

Certificate III in Cleaning Operations

CPP31011

Unit Descriptions & Evidence
Required to Demonstrate
Competency



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Course Description

This qualification applies to individuals working in the cleaning industry as cleaners who are responsible for planning work, liaising with customers and operating in a range of general domestic and commercial settings as well as specialist cleaning environments.

The cleaner may work alone or under supervision and have responsibility selecting the method of cleaning to be used and ensuring safe work practices.

Pathways Information

Not applicable.

Entry Requirements

There are no entry requirements for this qualification.

What you must do to complete the course

To be awarded CPP31011 Certificate III in Cleaning Operations, competency must be achieved in 19 units as noted on the contents page.

CPPCLO2033A (Core) Plan for safe and efficient cleaning activities

Unit Descriptor

This unit of competency specifies the outcomes required to plan for safe and efficient cleaning activities. The unit covers general issues that need to be addressed in each work site for each cleaning activity to ensure maximum safety and efficiency.

The unit requires the ability to assess cleaning tasks, associated hazards and security issues on the work site, maintain personal safety, and select safe and efficient cleaning methods. These work functions are performed each time a cleaner enters a work site and are carried out within company guidelines.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- assess cleaning task
- assess hazards on work site
- assess effectiveness of work site security arrangements within scope of task and work order
- select suitable cleaning methods
- comply with company, legislative and regulatory requirements
- use biological and viral control procedures
- apply knowledge of routes of entry and potential symptoms of exposure to chemicals.

CPPCLO2035A (Core) Maintain cleaning storage areas

Unit Descriptor

This unit of competency specifies the outcomes required to maintain cleaning equipment and consumable storage areas, which may be a vehicle or premises. The movement and control of equipment, chemicals and consumables used in the provision of cleaning services are also addressed.

The unit requires the ability to maintain and operate a safe and efficient cleaning storage area according to legislative requirements. Maintaining the storage area requires the ability to follow established procedures, understand issues associated with storing and using chemicals, and adhere to legislative and public health and safety requirements.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. The unit applies to persons whose major function is cleaning, not storekeeping.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- comply with company, legislative and regulatory requirements
- maintain a secure and accessible storage area
- use emergency response procedures
- use good storage and housekeeping practices, particularly those relating to labelling and security of chemicals
- use systematic stock control records.

CPPCLO3039A (Core) Support leadership in the workplace

Unit Descriptor

This unit of competency specifies the outcomes required to promote a supportive structure and environment that enables effective leadership within the cleaning industry.

The unit requires the ability to participate in and facilitate team planning and promote team commitment and cooperation.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- communicate effectively one-to-one and with a small group
- demonstrate leadership and team building in the workplace
- encourage the support and development of team members in the workplace
- comply with company and legislative requirements.

CPPCMN3003 (Core) Contribute to workplace safety arrangements

Unit Descriptor

This unit of competency specifies the outcomes required to assist in ensuring own safety and that of others in the workplace.

This unit includes providing information to work groups and actively contributing to maintaining a safe work environment.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine managerial supervision, within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify and encourage compliance with OHS legal requirements within a work group
- apply organisational requirements and work procedures to OHS within a work group
- share information with a work group about workplace procedures pertaining to health and safety in a readily accessible manner
- apply a consultative and open approach to identification of hazards within a work group and ensure unresolved issues are referred to appropriate personnel
- identify and assist with meeting the OHS training needs of a work group
- apply equity principles for the purpose of accepting and respecting individual differences within a work group.

CPPCLO3013A (Elective) Clean window coverings

Unit Descriptor

This unit of competency specifies the outcomes required to clean a range of window coverings to remove dirt and grime. The unit requires the ability to assess the extent of the cleaning task through understanding client requirements and the type of window coverings and fixtures, and applying company policies and procedures. Selecting the appropriate equipment, chemicals and methods is essential to performing the task safely and efficiently.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines. Where ladders are being used, the work is usually done in pairs.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify type and characteristics of window coverings and fixtures
- select cleaning equipment and chemicals
- select safe and efficient cleaning methods
- remove, clean and refit window coverings according to customer work order, and company and legislative requirements
- achieve outcomes in relation to customer work order and company requirements.

