



# **RPL Assessor Kit CPP31011 Certificate III in Cleaning Operations**

## HOW TO USE THIS RPL ASSESSOR KIT

This RPL Assessor Kit is divided into sections to allow you to easily access only those sections you require at any given time. These sections are:

### **SECTION A – Assessor Information**

You need to read this information before conducting an assessment. It outlines the intent and processes surrounding this RPL assessment and how it differs from assessment undertaken following formal training.

### **SECTION B – Candidate Information and Application Forms**

You give this information to the candidate. It tells them about the assessment process as well as containing simple forms for the applicant to fill out. From the information provided by the candidate on these forms, you will be able to gain a general understanding of the skills and experience the candidate may have, as well as potential referee contacts.

### **SECTION C – Competency Conversation**

You use this section to determine and record candidate competence via a competency conversation. In other words, these questions guide your conversation with the applicant and assist in your assessment of their competence. The notes you take about this conversation are important evidence for assessment.

### **SECTION D – Practical Tasks and Observation Recording Sheets**

You use this section to assess competencies through a practical demonstration of the candidate's skills. It contains practical tasks/scenarios on the outcomes required to determine competency and a place to record your observation. The notes you take are important evidence for assessment.

### **SECTION E – Resources for Practical Tasks**

You use this section to access required resources for performing practical tasks and scenarios.

### **SECTION F – Third Party Verification**

You give this section to the referees to confirm the candidate's skills and experience in this qualification/occupation. The referees may fill out the appropriate form and return to you to confirm your judgement. You may be able to complete this part of evidence gathering in person while at the workplace.

### **SECTION G – Assessment Tables**

You use this table as a reference tool to see at a glance how units/elements of competency are assessed within the tool. All the elements and performance criteria within the competency units are cross-matched in this table with a corresponding assessment question/task/scenario. This allows you to validate the assessment process against the qualification.

# SECTION A

## Assessor Information

It is VITAL you read this information prior to commencing your RPL assessment. It provides generic information on assessment, as well as an overview of this streamlined RPL assessment process.

## ADVICE FOR ASSESSORS

This RPL Assessor Kit streamlines the RPL assessment process for CPP31011 Certificate III in Cleaning Operations by taking a practical approach to RPL and increasing the use of on-site questioning and observation. This will assist in developing a “picture of the candidate’s skills and knowledge”. This picture can then be compared with industry standards enabling a determination of whether the candidate has achieved the required outcomes.

### IMPORTANT ASPECTS TO REMEMBER:

#### A sound knowledge of assessment and the qualification is essential

It is important to have a good understanding of the competencies and qualification/s appropriate to the candidate’s goals.

Assessing a single unit of competency is rarely cost or time effective. Where possible, effort should be made to assess several units at the same time taking advantage of any commonality in content. This means looking at the whole picture of a particular job role as it happens in industry and assessing holistically. This saves valuable time in the assessment process.

#### Assessment involves judgement

This tool encourages the use of a “competency conversation” to maximise the candidate’s opportunities to demonstrate competence. This is NOT an oral exam. It is about using the two or three holistic questions provided to start a conversation with the candidate which draws out their actual individual experiences and relevant skills. In other words, it is about the assessor probing the candidate through a conversation to draw out further information on the candidate’s experience which may not be forthcoming due to nerves or confusion over technical terminology.

The tool also provides observable tasks to allow candidates to demonstrate skills.

#### Authentication/verification is integral to RPL assessment

It is critical information gleaned from the interview and observation be confirmed with those who can vouch for the candidate’s skill over time. Supervisors would generally perform this role. Authentication may also be done through conversation but it cannot be stressed enough that it is essential assessors **take careful notes** to back up and record their judgement.

#### Recording assessment is critical

Keep careful records of all aspects of conversations, skills demonstration or documentation viewed that support the claim of prior learning. Remember – the record is the document that makes sense of the assessment and why a particular judgment was made. Keeping **detailed notes** about the candidate’s response is vital, as is the **rationale** for judgement.

