



Australian Government

Department of Education, Employment and Workplace Relations

CPPCCL3018A Inspect sites with water damage

Release: 1

CPPCCL3018A Inspect sites with water damage

Modification History

New unit

No equivalent unit

Unit Descriptor

This unit of competency specifies the outcomes required to conduct site inspections and follow analytical procedures related to sites with water damage that require mitigation and restoration. The unit requires the ability to identify the cause of the flooding, perform a site risk and hazard assessment, and identify the capacity to recover the carpet. Communicating effectively with the client or insurer to ensure a proper understanding of their needs and expectations is also central to the process.

Application of the Unit

This unit of competency supports those who work in the carpet cleaning and water damage and restoration industry as an employee or a self-employed business owner.

Individuals operate within the scope of their defined roles and responsibilities and typically work autonomously. They are responsible for ensuring analysis of the flooded area to be restored and for determining and applying appropriate techniques to achieve the optimum outcome. The unit does not address the application of skills and knowledge that are required of related tradespeople such as carpenters, electricians or carpet layers who are also involved in restoring sites that have experienced water or flood damage.

The unit must be strictly applied according to relevant state or territory legislative and industry requirements related to occupational health and safety and the regulation of work undertaken by licensed tradespeople.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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| 1 | Assess history and context of damage. | 1.1 Reporting requirements and contact details of owner or manager of premises and insurer are determined.

1.2 Approval is gained from property owner and manager prior to accessing and inspecting premises.

1.3 Discussions with owner or manager of premises are held to determine when water intrusion occurred.

1.4 Details are sought to determine <i>source and type of water damage</i> and identify potential health hazards.

1.5 Insurance arrangements are confirmed and insurance excess payment is collected according to company policy. |
| 2 | Conduct pre-work site assessment. | 2.1 <i>Personal protective equipment</i> (PPE) is sourced and used according to manufacturer specifications and industry standards.

2.2 <i>Legislative and company procedures</i> are accessed to inform procedures.

2.3 Site is secured and <i>immediate physical hazards</i> are addressed prior to proceeding with assessment.

2.4 Other <i>risks and hazards</i> that must be addressed to enable cleaning process to occur are identified.

2.5 Strategies to address hazards are identified and communicated to client.

2.6 Approaches to ensure access to site are identified and negotiated with client. |

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| 3 | Conduct full assessment of water damage. | 3.1 | Wet surface signage and barricades are placed at site as required. |
| | | 3.2 | Cause of flooding is checked to ensure it has been eliminated. |
| | | 3.3 | Extent of damage to carpet , underlay and sub-floor is analysed using appropriate techniques . |
| | | 3.4 | Method of carpet construction, condition of carpet, type and condition of underlay, method of installation, condition of smooth edge, and type and condition of sub-floor are analysed. |
| | | 3.5 | Other building materials and installations are checked for water damage using penetrative and non-penetrative measuring devices to determine degree of moisture. |
| | | 3.6 | Measurements of space are taken to assist with determining cost. |
| | | 3.7 | Photographic evidence of site is recorded using standard organisational procedures. |
| | | 3.8 | Measurements are taken for psychrometric calculations to determine techniques to be used in assisting mitigation and restoration. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- customer service skills to:
 - establish rapport with clients
 - gain clients' trust
 - identify and respond to client requirements
- analytical skills to:
 - analyse carpet suitability for water extraction
 - classify soil and stains
 - select chemicals to suit carpet type
- interpersonal skills to relate to people from a range of backgrounds
- language, literacy and numeracy skills to:
 - communicate clearly and concisely verbally and in writing
 - explain carpet-cleaning processes and expected outcomes to clients
 - perform mathematical calculations required for measurements
 - read and interpret directions and safety instructions, including:
 - equipment manuals
 - material safety data sheets (MSDS)
 - request advice or further information
 - seek, receive and respond to feedback
 - source, organise and record information
- problem-solving skills to manage contingencies
- skills to work safely when:
 - handling and disposing of chemicals and waste
 - identifying hazards and controlling risks
 - manual handling

Required knowledge

- carpet characteristics, including:
 - carpet construction
 - carpet types
 - dying methods
 - features of fibres, piles and yarns
 - sub-flooring structures
 - underlay types
- company management structure and procedures, including:
 - biological and viral control

