Australian Government

BSBOPS201 Work effectively in business environments

Release: 1

BSBOPS201 Work effectively in business environments

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to work effectively in business environments. It includes identifying and working to organisational standards, managing workload and working as part of a team.

The unit applies to those who work in a broad range of settings. These individuals typically work under some supervision and guidance.

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

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify the business context	1.1 Identify organisational requirements and responsibilities and confirm understanding with relevant personnel Aircraft cleaner duty and responsibility Aviation security issues to address Needs to provide the service to passengers timely 1.2 Identify legal rights and responsibilities of employees and employers Legal rights and disciplines of cabin cleaners Employee Handbook 2021 v16-2 1.3 Identify requirements for duty of care and organisational

ELEMENT	PERFORMANCE CRITERIA
	objects, standards and values
	Aviation safety issues
	Security issues
	GSE Issues
	Emergency issues
	1.4 Identify and distinguish between roles and responsibilities of staff within organisational structure
	Duty and tasks of cleaners
	Team leaders
	Code of Conduct
	Counselling and Misconduct Policy
	1.5 Identify own role and task requirements within a team
	HRM-PD-0012 Cabin Cleaning Officer V2021-03
2. Work in a team	2.1 Identify and follow requirements for a safe work environment
	Safety Training components of the course
	2.2 Communicate and collaborate with relevant personnel in a courteous and non-discriminatory manner
	Team work components of the course
	2.3 Complete allocated tasks according to organisational requirements
	HRM-PD-0012 Cabin Cleaning Officer V2021-03
	2.4 Use questioning techniques to clarify instructions and responsibilities
	Communication with team leaders/ supervisors/ team members while working
	2.5 Seek assistance when difficulties arise and escalate issues to team leaders, as required
	Communication with team leaders/ supervisors/ team members while working
3. Develop effective work habits	3.1 Identify work and personal priorities
	HRM-PD-0012 Cabin Cleaning Officer V2021-03
	3.2 Apply time management strategies to work duties

PwC's Skills for Australia

ELEMENT	PERFORMANCE CRITERIA
	Definitiv Login / Use of the system/ Checking rosters/Duty times 3.3 Communicate workload issues to team leaders in a timely manner Communication with team leaders/ supervisors/ team members while working 3.4 Seek and act upon feedback from relevant personnel Communication with team leaders/ supervisors/ team members while working

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	• Reviews documentation to identify relevant information for requirements of job role and organisation Understanding of HRM-PD-0012 Cabin Cleaning Officer V2021-03 •
Writing	• Completes documentation necessary for work tasks and reporting requirements using clear, concise and accurate grammar and language Answering the online test
Oral communication	• Clarifies requirements and responsibilities of job role and organisation by using effective questioning and listening techniques to seek advice, information and feedback • Contributes to an effective working environment by communicating with others, behaving courteously and using non-discriminatory language Communication with team leaders/ supervisors/ team members while working
Enterprise and initiative	• Follows clear instructions within defined level of responsibility, seeking clarification when required • Identifies and accepts responsibility for working within common work frameworks

Skill	Description
	• Identifies organisational expectations and follows explicit protocols and procedures • Employee Handbook 2021 v16-2 •
Teamwork	• Identifies common differences in other people and implements basic strategies to address own reaction to these differences • Uses basic communication strategies to implement and complete work tasks including seeking advice when required Communication with team leaders/ supervisors/ team members while working
Planning and organising	• Follows clearly defined instructions and sequencing, and monitors own progress for tasks, seeking assistance when necessary Following the order from coordinator/ reporting/ locating the aircraft to clean/ Allocating the team members

Unit Mapping Information

Supersedes and is equivalent to BSBIND201 Work effectively in a business environment.

Supersedes but is not equivalent to:

- BSBFRA301 Work within a franchise
- BSBIND301 Work effectively in an educational environment
- BSBIND302 Work effectively in the international education services industry
- BSBWOR302 Work effectively as an off-site worker.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBOPS304 Deliver and monitor a service to customers

BSBOPS304 Deliver and monitor a service to customers

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

The unit applies to those who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate knowledge of customer service. They provide technical advice and support to customers over short or long-term interactions.

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

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify customer needs	1.1 Identify and clarify customer needs and expectations 1.2 Evaluate customer needs and determine priorities for service delivery according to organisational requirements 1.3 Inform customers about available choices for meeting their needs and assist selection of preferred options 1.4 Identify limitations in addressing customer needs and seek assistance from designated individuals, where required
2. Deliver a service to customers	2.1 Provide service to meet identified customer needs according to organisational and legislative requirements 2.2 Establish and maintain rapport with customers 2.3 Manage customer complaints according to organisational and

ELEMENT	PERFORMANCE CRITERIA
	legislative requirements
	2.4 Provide assistance and respond to customers with specific needs according to organisational and legislative requirements
	2.5 Identify and use available opportunities to promote and enhance services and products to customers
3. Evaluate customer service delivery	3.1 Review customer satisfaction with service delivery using verifiable evidence according to organisational and legislative requirements
	3.2 Seek and respond to customer feedback according to organisational policies and procedures
	3.3 Identify opportunities to enhance the quality of customer service
	3.4 Document recommendations for customer service improvements
	3.5 Submit recommendations to relevant personnel according to organisational policies and procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Learning	• Identifies and follows up on opportunities to improve work practices and outcomes
Oral communication	• Provides information or advice using structure and language to suit the audience • Asks questions and listens to gain information or confirm understanding
Reading	• Evaluates textual information to determine customer service requirements • Proofreads texts for clarity of meaning and accuracy of grammar and punctuation
Writing	• Completes responses to customer complaints in required format • Prepares reports using sequencing, format and words to communicate recommendations clearly and effectively
Planning and organising	• Complies with organisational policies and procedures relevant to role • Plans and implements systems to gather and organise information

PwC's Skills for Australia

Skill	Description
Problem-solving	• Uses problem solving skills to analyse and respond to customer complaints or enquiries
Teamwork	• Selects and uses appropriate communication conventions to establish connections, build rapport, seek information and develop professional working relationships • Adjusts personal communication style in response to the opinions, values and particular needs of others

Unit Mapping Information

Supersedes and is equivalent to BSBCUS301 Deliver and monitor a service to customers.

Supersedes but is not equivalent to:

- BSBCUE309 Develop product and service knowledge for customer engagement operation
- BSBEDU303 Assist with the provision of international education information
- BSBINT303 Organise the importing and exporting of goods
- BSBINT304 Assist in the international transfer of services
- BSBSLS407 Identify and plan sales prospects.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

Part 3 Cabin Maintenance & Presentation Training (Qantas Training)
BSBOPS201 Work effectively in business environments (Core)
BSBOPS304 Deliver and monitor a service to customers (Core)

Formal Training

- China_Airlines
- Qantas_Sydney_T3_Domestic_Induction_Training
- Qatar_Airways___Cabin_Cleaning_Training
- All_Nippon_Airways_(ANA)
- Environmental_Risk_Awareness
- BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes (Elective 9)
- Malaysia_Airline
- Sharps_handling_and_Collection_Awareness

    PwC's Skills for Australia

Powerpoint show +Workplace Training (Informal)

CPPCLO3100 Maintain cleaning storage areas (Core)

- United Airlines
- British Airways
- SrilankaAirlines
- Singapore Airlines
- Aircarlin

Part 4 AIRDAT Passport

Video

https://youtu.be/M4IMCk8zX7Y

- Airside Rules
- Apron Operating Procedure

     PwC's Skills for Australia

BSBWHS211 Contribute to the health and safety of self and others

Release: 1

BSBWHS211 Contribute to the health and safety of self and others

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others, and to assist in responding to incidents. It covers following work health and safety (WHS) policies, procedures, instructions and requirements; and participating in WHS consultative processes.

The unit applies to those who require a basic knowledge of WHS to carry out own work in a defined context, under direct supervision or with some individual responsibility, in a range of industry and workplace contexts.

NOTES

1. The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where *model WHS laws* have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.
2. The *model WHS laws* include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

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

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*

ELEMENTS	PERFORMANCE CRITERIA
1. Operate safely in own work environment	1.1 Identify organisational WHS policies and procedures that apply to own work setting 1.2 Carry out work tasks according to WHS instructions 1.3 Carry out pre-start systems and equipment checks under supervision and according to organisational policies and procedures 1.4 Participate in responding to incidents according to organisational policies and procedures Aviation safety issues Security issues GSE Issues Emergency issues
2. Operate safely within requirements of own role	2.1 Identify individuals and/or parties to whom queries and concerns about safety in the workplace should be directed 2.2 Identify existing and potential hazards relating to own role, and record and report them according to organisational policies and procedures 2.3 Identify and contribute to implementing WHS instructions and organisational policies and procedures specific to own work area 2.4 Identify and report incidents and injuries to required personnel according to organisational policies and procedures HRM-PD-0012 Cabin Cleaning Officer V2021-03
3. Participate in WHS consultative processes	3.1 Contribute to workplace meetings, inspections, and other WHS consultative activities 3.2 Identify existing and potential WHS hazards and report them to designated persons according to organisational policies and procedures 3.3 Participate in actions to minimise or eliminate workplace hazards and to reduce risks Risk management component of the training

Foundation Skills

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

Skill	Description
Reading	• Identifies and interprets short and simple information in relation to WHS and incidents
Writing	• Uses structure and language appropriate to audience and context when giving factual information
Oral Communication	• Uses language and non-verbal communication appropriate to audience and context in descriptions, opinions and explanations • Extracts meaning and main ideas from verbal descriptions, opinions and explanations
Navigate the world of work	• Follows WHS legislative requirements under supervision and with assistance • Follows protocols and procedures relating to own role • Seeks assistance from others when WHS issues are beyond scope of immediate responsibilities
Get the work done	• Plans, organises and implements routine tasks in order to optimise health and safety • Selects and implements actions from predetermined procedures

As per

Skill	Description
Reading	• Reviews documentation to identify relevant information for requirements of job role and organisation Understanding of HRM-PD-0012 Cabin Cleaning Officer V2021-03 •
Writing	• Completes documentation necessary for work tasks and reporting requirements using clear, concise and accurate grammar and language Answering the online test
Oral communication	• Clarifies requirements and responsibilities of job role and organisation by using effective questioning and listening techniques to seek advice, information and feedback • Contributes to an effective working environment by communicating with others, behaving courteously and using non-discriminatory language Communication with team leaders/ supervisors/ team members while working
Enterprise and	• Follows clear instructions within defined level of responsibility,

Skill	Description
initiative	seeking clarification when required • Identifies and accepts responsibility for working within common work frameworks • Identifies organisational expectations and follows explicit protocols and procedures • Employee Handbook 2021 v16-2 •
Teamwork	• Identifies common differences in other people and implements basic strategies to address own reaction to these differences • Uses basic communication strategies to implement and complete work tasks including seeking advice when required Communication with team leaders/ supervisors/ team members while working
Planning and organising	• Follows clearly defined instructions and sequencing, and monitors own progress for tasks, seeking assistance when necessary Following the order from coordinator/ reporting/ locating the aircraft to clean/ Allocating the team members

Unit Mapping Information

Supersedes and is equivalent to BSBWHS201 Contribute to health and safety of self and others.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

PwC's Skills for Australia

BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes

Release: 1

BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to participate in the processes of work health and safety (WHS) hazard identification, risk assessment and risk control. It includes participating in worker consultation and support to contribute to a healthy and safe workplace.

