Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is not equivalent to CPPCLO3040 Clean ceiling surfaces and fittings.
Unit Code	CPPCLO3112
Unit Title	Clean walls, ceilings and fittings
Application	This unit specifies the skills and knowledge required to undertake regular or periodic cleaning of walls, ceiling surfaces and their fittings from ground level. It includes assessing the walls, ceilings and fittings to identify the type of soil present, and then selecting cleaning methods, equipment and cleaning agents. Walls, ceiling and fitting surfaces are cleaned using standard and extension equipment to ensure they are free from soil, cobwebs and dust. Ceiling surfaces can be flat, suspended or raked, and made of hard or absorbent materials. Fittings include audiovisual equipment, cameras, ceiling fans, ceiling roses, cornices, lighting tracks, pendant lighting, recessed lights, skylights, sprinkler systems, vents and grilles. 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.

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1	Plan and prepare to clean walls, ceilings and fittings.	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 and cover floor, furniture and equipment with drop sheets according to WHS and job requirements.
		1.4	Check and document pre-existing damage to walls, ceilings and fittings according to organisational requirements.
		1.5	Confirm material composition of surfaces and fittings 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 cleaning.
2	Clean walls and ceilings from ground level.	2.1	Pre-clean by removing cobwebs and dry dust from walls and ceiling and vacuuming difficult to reach areas.
		2.2	Remove soil using equipment and cleaning agents according to manufacturer recommendations and WHS requirements.
		2.3	Check that glass surfaces, surrounding areas and floor are free of cleaning agents, water and soil and remove, if necessary, according to job requirements.
3	Clean fittings.	3.1	Remove cobwebs and dry dust from fittings and dry wipe using appropriate equipment according to job requirements.
		3.2	Remove soil using appropriate equipment and cleaning agents according to manufacturer recommendations and WHS requirements.
		3.3	Remove soil from delicate surfaces using appropriate equipment according to manufacturer and WHS requirements.
4	Complete work activities.	4.1	Tidy work area, remove safety signage, barriers and protective covers and dispose of soil and waste in accordance with WHS and environmental requirements.
		4.2	Safely clean and/or dispose of PPE as required by organisational standards.
		4.3	Check cleaning equipment for faults, wear or damage and report in accordance with organisational requirements.
		4.4	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:		

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	• 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 not equivalent to CPPCLO3040 Clean ceiling surfaces and fittings.
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	CPPCLO3112 Clean walls, ceilings and fittings
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- dusting, cobwebbing and removing soil from one ceiling and associated walls
- cleaning four of the following fittings from ground level:
  - audiovisual equipment
  - ceiling fan
  - skylight
  - ceiling rose and cornice
  - sprinkler system
  - pendant lighting
  - vent or grille.

Candidates must clean each on at least two occasions.

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
- cleaning methods and precautions for surface types:
  - plaster
  - stainless steel, chrome and aluminium
  - plastics, vinyls and laminates
  - ceramic, porcelain, stone and concrete
  - glass
- cleaning methods and precautions for soil, cobwebs and dust

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- functions and features of standard and extension cleaning equipment, safe use, routine maintenance and storage:
    - cloths and sponges
    - microfibre equipment and cloths
    - dust mops, flat mops and cobwebbers
    - lamb's wool applicators
    - vacuum cleaner and accessories
- 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: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b.

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