The assessment record is a **legal document** and must be signed, dated and stored according to requirements of the State Training Authority and the *AQF Standards for Registered Training Organisations*.

Assessor summaries and other quality assurance documentation from your own Registered Training Organisation will also be required. For examples of assessment summary documentation, please see *Assessment Guide Number 1: Training Package Assessment Materials Kit*.

<http://resourcegenerator.gov.au/loadpage.asp?page=TPAGGuide01.htm>

To access further information on the principles assessment and dimensions of competency, you can visit *Assessment Guide Number 1: Training Package Assessment Materials Kit*.

<http://resourcegenerator.gov.au/loadpage.asp?page=TPAGGuide01.htm>

To access further information on the Australian Qualifications Framework, you can visit:

<http://www.aqf.edu.au/>

## COMPETENCIES IN THIS RPL ASSESSMENT TOOL

### CPP31011 CERTIFICATE III IN CLEANING OPERATIONS

#### CORE UNITS

| Unit Code   | Unit Title                                      | Questions | Practical |
|-------------|---|-----------|-----------|
| CPPCLO2033A | Plan for safe and efficient cleaning activities | ✓         |           |
| CPPCLO2035A | Maintain a cleaning storage area                | ✓         | ✓         |
| CPPCLO3039A | Support leadership in the workplace             | ✓         |           |
| CPPCMN3003A | Contribute to workplace safety arrangements     | ✓         |           |

#### ELECTIVE UNITS

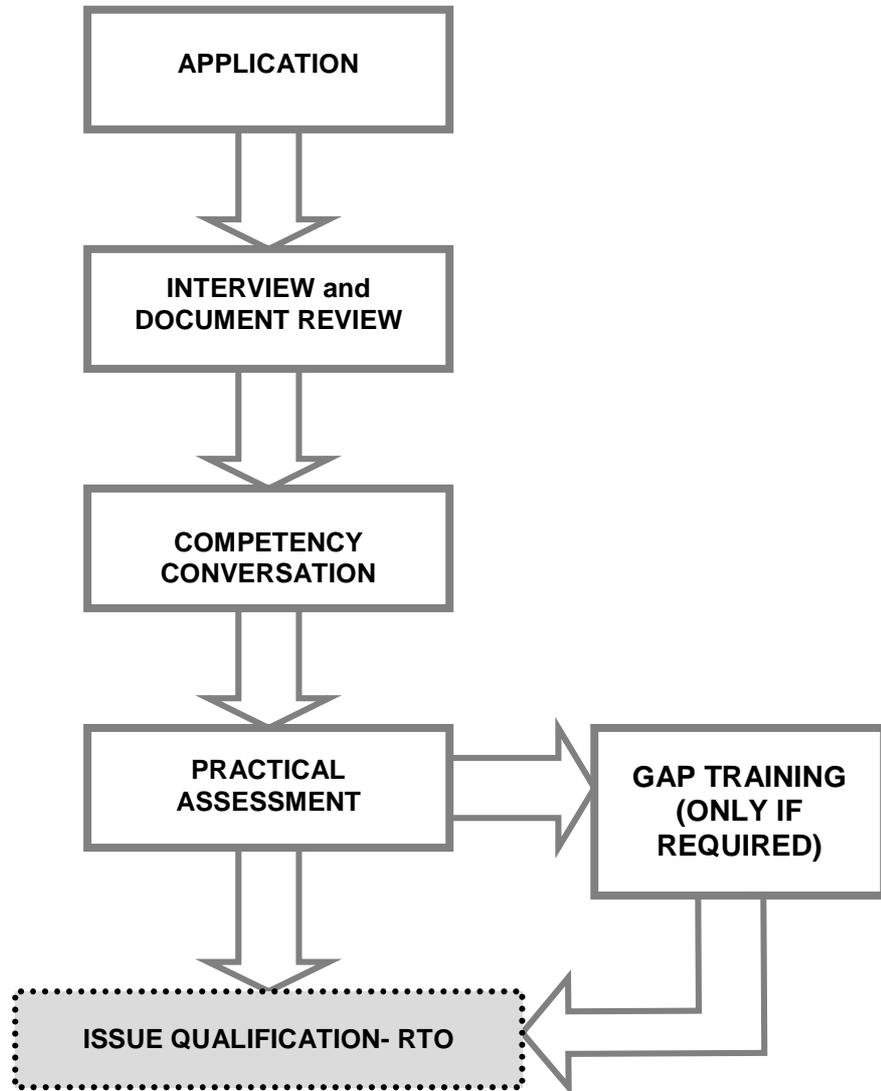
| Unit Code   | Unit Title  | Questions | Practical |
|---|---|-----------|-----------|
