



Australian Government

Department of Education, Employment and Workplace Relations

CPPCLO4024A Control the supply of resources to the work site

Release: 1

CPPCLO4024A Control the supply of resources to the work site

Modification History

Revised unit

Unit updated and equivalent to PRMCL24B Control the supply of resources to the work site

Unit Descriptor

This unit of competency specifies the outcomes required to control the supply of cleaning equipment, chemicals and consumables used in the provision of cleaning services at the work site.

The unit requires the ability to select the most appropriate equipment, chemicals and consumables for the cleaning operation and ensure their continuous availability at the work site, based on extensive understanding of the range of cleaning methods available and the equipment and chemicals used for each method

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 equipment, chemical and consumable requirements. | 1.1 <i>Work order</i> and work site are reviewed according to <i>company requirements</i> and issues are clarified with <i>appropriate persons</i> . |
| | | 1.2 Types of <i>equipment, personal protective equipment (PPE), chemicals and consumables</i> required to fulfil work order are determined according to <i>occupational health and safety (OHS)</i> and company requirements. |
| | | 1.3 Equipment, PPE, chemicals and consumables are selected based on work order requirements and reliable evidence of their <i>functionality</i> . |
| | | 1.4 Quantities of equipment, PPE, chemicals and consumables are estimated to meet anticipated demand, based on work order and OHS requirements. |
| 2 | Control and maintain stocks of equipment, chemicals and consumables. | 2.1 Stock control system of all equipment, PPE, chemicals and consumables is implemented and operated according to OHS, company and <i>legislative requirements</i> . |
| | | 2.2 Equipment, PPE, chemicals and consumables are acquired according to company requirements. |
| | | 2.3 Usage patterns are monitored and equipment, PPE, chemicals and consumables with maximum and minimum holding levels are re-ordered according to <i>manufacturer specifications</i> and legislative, OHS and company requirements. |
| | | 2.4 Stock records and chemical register are maintained according to legislative, OHS and company requirements. |
| | | 2.5 Equipment maintenance and servicing are organised to |

ensure availability and minimal downtime according to manufacturer specifications and legislative, OHS and company requirements.

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| 3 | Review effectiveness of equipment, chemicals and consumables. | 3.1 | <i>Effectiveness and efficiency</i> of equipment, PPE, chemicals and consumables for meeting work order are reviewed according to company requirements. |
| | | 3.2 | <i>Industry events</i> are attended and <i>industry information</i> is reviewed to ensure currency of product knowledge. |
| | | 3.3 | Recommendations on future purchases of equipment, PPE, chemicals and consumables are provided according to company requirements. |

Required Skills and Knowledge

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

Required skills

interpersonal skills to:

- deal with suppliers and ensure consistent supply of consumables and resources
- 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:
 - monitoring resources
 - preparing cost-benefit analyses
 - purchasing stock
 - prepare reports
 - read and interpret directions and safety instructions, including:
 - chemical labels
 - equipment manuals
 - material safety data sheets (MSDS)
 - technical data from suppliers and manufacturers
 - recommend new product developments
 - source, organise and record information
- planning and organising skills to:
 - allocate resources
 - estimate demand
 - prioritise work
 - schedule and roster
- problem-solving skills to manage contingencies
- self-management skills to work alone and in a team

Required knowledge

- company management structure and procedures, including:
 - biological and viral control
 - emergency response and evacuation procedures
 - environmental protection procedures
 - identifying hazards and controlling risks
 - injury, dangerous occurrence and incident reporting

- OHS procedures
- purchasing policy and processes
- quality systems
- legislation, regulations, codes of practice and industry advisory standards that apply to control of resources to the work site, including OHS legislation
- mathematical methods for budgeting and estimating resources
- product and services knowledge, including:
 - chemicals and their uses
 - cleaning equipment, including PPE and its uses
 - methods for assessing effectiveness
 - sources of information for updating knowledge
 - surfaces and effective and compatible cleaning methods
 - work order specifications
- routes of entry and potential symptoms of exposure to chemicals
- stock control procedures and methods

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 controlling the supply of resources to the work site involving at least two different work site environments.
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: • determine resource implications of particular cleaning methods being used in work order • assess equipment and material requirements of work order • comply with company and legislative requirements • achieve outcomes in relation to customer work order and company requirements • implement and maintain effective stores and ordering systems • review effectiveness of current products • update product knowledge.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • suitable venue, equipment and relevant requisition guidelines sites • work order and client specifications • Australian Standard 2508 – Safe storage and handling information for hazardous material • plain English version of relevant procedures • work order instructions, work plans and schedules, and policy documents • assessment instruments, including personal planner and assessment record book.
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, such as: CPPCLO4022A Organise and monitor cleaning operations.

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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.

Work order information may include:	- access to work site, including: - 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 - 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: - dress and presentation requirements - relationships with other activities - use of signage and barriers - work schedules - work site contact persons
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	- work site requirements for specific industries, such as: - hospitals and medical centres - nursing homes - retail food courts - schools - tourism and hospitality.
Company requirements may include:	- 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 badges, cards or passes - company policies and procedures, including: - 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 - 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) - using contractors.
Appropriate persons may include:	- clients - colleagues - managers - persons in control of work sites - supervisors.
Equipment may include:	- access equipment, such as ladders - bins - brooms - buckets - buffers - cleaning trolleys

	• cloths • cobwebbers • doodle bag holders • drop sheets • drying equipment • dust pans and brushes • dusters • extension poles • extraction units, wands and hand tools • hoses • microfibre products • mops • personal protective equipment • polishers • pressure-washing equipment and attachments • scouring pads • scrapers • scrubbers • site communication devices • sponges • spray bottles • squeegees • steam cleaners • sweepers • vacuum cleaners and attachments • window cleaning equipment.
Personal protective equipment may include:	• ear muffs and plugs • gloves, such as non-permeable • 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.
Chemicals may include:	• acid cleaners • alkaline cleaners • low environmental-impact chemicals

	• neutral cleaners • solvent cleaners.
Consumables may include:	• air freshener • hand towels • liner bags • soap • toilet paper.
Occupational health and safety (also known as workplace health and safety) requirements may relate to:	• allergic reactions, such as contact dermatitis • communication devices for remote and isolated locations, such as: • 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 • hierarchy of hazard control procedures • maintaining clear access • national and industry standards and codes of practice • OHS control procedures, such as: • 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: • 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.
Functionality may include:	• advice from staff and colleagues • company experience with products • industry recommendations and standards • MSDS • new product technical data or guides • previous experience with products.
Legislative requirements may include:	• Australian standards, quality assurance and certification requirements • award and enterprise agreements • industry advisory standards and codes, such as: • building codes • dangerous goods codes • relevant commonwealth, state and territory legislation and local government regulations affecting 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.
Manufacturer specifications may include:	• equipment operating manuals • instructional guides • MSDS • other resources supplied by the manufacturer, such as: • laminated cards • notices • wall posters

	• product labels • safety instructions pre-printed on equipment.
<i>Effectiveness and efficiency</i> may include:	• client satisfaction • costs and benefits • environmental impact • functionality • health and safety issues • productivity.
<i>Industry events</i> may include:	• product demonstrations • product promotions • safety demonstrations • seminars • supplier training • trade shows.
<i>Industry information</i> may include:	• government agencies and departments • industry association materials • industry magazines, newsletters and journals • manufacturer specifications • supplier promotional materials and technical data.

Unit Sector(s)

Cleaning operations

Custom Content Section

Not applicable.