Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 NEWLY CREATED UNIT
Unit Code	CPPCLO4102
Unit Title	Supervise cleaning staff
Application	This unit specifies the skills and knowledge required to organise and monitor staffing levels and rosters, schedule and allocate staff to tasks, monitor and address staff performance issues, and maintain staff records. It applies to personnel responsible for supervising others as part of their role in meeting regular or periodic service agreements, ensuring that all work meets quality expectations and is carried out according to relevant legislation and organisational policies and procedures. 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	Roster and monitor staffing levels and workload.	1.1	Develop staff rosters according to skill and availability requirements, WHS requirements, award or enterprise agreements and organisational requirements.
		1.2	Monitor staff workload and assist staff to meet task

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			responsibilities according to job and organisational requirements.
		1.3	Maintain staffing levels to meet job requirements within organisational budget.
		1.4	Provide feedback on rostering and staffing issues to appropriate personnel, as required.
2	Monitor and support individual and team performance.	2.1	Monitor work performance of individual staff and teams regularly according to job and organisational requirements.
		2.2	Provide constructive feedback using accessible language to individual staff and teams according to organisational requirements.
		2.3	Identify and address unsatisfactory performance according to organisational requirements and relevant legislation.
		2.4	Maintain records according to organisational and legislative requirements.
		2.5	Seek specialist advice, where required, according to organisational and legislative requirements.
3	Support employee development.	3.1	Recognise expertise of staff when allocating tasks according to job and organisational requirements.
		3.2	Assist staff to identify their own skills and knowledge in relation to current job roles and career development.
		3.3	Develop learning and development options in consultation with staff according to organisational requirements.
4	Maintain staffing records.	4.1	Create and maintain staff records according to organisational procedures and relevant legislation.
		4.2	Maintain security and confidentiality of staff records according to organisational procedures and relevant legislation.

FOUNDATION SKILLS	As well as the foundation skills explicit in the performance criteria of this unit, candidates require: • reading skills to interpret company policies and procedures and legislation and regulations related to staffing.
UNIT MAPPING INFORMATIO N	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.

Assessment Requirements

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PERFORMANCE EVIDENCE

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

- developing a monthly roster for a team of four cleaners with different skills and availability to clean a general office area with associated kitchenette and male and female toilets
- monitoring the work performance of two staff members working on periodic cleaning jobs and advising about learning and development opportunities
- developing a strategy to address unsatisfactory performance for one staff member.

KNOWLEDGE EVIDENCE

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

- aspects of the following relevant to cleaning supervisors:
  - workers' compensation, industrial relations, Equal Employment Opportunity (EEO), anti-discrimination and privacy legislation
  - Fair Work Act 2009 and the Fair Work Regulations 2009
  - provisions of relevant awards and workplace agreements
- human resource principles in relation to:
  - maintaining staffing levels and rostering
  - monitoring and addressing performance
  - learning and development
  - compensation and benefits
  - human resource record keeping
- organisational requirements for:
  - quality cleaning standards
  - scheduling and recruiting cleaning staff
  - monitoring and managing work performance
  - communication with staff and clients
  - communicating and clarifying work requirements
  - position descriptions for cleaning staff
- strengths and weaknesses of strategies for addressing staff skill, availability and performance:
  - revising work schedules
  - flexible work arrangements
  - reallocating tasks
  - training and mentoring
  - sourcing additional and new staff
- factors that impact on individual work performance and mitigation strategies:
  - attendance
  - general standard of work
  - completing assigned tasks according to timeframes
  - following work schedules
  - job planning
  - attitude to clients and team members
  - cultural factors
  - interpersonal conflict
  - following administrative procedures
  - understanding work requirements
- methods for assessing staff expertise and learning and development requirements according to current job roles and career development goals
- learning and development options to support staff, including additional training, recognition processes and future career pathways
- career pathways in the cleaning industry.

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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 • relevant awards and workplace agreements.	
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