



Australian Government

Department of Education, Employment and Workplace Relations

PRMCL35B Maintain a cleaning storage area

Release: 1

PRMCL35B Maintain a cleaning storage area

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the maintenance of a dedicated cleaning storage area and the movement and control of equipment, chemicals and consumables used in the provision of cleaning services. This unit applies to persons whose major function is cleaning, not storekeeping.

The unit requires the ability to maintain and operate a safe and efficient cleaning storage area within a strict legislative context. Maintaining the storage area requires the ability to follow established procedures, understand the issues associated with the storage and usage of chemicals and to adhere to legislative and public health and safety requirements.

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 Maintain storage area

- 1.1 Secure *storage area* from unauthorised access in accordance with *legislative, occupational health and safety (OHS)* and *company requirements*
- 1.2 Identify *hazards* and control risks in the storage area in accordance with *legislative, OHS* and *company requirements*
- 1.3 Display *safety warnings* prominently and ensure *safety information* is accessible in accordance with *legislative, OHS* and *company requirements*
- 1.4 Store, maintain and safety-check *equipment* to enable ready access and re-use in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
- 1.5 Store *chemicals* and *consumables* in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
- 1.6 Clean, safety-check, record maintenance requirements and store *personal protective equipment (PPE)* in accordance with *manufacturers' specifications, OHS* and *company requirements*
- 1.7 Review and respond to *work site communication devices* in accordance with *company requirements*

- 1.8 Ensure *storage area* is accessible and free from obstacles in accordance with *OHS* and *company requirements*
- 1.9 Collect and dispose of all *waste* in accordance with *manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*

2 Control and maintain stocks of equipment and chemicals

- 2.1 Maintain and operate an inventory system of all *equipment, PPE, chemicals* and *consumables* with maximum and minimum holding levels in accordance with *legislative* and *company requirements*
- 2.2 Monitor usage patterns and re-order *chemicals* and *consumables* to maintain required levels in accordance with *company requirements*

ELEMENT**PERFORMANCE CRITERIA**

- 2.3 Maintain accurate labelling system of all containers in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 2.4 Issue *chemicals* and *consumables* on a first-in first-out basis in accordance with *company requirements*
- 2.5 Prepare *chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 2.6 Collect and dispose of all obsolete *equipment* and *chemicals* and *waste* in accordance with *manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 3 Respond to emergency situations
 - 3.1 Respond to accidental spillages and emergency situations using *emergency response procedures* in accordance with *environmental, legislative, OHS and company requirements*
 - 3.2 Prepare *regulatory and company documentation* in accordance with *environmental, legislative, 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 maintain a cleaning storage area. 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

- Compliance with company and legislative/regulatory requirements.
- Good storage and housekeeping practices, particularly those relating to the labelling and security of chemicals.
- Knowledge of emergency response procedures.
- Maintenance of a secure and accessible storage area.
- Systematic use of stock control records.

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.

- Equipment types and functions.
- Product knowledge including manufacturers' specifications for equipment and chemicals being used.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Documentation requirements.
- Emergency response and evacuation procedures.
- Hazards and risks of storing, preparing, using and disposing chemicals.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.
- Skin penetration issues.

Specific skills needed to achieve the performance criteria

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

- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- hazard identification and risk control
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning

- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals, MSDS, safety warning signs and symbols, enterprise codes and chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis and within a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL33B Plan for safe and efficient cleaning activities
- PRMCMN201A Participate in workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- access to a suitable venue, including stores and store records
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- 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 that may include customer/workplace interruptions and involvement in related activity 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?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	2	Plan and prioritise work tasks to meet legislative, OHS, company and client requirements in an efficient and effective manner.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area available for storing equipment and chemicals safely.
How can problem-solving skills be applied?	1	Discuss with management/clients/work site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

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.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

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
- 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.

Consumables may include:

- air freshener
- hand towel
- liner bags
- soap (liquid or solid)
- toilet paper.

Emergency response procedures include:

- clean-up
- containment
- decontamination
- documented emergency response and evacuation procedures
- First Aid
- isolation
- notification of authorities
- use of appropriate fire fighting appliances
- use of appropriate personal protective equipment
- work site/workplace evacuation.

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:

- access equipment - various types
- bins - various types
- brooms - various types
- buckets
- buffers - various types
- cleaning trolley
- cloths
- cobwebber
- doodle bag holder
- drop sheets
- drying equipment
- dust pans and brushes
- dusters - various types
- extension poles
- extraction units, wand and hand tools
- gloves - non-permeable
- hoses
- ladders
- mops
- personal protective equipment
- polishers
- pressure-washing equipment and attachments
- safety equipment - various types
- scouring pads
- scrapers
- scrubbers - various types
- sponges
- spray bottles
- squeegee
- steam cleaners
- sweepers - various types
- vacuum cleaners and attachments - various types
- window cleaning equipment
- work site communication devices.

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, chemicals 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 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
- other resources supplied by the manufacturer (such as laminated cards notices, 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
- dermatological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- 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 occupational safety and health or 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.

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- customer files and databases
- invoices
- job sheets
- OHS control procedures, forms and documentation
- risk assessments.

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.

Safety information may include:

- chemical co-location, separation and segregation arrangements
- chemical manifests
- chemical registers
- colour codes
- company policies and procedures
- labels
- manufacturers' specifications
- manufacturers' instructions
- MSDS

- OHS information
- operation manuals.

Safety warnings may include:

- charts and posters
- instructions
- labels
- signs and placards
- symbols.

Storage area may be a room, storage cupboard or other secure area separate from normal client functions and may include:

- chemical cupboard
- clothes rack
- desk
- equipment storage bays
- slop sink.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

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

Work site communication devices may include:

- communication books
- noticeboards
- telephone/two-way radio
- whiteboards.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations