Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO3001 Maintain hard floor surfaces.
Unit Code	CPPCLO3102
Unit Title	Clean hard floors
Application	This unit specifies the skills and knowledge required to undertake regular and periodic cleaning of vinyl, tiled, stone, timber and engineered hard floors in a range of residential, educational, community, health care, accommodation and business settings. It includes the selection, use and basic care of manual equipment and hand-held mechanical equipment, such as mops and a walk behind floor scrubber, to remove soiling from hard floors while following work health and safety (WHS) procedures. This unit applies to cleaning industry personnel who work alone or in teams. They use a range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to complete routine cleaning activities and provide solutions to predictable and sometimes unpredictable problems. All work must be carried out in accordance with relevant state/territory legislation and regulations, including WHS, and codes of practice as well as organisational procedures. *No licensing, legislative or certification requirements apply to this unit at the time of publication.*
Prerequisite Unit	Nil
Competency Field	
Unit Sector	Cleaning
ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

1	Prepare to clean hard floors.	1.1	Identify cleaning requirements and worksite access and security procedures and, if needed, clarify issues with supervisor, team member or client.
		1.2	Select, check for fit and serviceability, and use personal protective equipment (PPE) according to WHS and job requirements.
		1.3	Identify site hazards and risks and position safety signage and barriers according to WHS and job

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			requirements.
		1.4	Check and document pre-existing condition and any damage to floors according to organisational requirements.
		1.5	Confirm type of floor and soil types on surfaces to determine appropriate cleaning methods.
		1.6	Select the appropriate equipment and cleaning agents and confirm requirements for safe use according to manufacturer instructions and WHS requirements.
		1.7	Determine sequence of tasks for maximum hygiene and efficiency of cleaning.
2	Clean floor surface.	2.1	Move and protect furniture and fittings that impede cleaning operation according to WHS and job requirements.
		2.2	Pre-clean by removing superficial soil from surfaces according to job requirements.
		2.3	Use appropriate equipment and cleaning agents to clean floors following safe work practices and manufacturer recommendations according to job requirements.
		2.4	Compare cleaned area with surrounding surface to determine need for further action according to job and organisational requirements.
3	Complete work activities.	3.1	Tidy work area, remove safety signage and barriers and dispose of soil and waste according to WHS and environmental requirements.
		3.2	Clean and/or dispose of PPE as required by hygiene and organisational standards.
		3.3	Check cleaning equipment for faults or damage, and report according to organisational requirements.
		3.4	Undertake basic care and maintenance needed to leave equipment and supplies in ready to use order.
		3.5	Record site cleaning and store cleaning equipment and materials according to organisational requirements.

FOUNDATION SKILLS	As well as the foundation skills explicit in the performance criteria of this unit, candidates require: • reading skills to interpret safety signs and symbols in work area and on cleaning agent labels • numeracy skills to measure quantities of cleaning agents.
UNIT MAPPING INFORMATION	Supersedes and is equivalent to CPPCLO3001 Maintain hard floor surfaces.
LINKS	The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b.

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Assessment Requirements

UNIT CODE AND TITLE	CPPCLO3102 Clean hard floors
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- sweeping/dry mopping and wet mopping to clean two of the following floor surfaces, each measuring at least 4 x 4 metres:
  - one vinyl floor area
  - one tiled floor area
  - stone/polished concrete floor area
  - one timber or engineered hard floor area.

- using a mechanical method of cleaning to clean two of the following floor surfaces, each measuring at least 4 x 4 metres:
  - one vinyl floor area
  - one tiled floor area
  - stone/polished concrete floor area
  - one timber or engineered hard floor area.

Candidates must clean each selected floor on at least two occasions and remove different types of soil.

KNOWLEDGE EVIDENCE
To be competent in this unit, a candidate must demonstrate knowledge of:

- personal and site security procedures and requirements:
  - site access - security cards, codes and keys
  - areas of the worksite not to be accessed
  - alarm activation and deactivation
  - maintaining client privacy and confidentiality
  - contingencies if personal safety at risk
- types of hazards and risks and ways to control:
  - work health and safety (WHS) requirements
  - Safe Work Australia regulations and guidelines
  - job safety analyses (JSAs) and safe work method statements (SWMS)
  - manufacturer instructions and safety data sheets (SDS)
  - types of personal protective equipment (PPE) and correct selection, care, use and disposal
  - slips, trips, falls and spills
  - manual-handling techniques when carrying, lifting, pushing and pulling
  - identification and safe practices with asbestos on site
  - correct use of signage, barriers, containment and engineering controls and PPE
  - safe use of electrical equipment
- organisational requirements for:
  - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security and breaches of site security
  - procedures for checking equipment operation and safety
  - use of cleaning equipment, cleaning agents, consumables and PPE
- types of hard floor surfaces and cleaning precautions:

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- resilient – vinyl, timber and engineered hard flooring
- non-resilient – tiles and stone

- functions and features and safe operational practices, care and storage of floor cleaning equipment:
  - wet and dry mops
  - brushes and brooms
  - walk behind equipment, such as scrubbers and sweepers
  - vacuuming equipment
- techniques for cleaning floors correctly and safely:
  - selection of appropriate equipment
  - adjusting equipment for operator height
  - operating posture and movements
- types of soil and methods to remove:
  - dust and dirt, oil/grease, food, beverages, and hazardous soil, such as vomit
  - stains, adhered and built-up soils
- types of floor cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
  - detergents
  - disinfectants
  - solvents
  - abrasives
- cleaning principles:
  - cleaning agent, time, agitation, temperature
  - significance of pH value of cleaning agents
  - sequence and direction of cleaning
  - achieve results while doing no harm
- routine maintenance of floor cleaning equipment and materials:
  - removing squeegees
  - changing scrubber pads
  - keeping buckets and mops clean
- environmentally sustainable work practices and compliance with environmental regulations:
  - storage and disposal of cleaning agents
  - ways of minimising negative environmental impact
  - conserving energy and water
  - recycling
- waste disposal:
  - general waste
  - contaminated and biological waste, syringes and sharps
  - recyclable waste
  - organic and green waste.
  - used materials and cleaning agents.

ASSESSMENT CONDITIONS

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting where these skills and knowledge would be performed.
Candidates must have access to:

- industry-standard cleaning equipment
- appropriate PPE
- manufacturer’s instructions and workplace documents.

LINKS	The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?

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