Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO3009 Clean glass surfaces.
Unit Code	CPPCLO3105
Unit Title	Clean glass surfaces
Application	This unit specifies the skills and knowledge required to assess the glass surface to be cleaned, identify the type of soil present, and then select the appropriate cleaning methods, equipment and cleaning agents. Glass surfaces are cleaned using standard and extension equipment if height access is required. This unit applies to cleaning industry personnel who work alone or in teams in commercial and domestic sites. 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 work health and safety (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	Plan and prepare to clean glass surfaces.	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, position safety signage and barriers according to WHS and job requirements.
		1.4	Move and protect items, as required, to permit access and prevent damage according to WHS and job requirements.

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		1.5	Check and document pre-existing damage to surfaces according to organisational requirements.
		1.6	Confirm glass features and soil type to determine the appropriate equipment and cleaning agents and confirm requirements for safe use according to manufacturer instructions.
		1.7	Select and prepare the appropriate equipment and cleaning agents and determine sequence of tasks according to WHS and job requirements.
2	Clean glass.	2.1	Spot clean by carefully removing soil from glass surface, as required, using appropriate methods.
		2.2	Wash and remove excess moisture using equipment and cleaning agents according to manufacturer recommendations, WHS and job requirements.
		2.3	Wipe surrounding surfaces to remove soil and waste according to job requirements.
3	Complete work activities.	3.1	Tidy work area, remove safety signage, barriers and protective covers and dispose of soil and waste in accordance with WHS and environmental requirements.
		3.2	Safely clean and/or dispose of PPE as required by organisational standards.
		3.3	Check cleaning equipment for faults, wear or damage and report in accordance with organisational requirements.
		3.4	Record site cleaning and store cleaning equipment and materials in accordance with 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 CPPCLO3009 Clean glass 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

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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- cleaning, on at least two occasions, three surfaces each made of a different glass type selected from:
  - mirrored glass
  - frosted or textured/patterned glass
  - float glass (common glass type)
  - toughened glass
  - coated glass (special reflection/transmission/absorption properties).

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 glass and methods and precautions for cleaning
- types of soils and methods to remove:
  - dust and dirt, oil/grease, food, beverages, and biological hazardous soil such as bird and insect droppings
  - adhered and built-up soils
- functions and features, safe use, routine maintenance and storage of standard and extension cleaning equipment:
  - buckets
  - chamois
  - cobwebbers
  - extension poles

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- glass scrapers
- hoses
- lamb's wool applicator
- lint-free cloths
- microfibre products

- selection, use, care and storage of microfibre equipment
- glass cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal
- 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
- 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
  - hazardous waste
  - 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?q=6f3f9672-30e8-4835-b348-205dfcf13d9b.

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