Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO3013 Clean window coverings.
Unit Code	CPPCLO3108
Unit Title	Clean window coverings
Application	This unit specifies the skills and knowledge required to assess the condition of blinds, screens, shutters and associated fixtures, and select required methods, equipment and cleaning agents to remove dirt and grime from a range of window coverings. It applies to a range of window coverings, including blinds, screens and shutters in commercial and domestic sites. 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 window coverings.	1.1	Identify cleaning requirements, worksite access, security and privacy 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

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			WHS and job requirements.
		1.3	Identify site hazards and risks, and position safety signage and barriers and remove, cover or protect furniture and fittings according to WHS and job requirements.
		1.4	Check and document pre-existing damage and condition of window coverings according to organisational requirements.
		1.5	Remove window coverings such as screens to permit access and prevent damage and tagging loose fittings for correct refit according to WHS and organisational requirements.
		1.6	Determine the appropriate cleaning methods and sequence of tasks based on window covering type, fixture method and soil types according to WHS and organisational requirements.
		1.7	Select, prepare and confirm requirements for safe use required equipment and cleaning agents, according to manufacturer instructions, WHS and job requirements.
2	Clean and refit window coverings.	2.1	Use spot cleaning methods according to organisational and job requirements.
		2.2	Wash and rinse window coverings and remove excess water using equipment and cleaning agents according to manufacturer recommendations, WHS and job requirements.
		2.3	Dry and check window coverings according to job and organisational requirements.
		2.4	Replace window coverings and check that they are in working order according to manufacturer specifications.
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 CPPCLO3013 Clean window coverings.
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-

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Assessment Requirements

UNIT CODE AND TITLE	CPPCLO3108 Clean window coverings
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- cleaning three of the following window coverings on at least two occasions, removing adhered soil, mould and mildew, and grease from:
  - one fixed awning
  - one holland blind
  - one set of vertical blinds
  - one set of shutters
  - one flywire screen.

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 soil:
  - adhered soil
  - cobwebs
  - dust
  - mould or mildew
  - nicotine stains
  - oil
  - paint
  - road grime
- cleaning methods and precautions for type and surface of window coverings

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and soil type:
    - air blowing
    - dusting
    - low-water cleaning methods, such as using microfibre cleaning products
    - pressure washing
    - rinsing
    - scrubbing
    - spot cleaning
    - water extraction
    - wiping
- functions and features of cleaning equipment, safe use, routine maintenance and storage:
    - brushes, soft brooms, chamois, cleaning cloths and scourers
    - hoses, pressure-washing equipment and water extraction machines
    - hot air dryers
    - microfibre equipment
- types of cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
    - purified water
    - detergents
    - surfactants
    - sanitisers
    - disinfectants
    - solvents
    - abrasives
- cleaning principles:
    - cleaning agent, time, agitation and 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:

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	https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b.

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