



Australian Government

Department of Education, Employment and Workplace Relations

CPPCLO1040A Prepare for work in the cleaning industry

Release: 1

CPPCLO1040A Prepare for work in the cleaning industry

Modification History

Revised unit

Unit updated and equivalent to PRMCL40A Prepare for work in the cleaning industry

Unit Descriptor

This unit of competency specifies the outcomes required to prepare for work in the cleaning industry. It requires the ability to follow work instructions, use mathematical calculations to prepare chemicals, and perform basic cleaning activities while applying company policies and procedures. The unit addresses knowledge of legislative and company requirements, industry information, and career pathways and future learning opportunities.

Selecting appropriate equipment and chemicals, and performing tasks safely and efficiently are essential.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities.

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 | Identify roles and responsibilities. | 1.1 | <i>Legislation, occupational health and safety (OHS) and company requirements</i> related to employment in cleaning industry are followed. |
| | | 1.2 | Roles and responsibilities of <i>appropriate persons</i> related to employment are identified according to company requirements. |
| | | 1.3 | <i>Rights and responsibilities of employees and employers</i> are identified according to current legislation. |
| 2 | Work safely and effectively in the cleaning industry. | 2.1 | Required standards of personal presentation and hygiene are demonstrated according to company requirements. |
| | | 2.2 | Different work sites are prepared, cleaned and tidied according to OHS and company requirements. |
| | | 2.3 | <i>Soil and surface types</i> , types of areas to be cleaned, and suitable <i>cleaning techniques</i> are identified according to company requirements. |
| | | 2.4 | <i>Equipment, chemicals and personal protective equipment (PPE)</i> are identified according to <i>manufacturer specifications</i> , and legislative, OHS, company and <i>environmental requirements</i> . |
| | | 2.5 | Equipment, PPE and chemicals are selected and used according to manufacturer specifications, and environmental, legislative, OHS and company requirements. |
| | | 2.6 | Safety checks, maintenance and storage requirements of equipment, PPE and chemicals are met according to manufacturer specifications, and OHS and company |

requirements.

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| 3 | Follow routine instructions. | 3.1 | Work order procedures are received and followed in correct sequence according to company requirements. |
| | | 3.2 | Work orders are carried out according to company requirements. |
| | | 3.3 | Information is recorded according to company requirements. |
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| 4 | Identify future career opportunities. | 4.1 | Career opportunities are identified according to company requirements. |
| | | 4.2 | Personal development opportunities and potential learning pathways are discussed with appropriate persons. |

Required Skills and Knowledge

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

Required skills

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
 - perform mathematical calculations required for diluting and mixing chemicals
 - read and interpret directions and safety instructions, including:
 - chemical labels
 - equipment manuals
 - material safety data sheets (MSDS)
 - request advice or further information
 - seek and receive feedback
 - source, organise and record information
- planning and organising skills to:
 - sequence tasks
 - manage time
- problem-solving skills to manage contingencies
- skills to work safely when:
 - handling and disposing of chemicals
 - manual handling
 - using equipment for:
 - buffing
 - cleaning glass
 - mopping
 - sweeping
- self-management skills to work alone and in a team

Required knowledge

- cleaning chemicals and equipment and their applications
- company management structure and procedures, including:
 - biological and viral control
 - emergency response and evacuation procedures
 - environmental protection procedures
 - injury, dangerous occurrence and incident reporting

- OHS procedures
- quality systems
- legislation, regulations, codes of practice and industry advisory standards that apply to preparing for work in the cleaning industry, including OHS legislation
- routes of entry and potential symptoms of exposure to chemicals
- safe work practices for using:
 - chemicals
 - equipment, including PPE
- surfaces that require cleaning, including:
 - relevant cleaning methods
 - their characteristics

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 practical demonstrations of preparing for work in the cleaning industry, which involve at least two different work site environments.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.</p> <p>In particular the person should demonstrate the ability to:</p> <ul style="list-style-type: none"> • identify type and condition of different areas to be cleaned • use safe and efficient cleaning methods • select cleaning equipment and chemicals • achieve outcomes in relation to customer work order, legislation and company requirements.
Context of and specific resources for assessment	<p>Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements.</p> <p>Resource implications for assessment include access to:</p> <ul style="list-style-type: none"> • suitable work site or venue • suitable equipment and chemicals • PPE • equipment operating manuals and MSDS • work order instructions and work plans • assessment instruments, including personal planner and assessment record book.
Method of assessment	<p>Assessment methods must:</p> <ul style="list-style-type: none"> • 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	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to

assessment	<p>modified equipment and other physical resources, and the provision of appropriate assessment support.</p> <p>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.</p> <p>This unit could be assessed on its own or in combination with other units relevant to the job function, such as:</p> <ul style="list-style-type: none">• CPPCLO1041A Apply basic communication skills• CPPCMN2002A Participate in workplace safety arrangements.
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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.

