Australian Industry and Skills Committee

CLEANING

Case for Endorsement

Name of allocated IRC(s): Property Services
Name of the SSO: Artibus Innovation

NOTE: Please use template as provided. Do not make structural changes, such as adding branding or changing headings.

Instructions

- This template provides clear instructions regarding the information the AISC looks for in a Case for Endorsement. The AISC will only approve work where it is satisfied with the evidence provided.
- The Case for Endorsement is a concise and coherent document written in plain English that assures the AISC that the training package component(s) submitted for approval meet the requirements of the:
  - *Standards for Training Packages 2012*
  - *Training Package Products Policy*
  - *Training Package Development and Endorsement Process Policy*
  - industry consensus, to the extent possible.
- When drafting a Case for Endorsement refer to the *Training Package Development and Endorsement Process Policy*.
- Only when industry and the SSO are satisfied that the training package is fit for purpose, in terms of content and quality, is it forwarded to the AISC Secretariat for distribution to the AISC.
- The completed template (excluding attachments) should be no more than 10 pages in length.

PLEASE DELETE INSTRUCTIONS PAGE AND GREEN TEXT PRIOR TO SUBMISSION

1. Administrative details of the Case for Endorsement

*Refer to **Attachment A** for the title and code for each of the training package components that are submitted for approval, and an indication of whether these are updated (including equivalence or non-equivalence status), new or deleted products*

1.1 Case for Change details

- Reference number of the relevant Case for Change, date it was approved and the scope of work approved by the AISC in relation to training package development work.

Cleaning was proposed as a project in the Property Services Industry Skills Forecast 2020. It was approved by the AISC at its June 2020 meeting and the Activity Order Artibus/TPD/2020-21/00, issued 28 August 2020, included PROJECT 1 – CLEANING, to review three cleaning qualifications and 60 units of competency and consider other specialty cleaning skills especially around infection control and disaster cleaning.

1.2 Timeframes and delays

- Indicate if the project was delivered in accordance with the agreed timeframe. Include a clear rationale for any project delays.
- The project was delivered in accordance with the agreed timeframe.

2. Changes to training products and how these will meet the needs of industry

*Refer to **Attachment B** for information on how the proposed updates to qualifications will better support job roles in industry.*

Describe the updates to training products that have been made as part of this project and how these changes respond to changes in industry skills needs (e.g. changes in job roles, new technology, regulatory changes, etc)

- The CPP40416 Certificate IV in Cleaning Management has been revised and enhanced to strengthen career pathways in the cleaning industry. The title has been changed to Certificate IV in Cleaning and the qualification now includes two streams. The packaging rules enable an outcome as either **Certificate IV in Cleaning (Management)**, or **Certificate IV in Cleaning (Specialty Cleaning and Restoration)** which is to be recognised on the testamur. The qualification has been expanded in response to increasing demand for technical skills to restore fire, smoke and water damage to structures and contents; remediate mould, and decontaminate clandestine drug, trauma and crime scene sites.
- The **Certificate III in Cleaning Operations** has been refreshed with updated units and improved packaging. It offers flexibility to provide fundamental skills and knowledge in cleaning, depth to support the development of more advanced skills, and breadth to acquire skills transferable to different workplace contexts.
- The **Certificate II in Cleaning** is proposed for deletion as industry stakeholders consider that it is not required. Industry focuses on Certificate III as the mainstay of formal training. Most units in the Certificate II duplicate functions in a corresponding unit in the Certificate III with insufficient differentiation between the skills and knowledge required to perform the task to justify retaining two units. The duplication between units results in there being little

differentiation between the Certificate II and Certificate III outcomes.

- The currency and ongoing demand for skill sets was reviewed. As part of the project seven skill sets were proposed (two newly created and five updated). Consultation revealed that industry is largely unaware of these training products and do not consider them important. RTOs are not likely to offer skill sets because these training products do not attract funding. RTOs have the capacity to create customised skill sets if required to meet local demand.
- Only one skill set is proposed for endorsement, the **Introduction to Cleaning Operations Skill Set**. It is designed to provide skills for those entering the industry and is a pathway into the Certificate III in Cleaning Operations. It would also support learners for whom a full qualification may not be suitable.
- The occupational standards have been reviewed to remove duplication and create a more coherent and robust set of units. There are now **29 units of competency**, reduced from 60, including six newly created units for specialty cleaning and restoration.

3. Stakeholder consultation strategy

*Refer to **Attachment C** for:*

- *list of stakeholders that actively participated in consultation on the project*
- *summary feedback provided by stakeholder type and the IRCs response to this feedback*
- *summary of issues raised during stakeholder consultation and the IRCs response to these issues*

3.1 Identification of stakeholders

Describe how stakeholders were identified and targeted for participation in this project (e.g. how were stakeholders who have a direct interest in the training products identified?)

Identifying and targeting stakeholders with a direct interest in the cleaning qualifications was done in several ways:

- The Building Services Contractors Association of Australia (BSCAA), a peak industry association with over 300 members from the cleaning industry, communicated directly with members via email and social media.
- The Chairperson of the Restoration Industry Association in Australasia, stakeholders in the speciality cleaning and restoration sector, encouraged members to participate in the project.
- The president of the Facilities Management Association of Australia alerted members to the project to review the training products.
- Members of the technical advisory group (TAG) alerted their contacts and networks to review the cleaning qualifications.
- **Validation phase: 1 April – 23 April 2021:** 73 RTOs with cleaning qualifications on their Scope of Registration were directly emailed at the beginning of the project and at the consultation and validation phases to advise them of project progress and to invite feedback.
- cleaning industry stakeholders on the Artibus Innovation database were added to the project communications.

3.2 Strategies for engaging stakeholders

- Outline the consultation strategies that were used to facilitate stakeholder participation used. How was the opportunity to participate via these consultation mechanisms promoted to industry?

Opportunities to participate in the review of the cleaning qualifications were promoted by using:

- Artibus communication channels comprising:
  - multiple newsletters to stakeholders and social media posts. Stakeholders were invited to feedback directly to the project manager or using an online feedback form
  - the Cleaning Project page on the Artibus website. This was used as the authoritative repository of information and documents relevant to the project
- e-news bulletins and social media sent out by the BSCAA

- TAG members encouraged their general cleaning contacts to provide feedback
- TAG members with expertise in specialty cleaning and restoration recruited industry practitioners to contribute to the development of new units.

The project manager had direct stakeholder contact via:

- three formal online meetings with the 11 TAG members, and numerous telephone discussions with individual members
- seven webinars - one held on 23 September 2020 and six held over 16, 17 and 18 February 2021 with a total of 94 registrants
- a site visit to Specialty Cleaning and Restoration premises and half day consultation session with owners
- five online meetings with speciality cleaning and restoration experts and four telephone discussions with speciality cleaning and restoration experts
- five telephone discussions with representatives from cleaning companies
- nine telephone discussions with RTOs, which included discussion about the Certificate II
- four telephone discussions with Corrections Victoria and Corrections WA.

The project utilised indirect stakeholder participation by working with three industry training advisory bodies (ITABs -NT, WA and NSW) and SkillsPoint, TAFE NSW to reach to their contacts and networks with an interest in the review of the cleaning qualifications.

- Two TAG members had articles published in the industry magazine IN CLEAN, March 2021 promoting the national qualifications for the cleaning industry.

3.3 Participation by different types of stakeholders

- Highlight how the consultation strategy supported participation by relevant stakeholders in rural, regional and remote (where appropriate) areas, and across states.
- Stakeholder participation in the consultation process was supported in each state and territory using the state chapters of the BSCAA
- In the NT, the Industry Skills Advisory Council NT facilitated consultation with its cleaning industry stakeholders. This input was provided to the project.
- Cleaning companies with Australia-wide operations were represented on the technical advisory group (TAG). TAG members facilitated participation by consulting with their state and territory counterparts in major cities and regional areas.
- Remote stakeholders were linked into project indirectly through discussions with cleaning companies such as Pickwick Group and ISS Facilities Services which have contracts in the mining and industrial sectors.

5. Evidence of industry support

4.1 Industry support

- Highlight evidence of industry support for the proposed training products provided through the consultation process.
- Industry representatives volunteered their time to be involved on TAG. Their willingness to participate reflected their shared commitment to improving the nationally available training products and so raise the professionalism of the cleaning industry and make cleaning a career of choice.
- TAG members advised their wider networks of the review of the cleaning qualifications and the expansion of the Certificate IV in Cleaning to include Speciality Cleaning and Restoration. Five speciality cleaning and restoration experts contacted the project indicating their support. Consultation with these experts contributed significantly to the development of six new units for the sector.

4.2 Engagement of States and Territories

- Illustrate how states/territories have been actively engaged in the project, and the level of state and territory support for the proposed training products.
- Artibus Innovation invited all State and Territory Training Authorities (STAs) to participate in an online meeting at which the cleaning project manager provided an overview of the project and was available to answer questions. Representatives from WA and the ACT took advantage of this opportunity. Non-attendance by the other jurisdictions is taken as an indication that there are no concerns.
- Representatives from the Department of Training and Workforce Development, WA and the Industry Skills Advisory Council NT; Victoria's Curriculum Maintenance Manager and the TAFE NSW SkillsPoint Manager with responsibility for the cleaning qualifications have participated in online consultation sessions.

4.3 Mitigation strategies

- Include evidence that key stakeholders (including training providers) are aware of and support the mitigation strategies of the expected impacts of the changes. This should include any training package components proposed for deletion from the National Register.

Please refer to Section 5.1.

4.4 Letters of industry support

- Attach any industry letters of support for the proposed training products.

To be provided by 17 May 2021.

