



Australian Government

Assessment Requirements for CPPCLO4102 Supervise cleaning staff

Release: 1

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Modification History

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| Release 1 | This version first released with CPP Property Services Training Package Release 15.0.

Newly created unit. |
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Performance Evidence

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

- developing a monthly roster for a team of four cleaners with different skills and availability to clean a general office area with associated kitchenette and male and female toilets
- monitoring the work performance of two staff members working on periodic cleaning jobs and advising about learning and development opportunities
- developing a strategy to address unsatisfactory performance for one staff member.

Knowledge Evidence

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

- aspects of the following relevant to cleaning supervisors:
 - workers' compensation, industrial relations, Equal Employment Opportunity (EEO), anti-discrimination and privacy legislation
 - Fair Work Act 2009 and the Fair Work Regulations 2009
 - provisions of relevant awards and workplace agreements
- human resource principles in relation to:
 - maintaining staffing levels and rostering
 - monitoring and addressing performance
 - learning and development
 - compensation and benefits
 - human resource record keeping
- 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
- position descriptions for cleaning staff
- strengths and weaknesses of strategies for addressing staff skill, availability and performance:
 - revising work schedules
 - flexible work arrangements
 - reallocating tasks
 - training and mentoring
 - sourcing additional and new staff
- factors that impact on individual work performance and mitigation strategies:
 - attendance
 - general standard of work
 - completing assigned tasks according to timeframes
 - following work schedules
 - job planning
 - attitude to clients and team members
 - cultural factors
 - interpersonal conflict
 - following administrative procedures
 - understanding work requirements
- methods for assessing staff expertise and learning and development requirements according to current job roles and career development goals
- learning and development options to support staff, including additional training, recognition processes and future career pathways
- career pathways in the cleaning industry.

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>

