



Australian Government

Department of Education, Employment and Workplace Relations

CPPCCL3019A Inspect sites prior to cleaning or treatment

Release: 1

CPPCCL3019A Inspect sites prior to cleaning or treatment

Modification History

New unit
No equivalent unit

Unit Descriptor

This unit of competency specifies the outcomes required to complete an initial analysis of a site prior to the carpet-cleaning process to ensure proper diagnosis of the cleaning need. The unit requires the ability to analyse potential hazards and risks, assess the condition of the carpet or upholstery, and communicate with the client to ensure a proper understanding of the client's needs and expectations.

The unit does not address, but supplements, the detailed identification of carpet fibre and construction that is contained in CPPCCL2006A Identify carpet fibre and construction.

Application of the Unit

This unit of competency supports those working in the carpet-cleaning industry as an employee or a self-employed business owner. The unit applies to those operating within the scope of their defined roles and responsibilities, typically working autonomously. They are responsible for ensuring the appropriate cleaning technique is identified and that the client understands the potential outcomes of the process.

The unit must be applied strictly according to occupational health and safety (OHS) and waste-disposal requirements.

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

1	Conduct pre-work site assessment.	1.1	Approval to access and inspect premises is gained from client.
		1.2	<i>Risks and hazards</i> that must be addressed to enable cleaning to occur are identified.
		1.3	Strategies to address hazards are identified and communicated to client.
		1.4	Access to site is identified and negotiated with client.
2	Assess condition of carpet and reason for cleaning.	2.1	Discussions are held with client to determine age, usage patterns, and previous history of cleaning and care of carpet or upholstery.
		2.2	<i>Soil or stain type</i> and reasons for seeking cleaning service are discussed with client.
		2.3	Analysis of carpet or upholstery is conducted to assess level of wear and tear, level and nature of staining, and carpet or fabric fading.
		2.4	Client is consulted to determine whether carpet or fabric is under warranty.
		2.5	Age, mobility and needs of people and pets that are on premises are identified to determine their <i>impact on cleaning process</i> .
3	Determine and communicate approach to cleaning	3.1	Cleaning approach for carpet or upholstery is identified according to manufacturer specifications.
		3.2	Cleaning techniques that conform to <i>company procedures and requirements</i> and <i>legislative and</i>

industry requirements are identified.

- 3.3 Cleaning techniques to achieve the desired outcomes are identified following consideration of gathered information.
- 3.4 Limitations of achievable results are determined and communicated to the client.
- 3.5 Cleaning technique and requirements for care after cleaning process are determined and communicated to client.

Required Skills and Knowledge

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

Required skills

- analytical skills to assess basic workplace risks and hazards
- customer service skills to:
 - establish rapport with clients
 - gain clients' trust
 - identify and respond to client requirements
- interpersonal skills to relate to people from a range of backgrounds
- language and literacy skills to:
 - communicate clearly and concisely verbally and in writing
 - explain carpet-cleaning processes and expected outcomes to clients
 - negotiate solutions to contingencies
 - read and interpret directions and safety instructions, including:
 - work instructions
 - material safety data sheets (MSDS)
 - specifications
 - request advice or further information
 - seek, receive and respond to feedback
 - source, organise and record information
- problem-solving skills to manage contingencies

Required knowledge

- carpet characteristics, including:
 - carpet construction
 - carpet types
 - dying methods
 - features of fibres, piles and yarns
 - installation methods
- cleaning options for carpet, including:
 - drying times
 - low-moisture methods
 - pre-spotting and stain-removal methods
 - water-efficient methods
- company management structure and procedures, including:
 - biological and viral control

- customer service standards
- emergency response and evacuation procedures
- environmental protection procedures
- hazard and risk assessment
- injury, dangerous occurrence and incident reporting
- OHS procedures
- quality systems
- legislation, regulations, codes of practice and industry advisory standards that apply to own work practices

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 a practical demonstration 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 customers to elicit the required information and negotiate access • determine site risks • diagnose 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: • range of actual or simulated work environments • clients with differing 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.
--	---

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>Risks and hazards</i> 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>Soil or stain type</i> may include:	• beverages • blood • candle wax • chewing gum • cigarette butts • dust • dye stuffs • food • grease • heavy dirt build-up • hospital waste • hydrocarbons • industrial and chemical waste • lipstick • nail polish • oil • paper • plant stains • rainwater • shoe polish • tar.
<i>Impact on cleaning process</i> by residents may:	• require: • erection of additional barriers or signage • notification of relevant authority for access (parking and/or security) • physical barring of access to newly cleaned site • provision of advice to client about post-cleaning access

	• use or non-use of particular chemicals • restrict time in which cleaning can be undertaken.
Company procedures and requirements may include:	• business and performance plans • client communication procedures • client confidentiality procedures • client service standards • client-specific contractual requirements • communication channels and reporting procedures • company goals, objectives, plans, systems and processes • company issued identification badge, card or pass • company policies and procedures, including: • access and equity policy, principles and practice • OHS policies and procedures, including control procedures • maintenance procedures for equipment and personal protective equipment (PPE) • those relating to own role, responsibility and delegation • work site access security clearance procedures • company service standards • dress and presentation requirements • duty of care, code of conduct and code of ethics • emergency response and evacuation procedures • employer and employee rights and responsibilities • environmental protection requirements • personnel practices and guidelines • quality and continuous improvement processes and standards • records and information systems and processes • training materials (induction, refresher and new skills) • use of contractors.
Legislative and industry requirements may include:	• industry advisory standards and codes, such as: • building codes • dangerous goods codes • relevant commonwealth, state and territory legislation and local government regulations that affect company operation, including: • anti-discrimination and diversity • 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.
--	--

Unit Sector(s)

Carpet cleaning

Custom Content Section

Not applicable.