# Unit of competency

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| Release 1 | This version first released with CPP Property Services Training Package Release 15.0<br>Supersedes and is equivalent to CPPCLO3045 Clean high-touch surfaces. |
| Unit Code | CPPCLO3104 |
| Unit Title | Clean high-touch surfaces |
| Application | This unit specifies the skills and knowledge required to clean surfaces that are touched frequently, by the same or different people, in a range of domestic and commercial contexts. The high-touch surfaces include tabletops, counters, door handles, hand railings, light switches, elevator buttons, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles, phones and EFTPOS machines.<br><br>It includes applying required methods, cleaning equipment and cleaning agents to dust, wipe, wash and remove contaminants from the high-touch surfaces as well as preventing cross-contamination.<br><br>This unit applies to cleaning industry personnel who work alone or in teams in commercial and domestic sites. They use a range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to complete routine cleaning activities and provide solutions to predictable and sometimes unpredictable problems.<br><br>All work must be carried out in accordance with relevant state/territory legislation and regulations, including work health and safety (WHS), and codes of practice as well as organisational procedures.<br><br>*No licensing, legislative or certification requirements apply to this unit at the time of publication* |
| Prerequisite Unit | Nil |
| Competency Field | |
| Unit Sector | Cleaning |
| ELEMENTS | PERFORMANCE CRITERIA |
| Elements describe the essential outcomes. | Performance criteria describe what needs to be done to demonstrate achievement of the element. |
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| 1 Prepare to | 1.1 Identify cleaning requirements and worksite access and |

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| | clean surfaces. | | security procedures and, if needed, clarify issues with supervisor, team member or client. |
| | | 1.2 | Select, check for fit and serviceability, and use personal protective equipment (PPE) according to WHS and job requirements. |
| | | 1.3 | Identify site hazards and risks and position safety signage and barriers according to WHS and job requirements. |
| | | 1.4 | Confirm type and material composition of surfaces and soil types on surfaces and fittings to determine appropriate cleaning procedures. |
| | | 1.5 | Identify high-touch areas requiring extra cleaning care according to hygiene and WHS requirements. |
| | | 1.6 | Select the appropriate equipment and cleaning agents and confirm requirements for safe use according to manufacturer instructions. |
| | | 1.7 | Determine sequence of tasks for maximum hygiene and efficiency of amenity cleaning. |
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| 2 | Clean fittings and surfaces. | 2.1 | Pre-clean by removing superficial soil from surfaces according to WHS and job requirements. |
| | | 2.2 | Prepare and apply cleaning agents to meet job requirements and use following manufacturer instructions. |
| | | 2.3 | Apply appropriate methods to clean high-touch surfaces and avoid cross-contamination according to manufacturer recommendations, hygiene and job requirements. |
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| 3 | Disinfect high-touch surface areas. | 3.1 | Use appropriate methods to apply disinfectants to pre-cleaned high-touch surfaces according to manufacturer recommendations and hygiene requirements. |
| | | 3.2 | Allow disinfectant sufficient contact time for effective action according to manufacturer instructions. |
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| 4 | Complete work activities. | 4.1 | Tidy work area, remove safety signage and barriers and dispose of soil and waste in accordance with WHS and environmental requirements. |
| | | 4.2 | Remove and dispose of PPE according to hygiene and WHS requirements. |
| | | 4.3 | Check cleaning equipment for faults, wear or damage and report in accordance with organisational requirements. |
| | | 4.4 | Record site cleaning and disinfection and store cleaning equipment and materials in accordance with organisational requirements. |
| FOUNDATION SKILLS | | As well as the foundation skills explicit in the performance criteria of this unit, candidates require:<br>• reading skills to interpret safety signs and symbols in work area and on cleaning agent labels<br>• numeracy skills to measure quantities of cleaning agents. | |
| UNIT MAPPING INFORMATION | | Supersedes and is equivalent to CPPCLO3045 Clean high-touch surfaces. | |
| LINKS | | The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b. | |

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# Assessment Requirements

| UNIT CODE AND TITLE | CPPCLO3104 Clean high-touch surfaces |
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- cleaning six high-touch surfaces in three of the following settings:
  - a food preparation area
  - a food consumption area
  - an office workstation
  - a reception area
  - an amenities area

Candidates must clean each setting on at least two occasions.

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

- personal and site security procedures and requirements:
  - site access - security cards, codes and keys
  - areas of the worksite not to be accessed
  - alarm activation and deactivation
  - maintaining client privacy and confidentiality
  - contingencies if personal safety at risk
- types of hazards and risks and ways to control:
  - work health and safety (WHS) requirements
  - Safe Work Australia regulations and guidelines
  - job safety analyses (JSAs) and safe work method statements (SWMS)
  - manufacturer instructions and safety data sheets (SDS)
  - types of personal protective equipment (PPE) and correct selection, care, use and disposal
  - slips, trips, falls and spills
  - manual-handling techniques when carrying, lifting, pushing and pulling
  - identification and safe practices with asbestos on site
  - correct use of signage, barriers, containment and engineering controls and PPE
  - safe use of electrical equipment
- organisational requirements for:
  - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security and breaches of site security
  - procedures for checking equipment operation and safety
  - use of cleaning equipment, cleaning agents, consumables and PPE
- cleaning methods and precautions for surface types:
  - stainless steel, chrome and aluminium
  - plastics, vinyls, laminates and rubber
  - ceramic, porcelain, stone and concrete
  - glass
  - surfaces in food preparation and consumption areas
- types of visible and invisible soil and methods to remove
- functions and features of cleaning equipment, safe use, routine maintenance and storage
- selection, use, care and storage of microfibre equipment
- types of cleaning agents - their purpose, action, correct use, precautions, safe

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handling, storage and disposal:
    - detergents
    - sanitisers
    - disinfectants
    - solvents
    - abrasives
- cleaning principles:
    - cleaning agent, time, agitation, temperature
    - significance of pH value of cleaning agents
    - sequence and direction of cleaning
    - achieve results while doing no harm
- environmentally sustainable work practices and compliance with environmental regulations:
    - storage and disposal of cleaning agents
    - ways of minimising negative environmental impact
    - conserving energy and water
    - recycling
- waste disposal:
    - general waste
    - hazardous waste
    - recyclable waste
    - organic and green waste
    - used materials and cleaning agents.

ASSESSMENT CONDITIONS

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting where these skills and knowledge would be performed.
Candidates must have access to:

- industry-standard cleaning equipment
- appropriate PPE
- equipment manuals and workplace documents.

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