Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO3018 Clean and maintain furniture and fittings.
Unit Code	CPPCLO3111
Unit Title	Clean rooms, furniture and fittings
Application	This unit specifies the skills and knowledge required to undertake regular or periodic cleaning of rooms and associated furniture, fittings and loose items to present them according to client requirements. The unit covers assessing the cleaning task; selecting and using cleaning methods and cleaning agents required for surface type; and returning furniture and fittings, including loose items, to their original position. It applies to rooms in a range of residential, educational, community, health care, accommodation and business settings. This unit applies to cleaning industry personnel who work alone or in teams. 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 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	Plan and prepare to clean room, furniture and fittings.	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

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			personal protective equipment (PPE) according to WHS and job requirements.
		1.3	Identify site hazards, position safety signage and barriers and move furniture where necessary according to WHS and job requirements.
		1.4	Check and document pre-existing damage to furniture and fittings according to organisational requirements.
		1.5	Confirm material composition of surfaces and fittings and soil types to determine appropriate cleaning procedures.
		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 cleaning.
2	Clean room, furniture and fittings.	2.1	Remove soil from furniture and fittings using equipment and cleaning agents selected according to job requirements and applied according to manufacturer recommendations and WHS requirements.
		2.2	Clean items using equipment and cleaning agents selected according to manufacturer recommendations and job requirements.
		2.3	Clean and disinfect frequently touched surfaces in accordance with job requirements and hygiene standards.
3	Place furniture, fittings and loose items and complete work activities.	3.1	Place cleaned furniture and loose items in specified room locations according to client requirements.
		3.2	Remove safety signage and barriers and dispose of soil and waste in accordance with WHS and environmental requirements.
		3.3	Clean and/or dispose of PPE as required by hygiene and organisational standards.
		3.4	Check cleaning equipment, fittings for functionality, faults, wear or damage and report in accordance with organisational requirements.
		3.5	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 • numeracy skills to measure quantities of cleaning agents.
UNIT MAPPING INFORMATION	Supersedes and is equivalent to CPPCLO3018 Clean and maintain furniture and fittings.
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	CPPCLO311 Clean rooms, furniture and fittings
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- cleaning the room and its furniture and fittings in at least two of the following settings:
  - boardroom
  - living room in private residence
  - community room in a care setting home or commercial office
  - meeting room
  - room in educational setting
  - room in healthcare setting.

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

- aspects of the following standard relevant for cleaners of furniture, fixtures and fittings:
  - AS/NZS 4849.1 Upholstery cleaning – Fabric upholstery
- 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 and laminates
  - ceramic, porcelain, stone and concrete
  - glass
  - textiles

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- common types of soiling on furniture and fittings 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 handling, storage and disposal:
    - detergents
    - sanitisers
    - disinfectants
    - solvents
    - abrasives
- cleaning principles:
    - cleaning agent, time, agitation and temperature
    - significance of pH value of cleaning agents
    - sequence and direction of cleaning
    - achieve results while doing no harm
- selection, use, care and storage of microfibre equipment
- techniques for cleaning correctly and safely:
    - selection of appropriate equipment
    - adjusting equipment for operator height
    - operating posture and movements
- 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
- 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.

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