



Australian Government

CPPCLO4001 Induct cleaning staff

Release: 1

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Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to brief a cleaning team on the client and workplace requirements for cleaning a work site. It involves identifying the client requirements, service level agreement, cleaning schedules and cleaning techniques for different areas of the work site; and planning and delivering induction sessions for cleaning team members. Induction includes a work site tour and presentation, including demonstrations where required, to ensure team members are fully informed of the cleaning tasks, schedules and quality standards required. The induction must also cover all health, safety and environmental compliance and security requirements.

The unit supports those who supervise small cleaning teams and take responsibility for the quality of cleaning at a particular work site. It applies in a range of commercial and residential work sites.

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 for cleaning team induction.	1.1. Information relating to <i>work site</i> cleaning requirements is obtained and analysed, and items relevant to cleaning team are noted for inclusion in induction. 1.2. Arrangements for <i>induction tour</i> are negotiated and confirmed with client and induction session is scheduled

- according to workplace requirements.
- 1.3. Communication strategies that meet the needs of team members are identified for use in induction activities.
 - 1.4. Presentation, demonstrations and induction tour are planned, and personal notes and **induction documentation** for cleaning team are prepared.
 - 1.5. Cleaning team is notified of scheduled induction presentation and work site tour.
2. Present induction information.
 - 2.1. Cleaning team members are introduced and roles and responsibilities are outlined.
 - 2.2. Client business activity, work site location, and cleaning requirements are explained to cleaning team.
 - 2.3. Documentation relating to **cleaning task details** is distributed and explained.
 3. Conduct work site induction tour.
 - 3.1. Work site access and security details are explained and cleaning team members are introduced to relevant site personnel.
 - 3.2. Work site areas are identified, cleaning techniques specific to each area are demonstrated, and coaching is provided to team members as required.
 - 3.3. **Work site health, safety** and environmental requirements and emergency procedures are identified and explained.
 - 3.4. Questions from cleaning team members are invited and addressed throughout induction tour and demonstrations.
 - 3.5. Cleaning team members' understanding of client and work site requirements is confirmed and further explanation, demonstrations and coaching are provided as required.

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
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|-------------------------------|--|
| Numeracy skills to: | <ul style="list-style-type: none"> • prepare simple schedules and checklists relating to required frequency of cleaning tasks. |
| Oral communication skills to: | <ul style="list-style-type: none"> • present and explain cleaning requirements for new site to team members using accessible language • question team members to determine their understanding of induction information • present information to team members in a sequence that is easy to understand. |
| Reading skills to: | <ul style="list-style-type: none"> • identify information from the following for inclusion in induction material: <ul style="list-style-type: none"> • client work site documentation • health and safety and environmental protection legislation • workplace policies and procedures. |
| Writing skills to: | <ul style="list-style-type: none"> • prepare clear, sequenced documents for induction session, including work site information and cleaning procedures. |
| Problem-solving skills to: | <ul style="list-style-type: none"> • understand and apply knowledge of learning styles of team members to then present information in suitable formats. |

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.

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|--|--|
| Work site must include: | <ul style="list-style-type: none"> • wet areas • food service areas • general office areas • public areas. |
| Induction tour must include: | <ul style="list-style-type: none"> • access to, and security requirements of, work site • areas to be cleaned and cleaning techniques to be used • introduction to work site personnel • supplies to be used and storage arrangements. |
| Induction documentation must include at least three of the following: | <ul style="list-style-type: none"> • cleaning equipment colour-coding conventions • company policies and procedures relating to cleaner's work attendance • emergency contact numbers • hazard and incident reporting requirements • safety requirements • site map. |
| Cleaning task details | <ul style="list-style-type: none"> • methods |

must include:

- schedules
- material and equipment storage.
- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- 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:
 - 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 personal protective equipment (PPE)
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.
- calling emergency numbers as required
- use of first aid according to SDS information.

Work site health and safety must include:

Emergency procedures must include:

Unit Mapping Information

No equivalent unit.

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 CPPCLO4001 Induct cleaning staff

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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:

- conduct an induction presentation and tour at a work site for a cleaning team consisting of a minimum of three members
- document the above induction presentation
- interpret client, legislative and workplace requirements and apply to induction presentation and documentation.

The above induction presentation must involve the following four different areas to be cleaned:

- wet area
- food service area
- general office area
- public area.

Knowledge Evidence

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

- cleaning techniques, and associated equipment and materials, suitable for different types of areas within work sites
- communication and presentation techniques for presenting induction information to team members
- information required in order to assess cleaning contract requirements and include required information in induction, including:
 - client service level agreement
 - health, safety and environmental protection legislation
 - workplace policies and procedures, including sustainability policies
 - work site information, including:
 - access and security arrangements
 - numbers and types of areas to be cleaned

- storage areas for cleaning supplies
- client requirements relating to cleaning schedules and tasks for different types of areas within work sites
- safe handling and operating procedures for cleaning equipment and materials, including cleaning chemicals.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - cleaning equipment for demonstrating techniques
- materials:
 - cleaning materials for demonstrating techniques
- specifications:
 - client service level agreement
- physical conditions:
 - cleaning team with a minimum of three members
 - work site with a minimum of four areas to be cleaned
- relationships with team members and supervisor:
 - supervisory responsibility for a small team
- relationship with client:
 - client consultation required.

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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