



Australian Government

Assessment Requirements for CPPCLO4100 Organise and monitor cleaning tasks

Release: 1

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Modification History

- Release 1 This version first released with CPP Property Services Training Package Release 15.0.
- Supersedes and is equivalent to CPPCLO4022 Schedule and monitor cleaning tasks.

Performance Evidence

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

- planning a regular cleaning service and determining required resources for:
 - one amenity area
 - one food court
 - one general office area
 - one retail area.

Knowledge Evidence

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

- aspects of the following relevant to organising and monitoring a cleaning service:
 - 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)
 - workers' compensation, industrial relations, Equal Employment Opportunity (EEO), anti-discrimination and privacy
 - Fair Work Act 2009 and the Fair Work Regulations 2009
 - provisions of relevant awards and workplace agreements
 - Environment Protection Authority (EPA) and local requirements for prescribed waste disposal
- 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:
 - 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 asbestos on site
 - correct use of signage, barriers, containment and engineering controls and PPE
 - safe use of electrical equipment
 - responsibilities of cleaning staff - personal hygiene, and reporting personal health conditions and illness
- organisational requirements for:
 - quality cleaning standards
 - scheduling and recruiting cleaning staff
 - monitoring and managing work performance
 - communication with staff and clients
 - communicating and clarifying work requirements
 - procedures for checking equipment operation and safety
 - use of cleaning equipment, cleaning agents, consumables and PPE
 - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security
- considerations for scope of cleaning service:
 - client activities at the worksite during scheduled cleaning times
 - site accessibility
 - site hazards and risks
 - time limitations
 - skills of work unit or team
 - team member level of literacy and communication skills
 - amount of cleaning anticipated
 - requirements of cleaning methods and precautions for surface types
 - functions, features, safe use, routine maintenance and storage of cleaning equipment
 - types of cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal
- cleaning principles:
 - cleaning agent, time, agitation and 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:

- ways of minimising negative environmental impact
- conserving energy and water
- recycling
- waste disposal:
 - general waste
 - prescribed waste
 - syringes and sharps
 - 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:

- client work order, instructions or service agreement
- organisational documentation, policies and procedures
- relevant awards and workplace agreements.

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>