- emergency response and evacuation procedures
- environmental protection procedures
- hazard and risk assessment techniques
- injury, dangerous occurrence and incident reporting
- occupational health and safety (OHS) procedures
- quality systems
- correct use of equipment, including moisture probes and measuring devices
- legislation, regulations, codes of practice and industry advisory standards that apply to the inspection of water-damaged carpet
- mitigation and restoration options for carpet, including:
 - cleaning equipment and chemicals, including low environmental-impact chemicals
 - inspection techniques
 - pre-spotting and stain-removal methods
 - psychrometry evaluations
 - restoration methods, including installation techniques
 - water-efficient methods
- safe work practices for using equipment, including PPE

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by observing the conduct of a site inspection prior to the cleaning process.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • communicate with clients to elicit required information and negotiate access • determine site risks • diagnose source, type and impacts of flooding • analyse textile condition and determine cleaning techniques to be used.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context and must comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • actual or simulated work environments • clients with varying needs and expectations • industry documentation and relevant codes and standards.
Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of

	the candidate in relation to the competency being assessed. This unit could be assessed on its own or in combination with other units relevant to the job function.
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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Source and type of water damage</i> include:	• source of water, which may be: • blocked drains • burst pipes • overflow of sinks and baths • river and stream overflows • storm damage • type of water, which may be: • black water • grey water • rainwater • reticulated drinking water • stormwater.
<i>Personal protective equipment</i> may include:	• ear muffs and plugs • gloves, such as non-permeable • high-visibility vests and clothing • overalls and other protective clothing • respirators • safety glasses or goggles • safety shoes • splash-proof face masks • sun protection • tongs • ultraviolet protection • wet-work clothing.

Legislative and company procedures may include:	• client-specific contractual requirements • company policies and procedures, for: • dress and presentation requirements • emergency response and evacuation • using electronic devices • company service standards • documentation and information systems and processes • industry advisory standards and codes, such as: • building codes • dangerous goods codes • personnel practices and guidelines outlining work roles, responsibilities and delegations • relevant commonwealth, state and territory legislation and local government regulations that affect company operation, including: • anti-discrimination and diversity policies • chemical controls • chemical registers and manifests • consumer protection • energy conservation • environmental protection • equal employment opportunity • freedom of information • industrial equipment certificates of competency or licences • industrial relations • OHS Acts and regulations • privacy • public health • trade practices • water conservation • workplace consultative arrangements.
Immediate physical hazards may include:	• continuing water inundation • electrical dangers • unstable building structure.
Risks and hazards include:	• allergic reactions to chemicals and equipment, including latex allergies • biological and animal waste • bites and stings • blood and blood-stained products • confined and restricted spaces

	- contaminated clothing, materials and equipment - damaged or inappropriate equipment - dust and fibres - electrical hazards arising from: - cables - electrical fittings: - switches - lights - untested electrical equipment - fatigue - fire - gas - heights - inadequate lighting and ventilation - infectious and zoonotic diseases, such as: - Q fever - scabies - mobile equipment and vehicle hazards around plant and vehicles - moving or unguarded machinery and parts - noise - occupational violence and bullying - poor personal hygiene practices - spill, splash and spray - release of substances with negative environmental impact - synergistic chemical reactions, such as: - hazardous incompatibility - reactivity - syringes or other sharps - ultraviolet light - unsafe manual-handling techniques, including awkward and repetitive postures - unsafe underfoot conditions, such as slippery, uneven and rough surfaces - unrestricted people access - waste and waste disposal - work in extremes of temperature - work in unfamiliar, isolated or remote environments.
<i>Carpets</i> may include:	- fitted carpet, mats and rugs made from: - mixed blends - natural fibres, such as: - organic (plant) fibres, such as cotton and sisal

	• silk • wool • synthetic fibres, such as: • acrylic • nylon • polyester • polypropylene.
Techniques for assessing water damage include use of:	• corner inspection • blue lights • high intensity inspection lights • hygrometers • measuring equipment, such as jugs and cups • moisture meters • moisture sensors or probes • thermal imaging • thermometers • visual inspection.
Building materials and installations , other than carpet, that may be subject to damage include:	• architraves • fitted furnishings, including built-in cabinets and storage • insulating materials • plasterboard and other wall coverings • skirting boards • sub-flooring.

Unit Sector(s)

Carpet cleaning

Custom Content Section

Not applicable.