The unit applies to those who assist with identifying workplace hazards and assessing and controlling WHS risks as part of their WHS responsibilities, which are in addition to their main duties.

NOTES

1. The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where *model WHS laws* have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.

2. The *model WHS laws* include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

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

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*

ELEMENTS	PERFORMANCE CRITERIA
1. Participate in WHS hazard identification in the workplace	1.1 Participate in selecting hazard identification methods for the workplace according to organisational policies and procedures
	1.2 Use selected methods to identify, report and record hazards according to organisational policies and procedures, standards and WHS laws
	1.3 Provide information and assistance to required personnel during hazard identification process
	Risk assessment component of the training
	Bio harards issues
	Covid
	Alchoohol issue
2. Participate in WHS risk assessment	2.1 Participate in selecting suitable risk assessment methods for the workplace according to organisational policies and procedures
	2.2 Assess and record risks using selected methods according to organisational procedures, standards and WHS laws
	2.3 Provide information and assistance to required personnel during risk assessment process
	Risk assessment component of the training
	Bio harards issues
	Covid
	Alchoohol issue
3. Contribute to developing and implementing WHS control measures	3.1 Obtain organisation records of the outcomes of hazard identifications and risk assessments, and use them to participate in developing risk control options
	3.2 Identify duty holders according to WHS laws and organisational WHS policies, procedures, processes and systems
	3.3 Participate in selecting risk control options using criteria agreed to by work team, and according to organisational policies, procedures, processes and systems
	3.4 Identify and report factors impeding successful implementation of selected risk control options to determine potential control measures to be implemented
	3.5 Review and document potential control measures for compliance with relevant WHS laws

ELEMENTS	PERFORMANCE CRITERIA
	3.6 Contribute to developing a risk control implementation plan according to the hierarchy of control measures
	3.7 Provide written information to individuals and duty holders to facilitate implementation of reviewed control measures
	Risk assessment component of the training
	Bio harards issues
	Covid
	Alchoohol issue
4. Contribute to consultative arrangements for hazard identification and risk assessment activities	4.1 Assist engaging work team in hazard identification and risk assessment according to organisational WHS consultation and participation policies, procedures and processes
	4.2 Respond to issues raised according to organisational procedures and processes
	4.3 Develop plan to encourage others to participate in hazard identification and risk assessment activities, according to organisational policies and procedures
	Risk assessment component of the training
	Bio harards issues
	Covid
	Alchoohol issue
5. Contribute to consultative arrangements for implementing control measures	5.1 Assist with implementing consultative processes that engage work team in developing and implementing control measures, according to organisational WHS consultation and participation policies, procedures and processes
	5.2 Respond to issues raised according to organisational policies and procedures for issue resolution
	5.3 Promote worker participation in arrangements for implementing control measures
	Risk assessment component of the training
	Bio harards issues
	Covid
	Alchoohol issue

Foundation Skills

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

Skill	Description
Reading	• Interprets and identifies information from WHS laws, workplace policies, procedures and records
Writing	• Uses structure and language appropriate to audience and context in plans, reports and general advice
Oral communication	• Presents information and assistance using appropriate industry-specific vocabulary • Uses listening and questioning to clarify and confirm understanding
Navigate the world of work	• Follows regulatory responsibilities, and organisational policies and procedures in relation to WHS responsibilities • Keeps up to date with changes to WHS laws, and organisational policies and procedures relevant to own role
Interact with others	• Identifies what to communicate and to whom in a range of contexts • Cooperates with others as part of WHS activities and contributes to specific activities requiring joint responsibility and accountability • Shares information and resources, offers assistance voluntarily and provides feedback when requested • Plays an active role in group discussions, paying attention to perspectives of others and encouraging participation
Get the work done	• Plans and implements tasks to achieve required outcomes • Uses decision-making processes, setting or clarifying goals, gathering information and identifying and evaluating choices against a set of criteria in the WHS risk-management process

As per

Skill	Description
Reading	• Reviews documentation to identify relevant information for requirements of job role and organisation Understanding of HRM-PD-0012 Cabin Cleaning Officer V2021-03 •
Writing	• Completes documentation necessary for work tasks and reporting requirements using clear, concise and accurate grammar and language Answering the online test
Oral communication	• Clarifies requirements and responsibilities of job role and organisation by using effective questioning and listening techniques to seek advice, information and feedback • Contributes to an effective working environment by communicating

Skill	Description
	with others, behaving courteously and using non-discriminatory language Communication with team leaders/ supervisors/ team members while working
Enterprise and initiative	• Follows clear instructions within defined level of responsibility, seeking clarification when required • Identifies and accepts responsibility for working within common work frameworks • Identifies organisational expectations and follows explicit protocols and procedures • Employee Handbook 2021 v16-2 •
Teamwork	• Identifies common differences in other people and implements basic strategies to address own reaction to these differences • Uses basic communication strategies to implement and complete work tasks including seeking advice when required Communication with team leaders/ supervisors/ team members while working
Planning and organising	• Follows clearly defined instructions and sequencing, and monitors own progress for tasks, seeking assistance when necessary Following the order from coordinator/ reporting/ locating the aircraft to clean/ Allocating the team members

Unit Mapping Information

Supersedes and is equivalent to BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

Australian Government

BSBWHS332X Apply infection prevention and control procedures to own work activities

Release: 1

BSBWHS332X Apply infection prevention and control procedures to own work activities

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 6.1.

Application

This unit describes the skills and knowledge required to undertake work activities in compliance with organisational procedures that prevent and control infection. It involves implementing standard and transmission-based precautions, identifying infection hazards, and assessing and responding to infection risks.

The unit applies to all workers required to undertake their activities in compliance with the infection prevention and control procedures in place in their workplace.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Unit Sector

Cross-Sector – Infection Prevention and Control

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to undertake work activities in a manner that supports infection prevention and control	1.1 Identify job requirements 1.2 Identify organisational infection prevention and control procedures relating to identified job requirements 1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures 1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and

ELEMENT	PERFORMANCE CRITERIA
	responsibilities and according to organisational procedures • Body_Fluid_Clean_Up_Kit (BSBWHS332X Apply infection prevention and control procedures to own work activities) Core
2. Undertake work activities in a manner that supports infection prevention and control	2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications 2.2 Clean and maintain own work area according to organisational infection prevention and control procedures 2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel 2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes • Biohazard_and_Biosecurity_Waste_Training(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)
3. Finalise work activities according to organisational infection prevention and control requirements	3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications 3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures 3.3 Complete incident reports and convey to required personnel according to organisational procedures • Biohazard_and_Biosecurity_Waste_Training(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

Foundation Skills

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

Skill	Description
Oral communication	• Explains an infection hazard or non-compliance to required personnel, using suitable words and terms and responding clearly to specific enquiries • Listens to and interprets information relevant to own role in relation to infection prevention and control
Reading	• Interprets information in a range of workplace procedures essential to infection prevention and control in own role
Writing	• Records easy-to-read information relating to workplace hazards and incidents, using words and terms appropriate to audience and purpose
Initiative and enterprise	• Identifies both obvious and less evident hazards to self and others
Problem solving	• Identifies and applies infection prevention and control measures suited to own role and work environment

As per

Skill	Description
Reading	• Reviews documentation to identify relevant information for requirements of job role and organisation Understanding of HRM-PD-0012 Cabin Cleaning Officer V2021-03 •
Writing	• Completes documentation necessary for work tasks and reporting requirements using clear, concise and accurate grammar and language Answering the online test
Oral communication	• Clarifies requirements and responsibilities of job role and organisation by using effective questioning and listening techniques to seek advice, information and feedback • Contributes to an effective working environment by communicating with others, behaving courteously and using non-discriminatory language Communication with team leaders/ supervisors/ team members while working
Enterprise and	• Follows clear instructions within defined level of responsibility, seeking clarification when required

Skill	Description
initiative	• Identifies and accepts responsibility for working within common work frameworks • Identifies organisational expectations and follows explicit protocols and procedures • Employee Handbook 2021 v16-2 •
Teamwork	• Identifies common differences in other people and implements basic strategies to address own reaction to these differences • Uses basic communication strategies to implement and complete work tasks including seeking advice when required Communication with team leaders/ supervisors/ team members while working
Planning and organising	• Follows clearly defined instructions and sequencing, and monitors own progress for tasks, seeking assistance when necessary Following the order from coordinator/ reporting/ locating the aircraft to clean/ Allocating the team members

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

BSBXTW301 Work in a team

BSBXTW301 Work in a team

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 5.0. Version created to rectify typographical error
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to work effectively as part of permanent or project based teams in a workplace within an industry.

This unit applies to a wide range of workers, but has a specific focus on the teamwork skills required for workers with limited responsibility for others.

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

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Team work aspect of the practical tasks in the training
1. Identify individual work tasks within a team	1.1 Identify own responsibilities according to organisational policies and procedures 1.2 Identify own role and task requirements within team 1.3 Articulate team structure and roles of other team members 1.4 Plan and prioritise own tasks according to given time frames and team requirements Team work aspect of the practical tasks in the training

2. Contribute effectively to team goals	2.1 Identify team goals and own responsibilities relevant to achieving team goals
	2.2 Contribute ideas and information in team planning discussions
	2.3 Share knowledge and skills with team members to enable effective teamwork and seek or offer support as required
	Team work aspect of the practical tasks in the training
3. Work effectively with team members	3.1 Communicate clearly and respectfully with team members, considering the needs of those from diverse backgrounds and roles
	3.2 Collaborate effectively with team members, including those who are working remotely on workplace issues
	3.3 Seek and provide assistance and feedback to team members where appropriate
	Team work aspect of the practical tasks in the training
4. Communicate effectively with team leaders	4.1 Receive and confirm understanding of task instructions or directions
	4.2 Communicate personal commitments in a timely manner
	4.3 Identify and report any issues preventing the completion of workplace tasks, according to organisational requirements
	4.4 Seek and act upon feedback to improve personal performance and/or behaviour
	Team work aspect of the practical tasks in the training

Foundation Skills

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

Skill	Description
Interact with others	• Uses appropriate communication practices when communicating with others
	• Cooperates and collaborates with team members
	• Team work aspect of the practical tasks in the training
Get the work done	• Plans and implements routine tasks and workload making limited decisions on sequencing, timing and collaboration, seeking assistance in setting priorities
	• Uses digital technology to find, record or communicate information

Skill	Description
	• Team work aspect of the practical tasks in the training

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

![Australian Government coat of arms] **Australian Government**

CPCCCM2012 Work safely at heights

Release: 1

CPCCCM2012 Work safely at heights

Modification History

Release 1   This version first released with CPC Construction, Plumbing and Services Training Package Release 5.0.