6. Dissenting views

5.1 Dissenting views/issues raised

- Highlight any dissenting views (i.e. stakeholders views which differ from those of the IRC) raised during stakeholder consultations where resolution was not achieved
  - the IRCs response to the issues raised
  - efforts made to resolve divergent or outstanding issues

There is universal support from industry and RTOs for the proposed changes to the CPP30321 Certificate III in Cleaning Operations and the CPP40421 Certificate IV in Cleaning with two streams, Management or Specialty Cleaning and Restoration. Industry is strongly in favour of the proposed deletion of the Certificate II in Cleaning. However, removal of the Certificate II in Cleaning is not supported by a very small group of stakeholders who are delivering the qualification to specific cohorts.

The stakeholders comprise two RTOs in NSW delivering to learners with a disability and three RTOs delivering to learners in correctional services (two in WA and one in Cairns).

Efforts to resolve divergent views

The project has engaged directly with the stakeholders wanting to retain the Certificate II in Cleaning, to identify their issues. It appears that Certificate II in Cleaning is being used to cater for the learners with low levels of language, literacy and numeracy.

The project has explained to the objecting RTOs the policy framework under which the qualifications review is conducted and outlined the rationale for proposing the deletion of the Certificate II.

The RTOs tended to agree that there was significant duplication between the units. and that the cleaning skills were the same whether it was Certificate II or Certificate III, what changed was the level of supervision required.

Most units in the Certificate II in Cleaning duplicate functions in a corresponding unit in the Certificate III with insufficient differentiation between the skills and knowledge required to perform the task to justify retaining two units. Industry stakeholders are of the view that it is not required and focuses on Certificate III as the mainstay of formal training.

The project acknowledges that in addition to learners with a disability and learners in corrections, there are many other individuals who experience disadvantage, including Indigenous learners, learners from culturally and linguistically diverse backgrounds, people who are unemployed or have low levels of prior educational attainment.

To better meet the needs of disadvantaged learners and for those RTOs wanting to deliver a Certificate II pathway to learners with a disability or learners in correctional services, the **FSK20119 Certificate II in Skills for Work and Vocational Pathways** contextualised for cleaning is suggested as an alternative qualification. The qualification develops language, literacy, numeracy in a work context and employability skills and provides a pathway to employment. The packaging rules allow up to eight units to be imported from the Certificate III in Cleaning.

To build confidence in those who may be daunted by the prospect of undertaking a full qualification load, or for workers in another occupation looking to reskill and enter the cleaning industry, an **Introduction to Cleaning Operations Skill Set** comprising six units is proposed. Successful completion of the skill set units would provide credit towards the attainment of the Certificate III in Cleaning Operations.

The Property Services IRC supports the proposed:

- deletion of the Certificate II in Cleaning and the Introduction to Cleaning Skill Set and the

FSK20119 Certificate II in Work Skills and Vocational Pathways contextualised for cleaning that provide useful alternatives for RTOs wanting to train disadvantaged learners for entry to the cleaning industry

- update to the Certificate III in Cleaning Operations
- update and expansion of the Certificate IV in Cleaning from one stream Management, to include a second stream, Specialty Cleaning and Restoration.

5.2 Rationale for approval

- Identify the reasons why the IRC is recommending training package component(s) are approved despite these divergent views.
- The Property Services IRC is guided by industry and consultation with representatives from the cleaning industry shows consensus on the deletion of the Certificate II in Cleaning.
- In 2015-16, industry recommended the deletion of the Certificate II in Cleaning however, the AISC instructed that it be retained to address concerns raised by the Victorian STA about disadvantaged learners.
- Retaining a cleaning qualification especially for disadvantaged cohorts works against the cleaning industry's aim of using the national training system to raise the professionalism of the sector.
- The disadvantaged learners will be better served by a qualification such as FSK20119 Certificate II in Skills for Work and Vocational Pathways that is designed to build foundation skills and employability skills. Up to eight vocational units of competency for cleaning can be included.

7. Reports by exception

- TO BE CONFIRMED AFTER DISTRIBUTION TO STAs
- Outline any:
  - report(s) by exception from states and territories
  - efforts by the SSO/IRC to resolve the identified issues
  - the rationale for the IRC position

8. Mandatory Workplace Requirements

*Refer to **Attachment D** for a list of the units of competency, the MWR, the rationale for this, and evidence of employer support for this requirement.*

- Not applicable. There are no mandatory workplace requirements included in the training products proposed for approval.

9. Implementation of the new training packages

8.1 Implementation issues

- Describe any implementation issues raised by states and territories and/or other stakeholders and the proposed management strategy. For example:
  - how the downstream impacts (including, state and territory funding arrangements) of the changes will be managed (for example, where the case for endorsement recommends the deletion of units/qualifications).

Implementation issues

- Implementation of the new Specialty Cleaning and Restoration stream in the CPP40421 Certificate IV in Cleaning will require additional work by an RTO that intends to have it added to Scope of Registration.
- The Specialty Cleaning and Restoration sector is investigating opportunities for third-party arrangements with suitable RTOs.
- As the updated CPP30321 Certificate III in Cleaning Operations supersedes and is equivalent to CPP30316 Certificate III in Cleaning Operations, no implementation issues are envisaged.
- If the proposed deletion of the Certificate II in Cleaning is endorsed by the AISC, RTOs delivering the qualification will need to adjust their qualification offerings over the coming year.
- RTO stakeholders have raised concerns that the uptake of the Introduction to Cleaning Operations Skill Set is likely to be inhibited as most states and territories do not currently fund Skill Sets. RTOs have been encouraged to raise funding issues with the relevant section of their STA.

Implications for other training products in the training system

- Twenty-five units of competency related to the cleaning project are used in one accredited course and eight qualifications from three other Training Packages. The relevant SSO and course owner have been alerted to the changes in the cleaning units and provided with a mapping. No issues were raised.

8.2 Potential for traineeship or apprenticeships

- Include any recommendation from the allocated IRC/s as to whether the proposed training package component(s) may be the basis for a traineeship or an apprenticeship and the nominal duration of the traineeship or apprenticeship.
- The property Services IRC has recommended that the CPP30321 Certificate III in Cleaning Operations is suitable for an Australian traineeship pathway with a nominal duration of XX **TBC**

8.3 Occupational and licensing requirements

- Not applicable.
- At this point in time there are no linkages between proposed training products and occupational and licensing requirements.

8.4 Extension to transition period

Where the need for an extension to the transition period is identified for training products that are the subject of this Case for Endorsement, the SSO will apply to the relevant regulator for an extension to transition, to mitigate the identified impact on other training products, particular student cohorts or industry business needs
• It is not anticipated that there will be the need for an extension to the transition period. • Outline if an extension to the transition period is likely to be required for any products being updated through this project (for example, when training package updates on the national register are expected to be delayed due to dependencies on other projects) • If yes, please include details (e.g. products impacted, extension anticipated to be requested, rationale).

10. Quality Assurance

The Case for Endorsement meets the following requirements:

o	*Standards for Training Packages 2012*	☐
o	*Training Package Products Policy*	☐
o	*Training Package Development and Endorsement Process Policy*	☐
o	*Companion Volume Implementation Guide is available and quality assured.*	☐

*Copies of quality assurance reports are included in **Attachment F**.*

11. Implementation of the Minister's priorities in training packages

*Refer to **Attachment E** for information on no enrolment and low enrolment qualifications reviewed as part of this project, and the outcomes of this review (i.e. product proposed for deletion or retention). Attachment D also includes the rationale for retaining no and/or low enrolment products when this is the proposal.*

Please include an explanation of how approval of the proposed training products will support the reform priorities for training packages agreed by skills ministers in November 2015 and October 2020:

Streamlining/rationalisation of training products	• Outline the streamlining/rationalisation of the training products that will result from this project • Rationalisation at the unit level achieved: o Eleven of the units duplicate functions in a corresponding unit with insufficient differentiation between the skills and knowledge required to perform the task to justify retaining two units. Accordingly, these units are proposed for deletion. Any relevant content has been incorporated into its updated replacement unit. o In 15 units, an existing unit from another Training Package is proposed as a replacement unit as it better addresses the required skills and knowledge. For example, this cross-sectoral approach was applied with the CPPCMN 'common' units, work health and safety units and the management related units from Certificate IV with replacement units drawn from the BSB Business Services Training Package. o Eight units had content applicable to all practical units. Content was included in these and the original units deleted. o One unit was deleted based on the rationale that it was beyond the scope of the qualifications.

	o The remaining 24 units were updated to reflect current industry practice. • Rationalisation at the qualification level achieved by: o deleting the Certificate II in Cleaning. The industry did not consider that the Certificate II in Cleaning was required. There is insufficient differentiation in the outcomes of the Certificate II and Certificate III and the skill and knowledge requirements and workplace activities. • Rationalisation of skill sets achieved by: o reducing the number of skill sets from eight to one, Introduction to Cleaning Operations which provides for recognised skills for entry to the cleaning workforce as well as a pathway into the Certificate III in Cleaning Operations.
	• Show how this project will affect the net number of units and qualifications in the training products involved • This project has reduced the net number of training product components for cleaning: o qualifications have reduced by 1 (from three to two) o units have reduced by 31 (from 60 to 29) o skill sets have reduced by 7 (from 8 to 1).
	• Describe the analysis of existing training products that has been undertaken during this project to ensure that existing units are used wherever possible, including cross-sector units. • In 15 units, an existing unit from another Training Package is proposed as a replacement unit as it better addresses the required skills and knowledge. For example, this cross-sectoral approach was applied with the CPPCMN 'common' units, work health and safety units and the management related units from Certificate IV with replacement units drawn from the BSB Business Services Training Package. • Several existing training products were investigated in efforts to provide alternative options for RTO stakeholders wanting to retain the Certificate II for cohorts with disability and low levels language, literacy and numeracy. These included the: o 22481VIC Certificate II in Work Education o 22488VIC Certificate II in EAL (Employment) o 22448VIC Certificate II in Mumgu-dhal tyami-tiyt (for

	Indigenous learners).
	• If any proposed new qualifications or units are supported by existing training products, briefly explain why existing products are unsuitable • Not applicable.

Ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices	The proposed training components have been updated in close consultation with industry stakeholders. The unit of competency Elements and Performance Criteria have been updated to better reflect current industry skills, knowledge and work practices. The Performance Evidence and Knowledge Evidence have been updated to better articulate assessment requirements and to reflect employer expectations of the skills and knowledge graduates would bring to the workplace. Consolidating the qualifications available by removing the Certificate II makes course selection less confusing for consumers.
Ensure the training system better supports individuals to move more easily between related occupations	The CPP30321 Certificate III in Cleaning Operations includes a range of electives which provide breadth and depth of choice supporting individuals move between related occupations and industry sectors. The updated Certificate IV in Cleaning provides opportunity for individuals to expand their employment and career options into Management or Specialty Cleaning and Restoration.
Improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors *Foster greater recognition of skill sets and work with industry to support their implementation*	The project has made use of imported units that are applicable across different industry sectors. Even though the number of skill sets has been reduced to one, industry stakeholders involved in consultation have a better understanding of how skill sets can be used to 'chunk' training into smaller bits that build toward a qualification. Many of the employers recognised the benefits of skill sets in providing initial success in learning and motivating employees to take on more formal training.

12. A link to the full content of the proposed training package component(s)

The AISC should be provided with a link to the full, developed training package component(s) to be approved under the Case for Endorsement.

A link to the training package components proposed for endorsement is included here.

This Case for Endorsement was agreed to by the [name] IRC

Name of Chair	Mr Noel Hamey
Signature of Chair	
Date	

Attachment A: Training products submitted for approval

Please set out in the table below, the training products submitted for approval, including showing whether this is an updated, new or deleted product.

Training Product Name		Type	For existing products, equivalence/non-equivalence status	CPPCLO3008
Qualifications				
CPP20617 Certificate II in Cleaning		Deleted		Proposed for deletion as there is not a clear distinction in the workplace job roles or skill and knowledge requirements between the Certificate II in Cleaning and the Certificate III in Cleaning Operations.
CPP30321 Certificate III in Cleaning Operations		Updated	E	CPP30321 Certificate III in Cleaning Operations supersedes and is equivalent to CPP30316 Certificate III in Cleaning Operations. The Certificate III in Cleaning Operations has been refreshed with updated units and improved packaging. It offers flexibility to provide fundamental skills and knowledge in cleaning, depth to support the development of more advanced skills related to periodic cleaning, and breadth to acquire skills transferable to different workplace contexts.
CPP40421 Certificate IV in Cleaning		Updated	N	The title has been changed. Core units decreased from seven to four and elective units increased from seven to ten. Elective units revised and grouped by specialisation. This qualification now provides for a specialisation in either:

				Management or Specialty Cleaning and Restoration. The RTO is to insert the specialisation on the testamur either: • CPP40421 Certificate IV in Cleaning (Management) revised and strengthened with increased use of BSB cross-sector units. • CPP40421 Certificate IV in Cleaning (Specialty Cleaning and Restoration) developed in response to increasing demand for technical skills to restore fire, smoke and water damage to structures and contents; remediate mould, and decontaminate clandestine drug, trauma and crime scene sites.
Units of competency				
CPPCLO3100 Maintain cleaning storage areas		1. Updated	E	Supersedes and is equivalent to CPPCLO3035 Maintain cleaning storage areas. New code. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3101 Clean carpeted floors		2. Updated	E	Supersedes and is equivalent to CPPCLO3004 Maintain carpeted floors. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3102 Clean hard floors		3. Updated	E	Supersedes and is equivalent to CPPCLO3102 Clean hard floors. New title and code changed. Unit edited for clarity and updated to reflect current industry practice and flooring materials. Knowledge Evidence and Performance Evidence made more explicit.

CPPCLO3103 Clean and maintain amenities		4. Updated	E	Supersedes and is equivalent to CPPCLO3017 Clean wet areas. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3104 Clean high-touch surfaces		5. Updated	E	Supersedes and is equivalent to CPPCLO3045 Clean high-touch surfaces. New code. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3105 Clean glass surfaces		6. Updated	E	Supersedes and is equivalent to CPPCLO3009 Clean glass surfaces. New code. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3106 Pressure wash and clean surfaces		7. Updated	E	Supersedes and is equivalent to CPPCLO3020 Pressure wash and clean surfaces. New code. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3107 Clean external surfaces		8. Updated	E	Supersedes and is equivalent to CPPCLO3037 Clean external surfaces. New code. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3108 Clean window coverings		9. Updated	E	Supersedes and is equivalent to CPPCLO3013 Clean window coverings. New code. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit. Curtains removed.

CPPCLO3109 Clean fabric upholstery		10. Updated	E	Supersedes and is equivalent to CPPCLO3024 Clean fabric upholstery. New code. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3110 Treat carpet stains		11. Updated	E	Supersedes and is equivalent to CPPCLO3007 Remove carpet stains, and Supersedes and is equivalent to CPPCLO3015 Treat complex carpet stains. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3111 Clean rooms, furniture and fittings		12. Updated	E	Supersedes and is equivalent to CPPCLO3018 Clean and maintain furniture and fittings. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3112 Clean walls, ceilings and fittings		13. Updated	N	Supersedes but is not equivalent to CPPCLO3040 Clean ceiling surfaces and fittings. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit. Walls added.
CPPCLO3113 Clean food handling areas and equipment		14. Updated	E	Supersedes and is equivalent to CPPCLO3038 Clean food-handling areas. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge

				Evidence and Performance Evidence made more explicit.
CPPCLO3114 Clean specialised clean-room environments		15. Updated	E	Supersedes and is equivalent to CPPCLO3014 Maintain clean-room environments. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO3115 Clean industrial machinery		16. Updated	E	Supersedes and is equivalent to CPPCLO3021Clean industrial machinery. New code. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO4100 Organise and monitor cleaning tasks		17. Updated	E	Supersedes and is equivalent to CPPCLO4022 Schedule and monitor cleaning tasks. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO4101 Estimate and quote cleaning service		18. Updated	E	Supersedes and is equivalent to CPPCLO4025 Provide quotation for cleaning services. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO4102 Supervise cleaning staff		New		New unit of competency
CPPCLO4103 Work collaboratively in specialty		New		New unit of competency

cleaning and restoration				
CPPCLO4104 Restore water damaged structures and contents		19. Updated	N	Supersedes but is not equivalent to CPPCLO3008 Mitigate carpet water damage. New title and code modified to reflect complexity of skills. Unit broadened to include building structures and contents. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO4105 Apply odour control to structures and contents.		20. Updated	N	Supersedes but is not equivalent to CPPCLO3010 Apply odour control to carpets. New title and unit coding modified to reflect complexity of skills. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit. Unit broadened to include furnishings and building materials.
CPPCLO4106 Clean and decontaminate clandestine drug sites		New		New unit of competency
CPPCLO4107 Remediate mould contaminated structures and contents		New		New unit of competency
CPPCLO4108 Restore fire and smoke affected structure and contents		New		New unit of competency

CPPCLO4109 Clean and decontaminate trauma and crime scene sites		New		New unit of competency
CPPCLO4110 Perform restorative carpet cleaning		Updated	N	Supersedes but is not equivalent to CPPCLO3006 Clean carpets. New title and code changed. Unit coding modified to reflect complexity of skills. Unit broadened and relevant content from CPPCLO3016 Apply topical treatments to carpets incorporated. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO4111 Strip and seal hard floors		Updated	E	Supersedes and is equivalent to CPPCLO3002 Restore hard floor surfaces. New title and code changed. Unit coding modified to reflect complexity of skills. Unit edited for clarity and updated to reflect current industry practice and flooring materials. Knowledge Evidence and Performance Evidence made more explicit.
CPPCLO4112 Assess cleaning products and equipment to meet cleaning service requirements		Updated	N	Supersedes but is not equivalent to CPPCLO4002 Develop, implement and monitor new cleaning techniques. New title and code changed. Unit edited for clarity and updated to reflect current industry practice. Knowledge Evidence and Performance Evidence made more explicit. Focus on assessment of products and equipment, implementation of techniques to address problems removed.
CPPCCL2008 Clean carpeted floors		Deleted	NA	Deleted and replaced by CPPCLO3101 Clean carpeted floors.

CPPCCL2009 Perform basic stain removal from carpets		Deleted	NA	Deleted and replaced by CPPCLO3110 Treat carpet stains.
CPPCLO2002 Clean hard floor surfaces		Deleted	NA	Deleted and replaced by CPPCLO3102 Clean hard floors.
CPPCLO2005 Maintain glass surfaces		Deleted	NA	Deleted and replaced by CPPCLO3105 Clean glass surfaces.
CPPCLO2011 Maintain ceiling surfaces and fittings		Deleted	NA	Deleted and replaced by CPCLO3112 Clean walls, ceilings and fittings.
CPPCLO2014 Clean and arrange furniture and fittings		Deleted	NA	Deleted and replaced by CPPCLO3111 Clean rooms, furniture and fittings.
CPPCLO2016 Clean wet surfaces		Deleted	NA	Deleted and replaced by CPPCLO3103 Clean and maintain amenities.
CPPCLO2018 Sort, remove and recycle waste material		Deleted	NA	Deleted and content included in all practical units.
CPPCLO2032 Plan basic cleaning activities		Deleted	NA	Deleted and content included in all practical units.
CPPCLO2034 Maintain storage area and cleaning equipment		Deleted	NA	Deleted and content included in all practical units.

