



Australian Government

CPPCLO4002 Develop, implement and monitor new cleaning techniques

Release: 1

CPPCLO4002 Develop, implement and monitor new cleaning techniques

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 investigate cleaning methods and materials to develop new techniques for dealing with cleaning problems, such as stubborn stains, discolouration, deposits and moulds. It involves consulting with cleaning equipment and material suppliers, trialling new methods for dealing with cleaning problems, and demonstrating new techniques to cleaning teams. The unit also covers monitoring the effectiveness of new methods and introducing adjustments in consultation with suppliers and cleaning staff.

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. Analyse cleaning problems.	1.1. Cleaning problems are identified in consultation with cleaning team and client.
	1.2. Locations of cleaning problems are examined, substrate is identified, and photographs and samples are taken as

- required.
- 1.3. Cleaning techniques that have been applied to the problem are identified and effectiveness is assessed in consultation with cleaning team.
 - 1.4. Adaptations to current cleaning techniques that comply with client and workplace requirements are trialled and effectiveness is assessed.
 2. Investigate new cleaning techniques.
 - 2.1. Alternative cleaning techniques that address the problem and substrate, and comply with client and workplace requirements, are researched and identified.
 - 2.2. Industry networks, manufacturers and suppliers, are consulted on alternative cleaning techniques that address the problem and substrate, and comply with client and workplace requirements.
 - 2.3. Cost-effectiveness of alternative cleaning techniques is assessed and new cleaning techniques are selected for trialling.
 3. Trial new cleaning techniques.
 - 3.1. Equipment and materials required for trialling new cleaning techniques are identified and obtained according to workplace procedures.
 - 3.2. Locations where cleaning problems are most severe are identified for trialling new cleaning techniques.
 - 3.3. Cleaning techniques are applied according to research findings and manufacturer specifications, and results are assessed over recommended time period.
 - 3.4. Variations to new cleaning techniques recommended by research findings, consultation and manufacturer specifications are trialled, as required.
 - 3.5. Results of new cleaning techniques, including details of variations to techniques, are recorded and effectiveness is assessed.
 4. Implement and monitor new cleaning techniques.
 - 4.1. Effective new cleaning techniques are documented and communicated or demonstrated to cleaning team, as required.
 - 4.2. Cleaning team's implementation of new cleaning techniques is observed and coaching on application of techniques is provided as required.

- 4.3. Effectiveness of new cleaning technique is monitored, recorded and reported according to 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
Learning skills to:	• apply knowledge of cleaning techniques used for different problems and substrates and develop modifications to suit new problems • find information on new cleaning techniques using simple internet searches.
Numeracy skills to:	• estimate numbers and volume of equipment and cleaning materials required • calculate probable costs of new cleaning techniques • compare costs of different new cleaning techniques.
Oral communication skills to:	• explain cleaning problem clearly to external industry personnel and discuss possible solutions • present and explain new cleaning techniques to team members using accessible language and in a sequence that is easy to understand.
Reading skills to:	• interpret and analyse manufacturer information regarding: • product capacity to assist in solving cleaning problems • safe handling and operation of product.
Writing skills to:	• maintain records of new cleaning techniques applied, including assessment of success and cost-effectiveness.
Technology skills to:	• access and search the internet.

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.

Substrate must include • carpet

- three of the following:
- concrete
 - fabric
 - glass
 - painted surface
 - plastic
 - metal
 - tiles
 - vinyl surface
 - wood.

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 CPPCLO4002 Develop, implement and monitor new cleaning techniques

Modification History

Release 1.

New unit of competency.

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

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 develop cleaning techniques for three of the following cleaning problems, each involving a different substrate as listed in the range of conditions:

- stubborn stains
- discolouration
- deposits
- moulds.

In doing the above work, the person must:

- research possible cleaning techniques with networks, manufacturers and suppliers to identify agreed cleaning techniques
- interpret and apply the following information relating to developing, implementing and monitoring new cleaning techniques:
 - safe handling and operating procedures for cleaning equipment and materials, including cleaning chemicals
 - health, safety and environmental protection legislation
 - workplace policies and procedures, including sustainability policies.
- apply the new cleaning techniques over a recommended timeframe agreed with those consulted, and assess results.

Knowledge Evidence

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

- common types of cleaning problems and cleaning techniques used to resolve them on different types of substrates
- equipment and materials required to implement new cleaning techniques
- industry personnel and networks that could provide information on solutions to cleaning problems

- internet research strategies and sources for finding information about products that could assist in identifying and resolving new cleaning techniques
- methods for coaching team members in new cleaning techniques
- methods for identifying causes of cleaning problems and type of substrate
- methods for monitoring success and cost-effectiveness of new cleaning techniques
- safe handling and operating procedures for cleaning equipment and materials, including cleaning chemicals
- workplace requirements for developing, implementing and monitoring new cleaning techniques, including compliance with:
 - health, safety and environmental protection legislation
 - workplace policies and procedures, including sustainability policies.

Assessment Conditions

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

- equipment:
 - cleaning equipment
 - telephone
 - computer with internet access
- materials:
 - cleaning chemicals
- specifications:
 - manufacturer product information
- physical conditions:
 - three different cleaning problems on different substrates
- relationships with team members and supervisor:
 - supervisory responsibilities 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.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>