CPPCLO3014A (Elective) Maintain 'clean room' environments

Unit Descriptor

This unit of competency specifies the outcomes required to maintain 'clean room' environments. Cleaning in a 'clean room' environment is a specialised field of cleaning. The unit is an introduction to this type of cleaning and focuses on the need to exercise caution when selecting cleaning methods to ensure safety of personnel and equipment.

The unit requires the ability to assess the extent of the cleaning task through knowledge of the characteristics of a 'clean room' environment and by applying and understanding client requirements and company policies and procedures in order to perform the task. Selecting the appropriate equipment, chemicals and methods is essential to performing the task safely and efficiently.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

Clean rooms are specialist facilities where dust presents a hazard to the safe and efficient operation of electronic and other sensitive equipment. Some clean rooms may be pressurised to reduce the amount of dust entering the room. Clean rooms may be used for specialised computer installations, computer equipment repairs, PABX units, manufacturing electronic components, laboratories and sterile rooms for food manufacturing.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify types of surfaces and fittings
- use safe and efficient cleaning methods
- select cleaning equipment and chemicals
- comply with company and legislative requirements
- achieve outcomes in relation to customer work order and company requirements

CPPCLO3016A (Elective) Wash furniture and fittings

Unit Descriptor

This unit of competency specifies the outcomes required to wash furniture and fittings. This function is usually part of client specifications for periodic rather than routine cleaning and covers a range of surface types and cleaning methods.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify type and characteristics of furniture and fittings and their surfaces
- use safe and efficient cleaning methods
- select cleaning equipment and chemicals
- comply with company and legislative requirements
- achieve outcomes in relation to customer work order and company requirements.

CPPCLO3021A (Elective) Clean industrial machinery

Unit Descriptor

This unit of competency specifies the outcomes required to clean industrial machinery. This is usually performed on a planned or rostered basis with the machinery being taken out of operation for cleaning.

The unit requires the ability to assess the extent of the cleaning task through knowledge of the characteristics of surfaces and types of surface soiling. It also requires understanding of client requirements and the ability to apply company policies and procedures in order to perform the task. Selecting the appropriate equipment, chemicals and cleaning methods is essential to performing the task safely and efficiently.

Application of the Unit

Machinery cleaning usually occurs in industrial, food manufacturing and processing or mining environments. Cleaners are not usually involved in the routine cleaning of operational machinery for safety and production reasons.

This unit of competency supports employees without managerial or supervisory responsibilities. The work may be performed in teams or individually.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify surface and soil types
- identify hazards
- use safe and efficient cleaning methods
- select cleaning equipment and chemicals
- comply with company and legislative requirements
- achieve outcomes in relation to customer work order and company requirements.

CPPCLO3036A (Elective) Clean at high levels

Unit Descriptor

This unit of competency specifies the outcomes required to clean a range of surfaces and sites above easy reach from the ground. This unit is used in cleaning situations where the cleaning activity occurs at heights above two metres from the ground or floor surface and is typically manual or 'hands on'. The cleaning activity may occur either indoors or outdoors and involves use of specialised equipment to access the area to be cleaned. Safety is an important issue for cleaners involved in cleaning work at high levels.

The unit requires the ability to assess the extent of the cleaning task through knowledge of characteristics of surfaces, sites and soiling. It also requires understanding of client requirements and company policies and procedures in order to perform the task. Selecting the appropriate equipment, chemicals and cleaning methods is essential to performing the task safely and efficiently.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Where ladders are being used or where required for safety reasons, the work is usually done in pairs.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify type and characteristics of surface and site to be cleaned
- use safe and efficient cleaning methods
- select required access equipment
- select required cleaning equipment and chemicals
- comply with company and legislative requirements
- achieve outcomes in relation to customer work order and company requirements.

CPPCLO3038A (Elective) Clean food- handling areas

Unit Descriptor

This unit of competency specifies the outcomes required to clean in food-handling areas where the work does not involve direct food contact. This unit is not appropriate for a person who has direct contact with food, raw materials or ingredients.

This unit is based on the guideline food safety unit GFSWFHAA Carry out work in a food handling area.

