



Australian Government

Department of Education, Employment and Workplace Relations

PRMCC15A Perform advanced stain removal

Release: 1

PRMCC15A Perform advanced stain removal

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the removal of stubborn stains and spots from a carpet after normal spot removal and cleaning has failed to remove the stain or spot.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements and the characteristics of the carpet, and applying company policies and procedures in order to perform the task. Removing stains and spots may occur as a single task or more likely in conjunction with other cleaning methods such as vacuuming, extraction, patrolling and general cleaning. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

A spot is defined as foreign material on a fibre that changes the texture of the fibre. A stain is defined as foreign material in a fibre that changes the appearance of the fibre but not the texture.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|----------------------------------|---|
| 1 Assess area to be cleaned | 1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i>
1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>
1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>work order</i> and <i>company requirements</i>
1.4 Identify type of <i>soil</i> causing the spot or stain through observation in accordance with <i>work order</i> and <i>company requirements</i>
1.5 Select the most appropriate <i>cleaning technique(s)</i> in accordance with <i>work order</i> and <i>company requirements</i>
1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i>
1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i> |
| 2 Select equipment and chemicals | 2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i>
2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i>
2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i>
2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> |
| 3 Prepare work site | 3.1 Confirm and reassess <i>hazards</i> in the work site |

ELEMENT**PERFORMANCE CRITERIA**

- and control risks in accordance with *legislative, OHS and company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean work site
- 4.1 Remove *soil* using appropriate *cleaning technique(s), equipment, PPE and chemicals* in accordance with *manufacturers' specifications and legislative, OHS and company requirements*
- 4.2 Compare treated area with surrounding surface to determine need for further action in accordance with the *work order and company requirements*
- 4.3 Report results to *appropriate person(s)* in accordance with *company requirements*
- 4.4 Conduct all work in accordance with *work order, manufacturers' specifications and legislative, OHS and company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications and environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with the *work order and client requests*
- 5.3 Remove *signage and barriers* in accordance with *OHS, work order and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications and environmental, OHS and company requirements*
- 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications and OHS requirements* and record any required

ELEMENT**PERFORMANCE CRITERIA**

maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications, OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to remove stains and spots from carpet that remain after routine cleaning. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Accurate classification of the type of stain or spot.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient stain and spot removal methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals (including oxidizing and reducing chemicals).
- Knowledge of the heat transfer process.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- OHS legislation and procedures.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of carpet type
- accurate identification of stain or spot
- accurate selection of chemicals to suit type of stain or spot
- correct application of oxidising and reducing techniques
- correct application of heat transfer process
- extraction of soil and chemicals
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposing of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels

- reading, interpreting and comprehending directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpets
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- | | | |
|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid chemicals
- alkaline chemicals
- neutralising chemicals
- oxidation chemicals (bleaches)
- reduction chemicals (dye strippers)
- solvents.

Cleaning technique(s) may include:

- chemical treatment followed by the transfer method using hand application
- chemical treatment followed by extraction spot cleaning
- dye stripping
- heat transfer with a steam iron
- using oxidisation.

Company requirements may include:

- access and equity policy, principles and practice
- 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/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines

- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet groomer
- carpet spot cleaning kit
- cloths (towelling)
- extraction unit
- eye dropper
- garbage bin
- gloves
- hair dryer
- nylon bristle brush
- safety goggles
- scraper or spatula
- sponges
- spray equipment (pressurised or unpressurised)
- steam generator
- steam iron.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise

- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures

- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights

- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil causing spots that contain dyes and pigments and are not removed through normal cleaning may include:

- beverages (drinks)
- blood
- candle wax
- dye stuffs
- food
- human and/or animal waste
- lipstick/makeup
- medicine
- nail polish
- oil
- plant stains
- shoe polish
- tar
- timber stains.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment

- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Carpet Cleaning