



Developing industry skills.

# **Project Scope Management Plan (PSMP) for the Cleaning Project**

CPP Property Services Training Package

DRAFT

October 2020

## Document control

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<b>Revision History</b>				
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## 1. Introduction & Purpose

### 1.1 Purpose

On behalf of the Property Services Industry Reference Committee (IRC), Artibus will be consulting with industry **review and update three cleaning qualifications in the CPP Training Package to update the skills required, especially around infection control and disaster cleaning.**

The review will include **othere specialist cleaning skills (e.g. infectious, toxic, trauma, mould, green building) must also be considered to address the needs required in institutional environments (schools, aged care, health).**

### 1.2. Project scope statement

As per **PROJECT 1 – CLEANING** included in the Artibus/TPD/2020-21/001 Activity Order, Artibus will review **three cleaning qualifications and 60 units of competency being proposed for review:**

- **Certificate II in Cleaning Operations**
- **Certificate III in Cleaning Operations**
- **Certificate IV in Cleaning Management**

**The IRC must consider the new cross-sectoral infection control unit being developed under the auspices of the AISC Emergency Response Sub-Committee when reviewing these qualifications.**

Project Due Date: 30 June 2021.

#### 1.2.1 Project scope description

This Project is at a Case for Endorsement stage and continues on the work proposed in the Skills Forecast.

#### 1.2.2 Project deliverables

This project will produce the following project outputs and outcomes:

#### Project outputs

The IRC will be advised on the project progress and via IRC meetings. The IRC will support stakeholder engagement and provide strategic advice on emerging issues.

No.	Project Outputs
1	Finalisation of Project Scope Management Plan (PSMP).
2	Establishment Technical Advisory Group (TAG) and convene induction meeting. Stakeholder engagement plan and strategy
3	<ul style="list-style-type: none"><li>○ Development qualification and units of competency</li><li>○ mapping template</li></ul>
4	Consultation with: <ul style="list-style-type: none"><li>○ State Training Authorities (STAs)</li><li>○ regulators</li><li>○ training providers (both public and private)</li></ul>

No.	Project Outputs
	<ul style="list-style-type: none"> <li>○ peak bodies and associations</li> <li>○ unions</li> <li>○ employers</li> <li>○ learners.</li> </ul>
5	Amended qualification and units of competency, as per industry feedback and TAG advice.
6	Undertake industry validation with: <ul style="list-style-type: none"> <li>○ State Training Authorities (STAs)</li> <li>○ Regulators</li> <li>○ training providers (both public and private)</li> <li>○ peak bodies and associations</li> <li>○ unions</li> <li>○ employers</li> <li>○ learners.</li> </ul>
7	Finalisation of quality assurance phase.
8	Completed package sent to STAs and IRC Chair for final sign-off.
9	Project delivery to Commonwealth Department of Education, Skills and Employment

## Project outcomes

Project Outcomes and Total No. of Documents	
Training Package Component	Total of Documents
Qualification framework	3
Units of competency	60
Credit arrangements	1
Companion Volume Implementation Guide	1
Case for Endorsement	1

The new components will be released into their relevant Training Package on approval of the Australian Industry and Skills Committee (AISC).

### 1.2.3 Project acceptance criteria

Submission of the completed and approved pack to the Department of Education, Skills and Employment for consideration by AISC under activity orders: **Artibus/TPD/2020-21/001**.

### 1.2.4 Project inclusions

- All relevant industries and occupations within the scope of the Training Package.
- All relevant industries and occupations that use the units within the scope of this work in other training packages.

### 1.2.5 Project exclusions

- Industry issues that not relate to training package development.
- Historical issues relating to training package development.

### 1.2.6 Project assumptions

1. That the Activity Order will be executed on or before **12 October 2020**.

### 1.2.7 Project scope control

A request for change(s) in project scope will be put forward to the Artibus project team. The Artibus project team will:

- assess the proposed change(s) and determine whether the request has merit
- undertake a risk assessment to determine the impact of the proposed scope change(s) to the project time and project cost.

If the scope change is approved:

- this PSMP will be updated and re-baselined
- lmeet will be updated to reflect all the updates undertaken in this PSMP.