Supersedes and is equivalent to CPCCCM2010B Work safely at heights. Updated to meet the Standards for Training Packages 2012.

Application

This unit specifies the skills and knowledge required to work safely on construction sites where the worker has the potential to fall from one level to another.

This unit of competency does not cover the erection of scaffold or work platforms, but it does include identifying and reporting common faults with scaffold or work platform systems.

Work at heights is undertaken in a range of construction work, including new construction, renovation, refurbishment and maintenance.

This unit also applies to workers in other industries who need to control the two separate risks associated with people and objects falling from heights.

Completion of the general construction induction training program, specified in the Safe Work Australia model *Code of Practice: Construction Work*, is required by anyone carrying out construction work. Achievement of *CPCCWHS1001 Prepare to work safely in the construction industry* meets this requirement.

Licensing, legislative, regulatory or certification requirements apply to this unit of competency in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry

Unit Sector

Construction

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

| 1 | Identify task requirements. | 1.1 | Read work order and associated drawings and consult with relevant persons to determine the proposed work-at-heights task, including where and how work is to be carried out, and the equipment or plant to be used. |

Climb up to aircraft through the ladder

| | | 1.2 | Participate in the development of the safe work method statement (SWMS) for the specified task. |

Ladder safety check

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

| | | 1.3 | Select appropriate work-at-heights control measures including required fall restraint devices and/or fall arrest devices in accordance with workplace and regulatory requirements. |

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

| | | 1.4 | Determine location of anchor points for harness-based work to safely access required work area. |

Safety practice in truck operation , use of safety belt,

| | | 1.5 | Review completed SWMS and clarify issues with relevant persons. |

Safety rules

Part 4 AIRDAT Passport
Video
https://youtu.be/M4IMCk8zX7Y

- Airside Rules

- Apron Operating Procedure

| 2 | Access and assess work area. | 2.1 | Select personal protective equipment (PPE), check for serviceability and report problems. |

Safety Equipment

http://www.iqytechnicalcollege.com/safety.htm

2.2   Identify unstable, fragile or brittle work surfaces and implement control measures to prevent a fall from height.

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

2.3   Check fall protection equipment, including required fall restraint and fall arrest devices to ensure serviceability and report problems.

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

2.4   Identify, select and install signage and barricade equipment in accordance with SWMS or relevant safe work procedure.

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

2.5   Install/fit fall protection equipment, including fall restraint devices and fall arrest devices as appropriate, within the limitations of licensing requirements, level of authority and SWMS.

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

2.6   Ensure required fall protection, scaffold and barriers have been adequately installed and where necessary certified, in accordance with regulatory and workplace requirements.

Artibus Innovation

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

	2.7	Connect to fall protection equipment, including temporary anchor points, without being exposed to a risk of a fall from heigh

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

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	2.8	Consult with relevant persons to confirm fall protection equipment and safety systems are correctly fitted, adjusted and installed, and are appropriate to the task

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

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	2.9	Access work area safely and move and place tools, equipment and materials using methods that eliminate or minimise the risk of falling objects.

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

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WORKING AT HEIGHTS
Video 19
https://www.youtube.com/watch?v=00f0A1ppnRo
Video 20

https://www.youtube.com/watch?v=sYxhX83xLvg
Video 21

https://www.youtube.com/watch?v=IClw3tgioVI
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3 Conduct work tasks.	3.1	Undertake work tasks in compliance with the SWMS and workplace requirements.

Artibus Innovation

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

3.2   Traverse between anchor points while remaining connected to the fall prevention system and protected from a risk of a fall from height.

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

3.3   Use PPE appropriate to the task and in accordance with manufacturer requirements.

Safety Equipment

http://www.iqytechnicalcollege.com/safety.htm

3.4   Maintain communication with relevant persons while working at height.

Communication practice to raise the bridge, to send the message to driver , opening of plane door, closing , notifying the truck freight team members

3.5   Keep fall protection equipment in place and adjust to allow for movement during work.

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

3.6   Keep fall prevention equipment adjusted to prevent falling off or through a structure using the restraint technique.

Section 5 Working at Height

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

3.7   Keep scaffold/work platform components and fall barriers in place during work.

Use of the ladder to aircraft

3.8   Monitor control measures and consult with relevant persons to respond to changing work practices or site conditions.

Use of the ladder to aircraft

3.9   Exit from work area removing tools and materials in compliance with worksite procedures, safety and environmental requirements.

Use of the ladder to aircraft Safe descending procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPCCCM2010B Work safely at heights.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad

![Australian Government coat of arms] **Australian Government**

CPPCLO3035 Maintain cleaning storage areas

Release: 2

CPPCLO3035 Maintain cleaning storage areas

Modification History

Release	Comment
Release 1	Replaces superseded equivalent CPPCLO2035A Maintain cleaning storage areas. This version first released with CPP Property Services Training Package Version 4.
Release 2	Minor update to typo in the Knowledge Evidence, replace 'distilling' with 'diluting'. This version released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to maintain cleaning consumable storage areas to ensure they are accessible to authorised personnel only, that their contents are safely stored, and that equipment is maintained in serviceable condition. It requires the ability to maintain and operate a safe and efficient cleaning storage area following established procedures for storing and using chemicals according to legislative and health and safety requirements. The unit includes the movement and control of equipment, chemicals and consumables used in the provision of cleaning services.

The unit supports cleaners who work alone or in teams. It applies to storage areas in a range of commercial and residential work sites, including cleaners' rooms at a client work site, chemical cupboards, equipment storage bays, and in-built vehicular storage arrangements to keep consumables and equipment secure during transportation.

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.	Ensure safety and security of cleaning storage area and its contents.	1.1.	**_Storage area_** is secured from unauthorised access according to legislative, company, and **_health and safety requirements_**.

1.1. **_Storage area_** is secured from unauthorised access according to legislative, company, and **_health and safety requirements_**.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

1.2. **_Hazards_** in storage area are assessed and risks controlled according to legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

1.3. Safety warning charts and labels are prominently displayed and **_safety information_** is made accessible according to legislative, company, and health and safety requirements.

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

Part 4 AIRDAT Passport
`Video`
https://youtu.be/M4IMCk8zX7Y

- Airside Rules

- Apron Operating Procedure

DAMP_Awareness

(BSBWHS211 Contribute to the health and safety of self and others)Core

1.4. **_Equipment_** is stored, maintained and checked to enable ready access and re-use according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

1.5. **_Cleaning chemicals_** and **_consumables_** are stored according to manufacturer specifications and legislative,

company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.6. ***Personal protective equipment*** (PPE) is cleaned, safety checked and stored, and maintenance requirements are recorded, according to manufacturer specifications, and health and safety and company requirements.

Chemical safety in Cleaning works

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.7. Communication tools are stored and used according to company requirements.

Recharging of walkie talkies, storage, maintenance

1.8. Storage area is kept accessible and free of obstacles according to practical restrictions of site or vehicle, and health and safety and company requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

2.	Control equipment, chemical and consumable stock.	2.1.	Inventory system of equipment, PPE, chemicals and consumables with maximum and minimum holding levels is maintained according to company requirements.
			Section 4 Chemicals in Workplace of
			http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf
		2.2.	Usage patterns are monitored and chemicals and consumables are re-ordered to maintain required levels according to company requirements.
			Section 4 Chemicals in Workplace of
			http://www.iqytechnicalcollege.com/UEENEEE101AW

		2.3.	Labelling system of containers is maintained according to manufacturer specifications and legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

		2.4.	Chemicals and consumables are issued on a first-in first-out basis according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

3.	Handle waste.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.

- Biohazard_and_Biosecurity_Waste_Training(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core

  HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

		3.2.	Obsolete equipment and chemicals are identified, collected and disposed of according to manufacturer specifications, and environmental, legislative, company, and health and safety requirements.

- Work Health and Safety Awareness & Bio Security

- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

4.	Respond to	4.1.	Spillages and emergency situations are responded to in

emergency situations.

line with emergency response procedures and according to environmental, legislative, company, and health and safety requirements.

- Work Health and Safety Awareness & Bio Security

- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

    4.2.   Required documentation is completed following an emergency situation and submitted according to environmental, legislative, company, and health and safety requirements.

- Work Health and Safety Awareness & Bio Security

- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

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.

Skill	Performance feature
Learning skills to:	• identify and access a range of resources to assist in maintaining security and safety of cleaning storage area.
Numeracy skills to:	• calculate current and required levels of stock.
Oral communication skills to:	• ask questions to clarify job requirements.
Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and chemicals • interpret directions and safety instructions, including: • equipment operating manuals

	• product labels
	• safety data sheets (SDS).
Writing skills to:	• report faults in equipment to manufacturer and other personnel
	• use legible handwriting when recording stock levels and completing incident reports.
Teamwork skills to:	• work collaboratively with others accessing and using the same storage area.
Initiative and enterprise skills to:	• proactively report the need for additional products or equipment.

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.

Storage area must include at least one of the following:	• cleaners' room located at client work site
	• in-vehicular cleaning storage facility.
	• Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,
Health and safety requirements must include:	• access to communication devices when working alone
	• compliance with Safe Work Australia regulations and guidelines
	• electrical equipment test and tag compliance
	• emergency response procedures
	• environmental controls
	• hazard signs and barricades
	• health and safety induction and refresher training
	• manual handling techniques
	• processes for safely dispensing chemicals
	• risk assessment procedures, including:
	• hazardous chemicals register
	• hierarchy of control
	• job safety analyses (JSA) for low-risk situations
	• safe work method statements (SWMS) for high-risk situations
	• incident reporting
	• SDS
	• selection and use of required PPE
	• storage and maintenance of equipment according to manufacturer specifications
	• use of first aid according to SDS information.

