Unit of competency

Release 1		This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO3017 Clean wet areas.	
Unit Code		CPPCLO3103	
Unit Title		Clean and maintain amenities	
Application		This unit specifies the skills and knowledge required to undertake regular and periodic cleaning of amenities in a range of residential, educational, community, health care, accommodation and business settings. It includes floors, surfaces, basins, sinks, toilets, urinals, showers, baths and mirrors in bathrooms, toilets, baby change areas, change rooms and laundries. It includes the selection and use of methods, materials and equipment to clean and disinfect fittings and surfaces, empty waste and replenish consumables while following work health and safety (WHS) procedures. 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 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 clean amenities.	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

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			requirements.
		1.3	Identify site hazards and risks and position safety signage and barriers according to WHS and job requirements.
		1.4	Check and document operation and pre-existing damage to amenities according to organisational requirements.
		1.5	Confirm types and material composition of amenities and soil types on surfaces and fittings to determine appropriate cleaning methods.
		1.6	Select the appropriate equipment and cleaning agents and confirm requirements for safe use according to manufacturer instructions and WHS requirements.
		1.7	Determine sequence of tasks for maximum hygiene and efficiency of amenity cleaning.
2	Clean fittings and surfaces.	2.1	Pre-clean by removing superficial soil from surfaces according to job requirements.
		2.2	Use appropriate methods to clean amenities according to job requirements and following safe work and hygiene practices and manufacturer recommendations.
		2.3	Clean and disinfect frequently touched surfaces according to hygiene standards and job requirements.
3	Replenish consumables.	3.1	Check, replace and refill empty or near empty consumables according to organisational requirements.
		3.2	Dispose of used consumables according to hygiene and environmental requirements.
		3.3	Record replenished consumable type and amount according to organisational requirements.
4	Complete amenity cleaning.	4.1	Tidy work area, remove safety signage and barriers and dispose of soil and waste according to work health and safety and environmental requirements.
		4.2	Clean and/or dispose of PPE as required by hygiene and organisational standards.
		4.3	Check cleaning equipment for faults, wear or damage, and report according to organisational requirements.
		4.4	Record site cleaning and store cleaning equipment and materials according to 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 CPPCLO3017 Clean wet areas.
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	CPPCLO3103 Clean and maintain amenities
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- cleaning, on at least two occasions, surfaces and fittings in three of the following types of amenities:
  - bathroom, including a bath and a separate shower
  - a baby change table
  - toilet and urinal
  - laundry.

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

- 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
- types of fittings and surfaces in bathrooms, toilets, change rooms and laundries
- cleaning methods and precautions for surface types:
  - stainless steel, chrome and aluminium
  - plastics, vinyls, laminates and rubber
  - ceramic, porcelain, stone and concrete
  - glass
- types of soil and methods to remove:
  - dirt, oil/grease and human waste
  - mould
  - hardwater deposits and rust
- types of cleaning agents - their purpose, action, correct use, precautions, safe

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handling, storage and disposal:
    - detergents
    - sanitisers
    - disinfectants
    - solvents
    - abrasives
- 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
- functions and features, safe use, routine maintenance and storage of cleaning equipment:
    - absorbent cleaning cloths, dry cloths, damp cloths and lint-free cloths
    - toilet brushes
    - scrubbing brushes, scourers and scrapers
    - long-handled brushes and dustpan tongs
    - brooms and mops
    - buckets and wringer buckets
    - 'doodle bugs'
    - hoses and nozzles
    - sharps disposal units
    - scrubbing and polishing machines
    - squeegees
- 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.

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