CPPCLO2036 Maintain external surfaces		Deleted	NA	Deleted and replaced by CPPCLO3107 Clean external surfaces.
CPPCLO2042 Clean surfaces using microfibre equipment		Deleted	NA	Deleted and content included in all practical units.
CPPCLO2045 Clean rooms for guests and residents		Deleted	NA	Deleted and replaced by SITHACS003 Prepare rooms for guests.
CPPCLO3003 Clean using safe work practices		Deleted		Deleted and content included in all practical units.
CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work		Deleted		Deleted and content included in all practical units.
CPPCLO3011 Clean using environmentally sustainable work practices		Deleted		Deleted and content included in all practical units.
CPPCLO3012 Repair and reinstall carpets		Deleted		Deleted as task outside the scope of the qualification. Task undertaken by specialist carpet layers. No enrolments for extended time.
CPPCLO3016 Apply topical treatments to carpets		Deleted		Deleted and function added to CPPCLO4110 Perform restorative carpet cleaning.
CPPCLO3019 Remove waste and recyclable materials		Deleted		Deleted and content included in all practical units.
CPPCLO3029 Inspect sites prior to carpet cleaning		Deleted		Deleted and relevant functions incorporated into CCPCLO4101 Estimate and quote cleaning service.

CPPCLO3030 Develop a plan to mitigate water damage and restore carpets		Deleted		Deleted and content included in CPPCLO4104 Restore water damaged structures and contents
CPPCLO3036 Clean at heights		Deleted		Deleted and replaced by CPCCCM2012 Work safely at heights
CPPCLO3043 Clean using microfibre and chemical-free techniques		Deleted		Deleted and content included in all practical units.
CPPCLO3044 Prepare rooms for guests and residents		Deleted		Deleted and replaced by SITHACS003 Prepare rooms for guests.
CPPCLO4001 Induct cleaning staff		Deleted		Deleted and replaced by TLIL3003 Conduct induction process.
CPPCLO4003 Manage cleaning equipment maintenance and supply		Deleted		Deleted and replaced by BSBOPS401 Coordinate business resources.
CPPCLO4024 Manage the supply of cleaning stores to the work site		Deleted		Deleted and replaced by BSBOPS401 Coordinate business resources.
CPPCMN2002 Participate in workplace safety arrangements		Deleted		Deleted and replaced by BSBWHS211 Contribute to the health and safety of self and others.
CPPCMN2004 Provide basic client services		Deleted		Deleted and replaced by BSBOPS304 Deliver and monitor a service to customers.
CPPCMN3006 Provide effective client service		Deleted		Deleted and replaced by BSBOPS304 Deliver and monitor a service to customers.

CPPCMN3007 Support leadership in the workplace		Deleted		Deleted and replaced by BSBXTW301 Work in a team.
CPPCMN4001 Develop workplace policies and procedures for sustainability		Deleted		Deleted and replaced by BSBSUS511 Develop workplace policies and procedures for sustainability.
CPPCMN4002 Implement and monitor environmentally sustainable work practices		Deleted		Deleted and replaced by BSBSUS411 Implement and monitor environmentally sustainable work practices.
CPPCMN4003 Establish, develop and monitor teams		Deleted		Deleted and replaced by BSBXTW401 Lead and facilitate a team.
CPPCMN4004 Develop and manage client relations		Deleted		Deleted and replaced by BSBTWK401 Build and maintain business relationships
CPPCMN4007 Manage workplace safety arrangements		Deleted		Deleted and replaced by BSBWHS411 Implement and monitor WHS policies, procedures and programs.

Attachment B: How qualification updates support job roles

Please use the table below to demonstrate how the proposed updates to qualifications will better support job roles

Job role	Qualification	Proposed updates and how these better support the job role
General day or night cleaner in a range of workplace contexts - retail, commercial, educational, health care, public transportation, precincts and venues, mining and industrial and domestic settings.	CPP30321 Certificate III in Cleaning Operations	This qualification has been refreshed with updated units and improved packaging. It offers flexibility to provide fundamental skills and knowledge in cleaning, depth to support the development of more advanced skills related to periodic cleaning, and breadth to acquire skills transferable to different workplace contexts.
The **Management** outcome is relevant to Job roles such as site supervisor, client services manager or site manager responsible for cleaning services at multiple sites, or a manager responsible for a specialist cleaning team. The **Specialty Cleaning and Restoration** outcome is relevant to cleaning technicians with high level skills to clean and restore fire, smoke and water damage to structures and contents; remediate mould, and clean and decontaminate clandestine drug, trauma and crime scene sites.	CPP40421 Certificate IV in Cleaning	This qualification has been revised and enhanced and now includes two streams. The packaging rules enable an outcome in either **Certificate IV in Cleaning (Management)**, or **Certificate IV in Cleaning (Specialty Cleaning and Restoration),** which is to be recognised on the testamur. The management stream has a stronger business focus and the additional stream has been added in response to increasing demand for technical skills to restore fire, smoke and water damage to structures and contents; remediate mould, and decontaminate clandestine drug, trauma and crime scene sites.

Attachment C: Stakeholder consultation

List of stakeholders that actively participated in stakeholder consultation for the project:

Name	Organisation	Title	Industry	Representation Type	State
Odette Pihl	CMBM Facility Services	Trainer	Cleaning Services	Employer	Qld
Khadijah Bouabdullah	Ozland Group Solutions	Divisional CEO	Cleaning Services	Employer	Qld
Riley Wholohan	The Management Edge	Trainer	Cleaning Services	RTO	NSW
Carole Petchell	Kangan Bendigo Institute of TAFE	Director Corrections Education	Cleaning Services	RTO	Vic
Deborah Westfield	Corrections Victoria	SPO, Education Training and Employment Branch	Cleaning Services	RTO	Vic
Brooke McLean	Disaster Recovery Queensland	Administrator Cleaning and Restoration Science Institute	Specialty Cleaning and Restoration	Employer	Qld
Phill McGurk	Disaster Recovery Queensland	Managing Director	Specialty Cleaning and Restoration	Employer	Qld
Greg Cheetham	ACFIPS Industry Training Advisory Body	Project Officer	Property Services	Industry Training Advisory Body	NSW
Neda Aleksic	Industry Skills Advisory Council NT	Training Package Development Officer	Property Services	Industry Training Advisory Body	NT
Bronwyn McLaws	HITSA – training, recruitment and employment solutions	Trainer	Cleaning Services	RTO	SA
Richard	Learning Sphere	Trainer	Cleaning	RTO	NSW

Olorenshaw					
Alan Daniel	Chisholm Institute of TAFE	Curriculum Maintenance Manager	Property Services	STA	Vic
Stuart Blair	ISS Facilities Services	Manager	Cleaning Services	RTO	NSW
Duane Hawkins	ISS Facilities Services	General Manager	Cleaning Services	Employer	National
Lisa Cross	Corrective Services	Coordinator Traineeships	Cleaning Services	RTO	WA
Helen Strik	TAFE NSW	Teacher/Assessor	Cleaning Services	RTO	NSW
Jeremy Stamkos	Director Restoration Industry	Consultants	Specialty Cleaning and Restoration	Consultant	Vic
Penny Tralau	Mould Rescue	Managing Director	Specialty Cleaning and Restoration	Consultant	NSW
Karen Burnell	TAFE QLD	Business Manager	Cleaning Services	RTO	Qld, Cairns
John Tannous	TAFE NSW	Product Manager Property Services	Cleaning Services	RTO	NSW
Liz Sheppard	Asset Training	Coordinator	Cleaning Services	RTO	Tas
Anne Brecht	JobQuest	Training and Operations Manager	Cleaning Services	RTO	NSW
Sonya Gorgovski	BIC	Training and Development Manager	Cleaning Services	Employer and RTO	NSW
Scott McFadzen	Coach8	Principal Consultant	Speciality Cleaning and Restoration	Employer and IICRC approved school	Mackay, QLD
Mehmet Ucar	Quantum Restoration Services	Managing Director	Speciality Cleaning and Restoration	Employer	Vic
Colin Nation	Nation Training	Consultant / Trainer	Speciality Cleaning and Restoration	Employer (retired) and trainer	Qld

Kim Puxty	Building Services Contractors Association of Australia	President	Cleaning Services	Industry body	National
Andrew Hume	TAFE Qld	Trainer	Cleaning Services	RTO	QLD
Barbara Fiebiger	Lustra	Business Development Manager	Cleaning Services	Employer	SA
Bruce Whiteley	Daniels Associates	Operations Manager	Cleaning Services	RTO	NSW
Christine Boak	Elements Specialty Cleaning and Restoration	Director	Speciality Cleaning and Restoration	Employer	Vic
Owen Boak	Elements Specialty Cleaning and Restoration	Managing Director, and Australian Council Chairperson, Restoration Industry Association	Speciality Cleaning and Restoration	Employer	Vic
Dean Munro	Pickwick Group	National SHEQ Manager	Cleaning Services	Employer	QLD
Glen Stewart	Springmount Services	Senior Operations Manager Retail	Cleaning Services	Employer	QLD
Luke Bordin	Learning Sphere Training Solutions	Industry Programs Specialist	Cleaning Services	RTO	NSW
Ryan Isemonger	Global Hospitality Solutions	General Manager	Cleaning Services	Employer	NSW
Sondra Bowman	Sharman Property Services	Administrator Accounts	Cleaning Services	Employer	QLD
Vicki Brooks	Biniris	Safety and Compliance Manager	Cleaning Services	Employer	QLD
Terry Richards	Australian College of Training	CEO	Cleaning Services	RTO	WA
Wayne Chrimes	Box Hill Institute of TAFE	Trainer	Cleaning Services	RTO	Vic
Michael Paydon	Able Carpet Care	Owner	Cleaning Services	Employer	Vic
Tim Sealy	Skills Canberra	Senior Project Officer	Training Packages	STA	ACT