Video 1
https://youtu.be/uT7n8tiPLlo
Video 2
https://youtu.be/j3iIpUYAFyE
Video 3
https://youtu.be/kzZpbsFvJAQ

- Body_Fluid_Clean_Up_Kit (BSBWHS332X Apply infection prevention and control procedures to own work activities) Core

- Work,_Health_and_Safety (BSBWHS211 Contribute to the health and safety of self and others)Core

- Biohazard_and_Biosecurity_Waste_Training(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core

    HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

- DAMP_Awareness

    (BSBWHS211 Contribute to the health and safety of self and others)Core

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Hazards that must be assessed include:	- biological and environmental contaminants
- chemical exposure via absorption, ingestion and inhalation
- chemical reactivity
- dust and fibre particulates
- electrical
- environmental allergens
- explosions
- fatigue
- fire
- manual handling
- noise
- poor ventilation
- slips, trips and falls
- syringes and sharps
- working in confined spaces.
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Work Health and Safety Awareness & Bio Security
- BSBWHS211 Contribute to the health and safety of self and others (Core)
www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

Safety information must include:	• chemical co-location, separation and segregation arrangements • chemical manifests • chemical registers • company policies and procedures relating to workplace safety • equipment operation manuals • manufacturer specifications • product labels • SDS. Section 2-Work Environment Section 3-Manual Handling Section 4-Chemicals in workplace Section 5-Working at height Section 6-Confined space of http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf • Manual Handling • (BSBWHS211 Contribute to the health and safety of self and others)Core www.iqytechnicalcollege.com/Manual Handling.pdf
Equipment must include at least five of the following:	• access equipment, such as ladders • bins • brooms • buckets • buffers • cleaning trolleys • cloths • cobwebbers • doodle bag holders • drop sheets • drying equipment • dustpans and brushes • dusters • extension poles • extraction units • wands • hoses • microfibre products

- mops
- polishers
- pressure-washing equipment and attachments
- scouring pads
- scrapers
- scrubbers
- sponges
- spray bottles
- squeegees
- steam cleaners
- sweepers
- vacuum cleaners and attachments
- window cleaning equipment
- work site communication devices.
- Relevant notes in

www.iqytechnicalcollege.com/Routine aircraft cleaning schedule.pdf

www.iqytechnicalcollege.com/Maintaining cabin systems on aircraft.pdf

Cleaning chemicals must include at least one of the following:	- acid cleaners - alkaline cleaners - low environmental impact chemicals - neutral cleaners - solvent cleaners. - www.iqytechnicalcollege.com/AircraftCabinCleaningMethodEquipment.pdf
Consumables must include at least two of the following:	- air fresheners - hand towels - liner bags - soap - toilet paper. - www.iqytechnicalcollege.com/AircraftCabinCleaningMethodEquipment.pdf
Personal protective equipment must	- disposable respirators - eye protection

include at least two of the following:	• gloves
	• protective clothing
	• safety shoes.
	• Practical usage & Workpractice

Unit Mapping Information

CPPCLO2035A Maintain cleaning storage areas

Links

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

CPPCLO3100 Maintain cleaning storage areas

Release: 1

CPPCLO3100 Maintain cleaning storage areas

Modification History

Release 1   This version first released with CPP Property Services Training Package Release 15.0.

Supersedes and is equivalent to CPPCLO3035 Maintain cleaning storage areas.

Application

This unit specifies the skills and knowledge required to maintain a safe and efficient cleaning storage area following established procedures.

It applies to systematic storage of supplies of equipment, cleaning agents, consumables and personal protective equipment (PPE) in a range of sites, such as cleaners' rooms at client work sites, equipment storage bays, and in-built vehicle storage arrangements.

This unit applies to cleaning industry personnel who work alone or in teams in commercial and domestic sites. They use a range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to complete routine cleaning activities and provide solutions to 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.

Pre-requisite Unit

Nil.

Unit Sector

Cleaning

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Maintain safety and security of cleaning	1.1 Identify and follow storage access and security procedures according to organisational requirements.

storage area	1.2	Display safety charts and warning information according to legislative, WHS and organisational requirements.
	1.3	Assess hazards and risks in storage area and control according to WHS and organisational requirements.
	1.4	Ensure storage area is kept clean, tidy and free of obstacles to allow easy access to equipment, materials, cleaning agents, and personal protective equipment (PPE) according to WHS and organisational requirements.
	1.5	Store equipment, cleaning agents and consumables according to manufacturers' instructions, WHS and organisational requirements.
2 Monitor levels of cleaning supplies.	2.1	Store cleaning agents and consumables on a first-in, first-out basis according to organisational requirements.
	2.2	Dispose of used and out-of-date cleaning agents and waste consumables in accordance with environmental and organisational procedures.
	2.3	Record need for replacement cleaning agents and consumables to facilitate re-ordering to maintain required levels according to organisational requirements.
	2.4	Identify and report faults, wear or damage and need for maintenance and replacement equipment according to organisational requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret safety signs and symbols in work area and on cleaning agent labels
- writing skills to record usage of cleaning agents
- numeracy skills to count stock.

Unit Mapping Information

Supersedes and is equivalent to CPPCLO3035 Maintain cleaning storage areas.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

This unit is delivered concurrently with the following unit

CPPCLO3035 Maintain cleaning storage areas

1.	Ensure safety and security of cleaning storage area and its contents.	1.1.	***Storage area*** is secured from unauthorised access according to legislative, company, and ***health and safety requirements***.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

1.2.	***Hazards*** in storage area are assessed and risks controlled according to legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.3.	Safety warning charts and labels are prominently displayed and ***safety information*** is made accessible according to legislative, company, and health and safety requirements.

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

Part 4 AIRDAT Passport
Video
https://youtu.be/M4IMCk8zX7Y

- Airside Rules

- Apron Operating Procedure

DAMP_Awareness

(BSBWHS211 Contribute to the health and safety of

self and others)Core

1.4. ***Equipment*** is stored, maintained and checked to enable ready access and re-use according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

1.5. ***Cleaning chemicals*** and ***consumables*** are stored according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.6. ***Personal protective equipment*** (PPE) is cleaned, safety checked and stored, and maintenance requirements are recorded, according to manufacturer specifications, and health and safety and company requirements.

Chemical safety in Cleaning works

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.7. Communication tools are stored and used according to company requirements.

Recharging of walkie talkies, storage, maintenance

1.8. Storage area is kept accessible and free of obstacles according to practical restrictions of site or vehicle, and health and safety and company requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

2. Control equipment, chemical and

2.1. Inventory system of equipment, PPE, chemicals and consumables with maximum and minimum holding levels is maintained according to company requirements.

consumable stock.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW
HS.pdf

2.2.   Usage patterns are monitored and chemicals and consumables are re-ordered to maintain required levels according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW
HS.pdf

2.3.   Labelling system of containers is maintained according to manufacturer specifications and legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW
HS.pdf

2.4.   Chemicals and consumables are issued on a first-in first-out basis according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW
HS.pdf

3.   Handle waste.   3.1.   Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.

- Biohazard_and_Biosecurity_Waste_Traini
ng(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core

    HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

3.2.   Obsolete equipment and chemicals are identified, collected and disposed of according to manufacturer specifications, and environmental, legislative, company,

and health and safety requirements.

- **Work Health and Safety Awareness & Bio Security**

- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

4. Respond to emergency situations.

4.1. Spillages and emergency situations are responded to in line with emergency response procedures and according to environmental, legislative, company, and health and safety requirements.

- **Work Health and Safety Awareness & Bio Security**

- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

4.2. Required documentation is completed following an emergency situation and submitted according to environmental, legislative, company, and health and safety requirements.

- **Work Health and Safety Awareness & Bio Security**

- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

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.

Skill	Performance feature

         Artibus Innovation

Learning skills to:	• identify and access a range of resources to assist in maintaining security and safety of cleaning storage area.
Numeracy skills to:	• calculate current and required levels of stock.
Oral communication skills to:	• ask questions to clarify job requirements.
Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and chemicals interpret directions and safety instructions, including: 　• equipment operating manuals 　product labels 　• safety data sheets (SDS).
Writing skills to:	• report faults in equipment to manufacturer and other personnel use legible handwriting when recording stock levels and completing incident reports.
Teamwork skills to:	• work collaboratively with others accessing and using the same storage area.
Initiative and enterprise skills to:	• proactively report the need for additional products or equipment.

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.

Storage area must include at least one of the following:	• cleaners' room located at client work site in-vehicular cleaning storage facility. • Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,
Health and safety requirements must include:	• access to communication devices when working alone compliance with Safe Work Australia regulations and guidelines • electrical equipment test and tag compliance emergency response procedures • environmental controls hazard signs and barricades • health and safety induction and refresher training manual handling techniques • processes for safely dispensing chemicals risk assessment procedures, including:

- hazardous chemicals register

hierarchy of control

- job safety analyses (JSA) for low-risk situations

safe work method statements (SWMS) for high-risk situations

- incident reporting

SDS

- selection and use of required PPE

storage and maintenance of equipment according to manufacturer specifications

- use of first aid according to SDS information.

Video 1

https://youtu.be/uT7n8tiPLlo

Video 2

https://youtu.be/j3iIpUYAFyE

Video 3

https://youtu.be/kzZpbsFvJAQ

- Body_Fluid_Clean_Up_Kit (BSBWHS332X Apply infection prevention and control procedures to own work activities) Core

Work,_Health_and_Safety (BSBWHS211 Contribute to the health and safety of self and others)Core

- Biohazard_and_Biosecurity_Waste_Training(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core

    HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

- DAMP_Awareness

    (BSBWHS211 Contribute to the health and safety of self and others)Core

-

Hazards that must be assessed include:

- biological and environmental contaminants

chemical exposure via absorption, ingestion and inhalation

- chemical reactivity

dust and fibre particulates

- electrical

environmental allergens

- explosions

fatigue

- fire

manual handling

- noise

poor ventilation

- slips, trips and falls

syringes and sharps

- working in confined spaces.

Work Health and Safety Awareness & Bio Security

- BSBWHS211 Contribute to the health and safety of self and others (Core)

  www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

Safety information must include:

- chemical co-location, separation and segregation arrangements

chemical manifests

- chemical registers

company policies and procedures relating to workplace safety

- equipment operation manuals

manufacturer specifications

- product labels

SDS.

Section 2-Work Environment
Section 3-Manual Handling
Section 4-Chemicals in workplace
Section 5-Working at height
Section 6-Confined space of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

- Manual Handling

- (BSBWHS211 Contribute to the health and safety of self and others)Core

  www.iqytechnicalcollege.com/Manual Handling.pdf

Equipment must include at least five of the following:

- access equipment, such as ladders

bins

- brooms

buckets

- buffers

cleaning trolleys

- cloths

cobwebbers

- doodle bag holders

drop sheets

- drying equipment

dustpans and brushes

- dusters

extension poles

- extraction units

wands

- hoses

microfibre products

- mops

polishers

- pressure-washing equipment and attachments

scouring pads

- scrapers

scrubbers

- sponges

spray bottles

- squeegees

steam cleaners

- sweepers

vacuum cleaners and attachments

- window cleaning equipment

work site communication devices.

