CPPCLO2017A Clean wet areas

Release: 1

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Modification History

Revised unit
Unit updated and equivalent to PRMCL17B Clean a wet area

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.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1	Assess area to be cleaned.	1.1	*Hazards* are identified and risks controlled in work site according to company, *legislative*, and *occupational health and safety* (OHS) *requirements*.
		1.2	Operation and condition of fixtures and fittings are checked and pre-existing damage at work site is reported to appropriate persons according to work order and company requirements.
		1.3	*Soil* is identified by observation according to work order and company requirements.
		1.4	Areas that require special attention, including graffiti, are identified according to work order and company requirements.
		1.5	Size and usage pattern of work site are determined to ensure safety of, and minimal disruption to, personnel and efficient use of cleaning equipment and chemicals.
		1.6	Cleaning techniques for wet areas are selected according to work order and company requirements.
2	Select equipment and chemicals.	2.1	Suitable *personal protective equipment* (PPE) is selected and used according to *manufacturer specifications*, and OHS and company requirements.
		2.2	Equipment and chemicals are selected for work order according to OHS and company requirements.
		2.3	Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.
		2.4	Equipment is adjusted to suit operator's requirements

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			according to manufacturer specifications and OHS requirements.
		2.5	Chemicals are prepared according to manufacturer specifications, and OHS and company requirements.
3	Prepare work site	3.1	Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, OHS and company requirements.
		3.2	Signage and barriers are installed as required to maximise public safety during cleaning operation according to work order, and OHS and company requirements.
		3.3	Work restrictions affecting completion of work order are identified and appropriate persons are notified.
4	Clean work site.	4.1	Loose soil is removed prior to commencing *surface* cleaning according to work order, and OHS and company requirements.
		4.2	Fixtures, fittings and surfaces are cleaned using equipment, chemicals and cleaning techniques according to work order, and OHS and company requirements.
		4.3	Remaining heavy soil, graffiti and stained surfaces are treated or reported to appropriate persons for follow-up action according to work order and company requirements.
		4.4	Soiled items are laundered according to work order and company requirements.
		4.5	Work is performed according to work order, manufacturer specifications, and legislative, OHS and company requirements.
5	Replenish consumables and tidy work site.	5.1	*Consumable items* are replenished according to client requests, work order and company requirements.
		5.2	Collected soil and *waste* are disposed of according to client specifications, work order, manufacturer specifications and legislative, OHS, company and *environmental requirements*.

		5.3	Signage and barriers are removed according to work order, and OHS and company requirements.
6	Clean and safety check equipment, and store equipment and chemicals.	6.1	Equipment and PPE are cleaned according to manufacturer specifications and environmental, OHS and company requirements.
		6.2	Equipment and PPE are safety checked according to manufacturer specifications and OHS requirements, and required maintenance is recorded according to company requirements.
		6.3	Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and OHS and company requirements.
		6.4	Chemicals are stored according to manufacturer specifications, and OHS and company requirements.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- customer service skills to:
  - establish rapport with clients
  - gain clients' trust
  - identify client expectations
- interpersonal skills to relate to people from a range of backgrounds
- language, literacy and numeracy skills to:
  - communicate clearly and concisely verbally and in writing
  - perform mathematical calculations required for:
    - diluting and mixing chemicals as specified on product labels
    - measuring area
  - read and interpret directions and safety instructions, including:
    - chemical labels
    - equipment manuals
    - material safety data sheets (MSDS)
  - request advice or further information
  - seek and receive feedback
  - source, organise and record information
- observation skills to:
  - identify soil and stains
  - identify surface types to determine cleaning method
- organisational skills to plan and organise work
- problem-solving skills to manage contingencies
- skills to work safely when:
  - handling and disposing of chemicals
  - handling and disposing of contaminated and toxic waste
  - identifying hazards and controlling risks
  - manual handling
  - using equipment for:
    - cleaning glass
    - damp wiping
    - hosing
    - mopping

- squeegeeing
- sweeping
- washing
- self-management skills to work alone and in a team

Required knowledge

- cleaning chemicals and equipment for wet areas
- cleaning methods for:
  - wet areas
  - sterilising
- company management structure and procedures, including:
  - biological and viral control
  - emergency response and evacuation procedures
  - environmental protection procedures
  - injury, dangerous occurrence and incident reporting
  - OHS procedures
  - quality systems
- legislation, regulations, codes of practice and industry advisory standards that apply to cleaning a wet area, including OHS legislation
- routes of entry and potential symptoms of exposure to chemicals
- safe work practices for using:
  - chemicals
  - equipment, including PPE

Evidence Guide

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.

