Unit of competency

Release 1		This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO3037 Clean external surfaces.	
Unit Code		CPPCLO3107	
Unit Title		Clean external surfaces	
Application		This unit specifies the skills and knowledge required to use cleaning equipment and cleaning agents to remove soil from external surfaces using low-water cleaning methods, scraping, pre-spraying and spot cleaning, and rinsing. It includes assessing the external surface to identify the type of soil present, and then selecting cleaning methods, equipment and cleaning agents. External surfaces are cleaned using standard and extension equipment if height access is required. The unit does not apply to specialised cleaning of sandstone and heritage buildings. 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 external 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

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			WHS and job requirements.
		1.3	Identify site hazards and risks, position safety signage and barriers and secure items requiring protection according to WHS and job requirements.
		1.4	Check and document pre-existing damage to external surfaces according to organisational requirements.
		1.5	Confirm type and material composition of surfaces and soil types to determine appropriate cleaning procedures.
		1.6	Select the appropriate equipment and cleaning agents and confirm requirements for safe use according to manufacturer instructions.
		1.7	Determine sequence of tasks for maximum hygiene and efficiency of surface cleaning.
2	Use equipment and methods for external cleaning.	2.1	Pre-clean by removing superficial soil from surfaces according to job requirements.
		2.2	Use appropriate cleaning methods to remove visible dirt and grime and remove streaks and excess water according to manufacturer recommendations and job requirements.
		2.3	Repeat cleaning process, as required, for heavy staining 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	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 CPPCLO3037 Clean external 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	CPPCLO3107 Clean external surfaces
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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 of the following different external surfaces, each measuring at least 4 x 4 metres:
  - brick, including rendered brick
  - concrete or polished concrete
  - metal
  - painted.

The candidate must demonstrate the following cleaning methods on each of the selected surfaces:

- low-water cleaning methods, such as using microfibre cleaning products
- scraping, pre-spraying and spot cleaning.

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
  - communication – face-to-face, electronic, written and photographic reporting
  - procedures for checking equipment operation and safety
  - use of cleaning equipment, cleaning agents, consumables and PPE
- cleaning methods and precautions for external surface types:
  - brick, including rendered brick surfaces
  - concrete, including polished concrete
  - metal surfaces
  - painted
  - polyresin

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- timber
- types of soil and methods to remove:
  - dirt and mud
  - oil/grease
  - mould
  - scuff marks
  - graffiti
- functions and features, safe use of and care and storage of external surface cleaning equipment:
  - scrapers and scourers
  - brushes, brooms and water-fed brooms
  - spray bottles and squeegees
- routine maintenance of cleaning equipment and cloths
- selection, use, care and storage of microfibre equipment
- types of cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
  - detergents
  - sanitisers
  - 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
- techniques for cleaning correctly and safely:
  - selection of appropriate equipment
  - adjusting equipment for operator height
  - operating posture and movements
- environmentally sustainable work practices and compliance with environmental regulations:
  - storage and disposal of cleaning agents
  - 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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