



Australian Government

CPPCLO4022 Schedule and monitor cleaning tasks

Release: 1

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Modification History

Release 1.

Revised unit of competency replacing superseded equivalent CPCCL04022A Organise and monitor cleaning operations.

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

Application

This unit of competency specifies the outcomes required to schedule and allocate staff to cleaning tasks to meet contracted service level agreements. It covers monitoring the efficiency and quality of the work through cleaning audits, preparing audit reports, and applying the information to ensure staff effectiveness for a cleaning contract. The unit involves interpreting client work orders, and applying knowledge of staff skills and availability and the range of cleaning methods available and required for the contract.

The unit supports cleaning supervisory staff with responsibility for supporting a small team and ensuring work targets are met. It applies in a range of commercial and residential work sites.

No licensing, legislative, regulatory or certification requirements apply to this unit 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. Determine work site requirements. | 1.1. <i>Work site areas</i> to be cleaned are assessed, and scope of cleaning work is clarified with client or nominated representative. |
| | 1.2. Detailed client needs and expectations for cleaning different areas of work site are determined and recorded |

- according to company requirements.
- 1.3. Special requirements arising from site characteristics or client requests are identified according to company and **health and safety requirements**.
 - 1.4. Client's reporting requirements are clarified and reporting format negotiated and developed according to company requirements.
2. Analyse resource requirements of required cleaning tasks and provide resources.
 - 2.1. Shift arrangements, number of cleaners, and specific skill levels required to meet client needs are determined.
 - 2.2. Numbers, skills and availability of cleaners are analysed to identify shortfalls and recruitment procedures are initiated according to company procedures.
 - 2.3. Work schedules are developed and suitably qualified cleaners are assigned to shifts and work site cleaning areas according to health and safety and company requirements.
 - 2.4. Human resource requirements and staff schedules are assessed or reorganised according to company procedures when contingencies and special requests from clients arise.
3. Communicate and monitor work requirements.
 - 3.1. Cleaning team members are advised of **work requirements** according to company requirements.
 - 3.2. Cleaning schedule checklists are prepared and displayed at work site as required, and cleaning team is briefed using checklists.
 - 3.3. Work site audit schedule and checklist are prepared according to client needs and company procedures.
 - 3.4. Work team members' understanding of their tasks and responsibilities is confirmed according to company requirements.
 - 3.5. Regular work site audits are conducted to ensure compliance with customer needs, cleaners' performance is monitored, and adjustments to work practices are made according to company requirements.
 - 3.6. Restrictions affecting completion of work or changes in client needs are identified and work schedules are adjusted according to company requirements.

- 3.7. Client reports are prepared and processed according to agreed procedures.

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:	draw on prior knowledge of cleaning work and work sites to assess scope of work.
Numeracy skills to:	calculate human resource requirements from estimated hours of work required per day, health and safety requirements, and cleaners' availability.
Oral communication skills to:	- clarify details of cleaning requirements with client to inform selection of cleaning methods and materials and development of task outlines and auditing checklists - give detailed briefing to cleaning staff outlining work requirements and responsibilities using accessible language.
Reading skills to:	interpret manufacturer information about equipment, chemicals and consumables in order to select and obtain required materials for the cleaning work.
Writing skills to:	prepare clear sequential schedules and associated checklists for team members to complete.
Planning and organising skills to:	allocate cleaning tasks efficiently according to staff skills and experience.

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.

- Work site areas*** must include:
- wet areas
 - food service areas
 - general office areas
 - public areas.
- Health and safety***
- access to communication devices when working alone

requirements must include:

- 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:
 - 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.

Work requirements must include:

- work schedules
- individual tasks
- cleaning methods
- quality standards
- supplies to be used
- storage arrangements.

Unit Mapping Information

CPPCLO4022A Organise and monitor cleaning operations

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 CPPCLO4022 Schedule and monitor cleaning tasks

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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:

- schedule and monitor cleaning staff for cleaning operations in one of the following types of premises:
 - wet areas
 - food service areas
 - general office areas
 - public areas
- clarify details of the cleaning work requirements for the above premises, including:
 - timing of access to work site and specific access and egress points
 - completion times and dates
 - details of different cleaning tasks
 - dress and presentation requirements
 - need for cleaners to communicate while on site with client or members of the public
 - required use of signs and barricades
 - work site contact persons.

In doing the above work, the person must:

- analyse work order and assess resource requirements
- comply with company requirements relating to staff scheduling, including award or enterprise agreements
- develop work schedules for cleaning tasks, ensuring that scheduling and resourcing meet client and company requirements
- implement effective system for monitoring the completion of cleaning work order
- identify and supply equipment, personal protective equipment (PPE), chemicals and consumables to work team.

Knowledge Evidence

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

- company processes and procedures, including those relating to:
 - biological and viral control
 - emergency response and evacuation procedures
 - environmental protection procedures
 - identifying hazards and controlling risks
 - injury, dangerous occurrence and incident reporting
 - work health and safety (WHS) procedures
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to scheduling cleaning staff, including award or enterprise agreements
- mathematical methods required to calculate resource requirements specific to work order
- product knowledge, including:
 - chemicals and their uses
 - cleaning equipment and its uses
 - surfaces and effective and compatible cleaning methods
- types of restrictions that may affect volume of work and procedures for addressing contingencies that arise, including assessment of:
 - amount of cleaning anticipated
 - client activities at the work site during scheduled cleaning times
 - team member level of literacy and communication skills
 - faulty or unsuitable equipment
 - site accessibility
 - site hazards
 - skills of work unit or team
 - staffing resources
 - time limitations
- routes of entry and potential symptoms of exposure to chemicals
- safe work practices for using:
 - chemicals
 - equipment, including PPE
- work order specifications.

Assessment Conditions

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

- materials:
 - client work order, instructions or service level agreement
 - scheduling and rostering documentation
- physical:

- cleaning work sites as listed in the performance evidence
- relationships with team members and supervisor:
 - supervisory responsibility for a small team
- relationship with client:
 - client contact 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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