Overview of assessment	This unit of competency could be assessed by observing practical demonstrations of cleaning a wet area involving at least two different work site environments.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: - 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.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: - suitable wet area venue - suitable equipment and chemicals - PPE - equipment operating manuals and MSDS - work order instructions, work plans and schedules - assessment instruments, including personal planner and assessment record book.
Method of assessment	Assessment methods must: - satisfy the endorsed Assessment Guidelines of the Property Services Training Package - include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application - reinforce the integration of employability skills with workplace tasks and job roles - confirm that competency is verified and able to be transferred to other circumstances and environments.

Guidance information for assessment	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.
	Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.
	This unit could be assessed on its own or in combination with other units relevant to the job function, such as:
	• CPPCLO2001A Maintain hard floor surfaces
	• CPPCLO2015A Maintain furniture, fittings and room dressing
	• CPPCLO3002A Restore hard floor surfaces.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| *Hazards* may include: | allergic reactions to chemicals or equipment, including latex allergies biological and animal waste bites and stings blood and blood-stained products confined or restricted spaces contaminated clothing, materials or equipment damaged or inappropriate equipment dust and fibres electrical hazards arising from: cables electrical fittings: switches lights untested electrical equipment fatigue fire gas heights inadequate lighting and ventilation infectious and zoonotic diseases, such as: Q fever scabies mobile equipment and vehicle hazards around plant and vehicles moving or unguarded parts noise occupational violence and bullying poor personal hygiene practices spill, splash and spray release of substances with negative environmental impact synergistic chemical reactions, such as: hazardous incompatibility reactivity syringes or other sharps temperature extremes |

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	• ultraviolet light
	• unsafe manual-handling techniques, including awkward and repetitive postures
	• unsafe underfoot conditions, such as slippery, uneven and rough surfaces
	• work in unfamiliar isolated or remote environments.

Company requirements may include:	• business and performance plans
	• client communication procedures
	• client confidentiality procedures
	• client service standards
	• communication channels and reporting procedures
	• company goals, objectives, plans, systems and processes
	• company issued identification badges, cards or passes
	• company policies and procedures, including:
	  • access and equity policy, principles and practice
	  • OHS policies and procedures, including control procedures
	  • maintenance procedures for equipment and PPE
	  • those relating to own role, responsibility and delegation
	  • work site access security clearance procedures
	• company service standards
	• dress and presentation requirements
	• duty of care, code of conduct, and code of ethics
	• emergency response and evacuation procedures
	• employer and employee rights and responsibilities
	• environmental protection procedures
	• personnel practices and guidelines
	• quality and continuous improvement processes and standards
	• records and information systems and processes
	• training materials (induction, refresher and new skills)
	• use of contractors.

Legislative requirements may include:	• Australian standards, quality assurance and certification requirements
	• award and enterprise agreements
	• industry advisory standards and codes, such as:
	  • building codes
	  • dangerous goods codes
	• relevant commonwealth, state and territory legislation and local government regulations affecting company operation, including:
	  • anti-discrimination and diversity policies
	  • chemical controls
	  • chemical registers and manifests

	• consumer protection
	• energy conservation
	• environmental protection
	• equal employment opportunity
	• freedom of information
	• industrial equipment certificates of competency or licences
	• industrial relations
	• OHS Acts and regulations
	• privacy
	• public health
	• trade practices
	• water conservation
	• workplace consultative arrangements.
Occupational health and safety (also known as workplace health and safety) *requirements* may relate to:	• allergic reactions, such as contact dermatitis
	• communication devices for remote and isolated locations, such as:
	• mobile phone
	• two-way radio
	• dermatoxicological control and prevention measures
	• emergency procedures for eye and skin contact, and inhalation and ingestion of toxic substances
	• hazard identification and risk assessment mechanisms
	• health surveillance and monitoring, such as regular blood testing
	• hierarchy of hazard control procedures
	• maintaining clear access
	• national and industry standards and codes of practice
	• OHS control procedures, such as:
	• health and safety plans
	• job plans
	• job safety analyses
	• risk assessments
	• safe operating practices and procedures
	• safe system of work statements
	• safe work instructions
	• work method statements
	• reporting injury and dangerous occurrences
	• routes of entry and potential symptoms of exposure to chemicals
	• safe work practices for equipment, PPE and chemical storage, including interpretation of:
	• MSDS
	• hazardous substance information, such as long latency