| <b>6 Units from CPP20611 Certificate II in Cleaning Operations</b>  |   |           |           |
| CPPCLO2001A   | Maintain hard floor surfaces                                    | ✓         | ✓         |
| CPPCLO2009A   | Clean glass surfaces  | ✓         | ✓         |
| CPPCLO2015A   | Maintain furniture and fittings and room dressing               | ✓         |           |
| CPPCLO2017A   | Clean wet areas   | ✓         | ✓         |
| CPPCLO2037A   | Clean external surfaces   | ✓         | ✓         |
| CPPCCL2007A   | Perform basic stain removal                                     | ✓         | ✓         |
| <b>8 units from CPP31011 Certificate III in Cleaning Operations</b> |   |           |           |
| CPPCLO3013A   | Clean window coverings  | ✓         |           |
| CPPCLO3014A   | Maintain a 'clean room' environment                             | ✓         | ✓         |
| CPPCLO3016A   | Wash furniture and fittings                                     | ✓         |           |
| CPPCLO3020A   | Clean using pressure washing                                    | ✓         | ✓         |
| CPPCLO3036A   | Clean at high levels  | ✓         | ✓         |
| CPPCMN3004A   | Respond to enquiries and complaints                             | ✓         |           |
| HLTIN301C   | Comply with infection control policies and procedures           | ✓         |           |
| HLTIN403B   | Implement and monitor infection control policies and procedures | ✓         |           |
| <b>Imported electives</b>   |   |           |           |
| HLTMS208D   | Handle waste in a health care environment                       | ✓         | ✓         |