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### 1.2.8 Units of competency

Code	Title
CPPCCL2008	Clean carpeted floors
CPPCCL2009	Perform basic stain removal from carpets
CPPCLO2002	Clean hard floor surfaces
CPPCLO2005	Maintain glass surfaces
CPPCLO2011	Maintain ceiling surfaces and fittings
CPPCLO2014	Clean and arrange furniture and fittings
CPPCLO2016	Clean wet surfaces
CPPCLO2018	Sort, remove and recycle waste material
CPPCLO2032	Plan basic cleaning activities
CPPCLO2034	Maintain storage area and cleaning equipment
CPPCLO2036	Maintain external surfaces
CPPCLO2042	Clean surfaces using microfibre equipment
CPPCLO2045	Clean rooms for guests and residents
CPPCLO3001	Maintain hard floor surfaces
CPPCLO3002	Restore hard floor surfaces
CPPCLO3003	Clean using safe work practices
CPPCLO3004	Maintain carpeted floors
CPPCLO3005	Confirm and apply privacy and security requirements for cleaning work
CPPCLO3006	Clean carpets
CPPCLO3007	Remove carpet stains
CPPCLO3008	Mitigate carpet water damage
CPPCLO3009	Clean glass surfaces
CPPCLO3010	Apply odour control to carpets
CPPCLO3011	Clean using environmentally sustainable work practices
CPPCLO3012	Repair and reinstall carpets
CPPCLO3013	Clean window coverings
CPPCLO3014	Maintain clean-room environments
CPPCLO3015	Treat complex carpet stains
CPPCLO3016	Apply topical treatments to carpets


Code	Title
CPPCLO3017	Clean wet areas
CPPCLO3018	Clean and maintain furniture and fittings
CPPCLO3019	Remove waste and recyclable materials
CPPCLO3020	Pressure wash and clean surfaces
CPPCLO3021	Clean industrial machinery
CPPCLO3024	Clean fabric upholstery
CPPCLO3029	Inspect sites prior to carpet cleaning
CPPCLO3030	Develop a plan to mitigate water damage and restore carpets
CPPCLO3035	Maintain cleaning storage areas
CPPCLO3036	Clean at heights
CPPCLO3037	Clean external surfaces
CPPCLO3038	Clean food-handling areas
CPPCLO3040	Clean ceiling surfaces and fittings
CPPCLO3043	Clean using microfibre and chemical-free techniques
CPPCLO3044	Prepare rooms for guests and residents
CPPCLO3045	Clean high-touch surfaces
CPPCLO4001	Induct cleaning staff
CPPCLO4002	Develop, implement and monitor new cleaning techniques
CPPCLO4003	Manage cleaning equipment maintenance and supply
CPPCLO4022	Schedule and monitor cleaning tasks
CPPCLO4024	Manage the supply of cleaning stores to the work site
CPPCLO4025	Provide quotation for cleaning services
CPPCMN2002	Participate in workplace safety arrangements
CPPCMN2004	Provide basic client services
CPPCMN3006	Provide effective client service
CPPCMN3007	Support leadership in the workplace
CPPCMN4001	Develop workplace policies and procedures for sustainability
CPPCMN4002	Implement and monitor environmentally sustainable work practices
CPPCMN4003	Establish, develop and monitor teams
CPPCMN4004	Develop and manage client relations


## 2. Key Stakeholders




Stakeholder	Details
<b>Skills Service Organisation</b>	<ul style="list-style-type: none"> <li>○ Artibus Innovation</li> <li>○ Artibus Innovation Board</li> </ul>
<b>Construction IRC members</b>	<ul style="list-style-type: none"> <li>○ IRC Chair, Deputy Chair and membership</li> </ul>
<b>IRC Chair</b>	<ul style="list-style-type: none"> <li>○ Noel Hamey</li> </ul>
<b>TAG Chair</b>	<ul style="list-style-type: none"> <li>○ TBD</li> </ul>
<b>Other IRCs or SSOs</b>	<ul style="list-style-type: none"> <li>○ To be advised by IRC and/or TAG</li> </ul>
<b>State Training Authorities (STAs)</b>	All Commonwealth STAs will be informed periodically across the lifecycle of the project.
<b>Relevant industry regulators and their representative cross jurisdictional organisations or committees</b>	Relevant State and Territory Workplace Health and Safety Regulators and Licensing Regulators: <ol style="list-style-type: none"> <li>1. NT – NT WorkSafe</li> <li>2. NSW - SafeWork NSW</li> <li>3. VIC – WorkSafe Victoria</li> <li>4. WA – Department of Commerce</li> <li>5. QLD –WorkCover Queensland</li> <li>6. ACT – Access Canberra</li> <li>7. SA – SafeWork SA</li> <li>8. TAS – WorkSafe Tasmania</li> <li>9. Commonwealth: Safe Work Australia</li> </ol>
<b>Registered Training Organisations (RTOs)</b>	Certificate II in Cleaning – 29 Certificate III in Cleaning – 36 Certificate IV in Cleaning – 16
<b>Associations/Peak Bodies</b>	Refer to Stakeholder Management Plan.
<b>Unions</b>	Refer to Stakeholder Management Plan.
<b>VET Regulators</b>	<ul style="list-style-type: none"> <li>○ State and Territory VET Regulators</li> <li>○ Australian Skills Quality Authority</li> <li>○ Victorian Registration and Qualifications Authority</li> <li>○ Training and Accreditation Council Western Australia</li> </ul>
<b>Employers</b>	Refer to Stakeholder Management Plan.