Paul Meunchow	Department of Training and Workforce Development	Senior Project Officer	Training Packages	STA	WA
Jenny Allway	Aspire to Succeed	Trainer	Cleaning Services	RTO	WA
Anonymous by request	Sterling NT	Manager	Cleaning Services	Employer	NT
Anonymous by request	Remmah Properties	Manager	Cleaning Services	Employer	NT
Sarah Bravo	Club Taree	Manager	Cleaning Services	Employer	NSW
Debbie Delimitros	Eternal Cleaning Services	General Manager	Cleaning Services	Employer	NSW and Vic
Lyn Whelan	Du Clene	Owner	Cleaning Services	Employer	WA
Terry Corby	Solutions Property Services	Managing Director	Cleaning Services	Employer	NSW
Matthew Collings	Collings Services	Director	Cleaning Services	Employer	Tas
Peter Rundle	Frontline Support	Director	Cleaning Services	Employer	SA
James Phillips	Stanborough Wemyss Contracting	Director	Cleaning Services	RTO	Vic
John McNamara	Real Futures	CEO, Employment Services	Cleaning Services	Job readiness, training, services and employment	NSW
Nunzia Confessore	JobLife Employment	CEO	Cleaning Services	Job readiness, training, services and employment	NSW
Corian Francais	Learning Sphere	Lead Trainer	Cleaning Services	RTO	NSW

Summary of Feedback by Stakeholder type:

Stakeholder Type	Key Feedback Points	Actions Taken to Address Feedback
Industry Reference Committee (IRC) Representatives	• Refer to section 5.2 of the Case for Endorsement.	
Peak Industry Bodies	• Feedback on changes to industry practices as a result of COVID.	Infection prevention and control measures addressed in all practical units as well as including dedicated infection prevention and control units.
Employers (Non-IRC)	• Input from employers in the speciality cleaning and restoration sector on the job roles and the key skill and knowledge requirements.	This information contributed to the development of six new units.
Regulators	Not applicable as cleaning services and specialty cleaning and restoration is not a regulated industry	
Registered Training Organisations (RTOs)	• Remove duplication and combine units. • Feedback on changes to the Performance Evidence in many of the units. • Comments on importing units – units were suggested for inclusion and sometimes suggested to not be included as electives.	The RTO feedback was analysed and where relevant adjustments were made to the units. Refer to section 5.1 Dissenting Views, in the Case for Endorsement.
Training Boards/Other	• ACFIPS NSW provided feedback on funding related issues, passed on concerns expressed by an RTO. • ISCNT passed on feedback from employers.	
State and Territory Training Authorities	• TBC	

(STAs)		
Unions	The Australian Workers Union was provided with information on the project but has not provided comment.	
Please add other categories as appropriate	Not applicable.	

Summary of Issues raised during stakeholder consultation

Issue raised	Key Feedback Points	Actions Taken to Address Feedback
Proposed deletion of Certificate II in Cleaning	Refer to section 5.1 Dissenting Views, in the Case for Endorsement.	

Attachment D: Mandatory Workplace Requirements in Training Products

None of the training products for cleaning include a mandatory workplace requirement.

Please set out in the table below training products which include a mandatory workplace requirement (i.e. which must be completed in a workplace)

Code/title	Description of the Requirement (e.g. work placement, assessment requirement)	Rationale for Inclusion	Evidence of employer support

Attachment E: No enrolment and low enrolment training products

No Enrolment:

Please set out in the table below those training products that have had no enrolments over the past three years for which data is available

Units of Competency		
Name of Unit/Unit Code	**Proposed for retention/deletion**	**Rationale for Retention**
CPPCLO3008 Mitigate carpet water damage	Retention	CPPCLO4104 Restore water damaged structures and contents supersedes but is not equivalent to CPPCLO3008 Mitigate carpet water damage. Unit broadened and updated to include building structures and contents. New title and unit coding modified to reflect complexity of skills.
CPPCLO3010 Apply odour control to carpets	Retention	CPPCLO4105 Apply odour control to structures and contents supersedes but is not equivalent to CPPCLO3010 Apply odour control to carpets. Unit broadened to include furnishings and building materials. New title and unit coding modified to reflect complexity of skills.
CPPCLO3012 Repair and reinstall carpets	Deletion	
CPPCLO3015 Treat complex carpet stains	Retention	CPPCLO3110 Treat carpet stains supersedes and is equivalent to CPPCLO3015 Treat complex carpet stains. Unit retained as its application is relevant to the new stream in the Certificate IV in Cleaning (Specialty Cleaning and Restoration).
CPPCLO3016 Apply topical treatments to carpets	Deletion	

CPPCLO3024 Clean fabric upholstery	Retention	CPPCLO3109 Clean fabric upholstery supersedes and is equivalent to CPPCLO3024 Clean fabric upholstery. Unit retained as its application is relevant to the new stream in the Certificate IV in Cleaning (Specialty Cleaning and Restoration).
CPPCLO3030 Develop a plan to mitigate water damage and restore carpets	Deletion	
Qualifications		
Name of Qualification/ Qualification Code	**Proposed for retention/deletion**	**Rationale for Retention**

Low Enrolment:

Please set out in the table below those training products that have had low enrolments over the past three years for which data is available[1]

Units of Competency		
Name of Unit/Unit Code	**Proposed for retention/deletion**	**Rationale for Retention**
CPPCLO3029 Inspect sites prior to carpet cleaning	Deletion	
CPPCLO2036 Maintain external surfaces	Deletion	
CPPCLO2045 Clean rooms for guests and residents	Deletion	
CPPCLO3021 Clean industrial machinery	Retention	CPPCLO3115 Clean industrial machinery supersedes and is equivalent to CPPCLO3021Clean industrial machinery. Unit revised and is retained because it is relevant to across sectors including food

[1] Low enrolment training products are qualifications or units of competency that have had less than 42 enrolments in each of the past three years *(this is the maximum no. of enrolments for the bottom 25% of qualifications based on average enrolments over 2016 - 2018)*

		and beverage processing, manufacturing, civil construction and mining.
CPPCLO4025 Provide quotation for cleaning services	Retention	CPPCLO4101 Estimate and quote cleaning services supersedes and is equivalent to CPPCLO4025 Provide quotation for cleaning services. Unit retained as the competency will has more prominence in the updated Certificate IV in Cleaning with two streams – Management or Specialty Cleaning and Restoration.
Qualifications		
Name of Qualification/ Qualification Code	**Proposed for retention/deletion**	**Rationale for Retention**

Attachment F: Quality assurance reports

- Editorial and Equity Report
- Independent Quality Report

Editorial Report Template

1. Cover page	
Information required	**Detail**
Training Package title and code	**CPP Property Services Training Package (Release 15.0) Cleaning**
Number of new qualifications and their titles [1]	**NA**
Number of revised qualifications and their titles	**Two (2) revised qualifications:** CPP30321 – Certificate III in Cleaning Operations CPP40421 – Certificate IV in Cleaning
Number of new units of competency and their titles	**Six (6) new units of competency:** CPPCLO4102 – Supervise cleaning staff CPPCLO4103 – Work collaboratively in specialty cleaning and restoration CPPCLO4106 – Clean and decontaminate clandestine drug sites CPPCLO4107 – Remediate mould contaminated structures and contents CPPCLO4108 – Restore fire and smoke affected structure and contents CPPCLO4109 – Clean and decontaminate trauma and crime scene sites

[1] *When the number of training products is high the titles can be presented as an attachment.*

Number of revised units of competency and their titles	**Twenty-three (23) revised units of competency:**

CPPCLO3100	Maintain cleaning storage areas
CPPCLO3101	Clean carpeted floors
CPPCLO3102	Clean hard floors
CPPCLO3103	Clean and maintain amenities
CPPCLO3104	Clean high-touch surfaces
CPPCLO3105	Clean glass surfaces
CPPCLO3106	Pressure wash and clean surfaces
CPPCLO3107	Clean external surfaces
CPPCLO3108	Clean window coverings
CPPCLO3109	Clean fabric upholstery
CPPCLO3110	Treat carpet stains
CPPCLO3111	Clean rooms, furniture and fittings
CPPCLO3112	Clean walls, ceilings and fittings
CPPCLO3113	Clean food handling areas and equipment
CPPCLO3114	Clean specialised clean-room environments
CPPCLO3115	Clean industrial machinery
CPPCLO4100	Organise and monitor cleaning tasks
CPPCLO4101	Estimate and quote cleaning service
CPPCLO4104	Restore water damaged structures and contents
CPPCLO4105	Apply odour control to structures and contents
CPPCLO4110	Perform restorative carpet cleaning
CPPCLO4111	Strip and seal hard floors
CPPCLO4112	Assess cleaning products and equipment to meet cleaning service requirements

Confirmation that the draft training package components are publication-ready	I believe the draft Training Package components are publication ready.
Is the Editorial Report prepared by a member of the Quality Assurance Panel? If 'yes' please provide a name.	Yes or No[1] Yes – Trish Gamper (Gamper Consulting Services)
Date of completion of the report	15 May 2021

[1] *Persons not a member of the panel are required to demonstrate relevant knowledge and experience in editing technical and industry publications, including details of relevant qualifications and/or professional membership(s).*

2. Content and structure

Units of competency

itorial requirements	Comments
Standard 5: • The structure of units of competency complies with the unit of competency template.	The structure of units of competency complies with the unit of competency template and all mandatory fields are used as required.
Standard 7: • The structure of assessment requirements complies with the assessment requirements template.	Every unit of competency has assessment requirements which complies with the assessment requirements template. Assessment requirements specify performance evidence, knowledge evidence and assessment conditions required for the unit.

Qualifications

itorial requirements	Comments by the editor
Standard 9: • The structure of the information for qualifications complies with the qualification template.	The structure of the information for the two revised qualifications complies with the qualification template. The qualifications contain core units and elective units packaged into Groups.
Standard 10: • Credit arrangements existing between Training Package qualifications and Higher Education qualifications are listed in a format that complies with the credit arrangements template.	NA. There are no credit arrangements between the CPP Property Services Training Package qualifications and higher education qualifications.

