

Competency Standard

UNIT TITLE: CLEAN PREMISES AND EQUIPMENT		NOMINAL HOURS: 25
UNIT NUMBER: D2.TTO.CL4.03		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to clean premises and equipment.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Prepare to clean</p> <p>1.1 Select the <i>cleaning equipment</i> to be used</p> <p>1.2 Select the <i>cleaning agents</i> to be used</p> <p>1.3 Select the <i>protective clothing</i> to be used</p> <p>1.4 Check operation and safety of equipment that has been selected</p> <p>Element 2: Apply wet area cleaning techniques</p> <p>2.1 <i>Assess areas</i> to be cleaned</p> <p>2.2 <i>Prepare worksite</i></p> <p>2.3 <i>Clean wet areas</i></p> <p>2.4 <i>Tidy worksite</i></p> <p>2.5 <i>Clean, check and store</i> equipment and chemicals</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to the cleaning of offices as well as the interiors and exteriors of vehicles that are used on tours, within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Housekeeping 2. Tour operation <p><i>Cleaning equipment</i> may include:</p> <ul style="list-style-type: none"> • Electrically operate equipment including scrubbers, polishers and vacuum cleaners • Mops, buckets and brooms • Buckets • Dusters • Pans • Garbage receptacles. 	

<p>Element 3: Apply dry area cleaning techniques</p> <p>3.1 Assess areas to be cleaned</p> <p>3.2 Prepare worksite</p> <p>3.3 <i>Clean dry areas</i></p> <p>3.4 Tidy worksite</p> <p>3.5 Clean, check and store equipment and chemicals</p> <p>Element 4: Apply pressure washing techniques</p> <p>4.1 <i>Assess area to be pressure washed</i></p> <p>4.2 Prepare worksite</p> <p>4.3 <i>Clean areas using pressure washer</i></p> <p>4.4 Tidy worksite</p> <p>4.5 Clean, check and store equipment and chemicals</p> <p>Element 5: Apply ceilings, surfaces and fittings cleaning techniques</p> <p>5.1 <i>Assess ceilings, surfaces and fittings areas to be cleaned</i></p> <p>5.2 Select appropriate equipment and chemicals</p> <p>5.3 Prepare worksite</p> <p>5.4 <i>Clean ceilings, surfaces and fittings</i></p> <p>5.5 Tidy worksite</p> <p>5.6 Clean, check and store equipment and chemicals</p>	<p><i>Cleaning agents</i> may include:</p> <ul style="list-style-type: none"> • General and spot cleaning agents • Window and glass cleaners • Disinfectants • Pesticides • Deodorisers • Furniture and floor polishes. <p><i>Protective clothing</i> may include:</p> <ul style="list-style-type: none"> • Overalls • Jackets • Aprons • Goggles and masks • Gloves and gauntlets • Waterproof clothing and footwear • Headwear • Sun protection. <p><i>Assess areas</i> may include:</p> <ul style="list-style-type: none"> • Identifying areas to be cleaned using wet or dry cleaning techniques and confirming suitability for this type of cleaning • Identifying soil type • Confirming condition of equipment in and condition of area to be cleaned • Confirming condition of vehicle to be cleaned • Assessing graffiti damage • Selecting the most appropriate cleaning techniques.
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Prepare worksite may include:

- Placing physical barriers and safety signage
- Moving and removing furniture and fittings
- Notifying other staff and patrons
- Moving vehicle to safe location
- Cooperating with others to minimise interruption
- Covering equipment and items with protective material and/or drop cloths
- Identifying and complying with relevant in-house policies, procedures or other emerging needs.

Clean wet areas may include:

- Removing loose dust
- Treating heavy soil
- Treating graffiti
- Mopping
- Hosing
- Pre-spraying
- Scrubbing
- Spot cleaning
- Wet wiping.

Tidy worksite may include:

- Disposing of collected soil and waste
- Complying with all environmental requirements
- Replacing furniture and fittings

- Returning vehicle to designated location
- Removing signage and barriers.

Clean, check and store may include:

- Cleaning equipment that has been used
- Cleaning personal protective equipment and clothing that has been used, as appropriate
- Conducting safety checks on equipment
- Undertaking basic preventative maintenance and basic repairs on equipment
- Storing equipment in accordance with enterprise requirements
- Storing chemicals in accordance with legislated requirements and enterprise requirements
- Replenishing consumables.

Clean dry areas may include:

- Dusting
- Dry mopping
- Vacuum cleaning
- Polishing
- Sweeping.

Assess area to be pressure washed may include:

- Identifying areas to be pressure washed and confirming suitability for this type of cleaning
- Identifying soil type
- Identifying vehicle/s to be pressure washed
- Identifying surface type, brick, car park, concrete, entertainment seating, external walls, gutters and fascia boards, awnings and facades, painted surfaces, steps and stairwells
- Confirming condition of equipment in and condition of area to be cleaned.

Clean areas using pressure washer may include:

- Covering items to protect them
- Securing items against movement and damage
- Detailing and hand washing
- Pre-spraying
- Pressure water blasting
- Rinsing
- Ensuring removal of all dirt and mud from the underneath of vehicles.

Assess ceilings, surfaces and fittings areas may relate to:

- Identifying type of ceiling to be cleaned including flat, suspended or raked; hard or absorbent, vehicles
- Identifying type of surface to be cleaned including painted, wood, brick, metal and the interior and exterior of vehicles
- Identifying fittings to be cleaned including cameras, ceiling fans, lights, smoke detectors, speakers, sprinkling systems, televisions, vents and grilles and the interiors and exteriors of vehicles
- Identifying soil type.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Enterprise policies and procedures in regard to occupational health, safety and welfare

- Principles of duty of care towards tour group members, members of the public and co-workers
- Ability to use a variety of cleaning techniques and cleaning items
- Safe chemical and manual handling skills
- Negotiation, communication and problem solving skills
- Arithmetic skills
- Knowledge of internal reporting and emergency response requirements
- Waste handling techniques including safe disposal of dangerous material, chemicals and bio-waste
- Planning and adapting skills to enable cleaning activities at the preferred times.

Linkages To Other Units

- Clean and maintain industrial work area and equipment
- Implement occupational health and safety procedures
- Maintain tourism vehicles in safe and clean operational condition.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of safe chemical storing and handling conditions
- Demonstrated ability to calculate correct dilution and usage rates
- Demonstrated ability to assess and prepare work areas
- Demonstrated ability to perform nominated wet cleaning activities using designated equipment in a range of wet cleaning environments that must include a vehicle
- Demonstrated ability to perform nominated dry cleaning activities using designated equipment in a range of dry cleaning environments that must include a vehicle

- Demonstrated ability to perform pressure washing activities using designated equipment in a range of pressure washing environments that must include a vehicle
- Demonstrated ability to perform nominated ceiling, surface and fittings cleaning activities using designated equipment in a range of office and vehicle environments.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace delivery of a nominated range of cleaning activities.

Resource Implications

Training and assessment must include the use of real cleaning equipment and cleaning agents/chemicals.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Role plays
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

	Key Competencies	Level	Examples
	Collecting, organising and analysing information	2	Reading instructions, labels and cleaning schedules
	Communicating ideas and information	1	Reporting cleaning issues to others
	Planning and organising activities	2	Scheduling cleaning and maintenance activities
	Working with others and in teams	1	Liaising with other staff to address identified needs and problems; undertaking cleaning activities to support emerging workplace demands
	Using mathematical ideas and techniques	2	Calculating dilution rates for chemicals and cleaning agents
	Solving problems	1	Identifying soil types and surfaces to be cleaned
	Using technology	1	Operating cleaning equipment