques suited to the surfaces of fittings and fabric furniture
- use safe and efficient cleaning methods
- select cleaning equipment and chemicals required for the task
- place cleaned furniture in specified room locations according to client requirements.

Knowledge Evidence

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

- key features of cleaning chemicals and equipment and their application to furniture and fitting surfaces
- procedures for selecting and applying required cleaning chemicals for different surfaces
- cleaning methods for furniture and fittings, including:
 - pre-spotting and stain removal
 - low-water
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to cleaning furniture and fittings, including:
 - AS/NZS 4849.1 Upholstery cleaning – Fabric upholstery
 - industry advisory standards and codes, such as dangerous goods codes
- processes for safely handling and disposing of waste, including:
 - chemicals past their expiry date
 - obsolete equipment
 - packaging
 - 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)
- range of soil types found on furniture and fittings listed in the performance evidence, and methods for cleaning them.

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 required for task
- physical conditions:
 - suitable work site with furniture, fittings and loose items
- specifications:
 - AS/NZS 4849.1 Upholstery cleaning – Fabric upholstery
 - equipment operating manuals

- product labels
- SDS
- 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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