Food-handling areas include food courts and industrial food-processing plants. The unit requires the ability to assess the extent of the cleaning task through understanding client requirements and special characteristics of food-handling areas, and applying company policies and procedures. Selecting the appropriate equipment, chemicals and methods is essential to performing the task safely and efficiently, as is paying careful attention to health and safety issues.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- access and apply workplace information on food-safety policies and procedures relating to own work
- fit and use personal protective clothing and equipment as required by work tasks to meet food business requirements
- identify food-safety hazards in work area
- identify hazards associated with food-handling area
- identify surfaces and soil types found in food-handling areas
- maintain housekeeping standards in food-handling area and dispose of waste to meet food-handling requirements
- maintain personal conduct and hygiene to ensure that food safety is not compromised
- identify and report situations or procedures that could compromise food safety
- report health conditions and illness as required by workplace food-safety procedures
- select cleaning equipment and chemicals
- take necessary precautions when moving between or around workplace and from one task to another to minimise risk of food contamination
- use safe and efficient cleaning methods
- maintain clothing and footwear as required by work task to meet food-safety procedures
- achieve outcomes in relation to customer work order and company and legislative requirements.

CPPCMN3001B (Elective) Participate in environmentally sustainable work practices

Unit Descriptor

This unit of competency specifies the outcomes required to participate in environmentally sustainable work practices. The unit requires the ability to identify current resource usage in the workplace and contribute to ensuring compliance with legislative requirements. It also requires the capacity to contribute to improvements in sustainable work practices. It is essential that the organisation's approach to ensuring environmentally sustainable work practices, and the benefits that they bring, are understood.

The unit must be applied strictly according to relevant state or territory legislative and industry requirements.

Application of the Unit

This unit of competency supports individuals working as team members, who operate within the scope of their defined roles and responsibilities.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- apply improved resource efficiency approaches to own work area and demonstrate outcomes
- communicate with customers and other stakeholders
- list environmental hazards and risks, and inefficiencies and opportunities for improvements identified in the workplace
- measure and report current resource use
- contribute advice and suggestions for improvements.

CPPCMN3004A (Elective) Respond to enquiries and complaints

Unit Descriptor

This unit of competency specifies the outcomes required to respond effectively to client enquiries and complaints regarding company services. The worker needs to handle formal or informal enquiries, as well as negative feedback and complaints from clients, about products and services.

The unit requires the worker to accept responsibility for processing client enquiries or complaints and communicating with clients to resolve issues. It also requires the worker to have research ability and administrative skills in order to satisfy complex client needs, and to be familiar with products and services that may vary widely.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

The unit may be expected to apply to a worker who has significant contact with external clients. The worker could provide information on routine, well-defined services or products to clients, or deal with enquiries or complaints of a more complex nature.

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision, within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- handle complaints using knowledge of company procedures
- handle difficult clients and situations with diplomacy and tact
- identify customer needs through the use of appropriate interpersonal skills
- provide solutions or options and resolve issues within appropriate timeframes
- record and document issues and resolution according to company requirements
- refer complaints to appropriate personnel according to company requirements.

HLTIN301C (Elective) Comply with infection control policies and procedures

Unit Descriptor

This unit of competency describes the skills and knowledge required for workers to comply with infection control policies and procedures. All procedures must be carried out in accordance with current infection control guidelines, Australian and New Zealand Standards for maintaining infection control and the policies and procedures of the organisation

This unit acknowledges the importance of complying with an effective infection control strategy that ensures the safety of the client (or end-user of health-related products/services), maintains personal protection and prevents the transmission of infections from person to person

All tasks must be carried out in accordance with State or Territory legislative requirements that affect work practices of the organisation and/or worker

Application of the Unit

This unit is applicable to workers who are responsible for following workplace procedures to maintain infection control

Application of this unit should be contextualised to reflect any specific workplace infection risks, hazards and associated infection control practices

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- Observation of workplace performance is preferred for assessment of this unit
- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- The assessee must demonstrate compliance with the organisation's infection control policy as it relates to specific job role
- Consistency of performance should be demonstrated over the required range of workplace situations

CPPCLO2009A (Elective) Clean glass surfaces

Unit Descriptor

This unit of competency specifies the outcomes required to clean glass surfaces, including windows, in both internal and external situations. It requires the ability to assess the extent of the cleaning task through understanding client requirements and characteristics of the glass surface, and applying company policies and procedures. Selecting the appropriate equipment, chemicals and methods is essential to performing the task safely and efficiently.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. The work may be performed in teams or individually. Performance would usually be carried out under routine supervision and within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify type and characteristics of glass surface
- select cleaning equipment and chemicals
- use safe and efficient cleaning methods
- comply with company and legislative requirements
- achieve outcomes in relation to customer work order and company requirements