**PLEASE NOTE – THIS RPL ASSESSOR KIT DOES NOT CONTAIN THE PRE-REQUISITES FOR THESE UNITS.**

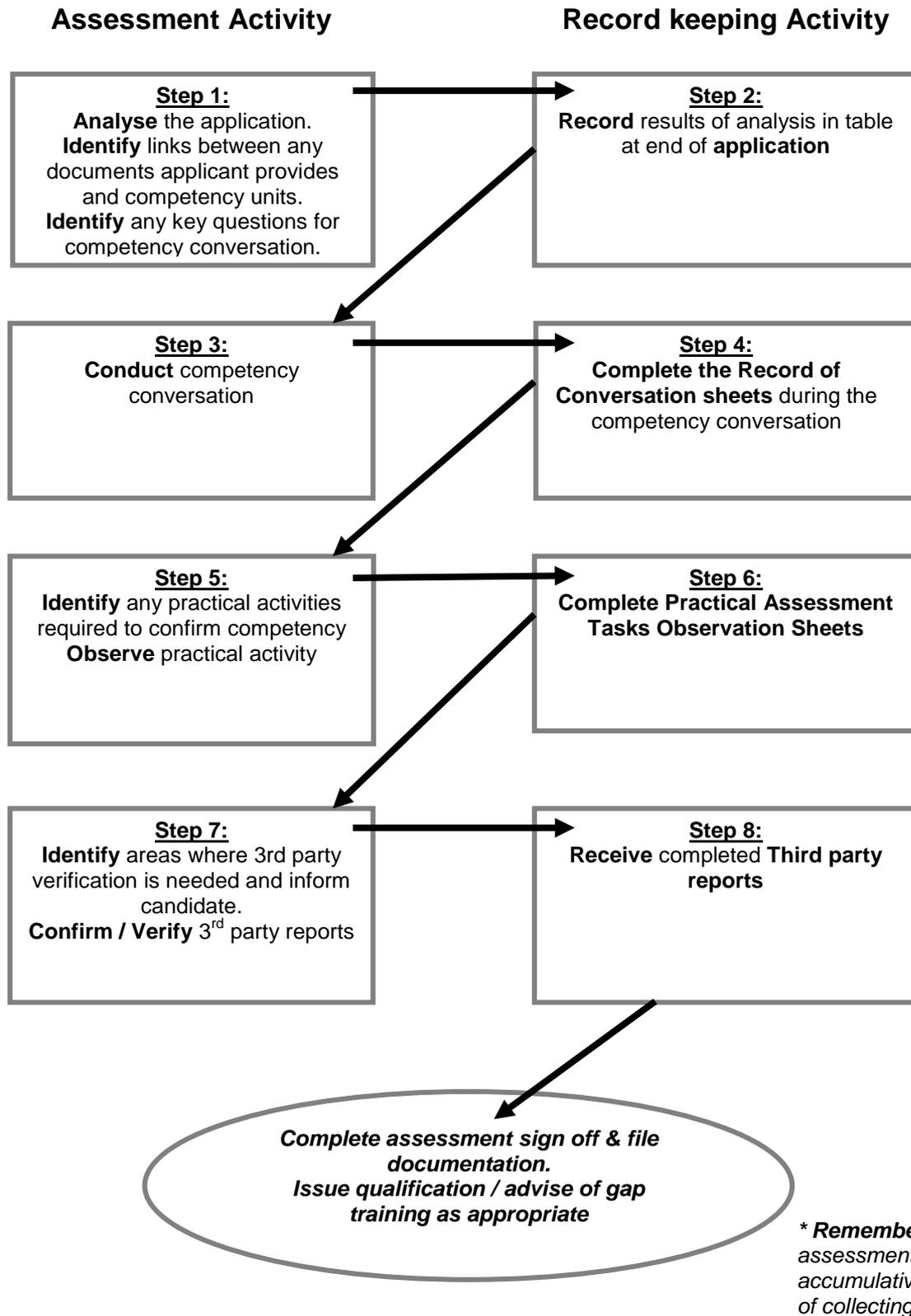
**PLEASE REFER TO YOUR TRAINING PACKAGE QUALIFICATION GUIDELINES.**

## OVERVIEW OF RECOGNITION PROCESS

This kit has been developed to streamline the application for recognition of prior learning.



## RPL ASSESSMENT PROCESS FLOWCHART FOR ASSESSORS



## STEPS IN THE RPL PROCESS

### 1. Complete application

The candidate completes the application forms in **SECTION B**. It is important candidates provide as much information of their previous experience in the property services industry as is available.

Documents that may be available include but are not limited to:

- brief CV or work history
- certificates/results of assessment – interstate/overseas
- results/statement of attendance/ certificates – in house courses, workshops, seminars, symposiums
- results/statements of attendance/ certificates – e.g. first aid, officials, surf life saving
- diaries/task sheets/job sheets/log books
- references/letters from previous employers/supervisors
- industry awards
- any other documentation that may demonstrate industry experience

Candidates also need to provide contact details for one or two referees who can confirm their industry skills in context and over time.

To have skills formally recognised under the Australian Qualifications Framework, you must ensure the candidate's skills meet industry standards.

### 2. Interview about candidate's documentary information

Review the information provided by the candidate and arrange a time for both you and the candidate to discuss. Begin alignment of documentation and skills to the following qualification:

#### CPP31011 Certificate III in Cleaning Operations

The candidate will have the opportunity to discuss and identify previous experience with you. The available documents are step one in collecting information and you will need to determine which units of competency, if any, are fully covered at this stage. You use your own or your RTO's assessment recording forms to record this stage of the assessment.

