Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO3004 Maintain carpeted floors.
Unit Code	CPPCLO3101
Unit Title	Clean carpeted floors
Application	This unit specifies the skills and knowledge required to undertake regular cleaning of carpeted floors in residential, educational, community, health care, accommodation and business settings. It includes the selection, use and basic care of equipment such as carpet sweepers and vacuum cleaners. It includes selection of accessories for specific carpet cleaning tasks, using equipment safely and efficiently and identifying and reporting stains. 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 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	Prepare to clean carpets.	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 damage to carpet according to organisational requirements.
		1.5	Confirm carpet, condition and soil types on carpet to determine appropriate cleaning method.
		1.6	Select the appropriate equipment 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 carpet cleaning.
2	Clean carpets.	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 carpet according to job requirements.
		2.3	Use appropriate cleaning methods and equipment to clean carpet according to manufacturer recommendations and job requirements.
		2.4	Identify and report need for spot cleaning and stain removal according to organisational and job requirements.
3	Complete work activities.	3.1	Tidy work area, remove safety signage and barriers and dispose of soil and waste in accordance with 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, wear or damage and report in accordance with 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.
UNIT MAPPING INFORMATIO N	Supersedes and is equivalent to CPPCLO3004 Maintain carpeted floors.
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	CPPCLO3101 Clean carpeted floors
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- identifying and reporting three soils/stains requiring specialised removal
- vacuuming a carpeted floor of at least 4 x 4 metres on at least two occasions
- selecting, fitting and using the appropriate equipment and accessories to clean soil from three of the following:
    - an area rug
    - along skirting boards
    - heating vents in a carpeted floor
    - stairs.

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, 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
- techniques for vacuuming correctly and safely:
    - selection of appropriate equipment
    - adjusting equipment for operator height
    - operating posture
    - emptying waste
- common types of soiling on carpets
- functions and features, safe operational practices and storage of carpet cleaning equipment and accessories:
    - back-mounted unit
    - ducted system

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- floor-based mobile system
- stick vacuum cleaner:
  - accessories brush
  - crevice tool
  - floor head
  - power head
  - upholstery head
  - variable pile height and adjustable head
- carpet rake
- carpet sweeper

- routine care and maintenance of carpet cleaning equipment:
  - emptying and changing dust bag or bin
  - cleaning and replacement of filters
  - cleaning rotating brushes
  - unclogging and cleaning vacuum hose
- 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
  - 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?q=6f3f9672-30e8-4835-b348-205dfcf13d9b.

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