



Australian Government

Assessment Requirements for CPPCLO4101 Estimate and quote cleaning service

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 CPPCLO4025 Provide quotation for cleaning services.

Performance Evidence

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

- preparing separate quotations for two of the following:
 - regular fortnightly cleaning services for a residence that includes a kitchen, a bathroom, three carpeted bedrooms and a timber floored living area
 - regular daily cleaning services for a commercial worksite that includes a kitchen, amenities and a general office area
 - a periodic cleaning service for a commercial worksite that includes a hard floor restoration and a restorative carpet clean
 - restoration of a residence damaged by water or fire.

Knowledge Evidence

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

- aspects of the following relevant to estimating and quoting a cleaning service:
 - consumer protection laws that relate to providing quotations
 - 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 work site 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:
 - 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 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:
 - communication with staff and clients
 - conditions and limitations of quotation - dates, variations, fees and payment
 - methods of customer accepting quotation
 - standard quotation formats and inclusion and exclusion statements
 - quotation systems and procedures
 - costs of services
 - product suppliers, mark-up rates and procedures
 - preferred supplier arrangements
- requirements of cleaning methods and precautions for surface types
- functions, features, safe use, routine maintenance and storage of cleaning equipment
- types of cleaning products - their purpose, action, correct use, precautions, safe handling, storage and disposal
- environmentally sustainable work practices and compliance with environmental regulations:
 - ways of minimising negative environmental impact
 - conserving energy and water
 - recycling
- waste disposal:
 - general waste
 - syringes and sharps
 - recyclable waste
 - organic and green waste
 - used materials and cleaning agents
 - disposal of prescribed waste.

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>