



Australian Government

Assessment Requirements for CPPCLO3110 Treat carpet stains

Release: 2

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Modification History

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| Release 2 | This version first released with CPP Property Services Training Package Release 17.0.

Editorial corrections in the Knowledge Evidence. |
| Release 1 | This version first released with CPP Property Services Training Package Release 15.0.

Supersedes and is equivalent to: <ul style="list-style-type: none">• CPPCLO3007 Remove carpet stains• CPPCLO3015 Treat complex carpet stains. |

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- treating one solvent soluble, one tannin, one protein and one water stain on both:
- one natural fibre carpet type
- one synthetic fibre carpet type.

At least one stain must comprise tannin and protein and require a combination of two treatments.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- aspects of the following relevant for carpet stain removal:
 - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
- personal and site security procedures and requirements:
 - site access - security cards, codes and keys
 - areas of the worksite not to be accessed
 - alarm activation and deactivation
 - maintaining client privacy and confidentiality
 - contingencies if personal safety at risk
- types of hazards and risks and ways to control:
 - work health and safety (WHS) requirements
 - Safe Work Australia regulations and guidelines

- job safety analyses (JSAs) and safe work method statements (SWMS)
- manufacturer instructions and safety data sheets (SDS)
- types of personal protective equipment (PPE) and correct selection, care, use and disposal
- slips, trips, falls and spills
- manual-handling techniques when carrying, lifting, pushing and pulling
- identification and safe practices with hazardous materials on site
- correct use of signage, barriers, containment and engineering controls and PPE
- safe use of electrical equipment
- organisational requirements for:
 - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security and breaches of site security
 - procedures for checking equipment operation and safety
 - use of cleaning equipment, cleaning agents, consumables and PPE
- cleaning methods and precautions for carpet types and characteristics:
 - natural -organic (plant) fibres, such as cotton, sisal and wool
 - synthetic - acrylic, nylon, polyester and polypropylene
 - carpet material
 - carpet construction
 - installation method
 - underlay type
 - carpet backing
- characteristics of different carpet stains and process for cleaning according to type, duration of stain, and whether previous treatments and chemicals have been applied
- stain removal methods:
 - manual stain removal
 - pre-spotting
 - pre-spraying
 - vacuuming
 - steam cleaning
- functions and features of carpet cleaning equipment and accessories, safe use, routine maintenance and storage:
 - carpet groomers
 - cloths and sponges
 - scrapers or spatulas
 - air movers
 - extraction units
 - pH sticks
 - spray equipment
 - steam irons

- types of cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
 - acid cleaners
 - alkaline cleaners
 - neutral cleaners
 - solvent cleaners
 - protein spotter
- cleaning principles:
 - cleaning agent, time, agitation, temperature
 - significance of pH value of cleaning agents
 - sequence and direction of cleaning
 - achieve results while doing no harm
- environmentally sustainable work practices and compliance with environmental regulations:
 - storage and disposal of cleaning agents
 - ways of minimising negative environmental impact
 - conserving energy and water
 - recycling
- waste disposal:
 - general waste
 - hazardous waste
 - recyclable waste
 - organic and green waste
 - used materials and cleaning agents.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting where these skills and knowledge would be performed.

Candidates must have access to:

- industry-standard cleaning equipment
- appropriate PPE
- manufacturer's instructions and workplace documents.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

