Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO4025 Provide quotation for cleaning services.
Unit Code	CPPCLO4101
Unit Title	Estimate and quote cleaning service
Application	This unit specifies the skills and knowledge required to assess client and job requirements, determine resources needed and calculate costs in order to develop quotations for regular, periodic or specialised cleaning services. Comprehensive knowledge is required of the range of cleaning methods available, the use of cleaning equipment and cleaning products, the associated human resource requirements, and the organisation's quoting policies and procedures. The unit supports cleaning personnel who liaise with clients. It applies in a range of commercial and domestic worksites. This unit is suitable for cleaning industry personnel who use well-developed cognitive, technical and communication skills and a broad knowledge base to select and apply specialist methods, tools, materials and information in operational cleaning management contexts. They complete routine and non-routine activities and provide and transmit solutions to a variety of 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	Assess and calculate cost of services.	1.1	Obtain and record client and worksite location details, and, if needed, insurance contact details.

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		1.2	Scope cleaning requirements and record details noting inclusions and exclusions according to job and organisational requirements.
		1.3	Develop and document a proposed work schedule and performance standards for the job.
		1.4	Estimate required labour, materials and equipment according to job and organisational requirements.
		1.5	Calculate costs, taxes and profit margin according to organisational requirements.
		1.6	Check and record calculations according to organisational requirements.
2	Provide quotation to client.	2.1	Write up quotation that includes details of service deliverables and performance indicators, costs, conditions and limitations according to organisational requirements.
		2.2	Present quote to the client according to organisational requirements.
		2.3	Respond to client feedback and offer options, with secondary quotations if needed, according to organisational requirements.
		2.4	Record details of quotations and file according to organisational requirements.
3	Respond to request for variation of existing contract.	3.1	Confirm authorisation to respond to a client request for variation to contract according to organisational requirements.
		3.2	Assess variation requests against existing contract conditions, additional work required and capacity to respond according to organisational requirements.
		3.3	Prepare costing and quotation for requested changes according to organisational requirements.
		3.4	Update client record and details of quotation 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 company policies and procedures related to estimating, costing and quoting for cleaning services, cleaning terminology, safety procedures and equipment manuals.
UNIT MAPPING INFORMATION	Supersedes and is equivalent to CPPCLO4025 Provide quotation for cleaning services.
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	CPPCLO4101 Estimate and quote cleaning service
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- preparing separate quotations for two of the following:
  - regular fortnightly cleaning services for a residence that includes a kitchen, a bathroom, three carpeted bedrooms and a timber floored living area
  - regular daily cleaning services for a commercial worksite that includes a kitchen, amenities and a general office area
  - a periodic cleaning service for a commercial worksite that includes a hard floor restoration and a restorative carpet clean
  - restoration of a residence damaged by water or fire.

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

- aspects of the following relevant to estimating and quoting a cleaning service:
  - consumer protection laws that relate to providing quotations
  - awards and workplace agreements
  - Environment Protection Authority (EPA) and local requirements for prescribed waste disposal
- personal and site security procedures and requirements:
  - site access - security cards, codes and keys
  - areas of the work site 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:
  - 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
  - responsibilities of cleaning staff - personal hygiene, and reporting personal health conditions and illness
- organisational requirements for:
  - communication with staff and clients
  - conditions and limitations of quotation - dates, variations, fees and payment
  - methods of customer accepting quotation

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- standard quotation formats and inclusion and exclusion statements
- quotation systems and procedures
- costs of services
- product suppliers, mark-up rates and procedures
- preferred supplier arrangements

- requirements of cleaning methods and precautions for surface types
- functions, features, safe use, routine maintenance and storage of cleaning equipment
- types of cleaning products - their purpose, action, correct use, precautions, safe handling, storage and disposal
- environmentally sustainable work practices and compliance with environmental regulations:
  - ways of minimising negative environmental impact
  - conserving energy and water
  - recycling
- waste disposal:
  - general waste
  - syringes and sharps
  - recyclable waste
  - organic and green waste
  - used materials and cleaning agents
  - disposal of prescribed waste.

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:

- client work order, instructions or service agreement
- organisational documentation, policies and procedures
- relevant awards and workplace agreements.

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