	periods • safety training, induction and refresher training • selection and use of PPE and clothing appropriate to the hazard • ultraviolet light • up-to-date electrical test and tag compliance • use of chemicals according to MSDS • use of residual current devices • use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals.
Fixtures and fittings may include:	• baths • bidets • cleaner's sluices • hand basins • hand dryers • mirrors • paper dispensers • personal item product dispensers • racks • rubbish receptacles • showers • sinks • soap dispensers • spas • taps • toilet bowls, seats and cisterns • troughs • urinal trough and wall • vanity units.
Appropriate persons may include:	• clients • colleagues • managers • persons in control of work sites • supervisors.
Work order information may include:	• access to work site, including: • access and egress points • timing of access • budget allocations • completion times and dates • human resource requirements to complete the work tasks • job requirements and tasks • legislative and local government requirements

	• OHS requirements and emergency response procedures
	• requirements for working in isolated and remote locations
	• resource requirements, such as equipment and materials
	• specific client requirements, such as:
	  • dress and presentation requirements
	  • relationships with other activities
	• use of signage and barriers
	• work schedules
	• work site contact persons
	• work site requirements for specific industries, such as:
	  • hospitals and medical centres
	  • nursing homes
	  • retail food courts
	  • schools
	  • tourism and hospitality.

Soil types can be wet or dry and may include:	• blood • cobwebs • dust • food, food scraps and residue • grease • human and animal waste • litter • mould and algae • mud and dirt • pen, texta and pencil • rust • soap scum.
Personnel may include:	• client's staff members • colleagues • general public • venue, facility, shopping centre staff and management.
Equipment may include:	• absorbent cleaning cloths • brooms • buckets • cleaning trolleys • damp cloths • doodle bugs • dry cloths • microfibre products • hoses and nozzles • lint-free cloths

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	• long-handled brushes and dustpan tongs • mops • needle hazard disposal units • nylon scourers • scrapers • scrubbing brushes • scrubbing and polishing machines • toilet brushes • window squeegees • wringer buckets.
Chemicals may include:	• acid cleaners • alkaline cleaners • low environmental-impact chemicals • neutral cleaners • solvent cleaners.
Cleaning techniques may include:	• buffing • cobwebbing • dusting • hosing • low-water cleaning methods, such as using microfibre cleaning products • mopping • polishing • pre-spraying • scrubbing • spot cleaning • sweeping • wet wiping • window cleaning.
Wet areas may include:	• bathrooms • change rooms • ensuites • laundries • pools • spas • tea rooms and kitchenettes • toilets and restrooms • wash-up areas.
Personal protective equipment may include:	• ear muffs and plugs • gloves, such as non-permeable • goggles

	- high-visibility vests and clothing - overalls and other protective clothing - respirators - safety glasses - safety shoes - splash-proof face masks - sun protection - tongs - ultraviolet protection - wet-work clothing.
Manufacturer specifications may include:	- equipment operating manuals - instructional guides - MSDS - other resources supplied by the manufacturer, such as: - laminated cards - notices - wall posters - product labels - safety instructions pre-printed on equipment.
Signage and barriers may include:	- physical barriers and restraints erected to restrict access to a site - signs complying with legislative requirements and Australian standards warning of danger or adverse conditions, including: - cleaning in progress - hazardous chemicals in use or present in work area.
Work restrictions may include:	- amount of cleaning anticipated - client activity - employee level of literacy and communication skills - faulty or inappropriate equipment - site accessibility - site hazards - skills of work unit or team - staffing resources - time limitations.
Surfaces may include:	- ceramics and porcelain - chrome - concrete - glass - laminate - metal - paint - plastic

	• stainless steel • stone • new technologies • terracotta • vinyl.
Consumable items may include:	• air fresheners • bin liners • cloth towels and tea towels • deodorant blocks • hand towels, such as cloth, rolls and sheets • liquid and bar soap • personal toiletries • toilet paper.
Waste may be either solid or liquid and include:	• chemicals past expiry date • contaminated waste • liquid waste • obsolete equipment • packaging • soil • used cleaning cloths • used containers • used or contaminated PPE • used or unused chemicals.

Environmental requirements may include:	• clean-up, containment and isolation
	• company policies and guidelines
	• emergency chemical spill control measures
	• environmental protection agency and requirements of government departments, such as:
	   • agriculture
	   • emergency services
	• hazardous materials handling
	• local government regulations and by-laws
	• low-energy cleaning methods
	• low environmental-impact chemicals
	• low-moisture cleaning methods
	• low water-use equipment and water-efficient cleaning methods
	• non-chemical cleaning methods.

Unit Sector(s)

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Cleaning operations

Custom Content Section

Not applicable.