Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is not equivalent to CPPCLO3006 Clean carpets.
Unit Code	CPPCLO4110
Unit Title	Perform restorative carpet cleaning
Application	This unit specifies the skills and knowledge required to perform restorative carpet cleaning. Restorative cleaning is undertaken periodically, in addition to daily maintenance of carpets, to provide a thorough clean of the carpet fibres to remove soils, stains and odours and enhance colour and the buoyancy of the fibre. Topical treatments such as antimicrobial agents, antistatic agents, deodorisers and protectors are applied to cleaned carpets. It includes the selection of methods suited to the task, equipment, cleaning agents and performing the work safely and efficiently. The unit is informed by standards set by the Institute of Inspection, Cleaning and Restoration Certification (IICRC) and relevant Australian Standards and applies to experienced technicians responding to jobs in commercial and domestic sites. 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	Prepare to perform restorative carpet cleaning.	1.1	Identify periodic carpet cleaning requirements, 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.
		1.3	Assess site hazards and risks, and position safety signage and barriers and remove, cover, or protect furniture and fittings according to WHS and job requirements.
		1.4	Identify fibre type, construction method, condition and soil types to determine the appropriate restorative cleaning method.
		1.5	Identify and report pre-existing stains and damage to carpets according to organisational requirements.
		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 restorative carpet cleaning.
2	Perform restorative carpet cleaning.	2.1	Pre-clean by removing superficial soil from surfaces according to job requirements.
		2.2	Treat stains according to carpet and stain type, duration of stain, previous treatments and organisational requirements.
		2.3	Use appropriate equipment, cleaning agents and methods to clean carpet according to manufacturer, WHS, industry standards and job requirements.
		2.4	Assess outcome of deep cleaning activities and repeat when carpet has not cleaned sufficiently first time according to organisational and job requirements.
		2.5	Apply strategies to dry carpet thoroughly, if needed, according to environmental conditions, cleaning method used and carpet type.
3	Apply treatments to cleaned carpets.	3.1	Select and prepare topical treatment according to manufacturer specifications, WHS and organisational requirements.
		3.2	Prepare area to be treated according to manufacturer specifications and organisational requirements.
		3.3	Spray carpet with selected product according to manufacturer specifications.
4	Complete work activities.	4.1	Tidy work area, remove safety signage and barriers and dispose of soil and waste in accordance with WHS and environmental requirements.
		4.2	Safely clean and/or dispose of PPE as required by organisational requirements.
		4.3	Check cleaning equipment for faults, wear or damage and report in accordance with organisational requirements.
		4.4	Record site cleaning and store cleaning equipment

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			and materials in accordance with organisational requirements.

FOUNDATION SKILLS	Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.
UNIT MAPPING INFORMATION	Supersedes and is not equivalent to CPPCLO3006 Clean carpets.
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	CPPCLO4110 Perform restorative carpet cleaning
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- using two different types of specialist carpet cleaning equipment to perform restorative carpet cleaning on two different carpets of at least 4 x 4 square metres:
  - at least one natural fibre carpet type selected from cotton, sisal or wool
  - at least one synthetic fibre carpet type selected from acrylic, nylon or polyester.

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

- aspects of the following relevant to restorative cleaners of carpets:
  - 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)
  - IICRC S100 Standard and Reference Guide for Professional Cleaning of Textile Floor Coverings
  - AS/NZS 3733 Textile floor coverings – Cleaning maintenance of residential and commercial carpeting
  - Environment Protection Authority (EPA) and local requirements for prescribed waste disposal
- 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:
  - 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, engineering controls and PPE
  - safe use of electrical equipment
- 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

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- building professional
- insurance representative
- microbiologist

- carpet characteristics and cleaning precautions:
  - carpet fibre/material
  - carpet construction and backing
  - installation method
  - underlay type
- 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
- types of carpet cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
  - acid cleaners
  - alkaline cleaners
  - neutral cleaners
  - solvent cleaners
- types of soil commonly found on carpets:
  - grit and dirt
  - dust mites
  - grease and oil
  - spilt food and beverages
  - urine
  - water
- characteristics of different carpet stains and process for cleaning according to type, duration of stain, and whether previous treatments and chemicals have been applied
- functions and features of equipment and accessories used for restorative cleaning of carpet, safe use, routine maintenance and storage
  - carpet-cleaning bonnets and hand bonnets
  - rotary or cylindrical scrubbing machine
  - hot water extraction unit
  - carpet-drying equipment
  - spray equipment
  - steam iron
  - trigger sprayer
  - vacuum cleaner
- 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:
  - emptying of waste recovery tank
  - general waste
  - prescribed waste
  - syringes and sharps
  - recyclable 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

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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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