<p><i>Legislative requirements</i> may include:</p>	<ul style="list-style-type: none"> • Australian standards, quality assurance and certification requirements • award and enterprise agreements • industry advisory standards and codes, such as: <ul style="list-style-type: none"> • building codes • dangerous goods codes • relevant commonwealth, state and territory legislation and local government regulations affecting company operation, including: <ul style="list-style-type: none"> • 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.
<p><i>Occupational health and safety</i> (also known as workplace health and safety) <i>requirements</i> may relate to:</p>	<ul style="list-style-type: none"> • allergic reactions, such as contact dermatitis • communication devices for remote and isolated locations, such as: <ul style="list-style-type: none"> • mobile phone • two-way radio • dermatotoxicological control and prevention measures • emergency procedures for eye and skin contact, and inhalation and ingestion of toxic substances • hazard identification and risk assessment mechanisms • health surveillance and monitoring, such as regular blood testing

	<ul style="list-style-type: none"> • hierarchy of hazard control procedures • maintaining clear access • national and industry standards and codes of practice • OHS control procedures, such as: <ul style="list-style-type: none"> • health and safety plans • job plans • job safety analyses • risk assessments • safe operating practices and procedures • safe system of work statements • safe work instructions • work method statements • reporting injury and dangerous occurrences • routes of entry and potential symptoms of exposure to chemicals • safe work practices for equipment, PPE and chemical storage, including interpretation of: <ul style="list-style-type: none"> • MSDS • hazardous substance information, such as long latency periods • safety training, induction and refresher training • selection and use of PPE and clothing appropriate to the hazard • ultraviolet light • up-to-date electrical test and tag compliance • use of chemicals according to MSDS • use of residual current devices • use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals.
<p><i>Company requirements</i> may include:</p>	<ul style="list-style-type: none"> • business and performance plans • client communication procedures • client confidentiality procedures • client service standards • communication channels and reporting procedures • company goals, objectives, plans, systems and processes • company issued identification badge, card or pass • company policies and procedures, including: <ul style="list-style-type: none"> • access and equity policy, principles and practice • OHS policies and procedures, including control procedures • maintenance procedures for equipment and PPE • those relating to own role, responsibility and delegation • work site access security clearance procedures • company service standards

	<ul style="list-style-type: none"> • 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 procedures • 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.
<i>Appropriate persons</i> may include:	<ul style="list-style-type: none"> • colleagues • managers • persons in control of work sites • supervisors.
<i>Rights and responsibilities of employees</i> may include:	<ul style="list-style-type: none"> • confidentiality and privacy • duty of care • knowing appropriate personnel for reporting purposes • knowing location of manuals and related documents • knowing terms and conditions of own employment • knowing workplace procedures • protection from discrimination and sexual harassment.
<i>Rights and responsibilities of employers</i> may include:	<ul style="list-style-type: none"> • duty of care • providing a safe environment free from discrimination and sexual harassment (see state and commonwealth anti-discrimination legislation) • providing a safe workplace according to OHS legislation, codes of practice, regulations and standards • providing information and training for work tasks, OHS and other employment related matters • right to dismiss (see Commonwealth Fair Work Act 2009) if a person: <ul style="list-style-type: none"> • commits a criminal offence • commits an act of disloyalty, such as revealing confidential information • is negligent, careless or causes an accident • uses abusive language.
<i>Soil types</i> may be wet or dry and include:	<ul style="list-style-type: none"> • algae and moss • animal hair and fur • beverages • building debris • built-up dirt in corners and edges • cigarette butts

	<ul style="list-style-type: none"> • dust • food • graffiti with ink, texta and paint • grease and oil • heavy, encrusted dirt • paper stuck to surfaces • pollution marks and soil on structures, such as: <ul style="list-style-type: none"> • buildings • bridges • outdoor furniture • statues.
Surface types may include:	<ul style="list-style-type: none"> • furniture and fittings • glass • hard floors • soft floors • new technologies • walls.
Cleaning techniques may include:	<ul style="list-style-type: none"> • air blowing • buffing • dusting • low-water cleaning methods, such as using microfibre cleaning products • mopping • scrubbing • sweeping • vacuuming.
Equipment may include:	<ul style="list-style-type: none"> • brooms • buckets • cloths • floor polishers • microfibre products • mops • squeegees • vacuum cleaners.
Chemicals may include:	<ul style="list-style-type: none"> • acid cleaners • alkaline cleaners • low environmental-impact chemicals • neutral cleaners • solvent cleaners.
Personal protective equipment may include:	<ul style="list-style-type: none"> • ear muffs and plugs • gloves, such as non-permeable

	<ul style="list-style-type: none"> • goggles • high-visibility vests and clothing • overalls and other protective clothing • respirators • safety glasses • safety shoes • splash-proof face masks • sun protection • tongs • ultraviolet protection • wet-work clothing.
Manufacturer specifications may include:	<ul style="list-style-type: none"> • equipment operating manuals • instructional guides • MSDS • other resources supplied by the manufacturer, such as: <ul style="list-style-type: none"> • laminated cards • notices • wall posters • product labels • safety instructions pre-printed on equipment.
Environmental requirements may include:	<ul style="list-style-type: none"> • clean-up, containment and isolation • company policies and guidelines • emergency chemical spill control measures • environmental protection agency and requirements of government departments, such as: <ul style="list-style-type: none"> • agriculture • emergency services • hazardous materials handling • local government regulations and by-laws • low-energy cleaning methods • low environmental-impact chemical usage • low-moisture cleaning methods • low water-use equipment and water-efficient cleaning methods • non-chemical cleaning methods.
Work order information may include:	<ul style="list-style-type: none"> • access to work site, including: <ul style="list-style-type: none"> • access and egress points • timing of access • budget allocations • completion times and dates • human resource requirements to complete the work tasks • job requirements and tasks

	<ul style="list-style-type: none"> • legislative and local government requirements • OHS requirements and emergency response procedures • requirements for working in isolated and remote locations • resource requirements, such as equipment and materials • specific client requirements, such as: <ul style="list-style-type: none"> • dress and presentation requirements • relationships with other activities • use of signage and barriers • work schedules • work site contact persons.
<p><i>Personal development opportunities</i> may include:</p>	<ul style="list-style-type: none"> • career pathways • in-house training programs • job rotations • mentoring opportunities • new apprenticeships.

Unit Sector(s)

Cleaning operations

Custom Content Section

Not applicable.