Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 NEWLY CREATED UNIT
Unit Code	CPPCLO4103
Unit Title	Work collaboratively in specialty cleaning and restoration
Application	This unit specifies the skills and knowledge required to establish and implement collaborative practice in specialty cleaning and restoration. The unit applies to experienced cleaning technicians responding to jobs in commercial and domestic sites following an event such as fire, flood, sewage contamination, crime or an unattended death. They liaise with clients including insurers, loss assessors, property owners and tenants. They are also required to work with tradespeople and emergency services as well as those affected by the event to plan and implement specialty cleaning and restoration, while maintaining security and respecting privacy in unpredictable and potentially distressing and dangerous situations. They may also seek specialist advice regarding the job where required. 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.

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1	Assess site damage.	1.1	Contact insurer or loss assessor to determine the details of the site and the scope of the restoration work required according to organisational requirements.
		1.2	Contact the person in charge at site, building owner or client to clarify and access site areas to be remediated according to organisational requirements.
		1.3	Seek information about the event, the building construction, materials and methods to determine site restoration requirements according to organisational requirements and scope of responsibility.
		1.4	Assess site hazards, risks and contamination and determine and communicate required control measures, including containment and engineering controls, according to WHS requirements.
		1.5	Determine and seek the need for specialist advice in a timely manner according to organisational requirements and scope of responsibility.
		1.6	Communicate restoration plan to owner or insurer and seek approval to proceed according to organisational requirements.
2	Implement collaborative approach to restoration activities.	2.1	Communicate respectfully with those affected by the event according to ethical and organisational requirements.
		2.2	Adhere to established chain of command at the site to ensure safety of self and others.
		2.3	Apply ethical approaches to information sharing and privacy according to legal and organisational requirements.
		2.4	Work in conjunction with relevant tradespeople to implement restoration activities according to restoration plan, WHS and organisational requirements.

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3	Complete restoration activities.	3.1	Determine the need for post-restoration testing and, if required, arrange testing to be undertaken by relevant specialists according to organisational procedures.
		3.2	Determine further action required based on evaluation and advice.
		3.3	Liaise with client to determine if independent verification or sign-off is required and record response according to organisational procedures.
		3.4	Advise client, building owner or insurer of the results of the restoration and record according to organisational procedures.
		3.5	Debrief with specialist personnel according to organisational requirements.

FOUNDATION SKILLS	Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.
UNIT MAPPING INFORMATION	NEWLY CREATED UNIT
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	CPPCLO4103 Work collaboratively in specialty cleaning and restoration
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- planning specialty cleaning and restoration of at least two of the following:
  - a smoke and fire affected site
  - a water damaged site
  - decontamination of a site with an unattended death.

Each restoration plan must identify, liaise with and work in conjunction with relevant people, including an insurer, a property owner and one tradesperson.

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

- aspects of the following relevant to working in specialty cleaning and restoration:
  - Safe Work Australia regulations and guidelines
  - job safety analyses (JSAs) and safe work method statements (SWMS)
  - manufacturer instructions and safety data sheets (SDS)
  - legal requirements for crime and disaster events
- responsibilities and job requirements of cleaning technicians:
  - on-call and extended hour availability
  - time management
  - security
  - working alone or in a team
  - quality requirements
  - ethical approach
- role and requirements of insurers and loss assessors
- role and ways of working with property owners and tenants
- roles and responsibilities of relevant personnel at a restoration site:
  - electrical, plumbing and building tradespeople
  - emergency services
  - police and forensics officers
  - investigation officers
- ways of working that acknowledge the different contributions of those involved and the benefits of a holistic approach
- respectful, ethical and collaborative communication strategies
- situations and procedure for seeking specialist advice:
  - work requiring insurance company approval
  - situations requiring waiver
  - specialised contents such as artwork
  - high value and irreplaceable items
- role, strengths and limitations of specialists who may provide advice:
  - Indoor Environmental Professional (IEP)
  - occupational hygienist
  - building professional

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- insurance representative
- microbiologist
- counsellor or psychologist

- unintended consequential damage arising from event and mitigation
- types of hazards and risks and ways to control:
  - 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:
  - communication with insurers, clients and other stakeholders
  - communicating and clarifying work requirements
  - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security.

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:

- client work order, instructions or service agreement
- organisational documentation, policies and procedures.

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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