Unit of competency

Release 1	This version first released with CPP Property Services Training Package Release 15.0 Supersedes and is equivalent to CPPCLO4022 Schedule and monitor cleaning tasks
Unit Code	CPPCLO4100
Unit Title	Organise and monitor cleaning tasks
Application	This unit specifies the skills and knowledge required to assess job requirements and organise and allocate staff and resources to meet agreed cleaning service requirements. The unit involves identifying the staff and methods required for an agreed regular or periodic cleaning service. It includes assessing the site and applying knowledge of cleaning methods to determine the skills, equipment and supplies required. It includes preparing work schedules and monitoring compliance with the task specifications and the level of client satisfaction. It applies to managers or supervisors with responsibility for a small team in a range of commercial and domestic worksites. 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	Determine cleaning service requirements.	1.1	Discuss and clarify with client or nominated representative scope of cleaning work according to organisational requirements.
		1.2	Access worksite to assess hazards and risks and establish required control measures according to organisational and WHS requirements.
		1.3	Determine cleaning methods required and develop plan of work to meet service requirements according to job, organisational and WHS requirements.
		1.4	Clarify and confirm reporting procedures according to organisational requirements.
		1.5	Document and convey to client job scope, cleaning methods, schedule and risk management according to organisational requirements.
		1.6	Arrange access to worksite for cleaning staff according to job and organisational requirements.
2	Provide resources to support cleaning service.	2.1	Determine shift arrangements, number of cleaners and specific skill levels required to meet agreed cleaning service requirements.
		2.2	Determine shortfalls in number, skills and availability of cleaners and organise staff schedules or propose recruitment strategies according to award or enterprise agreements and organisational requirements.
		2.3	Determine and supply equipment, personal protective equipment (PPE), cleaning agents and consumables according to job requirements.
3	Implement system for monitoring compliance with cleaning service agreement.	3.1	Prepare and display cleaning schedule checklists at worksite, as required, and brief cleaning team on task and service requirements.
		3.2	Confirm cleaning team members' understanding of task, performance standards and responsibilities according to organisational requirements.
		3.3	Prepare worksite audit schedule and checklist according to service and organisational requirements.
		3.4	Monitor cleaners’ performance and adjust work practices, as needed, according to job and organisational requirements.
		3.5	Conduct regular worksite audits to determine levels of client satisfaction and respond to any changes in requirements.
		3.6	Prepare client reports according to agreed job and organisational requirements.
FOUNDATION SKILLS	As well as the foundation skills explicit in the performance criteria of this unit, candidates require: • reading skills to interpret policies and procedures related to cleaning services, manufacturer information about equipment and cleaning materials, cleaning terminology and safety procedures.		
UNIT MAPPING INFORMATIO N	Supersedes and is equivalent to CPPCLO4022 Schedule and monitor cleaning tasks.		

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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	CPPCLO4100 Organise and monitor cleaning tasks
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PERFORMANCE EVIDENCE
To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- planning a regular cleaning service and determining required resources for:
  - one amenity area
  - one food court
  - one general office area
  - one retail area.

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

- aspects of the following relevant to organising and monitoring a cleaning service:
  - 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)
  - workers' compensation, industrial relations, Equal Employment Opportunity (EEO), anti-discrimination and privacy
  - Fair Work Act 2009 and the Fair Work Regulations 2009
  - provisions of relevant awards and workplace agreements
  - 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 and engineering controls and PPE
  - safe use of electrical equipment
  - responsibilities of cleaning staff - personal hygiene, and reporting personal health conditions and illness
- organisational requirements for:
  - quality cleaning standards
  - scheduling and recruiting cleaning staff

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- monitoring and managing work performance
- communication with staff and clients
- communicating and clarifying work requirements
- procedures for checking equipment operation and safety
- use of cleaning equipment, cleaning agents, consumables and PPE
- reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security

- considerations for scope of cleaning service:
  - client activities at the worksite during scheduled cleaning times
  - site accessibility
  - site hazards and risks
  - time limitations
  - skills of work unit or team
  - team member level of literacy and communication skills
  - amount of cleaning anticipated
  - requirements of cleaning methods and precautions for surface types
  - functions, features, safe use, routine maintenance and storage of cleaning equipment
  - types of cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal
- 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
- environmentally sustainable work practices and compliance with environmental regulations:
  - ways of minimising negative environmental impact
  - conserving energy and water
  - recycling
- waste disposal:
  - general waste
  - prescribed waste
  - syringes and sharps
  - 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:

- client work order, instructions or service agreement
- organisational documentation, policies and procedures
- relevant awards and workplace agreements.

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