Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is not equivalent to CPPCLO4002 Develop, implement and monitor new cleaning techniques.
Unit Code	CPPCLO4112
Unit Title	Assess cleaning products and equipment to meet cleaning service requirements.
Application	This unit specifies the skills and knowledge required to investigate the application and performance of cleaning products and equipment and assess their suitability to meet cleaning service requirements. It includes consulting with cleaning equipment and product suppliers and evaluating the performance and cost-effectiveness of products and equipment. The unit supports those who take responsibility for the quality of cleaning services to value-add and support business opportunities. It applies in a range of commercial and residential contexts. This unit is suitable for cleaning industry personnel who use well-developed cognitive, technical and communication skills and a broad knowledge base to select and apply specialist methods, tools, materials and information in operational cleaning management contexts. They complete routine and non-routine activities and provide and transmit solutions to a variety of predictable and sometimes unpredictable problems. All work must be carried out in accordance with relevant state/territory legislation and regulations, including work health and safety (WHS), and codes of practice as well as organisational procedures. *No licensing, legislative or certification requirements apply to this unit at the time of publication.*
Prerequisite Unit	Nil
Competency Field	
Unit Sector	Cleaning
ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

1	Investigate developments in cleaning products	1.1	Determine types of products and equipment to be investigated in order to meet cleaning service needs, while value-adding and supporting business

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	and equipment.		opportunities.
		1.2	Review digital and print resources to identify features and application of current and emerging cleaning products and equipment.
		1.3	Consult industry networks, manufacturers and suppliers to identify features and applications of current and emerging cleaning products and equipment.
		1.4	Identify offerings of current and new cleaning equipment suppliers relevant to business requirements.
		1.5	Document findings on cleaning products and equipment according to organisational requirements.
2	Assess products to meet cleaning service needs.	2.1	Investigate properties and characteristics of different product formulations and brands relevant to business requirements.
		2.2	Compare application, performance and suitability of products in relation to cleaning service and quality requirements.
		2.3	Compare safe practice requirements and sustainability of different product formulations and brands.
		2.4	Document assessment of cleaning products according to organisational requirements.
3	Assess equipment.	3.1	Investigate properties and characteristics of different equipment types and brands.
		3.2	Compare application, performance and suitability of equipment in relation to cleaning service and quality requirements.
		3.3	Compare safe practice and user training requirements of equipment according to WHS and organisational requirements.
		3.4	Compare warranties and availability of parts and service of equipment assessed.
		3.5	Document assessment of cleaning equipment according to organisational requirements.
4	Compile product and equipment research.	4.1	Determine potential of products and equipment to value-add and support future business opportunities.
		4.2	Assess cost-effectiveness of reviewed cleaning products and equipment.
		4.3	Evaluate findings against cleaning service requirements, business priorities and budget.
		4.4	Document findings according to organisational requirements.

FOUNDATION SKILLS	Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.
UNIT MAPPING INFORMATIO N	Supersedes and is not equivalent to CPPCLO4002 Develop, implement and monitor new cleaning techniques.
LINKS	The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at:

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	https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b.

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Assessment Requirements

UNIT CODE AND TITLE	CPPCLO4112 Assess cleaning products and equipment to meet cleaning service requirements.
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- compiling a portfolio of comparative information on the equipment and products appropriate for three of the following:
  - restorative carpet cleaning
  - stripping and sealing hard floors
  - maintenance of commercial hard flooring
  - cleaning amenities
  - cleaning external surfaces
  - cleaning food handling areas and equipment
  - removing stains from carpets
  - remediating mould contaminated surfaces.

The portfolio must identify sources that can be used in the future to access up-to-date information.

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

- aspects of the following relevant to cleaning products and equipment:
  - Safe Work Australia regulations and guidelines
  - job safety analyses (JSAs) and safe work method statements (SWMS)
  - manufacturer instructions and safety data sheets (SDS)
  - Environment Protection Authority (EPA) and local requirements for prescribed waste disposal
- strategies and resources for finding information about products and equipment
- industry personnel, organisations and networks that could provide information on products and equipment
- range of cleaning services and types of products and equipment required
- functions, features, safe use and routine maintenance of cleaning equipment
- purpose, action, correct use, precautions, safe handling and disposal of cleaning products
- methods for comparing performance of cleaning products and equipment
- methods for comparing cost-effectiveness of cleaning products and equipment
- features of environmentally sustainable products and equipment:
  - ways of minimising negative environmental impact
  - conserving energy and water.

ASSESSMENT CONDITIONS

Assessors must satisfy the requirements for assessors contained in the Standards for

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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:	
• current information on cleaning products and equipment.	
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