



Australian Government

Assessment Requirements for CPPCLO4103 Work collaboratively in specialty cleaning and restoration

Release: 1

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Modification History

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:

- planning specialty cleaning and restoration of at least two of the following:
 - a smoke and fire affected site
 - a water damaged site
 - decontamination of a site with an unattended death.

Each restoration plan must identify, liaise with and work in conjunction with relevant people, including an insurer, a property owner and one tradesperson.

Knowledge Evidence

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

- aspects of the following relevant to working in specialty cleaning and restoration:
 - Safe Work Australia regulations and guidelines
 - job safety analyses (JSAs) and safe work method statements (SWMS)
 - manufacturer instructions and safety data sheets (SDS)
 - legal requirements for crime and disaster events
- responsibilities and job requirements of cleaning technicians:
 - on-call and extended hour availability
 - time management
 - security
 - working alone or in a team
 - quality requirements
 - ethical approach
- role and requirements of insurers and loss assessors
- role and ways of working with property owners and tenants
- roles and responsibilities of relevant personnel at a restoration site:

- electrical, plumbing and building tradespeople
- emergency services
- police and forensics officers
- investigation officers
- ways of working that acknowledge the different contributions of those involved and the benefits of a holistic approach
- respectful, ethical and collaborative communication strategies
- situations and procedure for seeking specialist advice:
 - work requiring insurance company approval
 - situations requiring waiver
 - specialised contents such as artwork
 - high value and irreplaceable items
- role, strengths and limitations of specialists who may provide advice:
 - Indoor Environmental Professional (IEP)
 - occupational hygienist
 - building professional
 - insurance representative
 - microbiologist
 - counsellor or psychologist
- unintended consequential damage arising from event and mitigation
- 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
- organisational requirements for:
 - communication with insurers, clients and other stakeholders
 - communicating and clarifying work requirements
 - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security.

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.

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>