Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO3007 Remove carpet stains. Supersedes and is equivalent to CPPCLO3015 Treat complex carpet stains.
Unit Code	CPPCLO3110
Unit Title	Treat carpet stains
Application	This unit specifies the skills and knowledge required to identify and treat stains on carpets using stain removal methods. Removing stains can occur as a separate task or in conjunction with other cleaning tasks, such as daily vacuuming, extraction and general carpet cleaning. It includes the selection and use of methods, equipment and materials to treat solvent soluble, tannin, protein and water stains while following work health and safety (WHS) procedures. This unit applies to cleaning industry personnel who work alone or in teams in commercial and domestic sites. They use a range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to complete routine cleaning activities and provide solutions to predictable and sometimes unpredictable problems. All work must be carried out in accordance with relevant state/territory legislation and regulations, including 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	Prepare to remove carpet stains.	1.1	Identify cleaning requirements and worksite access and security procedures and, if needed, clarify issues with supervisor, team member or client.
		1.2	Select, check for fit and serviceability, and use personal protective equipment (PPE) according to WHS and job requirements.

DRAFT

		1.3	Identify site hazards and risks and position safety signage and barriers according to WHS and job requirements.
		1.4	Identify and report pre-existing damage to carpet according to organisational requirements.
		1.5	Confirm fibre type, construction method and condition of carpet to determine appropriate stain removal method.
		1.6	Identify type of stain on carpet and previous treatments or removal methods that have been applied through observation or by clarifying with client.
		1.7	Determine stain removal method, equipment and sequence of tasks and prepare required cleaning agents according to carpet type and cause of stain according to organisational and manufacturer requirements.
		1.8	Advise client of likelihood of treatment success and obtain approval to proceed with stain removal process according to organisational requirements.
2	Treat carpet stains.	2.1	Patch test carpeted surface for colour fastness.
		2.2	Pre-clean by removing as much as possible physical remnants of stain using method suited to cause of stain and carpet type.
		2.3	Inspect for evidence of previously used chemicals that may impede the cleaning process and, if necessary, remove all chemicals before applying stain removal agent.
		2.4	Use appropriate cleaning methods to remove stains according to manufacturer recommendations and job requirements.
		2.5	Check that stain removal method is working and repeat stain removal action when carpet has not cleaned sufficiently first time until agreed job requirements have been met.
3	Finalise stain removal.	3.1	Extract chemical residue using required extraction equipment and method according to manufacturer recommendations and job requirements.
		3.2	Check treated carpet for pH levels and apply neutraliser, if required, according to manufacturer instructions.
		3.3	Dry treated area or leave to dry according to organisational and job requirements.
		3.4	Compare treated area with surrounding surface to determine need for further action.
3	Complete work activities.	3.1	Tidy work area, remove safety signage and barriers and dispose of soil and waste in accordance with WHS and environmental requirements.
		3.2	Safely clean and/or dispose of PPE as required by organisational standards.
		3.3	Check cleaning equipment for faults, wear or damage and report in accordance with organisational requirements.
		3.4	Record site cleaning and store cleaning equipment and materials in accordance with organisational requirements.
FOUNDATION SKILLS	As well as the foundation skills explicit in the performance criteria of this unit, candidates require: • reading skills to interpret safety signs and symbols in work area and on cleaning agent labels		

DRAFT

	• numeracy skills to measure quantities of cleaning agents.
UNIT MAPPING INFORMATION	Supersedes and is equivalent to CPPCLO3007 Remove carpet stains Supersedes and is equivalent to CPPCLO3015 Treat complex carpet stains.
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.

DRAFT

Assessment Requirements

UNIT CODE AND TITLE	CPPCLO3110 Treat carpet stains
Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO3007 Remove carpet stains. Supersedes and is equivalent to CPPCLO3015 Treat complex carpet stains.

PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- treating one solvent soluble, one tannin, one protein and one water stain on both:
  - one natural fibre carpet type
  - one synthetic fibre carpet type.

At least one stain must comprise tannin and protein and require a combination of two treatments.

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

- aspects of the following relevant for carpet stain removal:
  - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
- 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 carpet types and characteristics:
  - natural -organic (plant) fibres, such as cotton, sisal and wool

DRAFT

- synthetic - acrylic, nylon, polyester and polypropylene
- carpet material
- carpet construction
- installation method
- underlay type
- carpet backing

- characteristics of different carpet stains and process for cleaning according to type, duration of stain, and whether previous treatments and chemicals have been applied
- stain removal methods:
  - manual stain removal
  - pre-spotting
  - pre-spraying
  - vacuuming
  - steam cleaning
- functions and features of carpet cleaning equipment and accessories, safe use, routine maintenance and storage:
  - carpet groomers
  - cloths and sponges
  - scrapers or spatulas
  - air movers
  - extraction units
  - pH sticks
  - spray equipment
  - steam irons
- types of cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
  - acid cleaners
  - alkaline cleaners
  - neutral cleaners
  - solvent cleaners
  - protein spotter
- 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:

DRAFT

• industry-standard cleaning equipment • appropriate PPE • manufacturer's instructions and workplace documents.	
LINKS	The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b.

DRAFT