CPPCLO2015A (Elective) Maintain furniture, fittings and room dressing

Unit Descriptor

This unit of competency specifies the outcomes required to maintain furniture and fittings and to dress an area. Dressing is the placement and location of furniture, fittings and loose items in an orderly manner. This unit also covers the cleaning of office equipment, including computers.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements and characteristics and surfaces of the furniture and fittings, and to apply company policies and procedures in order to perform the task. Selecting the appropriate equipment, chemicals and methods is essential to performing the task safely and efficiently.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. The work may be performed in teams or individually. Performance would usually be carried out under routine supervision and within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify type and characteristics of furniture, fittings and loose items and their surfaces
- select cleaning equipment and chemicals
- use safe and efficient cleaning methods
- comply with company and legislative requirements
- achieve outcomes in relation to customer work order and company requirements.

CPPCLO2001A Maintain hard floor surfaces

Unit Descriptor

This unit of competency specifies the outcomes required to clean hard floor surfaces. The unit applies to both manual and mechanical methods of cleaning hard floor surfaces. It requires the ability to assess the extent of a cleaning task through understanding client requirements and applying company policies and procedures. Selecting the appropriate equipment, chemicals and methods is essential to performing the task safely and efficiently.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify type and condition of hard floor surface
- select cleaning equipment and chemicals
- comply with company, legislative and regulatory requirements
- use safe and efficient cleaning methods
- achieve outcomes in relation to customer work order and company requirements.

CPPCCL2007A (Elective) Perform basic stain removal

Unit Descriptor

This unit of competency specifies the outcomes required to remove stains and spots from carpet using basic stain removal techniques.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements and characteristics of the carpet, and apply company policies and procedures in order to perform the task.

Removing stains and spots may occur as a single task or more likely in conjunction with other cleaning methods, such as vacuuming, extraction, patrolling and general cleaning. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

A spot is defined as foreign material on a fibre that changes the texture of the fibre. A stain is defined as foreign material in a fibre that changes the appearance of the fibre but not the texture.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify type and characteristics of the carpet
- identify type of stain or spot
- comply with company and legislative requirements
- select cleaning equipment and chemicals
- achieve outcomes in relation to customer work order and company requirements
- apply safe and efficient cleaning methods.

CPPCMN2003A (Elective) Provide effective client services

Unit Descriptor

This unit of competency specifies the outcomes required to provide effective client service. It covers establishing client relationships, identifying client needs, and meeting those needs via the delivery of services or by providing information and advice on products and services. The skills and knowledge required will apply to initial or repeat client encounters, either on company or client premises.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. The unit may be expected to apply to a worker who has routine contact with internal or external clients and is providing routine, well-defined services and products to clients. It would usually be carried out under routine supervision, within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- clarify needs and expectations of clients or explore alternative ways to satisfy their needs and expectations
- deliver services and responses to client requirements by applying company policy and procedures in a timely and effective manner
- establish relationships with clients based on the provision of effective client service
- explain features and benefits of products and services to clients
- identify client needs through the use of interpersonal skills
- maintain positive image of self, company and industry by complying with company policies
- use effective communication techniques to establish rapport with clients.

CPPCLO2017A (Elective) Clean wet areas

Unit Descriptor

This unit of competency specifies the outcomes required to clean a wet area so that it is free from soil, odour and hazards. It requires the ability to assess the extent of the cleaning task through understanding client requirements and special characteristics of wet areas, and to apply company policies and procedures in order to perform the task. Selecting the appropriate equipment, chemicals and methods is essential to performing the task safely and efficiently, as is recognising the importance of paying careful attention to health and safety issues.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Wet areas include bathrooms, toilets and changing rooms. Areas such as swimming pools, kitchens, laundries and clinics generally require specialised cleaning methods. Performance would usually be carried out under routine supervision and within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify hazards and risks associated with wet areas
- identify fittings, surfaces and soil types found in wet areas
- select cleaning equipment and chemicals
- use safe and efficient cleaning methods
- achieve outcomes in relation to customer work order and company requirements
- comply with company and legislative requirements.