### 3. Project Plan



Project Stage	Step	Description	Due date
<b>Stage 1: Project commencement and planning</b> 	1	A Project Scope and Management Plan (PSMP) is drafted to identify, schedule and resource primary tasks and activities, which includes assigning roles and responsibilities.	31 August 2020
	2	PSMP details are entered into iMeet Central and assign roles and responsibilities and track project activities (tasks) against milestones.	31 August 2020
	3	Project register is created. General Artibus project register and Insightly are searched for any relevant information and pulled into the project register.	31 August 2020
		<b>Milestone 1 is payable upon the department's acceptance of a Project Management Plan (including a consultation and stakeholder engagement strategy) for the project.</b>	<b>On or before 12 October 2020</b>
	4	<p>Nominations for the Technical Advisory (TAG) group open and a Research Pack of background information for TAG members is developed which includes a review of:</p> <ul style="list-style-type: none"> <li>the ISF</li> <li>enrolment/completion rates</li> <li>industry – review IBIS World, ABS occupation data</li> <li>contemporary position descriptions including a functional analysis</li> <li>any regulation or licensing applicable to the qualification/s</li> <li>duplicative, superfluous and obsolete units and bank of imported units to consider</li> <li>key design/packaging considerations for the review and development of the qualifications.</li> </ul> <p>TAG nominations are reviewed, and TAG members are signed off on by the IRC.</p>	16 October 2020

Project Stage	Step	Description	Due date
	5	<p>Project Managers present Research Pack, TAG Induction Pack at the first meeting of the TAG as the basis for discussion and feedback. Draft materials which includes the following components:</p> <ul style="list-style-type: none"> <li>• draft qualifications</li> <li>• draft units of competency.</li> </ul> <p>Project Managers and Technical Writer commence development of and incorporate TAG feedback to training package components.</p>	13 November 2020
<b>Stage 2: Training package development (Draft Pack 1)</b>  	6	<p>Draft materials are made publicly available for broad consultation with:</p> <ul style="list-style-type: none"> <li>• Registered Training Organisations (RTOs)</li> <li>• State Training Authorities (STAs)</li> <li>• Industry Reference Committee (IRC)</li> <li>• Department of Education, Skills and Employment</li> <li>• Industry Regulators</li> </ul>	30 November 2020
	7	<p>Project Managers and Technical Writer incorporate feedback amend components and prepare the case for endorsement for discussion and feedback at the second TAG meeting, which will include the following components:</p> <ul style="list-style-type: none"> <li>• draft qualifications</li> <li>• draft units of competency</li> <li>• credit arrangements</li> <li>• case for Endorsement.</li> </ul>	29 January 2021
<b>Stage 3: Industry validation (Draft Pack 2)</b>	8	<p>Second TAG meeting is held. TAG validates reviews and advises on updates to training package components.</p> <p>Updated training package are updated and uploaded to webpage.</p>	28 February 2021

Project Stage	Step	Description	Due date
		<b>Milestone 2</b> is payable on completion of the validation of Training Products.	12 March 2021
<b>Stage 4: Quality Assurance</b>  	11	Editorial and Equity Stage: Project Managers respond to advice from the quality assurance panel member to the components, as recommend.	2 – 31 March 2021
	13	Quality Assurance Stage: Project Managers respond to advice from the quality assurance panel member to the components, as recommend.	1 – 18 April 2021
	14	Final Pack is amended.	
	15	Final pack is sent to STAs for sign off.	19 April – 3 May 2021
	16	Final Pack signed off by the IRC Chair.	7 May 2021
<b>Stage 5: AISC approval for implementation</b>  	17	Submit deliverable to Commonwealth Department of Education, Skills and Employment.	17 May 2021
		<b>Milestone 3</b> is payable on acceptance of Final Case for Endorsement.	30 June 2021
	19	AISC endorsement	TBC

