



Australian Government

CPPCLO3037 Clean external surfaces

Release: 2

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Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2037A Clean external surfaces. 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 use cleaning equipment, chemicals and materials to remove soil from external surfaces. It covers assessing the extent of the cleaning task; selecting required equipment, chemicals and cleaning methods; and performing the task safely from ground level using extension poles if height access is required.

The unit supports cleaners who work alone or in teams. It applies in a range of commercial and residential work sites. The unit does not apply to specialised cleaning of sandstone and heritage buildings.

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 <i>external surface</i> are assessed, <i>soil type</i> is identified, job requirements are reviewed, and |
|----------------------|---|

- issues are clarified.
- 1.2. Work site **hazards** are assessed and risks controlled according to company, legislative, and **health and safety requirements**.
 - 1.3. Cleaning techniques are confirmed according to 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 installed according to health and safety, and company requirements.
 - 1.8. Pre-existing damage is identified and reported according to company requirements.
2. Clean and tidy work site.
 - 2.1. Surface area is pre-sprayed with cleaning chemicals if required according to manufacturer specifications.
 - 2.2. Surface area is cleaned using selected and prepared equipment, chemicals and cleaning techniques to remove visible dirt and grime.
 - 2.3. Surface area is rinsed and wiped or squeegeed to remove streaks and excess water.
 - 2.4. Cleaning process is repeated if required for heavy staining.
 - 2.5. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.
 - 2.6. Signs and barricades are removed according to health and safety, and company requirements.
 3. Clean and safety check equipment, and store equipment and
 - 3.1. Equipment and PPE are cleaned, safety checked and stored according to manufacturer specifications and environmental, health and safety, and company requirements.

chemicals.

- 3.2. 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.
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 select cleaning products and equipment for a range of external surfaces.

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.

External surfaces must include at least three of the following:

- aluminium
- brick
- ceramic
- concrete
- marble

- metal
- polymer resin
- rendered surfaces
- terrazzo
- wood.

Soil types must include at least two of the following:

- food and beverage stains
- graffiti
- human and animal waste
- mould
- mud and soil
- scuff marks.

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 include at least two of the following:
- buckets
 - cloths
 - extension poles
 - extraction units for contaminated waste
 - garbage bins
 - microfibre products
 - nylon scourer pads
 - scrapers
 - scrubbing brushes
 - soft bristle brooms
 - spray bottles
 - squeegees
 - water-fed brooms.
- Cleaning chemicals** must include at least one of the following:
- acid cleaners
 - alkaline cleaners
 - low environmental impact chemicals
 - neutral cleaners.
- Personal protective equipment** must include at least two of the following:
- disposable respirators
 - eye protection
 - gloves
 - high visibility vests
 - masks
 - safety shoes
 - sun protection
 - wet-work clothing.

Unit Mapping Information

CPPCLO2037A Clean external surfaces

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 CPPCLO3037 Clean external surfaces

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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 three of the following different external surfaces, each measuring at least 10 square metres:
 - aluminium
 - brick
 - ceramic
 - concrete
 - marble
 - metal
 - polymer resin
 - rendered surfaces
 - terrazzo
 - wood
- select and use three of the following cleaning methods to clean the above surfaces:
 - low-water cleaning methods, such as using microfibre cleaning products
 - pre-spraying
 - rinsing
 - scraping
 - spot cleaning
 - squeegeeing.

In doing the above work, the person must:

- identify site hazards and control risks before commencing the task
- identify type and characteristics of external surfaces and types of soil
- select and prepare cleaning equipment and chemicals required for the task
- install required safety signs and barricades at the site
- correctly and safely handle waste generated or collected during the cleaning process.

Knowledge Evidence

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

- range and application of cleaning chemicals and equipment for external surfaces
- cleaning techniques suited to different surface types
- environmental requirements relating to cleaning external surfaces, including:
 - clean-up, containment and isolation procedures
 - environmental protection agency requirements relating to using and disposing of cleaning chemicals
 - use of low water-use equipment and other water-efficient cleaning methods
- processes for treating and handling 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)
- types and characteristics of external surfaces and required cleaning methods.

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:
 - equipment operating manuals

- product labels
- SDS
- physical conditions:
 - suitable work site or venue with a range of external surfaces as listed in the performance evidence
- 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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