Companion Volumes

Editorial requirements	Comments by the editor
Standard 11: • A quality assured companion volume implementation guide is available and complies with the companion volume implementation guide template.	A Companion Volume Implementation Guide (CVIG) was provided for editorial review and complies with the CVIG template. The CVIG has been quality assured by Artibus Innovation's internal quality assurance procedures.

Proofreading

itorial requirements	Comments by the editor
• **Unit codes and titles** and **qualification codes and titles** are accurately cross-referenced throughout the training package product(s) including mapping information and packaging rules, and in the companion volume implementation guide.	Unit of competency codes and titles and qualification codes and titles have been cross-referenced throughout the Training Package components, including the Case for Endorsement, mapping information, packaging rules and the CVIG.
• Units of competency and their **content** are **presented in full**.	Units of competency and their content were presented in full.

itorial requirements	Comments by the editor
• The author of the Editorial Report is satisfied with the quality of the training products, specifically with regard to: o absence of spelling, grammatical and typing mistakes o consistency of language and formatting o logical structure and presentation of the document. o compliance with the required templates	At the time of completing this report I am satisfied with the quality of the Training Package components. • Spelling, grammatical and typing mistakes were corrected, as required • Language used and formatting is consistent throughout the Training Package • The Training Package components are logically structured and presented • All components comply with the required templates. All editorial corrections and/or comments were marked up using track changes for Artibus to review.

Equity Report

Section 1 – Cover page

Information required	Detail
Training Package title and code	**CPP Property Services Training Package (Release 15.0) Cleaning**
Number of new qualifications and their titles [1]	**NA**
Number of revised qualifications and their titles	**Two (2) revised qualifications:** CPP30321 – Certificate III in Cleaning Operations CPP40421 – Certificate IV in Cleaning
Number of new units of competency and their titles	**Six (6) new units of competency:** CPPCLO4102 – Supervise cleaning staff CPPCLO4103 – Work collaboratively in specialty cleaning and restoration CPPCLO4106 – Clean and decontaminate clandestine drug sites CPPCLO4107 – Remediate mould contaminated structures and contents CPPCLO4108 – Restore fire and smoke affected structure and contents CPPCLO4109 – Clean and decontaminate trauma and crime scene sites
Number of revised units of competency and their titles	**Twenty-three (23) revised units of competency:** CPPCLO3100 – Maintain cleaning storage areas CPPCLO3101 – Clean carpeted floors CPPCLO3102 – Clean hard floors CPPCLO3103 – Clean and maintain amenities CPPCLO3104 – Clean high-touch surfaces

[1] *When the number of training products is high the titles can be presented as an attached list.*

Information required	Detail
	CPPCLO3105 – Clean glass surfaces CPPCLO3106 – Pressure wash and clean surfaces CPPCLO3107 – Clean external surfaces CPPCLO3108 – Clean window coverings CPPCLO3109 – Clean fabric upholstery CPPCLO3110 – Treat carpet stains CPPCLO3111 – Clean rooms, furniture and fittings CPPCLO3112 – Clean walls, ceilings and fittings CPPCLO3113 – Clean food handling areas and equipment CPPCLO3114 – Clean specialised clean-room environments CPPCLO3115 – Clean industrial machinery CPPCLO4100 – Organise and monitor cleaning tasks CPPCLO4101 – Estimate and quote cleaning service CPPCLO4104 – Restore water damaged structures and contents CPPCLO4105 – Apply odour control to structures and contents CPPCLO4110 – Perform restorative carpet cleaning CPPCLO4111 – Strip and seal hard floors CPPCLO4112 – Assess cleaning products and equipment to meet cleaning service requirements
Confirmation that the draft training package components meet the requirements in Section 2 *Equity checklist of draft training package components*	Draft CPP Property Services Training Package components meet the requirements in Section 2.
Is the Equity Report prepared by a member of the Quality Assurance Panel? If 'yes' please provide the name.	Yes – Trish Gamper (Gamper Consulting Services)
Date of completion of the report	15 May 2021

Section 2 – Equity checklist of draft training package components

Equity requirements	Equity reviewer comments Provide brief commentary on whether the draft endorsed components meet each of the equity requirements
The training package component(s) comply with Standard 2 of the *Standards for Training Packages 2012*. The standard requires compliance with the *Training Package Products Policy*, specifically with the access and equity requirements: • Training Package developers must meet their obligations under Commonwealth anti-discrimination legislation and associated standards and regulations. • Training Package developers must ensure that Training Packages are flexible and that they provide guidance and recommendations to enable reasonable adjustments in implementation.	*The CPP Property Services Training Package draft components meet the requirements of Standard 2 of the Standards for Training Packages 2012 and comply with the Training Package Products Policy.* *The Companion Volume Implementation Guide provides information on access and equity considerations in the review and development of the CPP Property Services Training Package draft components.* *The Companion Volume Implementation Guide also provides training providers with advice and guidance on reasonable adjustments that can be made for learners with specific learning needs.*

Section 3 - Training Package Quality Principles

Quality Principle 4

Be **flexible** to meet the diversity of individual and employer needs, including the capacity to adapt to changing job roles and workplaces.

Key features

Do the units of competency meet the diversity of individual and employer needs and support equitable access and progression of learners?
What evidence demonstrates that the units of competency and their associated assessment requirements are clearly written and have consistent breadth and depth so that they support implementation across a range of settings?
Are there other examples that demonstrate how the key features of flexibility are being achieved?

Equity requirements	Equity reviewer comments
1. What evidence demonstrates that the draft components provide flexible qualifications/units of competency that enable application in different contexts?'	*Both cleaning qualifications provide essential core units, specialist elective units and flexible options for selecting elective units of competency depending on work roles and contexts.* *The qualifications contain core and elective units that have been imported from other Training Packages, and also allow for additional units to be imported depending on workplace requirements.*
2. Is there evidence of multiple entry and exit points?	*There are no entry requirements for the qualification, allowing for multiple entry and exit points.*
3. Have prerequisite units of competency been minimised where possible?	*Prerequisite units of competency have been minimised where possible, with only two units of competency in both qualifications having prerequisite requirements. These prerequisite units of competency are also packaged within the qualifications.*
4. Are there other examples of evidence that demonstrate how the key features of the flexibility principle are being achieved?	*The qualifications are clearly structured and allows for the selection of units of competency to reflect a range of work contexts and job roles.*

Quality Principle 5

Facilitate **recognition** of an individual's skills and knowledge and support movement between the school, vocational education and higher education sectors.

Key features
Support learner transition between education sectors.

Equity requirements	Equity reviewer comments
1. What evidence demonstrates pathways from entry and preparatory level as appropriate to facilitate movement between schools and VET, from entry level into work, and between VET and higher education qualifications?	*The CVIG provides guidance on occupational pathways for the property services industries.* *An Introduction to Cleaning Operations Skill Set comprising six units has been developed specifically for those entering the cleaning sector, or for workers in other occupational areas wanting to reskill. Successful completion of the skill set would provide credit towards the attainment of the Certificate III in Cleaning Operations.*

Quality Principle 6

Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements.

Key features
Support implementation across a range of settings and support sound assessment practices.

Equity requirements	Equity reviewer comments
1. Does the Companion Volume Implementation Guide include advice about: • Pathways • Access and equity • Foundation skills? (see Training Package Standard 11)	*Yes, the CVIG contains advice regarding:* • *Pathways* • *Access and equity* • *Foundation skills.*
2. Are the foundation skills explicit and recognisable within the training package and do they reflect and not exceed the foundation skills required in the workplace?	*Foundation skills are explicit and recognisable in the units of competency and do not exceed the level that would be required in the workplace.* *Where additional foundations skills are required, these are noted in the relevant section of the unit of competency.*

Quality Report

Section 1 – Cover page

Information required	Detail
Training Package title and code	CPP Property Services Training Package Release 15.0 Cleaning project
Number of new qualifications and their titles	–
Number of revised qualifications and their titles	Two Revised Qualifications: • CPP30321 Certificate III in Cleaning Operations • CPP40421 Certificate IV in Cleaning
Number of new units of competency and their titles	Six (6) New Unit of Competency: • CPPCLO4102 Supervise cleaning staff • CPPCLO4103 Work collaboratively in specialty cleaning and restoration • CPPCLO4106 Clean and decontaminate clandestine drug sites • CPPCLO4107 Remediate mould contaminated structures and contents • CPPCLO4108 Restore fire and smoke affected structure and contents • CPPCLO4109 Clean and decontaminate trauma and crime scene sites

Information required	Detail
Number of revised units of competency and their titles	Twenty-three (23) revised units of competency: • CPPCLO3100 Maintain cleaning storage areas • CPPCLO3101 Clean carpeted floors • CPPCLO3102 Clean hard floors • CPPCLO3103 Clean and maintain amenities • CPPCLO3104 Clean high-touch surfaces • CPPCLO3105 Clean glass surfaces • CPPCLO3106 Pressure wash and clean surfaces • CPPCLO3107 Clean external surfaces • CPPCLO3108 Clean window coverings • CPPCLO3109 Clean fabric upholstery • CPPCLO3110 Treat carpet stains • CPPCLO3111 Clean rooms, furniture and fittings • CPPCLO3112 Clean walls, ceilings and fittings • CPPCLO3113 Clean food handling areas and equipment • CPPCLO3114 Clean specialised clean-room environments • CPPCLO3115 Clean industrial machinery • CPPCLO4100 Organise and monitor cleaning tasks • CPPCLO4101 Estimate and quote cleaning service • CPPCLO4104 Restore water damaged structures and contents • CPPCLO4105 Apply odour control to structures and contents • CPPCLO4110 Perform restorative carpet cleaning • CPPCLO4111 Strip and seal hard floors • CPPCLO4112 Assess cleaning products and equipment to meet cleaning service requirements
Confirmation that the panel member is independent of: • the Training Package or Training Package components review ('Yes' or 'No') • development and/or validation activities associated with the Case for Endorsement ('Yes' or 'No') • undertaking the Equity and/or Editorial Reports for the training package products that are the subject of this quality report ('Yes' or 'No')	Yes, I am independent of: • CPP R15.0 Training Package • The development and validation activities • The Equity and Editorial reports.