- Relevant notes in

www.iqytechnicalcollege.com/Routine aircraft cleaning schedule.pdf

www.iqytechnicalcollege.com/Maintaining cabin systems on aircraft.pdf

-

Cleaning chemicals must include at least one of the following:	- acid cleaners alkaline cleaners - low environmental impact chemicals neutral cleaners - solvent cleaners. www.iqytechnicalcollege.com/AircraftCabinCleaningMethodEquipment.pdf -

Consumables must include at least two of the following:	• air fresheners
	hand towels
	• liner bags
	soap
	• toilet paper.
	www.iqytechnicalcollege.com/AircraftCabinCleaningMethodEquipment.pdf
	•
Personal protective equipment must include at least two of the following:	• disposable respirators
	eye protection
	• gloves
	protective clothing
	• safety shoes.
	Practical usage & Workpractice

Unit Mapping Information

CPPCLO2035A Maintain cleaning storage areas

Links

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

Artibus Innovation

CPPCLO3103 Clean and maintain amenities

Modification History

Release 1   This version first released with CPP Property Services Training Package Release 15.0.

Supersedes and is equivalent to CPPCLO3017 Clean wet areas.

Application

This unit specifies the skills and knowledge required to undertake regular and periodic cleaning of amenities in a range of residential, educational, community, health care, accommodation and business settings. It includes floors, surfaces, basins, sinks, toilets, urinals, showers, baths and mirrors in bathrooms, toilets, baby change areas, change rooms and laundries.

It includes the selection and use of methods, materials and equipment to clean and disinfect fittings and surfaces, empty waste and replenish consumables while following work health and safety (WHS) procedures.

This unit applies to cleaning industry personnel who work alone or in teams. They use a range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to complete routine cleaning activities and provide solutions to predictable and sometimes unpredictable problems.

All work must be carried out in accordance with relevant state/territory legislation and regulations, including 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.

Pre-requisite Unit

Nil.

Unit Sector

Cleaning

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.

1	Prepare to clean amenities.	1.1	Identify cleaning requirements and 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	Identify site hazards and risks and position safety signage and barriers according to WHS and job requirements.
		1.4	Check and document operation and pre-existing damage to amenities according to organisational requirements.
		1.5	Confirm types and material composition of amenities and soil types on surfaces and fittings to determine appropriate cleaning methods.
		1.6	Select the appropriate equipment and cleaning agents and confirm requirements for safe use according to manufacturer instructions and WHS requirements.
		1.7	Determine sequence of tasks for maximum hygiene and efficiency of amenity cleaning.
2	Clean fittings and surfaces.	2.1	Pre-clean by removing superficial soil from surfaces according to job requirements.
		2.2	Use appropriate methods to clean amenities according to job requirements and following safe work and hygiene practices and manufacturer recommendations.
		2.3	Clean and disinfect frequently touched surfaces according to hygiene standards and job requirements.
3	Replenish consumables.	3.1	Check, replace and refill empty or near empty consumables according to organisational requirements.
		3.2	Dispose of used consumables according to hygiene and environmental requirements.
		3.3	Record replenished consumable type and amount according to organisational requirements.

4	Complete amenity cleaning.	4.1	Tidy work area, remove safety signage and barriers and dispose of soil and waste according to work health and safety and environmental requirements.
		4.2	Clean and/or dispose of PPE as required by hygiene and organisational standards.
		4.3	Check cleaning equipment for faults, wear or damage, and report according to organisational requirements.
		4.4	Record site cleaning and store cleaning equipment and materials according to organisational requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

• reading skills to interpret safety signs and symbols in work area and on cleaning agent labels
• numeracy skills to measure quantities of cleaning agents.

Unit Mapping Information

Supersedes and is equivalent to CPPCLO3017 Clean wet areas.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

Assessment Requirements for CPPCLO3103 Clean and maintain amenities

Modification History

| Release 1 | This version first released with CPP Property Services Training Package Release 15.0. |
| | Supersedes and is equivalent to CPPCLO3017 Clean wet areas. |

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- cleaning, on at least two occasions, surfaces and fittings in three of the following types of amenities:
  - bathroom, including a bath and a separate shower
  - a baby change table
  - toilet and urinal
  - laundry.

This unit is delivered concurrently with the following unit but focus on Toilet, Gallery ,Bar area etc.

CPPCLO3035 Maintain cleaning storage areas

1.	Ensure safety and security of cleaning storage area and its contents.	1.1.	*Storage area* is secured from unauthorised access according to legislative, company, and *health and safety requirements*.

<div style="color:red">Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,</div>

1.2. *Hazards* in storage area are assessed and risks controlled according to legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.3. Safety warning charts and labels are prominently displayed and *safety information* is made accessible according to legislative, company, and health and safety requirements.

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

Part 4 AIRDAT Passport
Video
https://youtu.be/M4IMCk8zX7Y
- Airside Rules

- Apron Operating Procedure

DAMP_Awareness

(BSBWHS211 Contribute to the health and safety of self and others)Core

1.4. *Equipment* is stored, maintained and checked to enable ready access and re-use according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

1.5. *Cleaning chemicals* and *consumables* are stored according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.6. *Personal protective equipment* (PPE) is cleaned, safety checked and stored, and maintenance requirements are recorded, according to manufacturer specifications, and health and safety and company requirements.

Chemical safety in Cleaning works

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.7. Communication tools are stored and used according to company requirements.

Recharging of walkie talkies, storage, maintenance

1.8. Storage area is kept accessible and free of obstacles according to practical restrictions of site or vehicle, and health and safety and company requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

2.	Control equipment, chemical and consumable stock.	2.1.	Inventory system of equipment, PPE, chemicals and consumables with maximum and minimum holding levels is maintained according to company requirements. Section 4 Chemicals in Workplace of http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf
		2.2.	Usage patterns are monitored and chemicals and consumables are re-ordered to maintain required levels according to company requirements. Section 4 Chemicals in Workplace of http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf
		2.3.	Labelling system of containers is maintained according to manufacturer specifications and legislative, company, and health and safety requirements. Section 4 Chemicals in Workplace of http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf
		2.4.	Chemicals and consumables are issued on a first-in first-out basis according to company requirements. Section 4 Chemicals in Workplace of http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf
3.	Handle waste.	3.1.	Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements. • Biohazard_and_Biosecurity_Waste_Training(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

| | | 3.2. | Obsolete equipment and chemicals are identified, collected and disposed of according to manufacturer specifications, and environmental, legislative, company, and health and safety requirements. |

- **Work Health and Safety Awareness & Bio Security**
- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

| 4. | Respond to emergency situations. | 4.1. | Spillages and emergency situations are responded to in line with emergency response procedures and according to environmental, legislative, company, and health and safety requirements. |

- **Work Health and Safety Awareness & Bio Security**
- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

| | | 4.2. | Required documentation is completed following an emergency situation and submitted according to environmental, legislative, company, and health and safety requirements. |

- **Work Health and Safety Awareness & Bio Security**
- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

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.

| **Skill** | **Performance feature** |

Learning skills to:	• identify and access a range of resources to assist in maintaining security and safety of cleaning storage area.
Numeracy skills to:	• calculate current and required levels of stock.
Oral communication skills to:	• ask questions to clarify job requirements.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and chemicals
	interpret directions and safety instructions, including:
	  • `equipment operating manuals`
	  `product labels`
	  • `safety data sheets (SDS).`

Writing skills to:	• report faults in equipment to manufacturer and other personnel use legible handwriting when recording stock levels and completing incident reports.
Teamwork skills to:	• work collaboratively with others accessing and using the same storage area.
Initiative and enterprise skills to:	• proactively report the need for additional products or equipment.

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.

Storage area must include at least one of the following:	• cleaners' room located at client work site in-vehicular cleaning storage facility. • Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,
Health and safety requirements must include:	• access to communication devices when working alone compliance with Safe Work Australia regulations and guidelines • electrical equipment test and tag compliance emergency response procedures • environmental controls hazard signs and barricades • health and safety induction and refresher training manual handling techniques • processes for safely dispensing chemicals risk assessment procedures, including: • hazardous chemicals register

hierarchy of control

- job safety analyses (JSA) for low-risk situations

safe work method statements (SWMS) for high-risk situations

- incident reporting

SDS

- selection and use of required PPE

storage and maintenance of equipment according to manufacturer specifications

- use of first aid according to SDS information.

Video 1

https://youtu.be/uT7n8tiPLlo

Video 2

https://youtu.be/j3iIpUYAFyE

Video 3

https://youtu.be/kzZpbsFvJAQ

- Body_Fluid_Clean_Up_Kit (BSBWHS332X Apply infection prevention and control procedures to own work activities) Core

Work,_Health_and_Safety (BSBWHS211 Contribute to the health and safety of self and others)Core

- Biohazard_and_Biosecurity_Waste_Training(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core

    HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

- DAMP_Awareness

    (BSBWHS211 Contribute to the health and safety of self and others)Core

-

Hazards that must be assessed include:	- biological and environmental contaminants chemical exposure via absorption, ingestion and inhalation - chemical reactivity dust and fibre particulates - electrical environmental allergens - explosions fatigue - fire manual handling - noise poor ventilation - slips, trips and falls syringes and sharps

- working in confined spaces.

  Work Health and Safety Awareness & Bio Security
- BSBWHS211 Contribute to the health and safety of self and others (Core)

  www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

Safety information must include:	• chemical co-location, separation and segregation arrangements chemical manifests • chemical registers company policies and procedures relating to workplace safety • equipment operation manuals manufacturer specifications • product labels SDS. Section 2-Work Environment Section 3-Manual Handling Section 4-Chemicals in workplace Section 5-Working at height Section 6-Confined space of http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf • **Manual Handling** • (BSBWHS211 Contribute to the health and safety of self and others)Core www.iqytechnicalcollege.com/Manual Handling.pdf
Equipment must include at least five of the following:	• access equipment, such as ladders bins • brooms buckets • buffers cleaning trolleys • cloths cobwebbers • doodle bag holders drop sheets • drying equipment dustpans and brushes • dusters

extension poles
- extraction units

wands
- hoses

microfibre products
- mops

polishers
- pressure-washing equipment and attachments

scouring pads
- scrapers

scrubbers
- sponges

spray bottles
- squeegees

steam cleaners
- sweepers

vacuum cleaners and attachments
- window cleaning equipment

work site communication devices.
- Relevant notes in

www.iqytechnicalcollege.com/Routine aircraft cleaning schedule.pdf

www.iqytechnicalcollege.com/Maintaining cabin systems on aircraft.pdf

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Cleaning chemicals must include at least one of the following:	- acid cleaners alkaline cleaners - low environmental impact chemicals neutral cleaners - solvent cleaners. www.iqytechnicalcollege.com/AircraftCabinCleaningMethodEquipment.pdf -
Consumables must include at least two of the following:	- air fresheners hand towels - liner bags soap - toilet paper. www.iqytechnicalcollege.com/AircraftCabinCleaningMethodEquipment.pdf

Personal protective equipment must include at least two of the following:	• • disposable respirators eye protection • gloves protective clothing • safety shoes. Practical usage & Workpractice

Knowledge Evidence

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

- 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:
  - 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)
  - 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
- organisational requirements for:
  - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security and breaches of site security
  - procedures for checking equipment operation and safety
  - use of cleaning equipment, cleaning agents, consumables and PPE
- types of fittings and surfaces in bathrooms, toilets, change rooms and laundries

The relevant notes for the followings are to be found by the trainees by doing Google search. The trainer can add the resources as well.