## Stakeholder engagement method

No.	Description	Engagement Method
1	Direct contact with regulators.	<ul style="list-style-type: none"> <li>○ Teleconference</li> <li>○ Web conference</li> <li>○ Forums</li> <li>○ Workshops</li> </ul>
2	Direct contact with STAs.	<ul style="list-style-type: none"> <li>○ Teleconference</li> <li>○ Web conference</li> </ul>
3	Direct contact with Commonwealth Department of Education, Skills and Employment.	<ul style="list-style-type: none"> <li>○ Teleconference</li> </ul>
4	Direct correspondence with IRC.	<ul style="list-style-type: none"> <li>○ Teleconference</li> <li>○ Web conference</li> <li>○ Forums</li> <li>○ Workshops</li> </ul>
5	Industry associations, peak bodies, training providers, employers, employees and other stakeholders will be invited to capital city forums in all Commonwealth state and territories, if required.	<ul style="list-style-type: none"> <li>○ Teleconference</li> <li>○ Web conference</li> <li>○ Forums</li> <li>○ Workshops</li> <li>○ Online survey</li> </ul>
6	<p>A public web project page has been developed and will be updated, as required.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Forum/workshop material, newsletters, news alerts, surveys, draft material will be published on artibus.com.au and the project webpage.</li> <li>• All this material will be distributed to throughout the TAGs networks and Artibus's digital channels, including a newsletter sent out to approx. 4000 stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>○ Digital channels – Project webpage, newsletter, TAG networks, email.</li> </ul>

## Roles and Responsibilities

Name	Role	Responsibility
<b>David Morgan</b>	David Morgan (Artibus Innovation CEO)	<ul style="list-style-type: none"> <li>• Provide high-level advice and guidance on the project.</li> <li>• Review and approve major scope changes.</li> <li>• Provide strategic direction.</li> <li>• Overall decision-making responsibility.</li> <li>• Manage budget.</li> <li>• Manage quality.</li> </ul>
<b>Management team</b>	Management team	<ul style="list-style-type: none"> <li>• Participate in fortnightly project meetings.</li> <li>• Advise on niche industry engagement.</li> <li>• Review high-level issues and provides direction for resolution.</li> <li>• Assist with the management of risk as identified in the risk plan and reviewed fortnightly in project meetings.</li> <li>• Facilitate external relations with other SSOs and stakeholders.</li> <li>• Facilitate IRC support for the project.</li> <li>• Liaise with the Commonwealth Department of Education, Skills and Employment.</li> <li>• Support project team in delivery of outputs and outcomes</li> </ul>
<b>Artibus Innovation</b>	Project Managers	<ul style="list-style-type: none"> <li>• Evaluate TAG nominations and discuss with TAG Chair.</li> <li>• Undertake face-face, teleconference, online conferencing consultation and correspondence.</li> <li>• Establish and maintain project register.</li> <li>• Track the project progress and ensure milestones are met.</li> <li>• Convene TAG meetings as per Project Plan (see page 15).</li> <li>• Liaise with TAG members on project progress and seek advice and clarification, as required.</li> </ul>
<b>IRC and Chair</b>	Industry Reference Committee (IRC)	<ul style="list-style-type: none"> <li>• Elect the Chair of the TAG.</li> <li>• Agree on the composition of the TAG.</li> <li>• Inform industry networks of the project.</li> <li>• Review project updates (as standing agenda item).</li> </ul>