Information required	Detail
Confirmation of the Training Packages or components thereof being compliant with the *Standards for Training Packages 2012*	**Yes,** the Cleaning project in the CPP Property Services Training Package R15.0 is compliant with the *Standards for Training Packages 2012*
Confirmation of the Training Packages or components thereof being compliant with the *Training Package Products Policy*	**Yes,** the Cleaning project in the CPP Property Services Training Package R15.0 is compliant with the *Training Package Products Policy*, apart from the equivalence issue, *see Standard 2 for details*.
Confirmation of the Training Packages or components thereof being compliant with the *Training Package Development and Endorsement Process Policy*	**Yes,** the Cleaning project in the CPP Property Services Training Package R15.0 is compliant with the *Training Package Development and Endorsement Process Policy*
Panel member's view about whether: • the evidence of consultation and validation process being fit for purpose and commensurate with the scope • estimated impact of the proposed changes is sufficient and convincing	**Yes**
Name of panel member completing Quality Report	Anna Henderson
Date of completion of the updated Quality Report	26 May 2021

Section 2 – Compliance with the Standards for Training Packages 2012

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
Standard 1 Training Packages consist of the following: 1. AISC endorsed components: • qualifications • units of competency • assessment requirements (associated with each unit of competency) • credit arrangements 2. One or more quality assured companion volumes	Yes	The Cleaning component of the CPP Property Services Training Package R15 submission consists of the following endorsed components: • 2 qualifications • 29 units of competency • credit arrangements are discussed in the CPP Property Services Training Package R15 Companion Volume Implementation Guide (CVIG). • A quality assured Companion Guide – CPP Property Services Training Package R15 CVIG.

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)

Standard 2
 	
Training Package developers comply with the *Training Package Products Policy*
	Yes, *apart from the equivalence status of CPP30321*	The draft Training Package component comply with this Standard:
		• **Coding and titling –**: the qualification and units of competency comply with the coding and titling policy.
		• **Foundation Skills** which are explicit in the performance criteria of the Cleaning units of competency. The CPP Property Services Training Package R15.0 CVIG provides further explanation about foundation skills.
		• **Qualification packaging rules** –the rules for the qualification are clear and practical and allow for packaging for a range of contexts.
		• **Qualification – occupational/pathway advice –** occupation outcome advice for all Property Services Training Package occupations advice is included in the CPP Property Services Training Package R15.0 CVIG. Pathway advice for is also in the CVIG.
		• **Mapping** - the mapping tables are found in the CPP Property Services Training Package R15.0 CVIG. This includes equivalence status of the endorsed components.
		• **Equivalence** –
		  • Artibus Innovation have deemed CPP30321 to be equivalent to its superseded version. I disagree because according to Section 3.4.2 of the Training Package Products Policy the skills and knowledge required to achieve the occupational outcome of the superseded and superseding qualifications cannot be mapped to each other given that there are significant differences *(4 of the 5 previous core units have been replaced with BSB units and 15 of the 31 previous elective units have been retained)*. Although 'equivalence' is a subjective issue, this is indicative of non-equivalence.
		  • Similarly, some units of competency cannot be mapped to their superseded units and, again this is indicative of non-equivalence in accordance with Section 2.5.2 of the Training Package Policy.
		  • Artibus Innovation's view is that the reviewed units of competency in this submission have undergone significant improvement to remove ambiguities and duplication and to clarify requirements. This means that while direct mapping is not always obvious in all the units that have been deemed equivalent to their superseded version; they are equivalent in terms of the skills and knowledge requirements.

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
Standard 3 Training Package developers comply with the AISC *Training Package Development and Endorsement Process Policy*	Yes	The Case for Endorsement (CfE) provides information about work on Cleaning. The training components have been developed to a high standard and they are responsive to industry's existing and future skill needs. The Commonwealth Department of Education and Training commissioned the Property Services Industry Reference Committee (IRC) to review the Cleaning components of the **Main changes *(as described in the CfE)***: • The CPP40416 Certificate IV in Cleaning Management has been revised and enhanced to strengthen career pathways in the cleaning industry. The title has been changed to Certificate IV in Cleaning and the qualification now includes two streams. The packaging rules enable an outcome as either Certificate IV in Cleaning (Management), or Certificate IV in Cleaning (Specialty Cleaning and Restoration) which is to be recognised on the testamur. The qualification has been expanded in response to increasing demand for technical skills to restore fire, smoke and water damage to structures and contents; remediate mould, and decontaminate clandestine drug, trauma and crime scene sites. • The Certificate III in Cleaning Operations has been refreshed with updated units and improved packaging. It offers flexibility to provide fundamental skills and knowledge in cleaning, depth to support the development of more advanced skills, and breadth to acquire skills transferable to different workplace contexts. • The Certificate II in Cleaning is proposed for deletion as industry stakeholders consider that it is not required. Industry focuses on Certificate III as the mainstay of formal training. Most units in the Certificate II duplicate functions in a corresponding unit in the Certificate III with insufficient differentiation between the skills and knowledge required to perform the task to justify two units. The duplication between units results in there being little differentiation between the Certificate II and Certificate III outcomes. Consultation with stakeholders included: • Communicating with the Building Services Contractors Association of Australia (BSCAA), a peak industry association with over 300 members from the Cleaning industry • Enlisting the aid of a Technical Advisory Group (TAG) • Conducting formal meetings and webinars • Contacting registered training organisations (RTOs) with scope for Cleaning qualification delivery and or-

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
Standard 4 Units of competency specify the standards of performance required in the workplace	Yes	The draft units of competency adequately specify standards of performance required in the workplace.
Standard 5 The structure of units of competency complies with the unit of competency template	Yes	The structure of the draft units of complies with all aspects of the unit of competency template.
Standard 6 Assessment requirements specify the evidence and require conditions for assessment	Yes	The units of competency specify the performance evidence (including references to frequency), the assessment conditions and the knowledge evidence to be demonstrated for assessment. The assessment requirements cross-reference well to the performance criteria requirements.
Standard 7 Every unit of competency has associated assessment requirements. The structure of assessment requirements complies with the assessment requirements template	Yes	In all draft units of competency, the assessment requirements comply with the assessment requirements template.
Standard 8 Qualifications comply with the Australian Qualifications Framework specification for that qualification type	Yes	The Cleaning qualifications comply with the AQF specifications.
Standard 9 The structure of the information for the Australian Qualifications Framework qualification complies with the qualification template	Yes	The structure of the information for the qualifications complies with the qualification template. The qualifications contain core units and elective units packaged into Groups.
Standard 10 Credit arrangements existing between Training Package qualifications and Higher Education qualifications are listed in a format that complies with the credit arrangements template	Yes	Credit arrangements are discussed in the CPP Property Services Training Package R15.0 CVIG, denoting that there are currently no credit arrangements between qualifications in the Property Services Training Package and higher education qualifications.

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
Standard 11 A quality assured companion volume implementation guide produced by the Training Package developer is available at the time of endorsement and complies with the companion volume implementation guide template.	Yes	The Training Package components in this submission are accompanied by the CPP Property Services Training Package CVIG R15.0. The CVIG complies with the companion volume implementation guide template included in the 2012 Standards and has been quality assured in line with the Artibus Innovation editorial processes. The CVIG includes advice about pathways, access and equity (including reasonable adjustment for persons with disabilities) and foundation skills in the Implementation Information section as required by the template.
Standard 12 Training Package developers produce other quality assured companion volumes to meet the needs of their stakeholders as required.	Yes	The CPP Property Services Training Package R15.0 CVIG includes information about typical occupation outcomes and how CPP qualifications relate to jobs within the industry. Artibus Innovation has also produced companion resources for the other industry sectors they cover.

Section 3 – Compliance with the training package quality principles

Note: *not all training package quality principles might be applicable to every training package or its components. Please provide a supporting statement/evidence of compliance or non-compliance against each principle.*

Quality principle 1. Reflect identified workforce outcomes

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance/non compliance with the quality principle Please see examples of evidence in the *Training Package Development and Endorsement Process Policy*
Driven by industry's needs	Yes	The proposed training components have been updated in close consultation with industry stakeholders. The unit of competency Elements and Performance Criteria have been updated to better reflect current industry skills, knowledge and work practices. The Performance Evidence and Knowledge Evidence have been updated to better articulate assessment requirements and to reflect employer expectations of the skills and knowledge graduates would bring to the workplace. Consolidating the qualifications available by removing the Certificate II makes course selection less confusing for consumers. In the CfE, Artibus Innovation note that the industry supported the updating of the Cleaning training components.
Compliant and responds to government policy initiatives Training package component responds to the COAG Industry and Skills Council's (CISC) training package-related initiatives or directions, in particular the 2015 training package reforms. Please specify which of the following CISC reforms are relevant to the training product and identify supporting evidence: • ensure obsolete and superfluous qualifications are removed from the system • ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers	Yes	**Compliance with Government policy initiatives -streamlining/rationalisation** The draft Cleaning components of the CPP Training Package incorporated Government policies such as streamlining and rationalisation, including: • the deletion of the Certificate II in Cleaning • the deletion of superfluous units of competency. **Pathways and Access and Equity** The CVIG provides sufficient information on pathways. Advice on access and equity is provided in the Guide. This includes information on such access and equity considerations as guidance on reasonable adjustment and useful information on identifying and supporting learners' foundation skills.