- <mark>cleaning methods and precautions for surface types:</mark>

- stainless steel, chrome and aluminium
- plastics, vinyls, laminates and rubber
- ceramic, porcelain, stone and concrete
- glass
- types of soil and methods to remove:
  - dirt, oil/grease and human waste
  - mould
  - hardwater deposits and rust
- types of cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
  - detergents
  - sanitisers
  - disinfectants
  - solvents
  - abrasives
- cleaning principles:
  - cleaning agent, time, agitation, temperature
  - significance of pH value of cleaning agents
  - sequence and direction of cleaning
  - achieve results while doing no harm
- functions and features, safe use, routine maintenance and storage of cleaning equipment:
  - absorbent cleaning cloths, dry cloths, damp cloths and lint-free cloths
  - toilet brushes
  - scrubbing brushes, scourers and scrapers
  - long-handled brushes and dustpan tongs
  - brooms and mops
  - buckets and wringer buckets
  - 'doodle bugs'
  - hoses and nozzles
  - sharps disposal units
  - scrubbing and polishing machines
  - squeegees
- selection, use, care and storage of microfibre equipment
- techniques for cleaning correctly and safely:
  - selection of appropriate equipment
  - adjusting equipment for operator height
  - operating posture and movements
- 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:

- general waste
- hazardous waste
- 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:

- industry-standard cleaning equipment
- appropriate PPE
- manufacturer's instructions and workplace documents.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

CPPCLO3105 Clean glass surfaces

Modification History

Release 1   This version first released with CPP Property Services Training Package Release 15.0.

                 Supersedes and is equivalent to CPPCLO3009 Clean glass surfaces.

Application

This unit specifies the skills and knowledge required to assess the glass surface to be cleaned, identify the type of soil present, and then select the appropriate cleaning methods, equipment and cleaning agents. Glass surfaces are cleaned using standard and extension equipment if height access is required.

This unit applies to cleaning industry personnel who work alone or in teams in commercial and domestic sites. They use a range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to complete routine cleaning activities and provide solutions to 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.

Pre-requisite Unit

Nil.

Unit Sector

Cleaning

Elements and 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	Plan and prepare to clean glass surfaces.	1.1	Identify cleaning requirements and 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	Identify site hazards and risks, position safety signage and barriers according to WHS and job requirements.
		1.4	Move and protect items, as required, to permit access and prevent damage according to WHS and job requirements.
		1.5	Check and document pre-existing damage to surfaces according to organisational requirements.
		1.6	Confirm glass features and soil type to determine the appropriate equipment and cleaning agents and confirm requirements for safe use according to manufacturer instructions.
		1.7	Select and prepare the appropriate equipment and cleaning agents and determine sequence of tasks according to WHS and job requirements.
2	Clean glass.	2.1	Spot clean by carefully removing soil from glass surface, as required, using appropriate methods.
		2.2	Wash and remove excess moisture using equipment and cleaning agents according to manufacturer recommendations, WHS and job requirements.
		2.3	Wipe surrounding surfaces to remove soil and waste according to job requirements.
3	Complete work activities.	3.1	Tidy work area, remove safety signage, barriers and protective covers and dispose of soil and waste in accordance with WHS and environmental requirements.
		3.2	Safely clean and/or dispose of PPE as required by organisational standards.

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3.3	Check cleaning equipment for faults, wear or damage and report in accordance with organisational requirements.
3.4	Record site cleaning and store cleaning equipment and materials in accordance with organisational requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret safety signs and symbols in work area and on cleaning agent labels
- numeracy skills to measure quantities of cleaning agents.

Unit Mapping Information

Supersedes and is equivalent to CPPCLO3009 Clean glass surfaces.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

This unit is delivered concurrently with the following unit but focus on Cleaning the plane windows and glasses etc.

CPPCLO3035 Maintain cleaning storage areas

1.	Ensure safety and security of cleaning storage area and its contents.	1.1.	***Storage area*** is secured from unauthorised access according to legislative, company, and ***health and safety requirements***. Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

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1.2.   *Hazards* in storage area are assessed and risks controlled according to legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

1.3.   Safety warning charts and labels are prominently displayed and *safety information* is made accessible according to legislative, company, and health and safety requirements.

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

`Part 4 AIRDAT Passport`
`Video`
https://youtu.be/M4IMCk8zX7Y

- Airside Rules
- Apron Operating Procedure

DAMP_Awareness

(BSBWHS211 Contribute to the health and safety of self and others)Core

1.4.   *Equipment* is stored, maintained and checked to enable ready access and re-use according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

1.5.   *Cleaning chemicals* and *consumables* are stored according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

| | | 1.6. | ***Personal protective equipment*** (PPE) is cleaned, safety checked and stored, and maintenance requirements are recorded, according to manufacturer specifications, and health and safety and company requirements.

Chemical safety in Cleaning works

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf |
| | | 1.7. | Communication tools are stored and used according to company requirements.

Recharging of walkie talkies, storage, maintenance |
| | | 1.8. | Storage area is kept accessible and free of obstacles according to practical restrictions of site or vehicle, and health and safety and company requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment, |
| 2. | Control equipment, chemical and consumable stock. | 2.1. | Inventory system of equipment, PPE, chemicals and consumables with maximum and minimum holding levels is maintained according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf |
| | | 2.2. | Usage patterns are monitored and chemicals and consumables are re-ordered to maintain required levels according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf |
| | | 2.3. | Labelling system of containers is maintained according to manufacturer specifications and legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of |

http://www.iqytechnicalcollege.com/UEENEEE101AW
HS.pdf

| 2.4. | Chemicals and consumables are issued on a first-in first-out basis according to company requirements. |

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW
HS.pdf

| 3. | Handle waste. | 3.1. | Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements. |

- Biohazard_and_Biosecurity_Waste_Traini
  ng(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

| 3.2. | Obsolete equipment and chemicals are identified, collected and disposed of according to manufacturer specifications, and environmental, legislative, company, and health and safety requirements. |

- Work Health and Safety Awareness & Bio Security
- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health
and Safety Awareness.pdf

| 4. | Respond to emergency situations. | 4.1. | Spillages and emergency situations are responded to in line with emergency response procedures and according to environmental, legislative, company, and health and safety requirements. |

- Work Health and Safety Awareness & Bio Security
- BSBWHS211 Contribute to the health and safety of self and others (Core)

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www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

4.2. Required documentation is completed following an emergency situation and submitted according to environmental, legislative, company, and health and safety requirements.

- Work Health and Safety Awareness & Bio Security
- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

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.

Skill	Performance feature
Learning skills to:	• identify and access a range of resources to assist in maintaining security and safety of cleaning storage area.
Numeracy skills to:	• calculate current and required levels of stock.
Oral communication skills to:	• ask questions to clarify job requirements.

Reading skills to:	• interpret simple, structured manufacturer instructions when using equipment and chemicals
	interpret directions and safety instructions, including:
	  • equipment operating manuals
	  product labels
	  • safety data sheets (SDS).

Writing skills to:	• report faults in equipment to manufacturer and other personnel use legible handwriting when recording stock levels and completing incident reports.
Teamwork skills to:	• work collaboratively with others accessing and using the same storage area.
Initiative and enterprise skills to:	• proactively report the need for additional products or equipment.

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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.

Storage area must include at least one of the following:

- cleaners' room located at client work site
in-vehicular cleaning storage facility.
- Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

Health and safety requirements must include:

- access to communication devices when working alone
compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
emergency response procedures
- environmental controls
hazard signs and barricades
- health and safety induction and refresher training
manual handling techniques
- processes for safely dispensing chemicals
risk assessment procedures, including:
- hazardous chemicals register
hierarchy of control
- job safety analyses (JSA) for low-risk situations
safe work method statements (SWMS) for high-risk situations
- incident reporting
SDS
- selection and use of required PPE
storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.
Video 1
https://youtu.be/uT7n8tiPLlo
Video 2
https://youtu.be/j3iIpUYAFyE
Video 3
https://youtu.be/kzZpbsFvJAQ
- Body_Fluid_Clean_Up_Kit (BSBWHS332X Apply infection prevention and control procedures to own work activities) Core

U Kyawnaing

Work,_Health_and_Safety (BSBWHS211 Contribute to the health and safety of self and others)Core

- Biohazard_and_Biosecurity_Waste_Training(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core

    HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

- DAMP_Awareness

    (BSBWHS211 Contribute to the health and safety of self and others)Core

Hazards that must be assessed include:	• • biological and environmental contaminants chemical exposure via absorption, ingestion and inhalation • chemical reactivity dust and fibre particulates • electrical environmental allergens • explosions fatigue • fire manual handling • noise poor ventilation • slips, trips and falls syringes and sharps • working in confined spaces. Work Health and Safety Awareness & Bio Security • BSBWHS211 Contribute to the health and safety of self and others (Core) www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf
Safety information must include:	• chemical co-location, separation and segregation arrangements chemical manifests • chemical registers company policies and procedures relating to workplace safety • equipment operation manuals manufacturer specifications • product labels

U Kyawnaing

SDS.

Section 2-Work Environment
Section 3-Manual Handling
Section 4-Chemicals in workplace
Section 5-Working at height
Section 6-Confined space of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

- Manual Handling
- (BSBWHS211 Contribute to the health and safety of self and others)Core
  www.iqytechnicalcollege.com/Manual Handling.pdf

Equipment must include at least five of the following:	
	• access equipment, such as ladders
	bins
	• brooms
	buckets
	• buffers
	cleaning trolleys
	• cloths
	cobwebbers
	• doodle bag holders
	drop sheets
	• drying equipment
	dustpans and brushes
	• dusters
	extension poles
	• extraction units
	wands
	• hoses
	microfibre products
	• mops
	polishers
	• pressure-washing equipment and attachments
	scouring pads
	• scrapers
	scrubbers
	• sponges
	spray bottles
	• squeegees

         U Kyawnaing

steam cleaners

- sweepers

vacuum cleaners and attachments

- window cleaning equipment

work site communication devices.