Name	Role	Responsibility
		<ul style="list-style-type: none"> <li>• Receive and review decisions based on advice from the TAG</li> <li>• Authorise IRC Chair to approve training components for submission to AISC</li> </ul>
TBC	Technical Advisory Group (TAG) Chair	<p>The TAG will be chaired by an Independent Chair, which will be:</p> <ul style="list-style-type: none"> <li>• the IRC Chair, or a nominee from the IRC</li> <li>• a nominee determined by the IRC.</li> </ul> <p>The Independent Chair is responsible for facilitating the TAG to achieve its terms of reference, including:</p> <ul style="list-style-type: none"> <li>• approving meeting agenda</li> <li>• ensuring the TAG develops and conforms to a project plan when progressing its terms of reference</li> <li>• facilitate meetings to achieve consensus wherever possible, where consensus means encouraging TAG members to develop, and agree to support, a position on advice to the IRC in the best interest of the project outcomes</li> <li>• ensuring communication with all TAG members</li> <li>• facilitating the formulation of TAG advice to the IRC, along with supporting evidence, in accordance with its terms of reference and its project plan</li> <li>• communicating the views of the TAG to the IRC.</li> <li>• Manage disagreements in accordance with the determined process</li> </ul> <p>In undertaking their role, the Independent Chair will:</p> <ul style="list-style-type: none"> <li>• ensure that the time in meetings is used effectively and that discussion on agenda items in TAG meetings is focused, succinct and evidence-based</li> <li>• facilitate open and constructive communications amongst TAG members and encourage their contribution to TAG deliberations (in or out of session)</li> <li>• guide and summarise TAG discussions, rather than participate in the detail of those discussions.</li> </ul>

Name	Role	Responsibility
TBD	Technical Advisory Group (TAG)	<p>The TAG is an advisory body that will:</p> <ul style="list-style-type: none"> <li>• provide advice to support the development and implementation of the Project Scope and Management Plan</li> <li>• contribute to identifying and validating the current and future industry training needs</li> <li>• provide advice to support the development of unit content and the approach to the structure of qualifications and skill sets</li> <li>• provide advice on articulation, pathways, specialist tools, equipment and software and industry conditions to help inform the Companion Volume Implementation Guide</li> <li>• facilitate broader consultation and engagement with industry stakeholders</li> <li>• monitor identified and emerging risks and advise on their prevention, mitigation and management</li> <li>• assist in promoting the final products and their take-up by industry and other stakeholders.</li> </ul> <p>The role of the individual members of the TAG is to commit to:</p> <ul style="list-style-type: none"> <li>• participating in regular meetings</li> <li>• actively contributing to the TAG's work both during and between meetings</li> <li>• nominating a proxy and advising Artibus Innovation if unable to attend a meeting</li> <li>• facilitating access to additional and specialised industry expertise</li> <li>• demonstrating a genuine interest in the initiatives and advocating for the project's outcomes</li> <li>• acting in the public good.</li> </ul>
Artibus Research Team	Research Officer	<ul style="list-style-type: none"> <li>• Research and provide the Research Pack.</li> <li>• Support stakeholder engagement</li> </ul>
Artibus Innovation	Contract Officer	<ul style="list-style-type: none"> <li>• Contract technical writer(s)</li> <li>• Contract quality panel members</li> </ul>

Name	Role	Responsibility
		<ul style="list-style-type: none"> <li>Contract Subject Matter Experts (SMEs)</li> </ul>
TBD	Technical Writer	<ul style="list-style-type: none"> <li>Undertake unit development activity.</li> </ul>
TBD	Subject Matter Experts (SMEs)	<i>Provide expert advice and recommendations on the content and structure of qualification or units of competency.</i>

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#### 4. Risk oversight and management

Category	Risk	Mitigation strategies
<b>Delivery</b>	<ul style="list-style-type: none"> <li>○ Stakeholders requesting additional training package components to be developed outside the agreed project scope.</li> </ul>	<ul style="list-style-type: none"> <li>○ Artibus will advise at each stage of the project members of the IRC, TAG and industry stakeholders regarding risks relating to developing training package outside the agreed scope and the impacts delivery.</li> <li>○ Artibus will advise the Department, if an evidence-based request to increase the unit scope is presented and discuss potential variations to the agreed scope and delivery timeframes.</li> </ul>
<b>Delivery</b>	<ul style="list-style-type: none"> <li>○ On-time completion of quality assurance.</li> </ul>	<ul style="list-style-type: none"> <li>○ Artibus will ensure QA panel members are informed of the project and its delivery date.</li> <li>○ Artibus will contract QA in advanced to ensure project delivery and ensure project timeframes support the delivery of the project.</li> </ul>
<b>Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>○ Low levels of engagement by industry.</li> </ul>	<ul style="list-style-type: none"> <li>○ Artibus will provided an initial stakeholder mapping to the Department upon finalisation of the 1<sup>st</sup> TAG meeting to discuss foreseeable issues relating to stakeholder engagement.</li> </ul>
<b>Stakeholder concerns</b>	<ul style="list-style-type: none"> <li>○ Management of stakeholder concerns.</li> </ul>	<ul style="list-style-type: none"> <li>○ Artibus will ensure stakeholders concerns are managed as per the training package policy.</li> </ul>