to enable more informed course choices • ensure that the training system better supports individuals to move easily from one related occupation to another • improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors • foster greater recognition of skill sets		**Training delivery/flexibility (supporting movement from related occupations**) The qualification packaging rules allow for flexible packaging of imported units of competency from another training package or accredited course. The assessment conditions allow for skills to be demonstrated in the workplace or a simulated environment. **Improve efficiency of the training system/ ensure units are owned and used by the Cleaning industry** The review of the Cleaning qualifications has made use of imported units that are applicable across different industry sectors. The CfE notes that even though the number of skill sets has been reduced to one, industry stakeholders involved in consultation have a better understanding of how skill sets can be used to 'chunk' training into smaller bits that build toward a qualification. Many of the employers recognised the benefits of skill sets in providing initial success in learning and motivating employees to take on more formal training.
Reflect contemporary work organisation and job profiles incorporating a future orientation	Yes	Occupation outcome advice for all Property Services Training Package occupations is included in the CPP Property Services Training Package R15.0 CVIG, which includes information about typical occupation outcomes and how CPP qualifications relate to jobs within the industry. With regard to Cleaning, it is typically contracted out by small cleaning businesses or franchises employing cleaning operators, on a part-time or casual basis. In these contexts, cleaning operators usually make use of the cleaning equipment and products provided on site by the client. Cleaning companies tender for cleaning contracts that result in contracted work for cleaning staff over a fixed period of the contract

Quality principle 2: Support portability of skills and competencies including reflecting licensing and regulatory requirements

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the *Training Package Development and Endorsement Process Policy*
Support movement of skills within and across organisations and sectors	Yes	The draft Cleaning training components support cleaning operators in a range of workplace settings and domestic or residential cleaning in private homes where the work site may range from a large family home to a small apartment.
Promote national and international portability	Yes	The revised Cleaning components aim to better reflect industry best practice. The draft unit of competency outcomes are clearly articulated and should support training and assessment to meet future Cleaning industry needs (including cleaning to address COVID prevention measures), which, in turn promotes national and international portability.
Reflect regulatory requirements and licensing	N/A	No licensing, legislative or certification requirements apply to the training components in this submission.

Quality principle 3: Reflect national agreement about the core transferable skills and core job-specific skills required for job roles as identified by industry

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the *Training Package Development and Endorsement Process Policy*
Reflect national consensus	Yes	The overall development and consultation process for the Cleaning component of the CPP Property Services Training Package R15.0 is discussed in the CfE. The process allowed for engagement with industry and other stakeholders throughout the life of the project to inform the drafts prior to submission of the final product.
Recognise convergence and connectivity of skills	Yes	The updated Cleaning training components enable convergence and connectivity of skills.

Quality principle 4: Be flexible to meet the diversity of individual and employer needs including the capacity to adapt to changing job roles and workplaces

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the *Training Package Development and Endorsement Process Policy*
Meet the diversity of individual and employer needs	Yes	The Cleaning training components of the CPP Property Services Training Package, R15.0 have been reviewed to meet the industry's current needs. The Cleaning units' elements, performance criteria and assessment requirements meet employer and learner diversity needs.
Support equitable access and progression of learners	Yes	The CVIG provides advice on access and equity considerations including reasonable adjustment for learners with disabilities.

Quality principle 5: Facilitate recognition of an individual's skills and knowledge and support movement between the school, vocational education and higher education sectors

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the *Training Package Development and Endorsement Process Policy*
Support learner transition between education sectors	Yes	The Cleaning training components support learner transition between education sectors and future cleaning practices.

Quality principle 6: Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the *Training Package Development and Endorsement Process Policy*
Support implementation across a range of settings	Yes	The assessment requirements of all the Cleaning units submitted, specify that assessment must take place in a workplace or in a simulated workplace environment. This allows for assessment to occur in a range of different contexts.
Support sound assessment practice	Yes	The CPP Property Services Training Package, R15.0 supports sound assessment practice in line with industry requirements.
Support implementation	Yes	Artibus Innovation note that: • Implementation of the new Specialty Cleaning and Restoration stream in the CPP40421 Certificate IV in Cleaning will require additional work by an RTO that intends to have it added to Scope of Registration. • The Specialty Cleaning and Restoration sector is investigating opportunities for third-party arrangements with suitable RTOs. • If the equivalence status of the updated CPP30321 Certificate III in Cleaning Operations to CPP30316 Certificate III in Cleaning Operations is accepted, no implementation issues are envisaged. • If the proposed deletion of the Certificate II in Cleaning is endorsed by the AISC, RTOs delivering the qualification will need to adjust their qualification offerings over the coming year.

Attachment G: Letters of Support

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www.biniris.com

THE BINIRIS GROUP

ABN 68 071 134 686

6th May 2021

To Whom it May Concern,

Biniris is a medium sized Australian Company currently providing commercial and industrial cleaning services in Qld, NSW, Tasmania, and South Australia. We employ 500+ employees across a variety of sites which include mining, universities, energy, government, corporate, manufacturing, food hygiene and many more.

In the past the Certificate III in cleaning was relevant to general office cleaning, however, was not applicable for many of the sites we have contracts with i.e., carpet cleaning is not relevant in food manufacturing.

We firmly support the revised qualifications as they allow greater flexibility to be tailored to the specific needs of each industry Biniris employees are contracted to. This will result in a relevant qualification for all our employees and in being relevant, we believe there will be an increased interest from our employees to gain certification. In the past, it has proved futile trying to engage an employee in upholstery cleaning when they are employed in a fridge environment, or a smelter plant.

The proposed revision of the certificate IV is welcomed in that allows for specialist training in the more critical areas of a cleaning service delivery, Supervisor roles and the specialty Cleaning and Restoration roles. This certificate will equip our supervisors with the skills to successfully manage their teams, while our specialist cleaners will gain a qualification which acknowledges they are more than basic cleaning employees. These qualifications will greatly enhance our tendering process, while be a value add to our current contracts.

In summary the ability to be able to offer future employees a formal qualification which is relevant and achievable for their career, we believe makes the role more attractive for the recruiting process. Alternatively, being able to formalise a qualification for our existing staff we are hopeful of lengthening our retention rates within the cleaning industry.

We therefore endorse the proposed changes recommended by the Artibus Project as a positive and relevant value add to the cleaning industry.

Yours sincerely

CRAIG KING
MANAGING DIRECTOR

ELLEMS CLEANING SERVICES PTY LTD

17 May 2021

Frances Lamb
Project Manager Cleaning Qualification
Artibus
First Floor Soundy's Building
373 Elizabeth Street
North Hobart TAS, 7000

Dear Frances,

RE: LETTER OF ENDORSMENT FOR THE UPDATED CLEANING QUALIFICATIONS

My name is Brian Ellem, I am the Managing Director for Ellems Cleaning Services Pty Ltd. Ellems is a family-run business and has been operating for over 34 years.

Ellems have engaged many cleaners and gone through many training processes over this time. We have internal training for all of our staff which has been designed by us, as the Cert II didn't meet what we were looking for in basic training. Also, the cost of putting cleaners through a Cert II was too expensive, considering the turnaround in our industry. Cert III & Cert IV are a much better investment, as they are skill-specific and put together more comprehensively. Ellems have not utilized Cert II in many years and have no use of Cert II as it currently stands.

Ellems are pleased to endorse updated Cleaning Qualification as it offers better options for the industry. It also ensures that when we engage someone in a Cert III we know what area they trained in and provides a better career pathway. As for Cert IV, a great tool for moving an employee into more responsibility with the right training to support them.

This improvement in the cleaning qualification is desperately needed in our industry and was a long time overdue.

Yours sincerely,

Brian Ellem
Managing Director

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17 May 2021

Frances Lamb
Project Manager
Artibus Innovation
frances@artibus.com.au

Dear Frances

The Building Service Contractors Association of Australia (BSCAA) is Australia's peak industry representative body for the building services industry. BSCAA has been involved in training programs for many years for the cleaning industry.

The BSCAA believes the revised cleaning qualifications reflect a positive change for the industry by attracting and retaining staff. By providing a training program that promotes upskilling and better-educating cleaners it strengthens our industry. The training product is relative to the current work functions and practices of the industry. Most importantly, it is providing a better career choice and path for cleaners.

This will facilitate cleaning being seen as a career choice, instead of a job, which may possibly eventuate into an individual operating their own business.

As the representative for over 200 members in the cleaning industry, the BSCAA is pleased to endorse the proposed changes to the cleaning qualifications.

Kind Regards,

Kim Puxty
President
Building Service Contractors Association of Australia Limited

PICKWICKGROUP
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17 May 2021

Frances Lamb
Project Manager Cleaning Qualification
Artibus
First Floor Soundy's Building
373 Elizabeth Street
North Hobart TAS, 7000

Dear Frances,

Re: Letter of Endorsement of the Updated Cleaning Qualification

My name is Dean Munro, I am the National Safety Health Environment and Quality Manager for Pickwick Group. Pickwick is a Cleaning Company with an international footprint throughout Australia and New Zealand. As part of my normal duties, I am also the companies Training Manager with the responsibilities of developing work instructions, training materials and Standards for delivery of cleaning to our clients. Training is an integral part of safe and effective delivery of our primary function.

I would like to take this opportunity to express Pickwicks endorsement of the updated Cleaning Qualification. This update now offers a number of options to us as a company.

- Introduction of a base line set of Operational Skills that will provide us with a known quantity to employ new and experienced existing cleaners.
- A known training qualification that reflects our industry and provides us with a unique sales opportunity that separates a large company from those who would not bother with investing in training for its employees.
- The career pathing provided by the updated Certificates III and IV will offer better retention and clearly defined nationally recognised promotion options. Which is highly desirable to keep the intellectual property of workers.

I believe the operational skill sets in particular will be very attractive. This may provide a more guided internal training process for the industry as a whole.

This a very positive step towards continuous improvement in the industry.

Yours Sincerely,

Dean Munro
National Safety Health Environment and Quality Manager