- Relevant notes in

www.iqytechnicalcollege.com/Routine aircraft cleaning schedule.pdf

www.iqytechnicalcollege.com/Maintaining cabin systems on aircraft.pdf

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Cleaning chemicals must include at least one of the following:	• acid cleaners alkaline cleaners • low environmental impact chemicals neutral cleaners • solvent cleaners. www.iqytechnicalcollege.com/AircraftCabinCleaningMethodEquipment.pdf •
Consumables must include at least two of the following:	• air fresheners hand towels • liner bags soap • toilet paper. www.iqytechnicalcollege.com/AircraftCabinCleaningMethodEquipment.pdf •
Personal protective equipment must include at least two of the following:	• disposable respirators eye protection • gloves protective clothing • safety shoes. Practical usage & Workpractice

U Kyawnaing

Assessment Requirements for CPPCLO3105 Clean glass surfaces

Modification History

Release 1   This version first released with CPP Property Services Training Package Release 15.0.

Supersedes and is equivalent to CPPCLO3009 Clean glass surfaces.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- cleaning, on at least two occasions, three surfaces each made of a different glass type selected from:
  - mirrored glass
  - frosted or textured/patterned glass
  - float glass (common glass type)
  - toughened glass
  - coated glass (special reflection/transmission/absorption properties).

Knowledge Evidence

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

- 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:
  - 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)
  - 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

U Kyawnaing

- safe use of electrical equipment
- organisational requirements for:
  - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security and breaches of site security

The trainees need to perform Google Search to get the information related to the followings

The trainer can add the resources as well

- procedures for checking equipment operation and safety
- use of cleaning equipment, cleaning agents, consumables and PPE
- types of glass and methods and precautions for cleaning
- types of soils and methods to remove:
  - dust and dirt, oil/grease, food, beverages, and biological hazardous soil such as bird and insect droppings
  - adhered and built-up soils
- functions and features, safe use, routine maintenance and storage of standard and extension cleaning equipment:
  - buckets
  - chamois
  - cobwebbers
  - extension poles
  - glass scrapers
  - hoses
  - lamb's wool applicator
  - lint-free cloths
  - microfibre products
- selection, use, care and storage of microfibre equipment
- glass cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal
- cleaning principles:
  - cleaning agent, time, agitation, 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:
  - storage and disposal of cleaning agents
  - ways of minimising negative environmental impact
  - conserving energy and water
  - recycling
- waste disposal:
  - general waste
  - hazardous waste

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- 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:

- industry-standard cleaning equipment
- appropriate PPE
- manufacturer's instructions and workplace documents.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

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CPPCLO3113 Clean food-handling areas and equipment

Modification History

Release 1	This version first released with CPP Property Services Training Package Release 15.0.
	Supersedes and is equivalent to CPPCLO3038 Clean food-handling areas.

Application

This unit specifies the skills and knowledge required to undertake regular or periodic cleaning of areas where food is received, inspected, stored, handled, prepared, processed, packaged or transported, including food courts, kitchens or food-processing areas.

It includes assessing the extent of the cleaning task and selecting and using the required cleaning methods, equipment and cleaning agents.

This unit applies to cleaning industry personnel who work alone or in teams. They use a range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to complete routine cleaning activities and provide solutions to 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.

Pre-requisite Unit

Nil.

Unit Sector

Cleaning

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.	
1 Plan and prepare to clean food-handling	1.1	Identify cleaning requirements and worksite access and security procedures and, if needed, clarify issues with

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	areas.		supervisor, team member or client.
		1.2	Maintain personal hygiene and select, check for fit and serviceability and use personal protective equipment (PPE) according to WHS and job requirements.
		1.3	Identify site hazards and risks, position safety signage and barriers and cover items and areas requiring protection according to WHS and job requirements.
		1.4	Check and document pre-existing damage to areas and equipment according to organisational requirements.
		1.5	Determine appropriate cleaning and sanitising required based on type of equipment and surfaces, and soil types.
		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 area cleaning.
2	Clean and sanitise food-handling surfaces and equipment.	2.1	Move and protect items that impede cleaning activities according to WHS and job requirements.
		2.2	Pre-clean by removing superficial soil and debris from food-handling surfaces prior to applying selected cleaning method.
		2.3	Use appropriate cleaning methods and equipment to clean food-handling surfaces according to WHS, manufacturer recommendations and job requirements.
		2.4	Sanitise food-handling equipment and surfaces according to manufacturer specifications and job requirements.
3	Complete work activities.	3.1	Empty, clean and sanitise rubbish bins and insert new bin liners according to WHS and job requirements.
		3.2	Tidy work area, remove safety signage and barriers and dispose of soil and waste in accordance with WHS and environmental requirements.
		3.3	Clean and/or dispose of PPE as required by organisational standards.

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3.4	Replenish consumables and supplies, if required, according to job and organisational requirements.
3.5	Check cleaning equipment for faults, wear or damage and report in accordance with organisational requirements.
3.6	Report condition of equipment or surfaces inconsistent with food-safety according to hygiene and organisational requirements.
3.7	Record site cleaning and store cleaning equipment and materials in accordance with organisational requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- reading skills to interpret safety signs and symbols in work area and on cleaning agent labels
- numeracy skills to measure quantities of cleaning agents.

Unit Mapping Information

Supersedes and is equivalent to CPPCLO3038 Clean food-handling areas.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

This unit is delivered concurrently with the following unit but focus on Gallery and Food service equipment

CPPCLO3035 Maintain cleaning storage areas

1.	Ensure safety and	1.1.	*Storage area* is secured from unauthorised access

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security of cleaning storage area and its contents.	according to legislative, company, and *health and safety requirements*. Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

1.2.   *Hazards* in storage area are assessed and risks controlled according to legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.3.   Safety warning charts and labels are prominently displayed and *safety information* is made accessible according to legislative, company, and health and safety requirements.

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

Part 4 AIRDAT Passport
Video
https://youtu.be/M4IMCk8zX7Y

- Airside Rules

- Apron Operating Procedure

DAMP_Awareness

(BSBWHS211 Contribute to the health and safety of self and others)Core

1.4.   *Equipment* is stored, maintained and checked to enable ready access and re-use according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

1.5.   *Cleaning chemicals* and *consumables* are stored according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room,

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allocation of cleaning materials and equipment,

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

1.6.   *Personal protective equipment* (PPE) is cleaned, safety checked and stored, and maintenance requirements are recorded, according to manufacturer specifications, and health and safety and company requirements.

Chemical safety in Cleaning works

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

1.7.   Communication tools are stored and used according to company requirements.

Recharging of walkie talkies, storage, maintenance

1.8.   Storage area is kept accessible and free of obstacles according to practical restrictions of site or vehicle, and health and safety and company requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

2.   Control equipment, chemical and consumable stock.

2.1.   Inventory system of equipment, PPE, chemicals and consumables with maximum and minimum holding levels is maintained according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

2.2.   Usage patterns are monitored and chemicals and consumables are re-ordered to maintain required levels according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

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| | | 2.3. | Labelling system of containers is maintained according to manufacturer specifications and legislative, company, and health and safety requirements. |

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

| | | 2.4. | Chemicals and consumables are issued on a first-in first-out basis according to company requirements. |

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

| 3. | Handle waste. | 3.1. | Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements. |

- Biohazard_and_Biosecurity_Waste_Training(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core

   HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

| | | 3.2. | Obsolete equipment and chemicals are identified, collected and disposed of according to manufacturer specifications, and environmental, legislative, company, and health and safety requirements. |

- Work Health and Safety Awareness & Bio Security

- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

| 4. | Respond to emergency situations. | 4.1. | Spillages and emergency situations are responded to in line with emergency response procedures and according to environmental, legislative, company, and health and safety requirements. |

- Work Health and Safety Awareness & Bio Security

    - BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

4.2.   Required documentation is completed following an emergency situation and submitted according to environmental, legislative, company, and health and safety requirements.

- Work Health and Safety Awareness & Bio Security

    - BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

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Assessment Requirements for CPPCLO3113 Clean food-handling areas and equipment

Modification History

Release 1   This version first released with CPP Property Services Training Package Release 15.0.

Supersedes and is equivalent to CPPCLO3038 Clean food-handling areas.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by:

- cleaning two of the following food-handling areas:
  - a commercial food-preparation area
  - a commercial food-processing area
  - an office kitchenette
  - a residential kitchen
  - a public food court.

Candidates must clean each selected food-handling area on at least two occasions.

Knowledge Evidence

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

- aspects of the following standard relevant to cleaning food premises, fixtures, fittings and equipment:
  - Food Safety Standard 3.2.2., Division 5 – Cleaning, sanitising and maintenance
- 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:
  - 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)
  - types of personal protective equipment (PPE) and correct selection, care, use and disposal

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- 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
- organisational requirements for:
  - reporting incidents - accidents and injury, damage to or breakages in the cleaning area or cleaning equipment, theft and threats to personal security and breaches of site security
  - procedures for checking equipment operation and safety

The trainees need to do Google Search to find the resources related to the followings. The trainer can add them as well

- use of cleaning equipment, cleaning agents, consumables and PPE
- cleaning methods and precautions for surface types:
  - stainless steel, chrome and aluminium
  - plastics, vinyls, laminates and rubber
  - ceramic, porcelain, stone and concrete
  - glass
- common types of soil in food-handling areas and methods to remove:
  - dust and dirt, oil/grease, raw and cooked food, and beverages
  - adhered and built-up soils
- functions, features, safe use, care and storage of cleaning equipment:
  - wet and dry mops
  - brushes and brooms
  - cloths
  - selection, use, care and storage of microfibre equipment
- types of cleaning agents - their purpose, action, correct use, precautions, safe handling, storage and disposal:
  - detergents
  - sanitisers
  - disinfectants
  - solvents
  - abrasives
- cleaning principles:
  - cleaning agent, time, agitation, 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:

U Kyawnaing

- - storage and disposal of cleaning agents
  - ways of minimising negative environmental impact
  - conserving energy and water
  - recycling
- waste disposal:
  - general waste
  - hazardous waste
  - 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:

- industry-standard cleaning equipment
- appropriate PPE
- manufacturer's instructions and workplace documents.

Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

![Australian Government logo](Australian Government)

SITHACS003 Prepare rooms for guests

Release: 1

SITHACS003 Prepare rooms for guests

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to clean and prepare rooms, including bedrooms and bathrooms, in an accommodation establishment. It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts.

The unit applies to housekeeping attendants in commercial accommodation establishments. They work under supervision and usually as part of a team.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Accommodation Services

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for room servicing.	1.1.Identify rooms requiring service from information supplied.
	1.2.Select and prepare room servicing equipment and cleaning agents according to work schedule and product instructions.
	1.3.Identify supplies for trolleys and select or order in sufficient numbers.
	1.4.Load trolleys safely with adequate supplies.
	1.5.Access rooms according to organisational customer service and security procedures.
	Economy, Business and First Class Cabin Presentation

procedure.Putting Headrest, Pillows, Blankets, Seeat, Belt Practice.

