Australian Government

CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work

Release: 1

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Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to confirm and apply personal and property security procedures when cleaning a work site, and to maintain client privacy. It also involves obtaining and securing property access information and equipment, and confirming and applying procedures when security risks are evident. It covers establishing which areas of the work site are not to be accessed, and maintaining privacy of information obtained in the course of providing cleaning services.

The unit supports the work of cleaners commencing at a new work site. It applies in a range of commercial and residential work sites.

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

Pre-requisite Unit

Nil

Unit Sector

Cleaning operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Confirm site access and security procedures.	1.1. Client details, including address, are confirmed according to company requirements.
	1.2. Cleaning *work site access* and *security arrangements* are clarified.
	1.3. Areas of work site not to be accessed or cleaned are

identified and clarified with client.

		1.4.	New client is provided with details of company policy relating to maintaining privacy of client information.
2.	Confirm personal or property security procedures.	2.1.	Client preferences and workplace procedures to be followed in the case of personal risk or incidents, and reporting requirements, are confirmed.
		2.2.	Client and workplace procedures to be followed in the case of a breach of security are confirmed.
3.	Implement privacy and security procedures.	3.1.	Client work site is accessed on arrival and secured on leaving the site, according to agreed procedures.
		3.2.	Security systems are deactivated and reactivated according to agreed procedures.
		3.3.	Internal areas of work site to be cleaned are accessed and secured according to agreed procedures and restricted areas are not entered.
		3.4.	Confidentiality of client personal or commercial information is maintained according to privacy requirements, and not disclosed unless essential for incident reporting.
4.	Implement security risk or breach procedures.	4.1.	Work site is assessed for signs of security risk or breach during site access and cleaning, and agreed procedures and reporting requirements are followed as required.
		4.2.	Risks to personal security are assessed and workplace procedures and reporting requirements are followed as required.
		4.3.	Incidents involving personal security are reported immediately and workplace procedures are followed.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Performance feature

Skill

Learning skills to:	• respond to feedback from client and supervisor following completion of security procedures and when applying privacy requirements.
Numeracy skills to:	• recognise and apply numbering to activate and deactivate security systems • determine site location and specific rooms on site plans.
Oral communication skills to:	• ask questions to clarify procedures • obtain and provide information from client relating to privacy and security requirements.
Reading skills to:	• interpret company policy documentation relating to privacy and confidentiality.
Writing skills to:	• legibly complete required documentation following a security breach or incident.
Technology skills:	• operate electronic devices for communication purposes or for accessing or securing a cleaning site.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Work site access must include at least one of the following:	• electronic codes • keys • security cards.
Security arrangements must include:	• processes for locking and unlocking doors • location of internal door keys if applicable • alarm deactivation and reactivation procedures.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b