2.	Make up beds.	2.1. Strip beds and mattresses and check pillows and linen for stains and damage.
		2.2. Replace stained and damaged linen according to organisational standards.
		Economy, Business and First Class Cabin Presentation procedure.Putting Headrest, Pillows, Blankets, Seeat, Belt Practice
3.	Clean rooms.	3.1. Select and use cleaning agents or chemicals for specific areas, surfaces and equipment, according to manufacturer recommendations, **work health and safety** and **organisational procedures.**
		3.2. Clean rooms in logical order and with minimum disruption to guests.
		3.3. Identify and respond to **hazards**.
		3.4. Reduce negative environmental impacts through efficient use of energy, water and other resources.
		3.5. Identify pests and take appropriate action.
		Cabin cleaning, removing rubbishs, vacuuming practice
4.	Organise rooms.	4.1. Check and reset **furniture, fixtures** and **fittings**.
		4.2. Check and replenish or replace **room supplies**.
		4.3. Collect and store guest items left in vacated rooms.
		Economy, Business and First Class Cabin Presentation procedure.Putting Headrest, Pillows, Blankets, Seeat, Belt Practice.
		Bring the supplies
5.	Check rooms.	5.1. Identify room defects, damaged items or suspicious items or occurrences.
		5.2. Report items for follow-up by maintenance teams.
		5.3. Check all aspects of room set-up and cleanliness prior to leaving.
		Checking of cabin
6.	Check and store trolleys and equipment.	6.1. Clean trolleys and store equipment after use.
		6.2. Safely dispose of all waste and hazardous substances according to environmental requirements.
		6.3. Check supplies and replenish or reorder according to organisational procedures.
		Use of trolleys

SkillsIQ

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION

Reading skills to:	• understand and follow schedules for room servicing
	• read and interpret workplace documents and diagrams in:
	    • safety and waste disposal procedures
	    • safety data sheets (SDS) and product instructions for cleaning agents and chemicals.

Writing skills to:	• complete orders to replace out of stock room supplies and cleaning materials.
Numeracy skills to:	• follow simple dilution requirements for chemicals and cleaning products, and calculate ratios in order to make them up • record quantities of cleaning materials and room supplies required.
Learning skills to:	• locate key information in-room servicing schedules and procedures manuals.
Problem-solving skills to:	• identify and deal with common room servicing challenges.
Planning and organising skills to:	• efficiently sequence the stages of cleaning and preparing rooms.
Self-management skills to:	• manage own speed, timing and productivity • recognise a chemical accident and follow safety procedures to contain it.
Technology skills to:	• use electrical cleaning equipment.

Range of Conditions

Specifies different 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.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Work health and safety procedures must include:	• information on hazardous substances and storage requirements • use of safe manual-handling techniques • SDS.

SkillsIQ

Organisational procedures must include:	• hygienic personal contact with food and food contact surfaces
	• hygienic cleaning practices:
	   • cleaning food contact surfaces with clean tea towels and cleaning cloths
	   • preventing cross-contamination of bacteria from bathroom or bedroom areas to mini-bar or kitchen areas
	• use of personal protective equipment.

Hazards must include:	• breakages
	• heated utensils and surfaces
	• human waste
	• sharp items:
	   • knives
	   • needles and syringes
	• surgical dressings
	• wet or slippery surfaces.

Furniture, fixtures and ***fittings*** must include:	• desks • floor surfaces • light fittings • mirrors and glassware • refrigerators • shelving • soft furnishings • telephones • televisions • wardrobes.

Room supplies must include:	• bathroom supplies
	• discretionary supplies and gifts
	• coffee and tea supplies
	• crockery, cutlery and glassware
	• digital equipment
	• kitchen equipment
	• linen
	• information:
	   • local tourist information
	   • magazines and newspapers
	   • promotional material
	   • stationery.

Unit Mapping Information

SITHACS202 Prepare rooms for guests

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694

SITHKOP001 Clean kitchen premises and equipment

Release: 1

SITHKOP001 Clean kitchen premises and equipment

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to clean food preparation areas, storage areas, and equipment in commercial kitchens to ensure the safety of food. It requires the ability to work safely and to use resources efficiently to reduce negative environmental impacts.

This unit is particularly important within a food safety regime and applies to all hospitality and catering organisations with kitchen premises, including permanent or temporary kitchens or smaller food preparation areas. These can be found within restaurants, cafes, kiosks, cafeterias, clubs, hotels, attractions and in catering facilities.

The unit applies to kitchen personnel who work with very little independence and under close supervision, including kitchen attendants and stewards. It can also apply to cooks and chefs in small organisations.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

SITXFSA001 Use hygienic practices for food safety

Competency Field

Kitchen Operations

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Clean and sanitise kitchen equipment.	1.1. Select and prepare cleaning agents and chemicals according to cleaning schedule and product instructions. 1.2. Clean and sanitise kitchen equipment to ensure safety of food that is prepared and served to customers.

1.3. Store cleaned equipment in designated place.

2.	Clean service-ware and utensils.	2.1. Sort service-ware and utensils and load dishwasher with appropriate items.
		2.2. Hand wash any items not appropriate for dishwasher.
		2.3. Dispose of broken or chipped service-ware within scope of responsibility, and report losses to supervisor.
		2.4. Ensure that sufficient supplies of clean, undamaged crockery are available at all times during the service period.
3.	Clean and sanitise kitchen premises.	3.1. Clean and sanitise kitchen surfaces and *food preparation and storage areas* according to cleaning schedule to ensure the safety of food that is prepared and served to customers.
		3.2. Clean areas of any animal and pest waste and report incidents of infestation.
		3.3. Follow safety procedures in the event of a chemical accident.
		3.4. Sort and remove linen according to organisational procedures.
		3.5. Sort and promptly dispose of kitchen waste to avoid cross-contamination with food stocks.
4.	Work safely and reduce negative environmental impacts.	4.1. Use cleaning agents, chemicals and cleaning equipment safely and according to manufacturer instructions.
		4.2. Use personal protective equipment and safe manual handling techniques when cleaning equipment and premises.
		4.3. Reduce negative environmental impacts through efficient use of energy, water and other resources.
		4.4. Sort general kitchen waste from recyclables and dispose of them in designated recycling bins.
		4.5. Safely dispose of kitchen waste, especially hazardous substances, to minimise negative environmental impacts.

This unit is delivered concurrently with the following unit but focus on Gallery and Food service equipment

CPPCLO3035 Maintain cleaning storage areas

1.	Ensure safety and security of cleaning storage area and its contents.	1.1. *Storage area* is secured from unauthorised access according to legislative, company, and *health and safety requirements*. Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,
		1.2. *Hazards* in storage area are assessed and risks controlled

according to legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.3.   Safety warning charts and labels are prominently displayed and *safety information* is made accessible according to legislative, company, and health and safety requirements.

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

Part 4 AIRDAT Passport
Video
https://youtu.be/M4IMCk8zX7Y

- Airside Rules

- Apron Operating Procedure

DAMP_Awareness

(BSBWHS211 Contribute to the health and safety of self and others)Core

1.4.   *Equipment* is stored, maintained and checked to enable ready access and re-use according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

1.5.   *Cleaning chemicals* and *consumables* are stored according to manufacturer specifications and legislative, company, and health and safety requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AWHS.pdf

1.6. ***Personal protective equipment*** (PPE) is cleaned, safety checked and stored, and maintenance requirements are recorded, according to manufacturer specifications, and health and safety and company requirements.

Chemical safety in Cleaning works

Section 2 Work Environment of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

1.7. Communication tools are stored and used according to company requirements.

Recharging of walkie talkies, storage, maintenance

1.8. Storage area is kept accessible and free of obstacles according to practical restrictions of site or vehicle, and health and safety and company requirements.

Work practice in cleaning equipment store room, allocation of cleaning materials and equipment,

2. Control equipment, chemical and consumable stock.

2.1. Inventory system of equipment, PPE, chemicals and consumables with maximum and minimum holding levels is maintained according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

2.2. Usage patterns are monitored and chemicals and consumables are re-ordered to maintain required levels according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

2.3. Labelling system of containers is maintained according to manufacturer specifications and legislative, company, and health and safety requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

2.4. Chemicals and consumables are issued on a first-in first-out basis according to company requirements.

Section 4 Chemicals in Workplace of

http://www.iqytechnicalcollege.com/UEENEEE101AW HS.pdf

3. Handle waste. 3.1. Collected soil and waste are disposed of according to client and company specifications, and legislative, environmental, and health and safety requirements.

- Biohazard_and_Biosecurity_Waste_Traini ng(BSBWHS332X Apply infection prevention and control procedures to own work activities)Core

  HLTINFCOV001 Comply with infection prevention and control policies and procedures (Elective 7)

3.2. Obsolete equipment and chemicals are identified, collected and disposed of according to manufacturer specifications, and environmental, legislative, company, and health and safety requirements.

- Work Health and Safety Awareness & Bio Security

- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

4. Respond to emergency situations. 4.1. Spillages and emergency situations are responded to in line with emergency response procedures and according to environmental, legislative, company, and health and safety requirements.

- Work Health and Safety Awareness & Bio Security

- BSBWHS211 Contribute to the health and safety of

self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

4.2.   Required documentation is completed following an emergency situation and submitted according to environmental, legislative, company, and health and safety requirements.

- Work Health and Safety Awareness & Bio Security

- BSBWHS211 Contribute to the health and safety of self and others (Core)

www.iqytechnicalcollege.com/2.Work Health and Safety Awareness.pdf

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION

Reading skills to:	• read and interpret workplace documents and diagrams in:
	   • safety and waste disposal procedures
	   • safety data sheets (SDS) and product instructions for cleaning agents and chemicals.

Writing skills to:	• complete orders to replace out of stock cleaning materials.
Oral communication skills to:	• report infestation incidents, providing specific information regarding pest waste and discussing approach to treatment.
Numeracy skills to:	• follow simple dilution requirements for chemicals and cleaning products, and calculate ratios in order to make them up.
Learning skills to:	• locate key information in cleaning schedules and procedures manuals.
Planning and organising skills to:	• efficiently sequence the stages of cleaning kitchen equipment and premises.
Self-management skills to:	• manage own speed, timing and productivity • recognise a chemical accident and follow safety procedures to avoid food contamination.

SkillsIQ

Technology skills to:
- use automatic dishwashers and reassemble kitchen equipment after cleaning.

Range of Conditions

Specifies different 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.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Food preparation and storage areas must include:
- benches and working surfaces
- cool rooms
- cupboards
- pantry
- freezers
- fridges
- microwaves
- ovens
- storerooms
- stoves.

Unit Mapping Information

SITHKOP101 Clean kitchen premises and equipment

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694