There may be instances where the candidate has little, or no, documentary information of industry experience. This is **not** a barrier to gaining recognition. This will just require you to rely on the questioning, practical assessment and referee validation phases of the RPL process.

### 3. Questions for the Competency Conversation

The bank of questions in **SECTION C** is the next phase in collecting evidence for the RPL process. The questions are designed to enable you to have a "competency conversation" with the candidate to further gain evidence of their past experience. **REMEMBER**, the primary focus is on the candidate's experience.

Each question has "key points" to look for in responses. You may use the list of key points to formulate questions of your own if you wish, or contextualise the question to the candidate's particular work situation. The Record of Conversation sheets indicate relevant content that should be sought. Place a tick next to each key point as you hear this topic being discussed during the conversation. You should read the "industry requirements" of each competency before the candidate answers the questions posed. You may also target the assessment to those aspects that

present the *greatest risk* in the industry. Questions are aligned with the relevant unit/s of competency in **SECTION G**.

It is not intended every question for all competencies is asked, only those competencies the initial interview about the candidate's documentary evidence has failed to **fully** address. The question bank covers most but not all units in the kit. Units without questions are covered in the practical assessment/scenario section.

## 4. Practical assessment tasks

It is important that you use both Steps 3 (Questioning) and 4 (Practical Assessment) in doing this assessment. The RPL process is a streamlined RPL process which **does not** rely solely on practical assessment but uses a combination of questioning and practical to provide evidence of candidate competence.

This is the third phase in collecting evidence. A practical skills test is then conducted by you at the candidate's workplace or another suitable venue. Appropriate permission must be sought before entering workplaces.

This is a further opportunity for candidate to demonstrate competence. It is expected the practical assessment will comprise **only those competencies** the candidate is still unable to demonstrate knowledge/experience in after documentary review and questioning have been applied. These assessments contain the practical skills and application of knowledge for the qualification. A number of holistic practical assessments are included in this kit (**SECTION D**) to assist you with tasks suitable for observation on the job.

You decide if the response to questions and practical assessment tasks fulfils the requirements of the standard and may choose to pursue the issue further for a determination to be made. The assessment is a conversation/observation, not an exam, and you are encouraged to assist candidates to focus responses toward relevant issues.

Assessing through observation and questioning, particularly on the job, will speed up and streamline the RPL assessment process.

**NOTE:** Where candidate's documentation and questions meet the assessment requirement, it is still strongly recommended the candidate undertake one practical assessment so you are confident in making a judgement of "competent". The practical assessment selection should be negotiated between you and the candidate.

Recording sheets for candidate information, questioning and the practical assessments have been included in **SECTION D**. You may use other recording mechanisms provided these also keep a complete record of assessment *and justification of judgement*. Candidate responses, observations of skills demonstrated and documents presented as evidence must be noted in enough detail so anyone external to the process (e.g. a fellow assessor, auditor, lawyer, etc) can read the record and retrace your judgement.

## 5. Gap training

RPL is an assessment process designed to show areas of competence and to identify IF a candidate has gaps in skills and knowledge against a whole qualification.

Not all candidates will have skill/knowledge gaps.

If a candidate has skills gaps, a pathway to complete training in the outstanding units can be negotiated to assist the client to gain the full qualification.

## EVIDENCE REVIEW

Recognition of prior learning outcomes (both Granted and Not Granted) are now funded nationally and as such will be included in National AVETMISS audits. NCVET have stipulated evidence recording requirements for RPL assessments as a minimum requirement for passing an AVETMISS audit. The following "Evidence Review" proforma has been approved by NCVET as covering AVETMISS audit requirements for RPL recorded outcomes. It also gives you an opportunity to track a student's assessment progress at a glance.

It is expected that this "Evidence Review" summary sheet (or similar) would be attached to each participant's evidence compiled during the RPL assessment process.

*(Place a tick in the appropriate evidence collection method column for each unit of competency. Place a line through those units not examined as part of this RPL assessment.)*

| Unit Code         | Unit Title                                      | Questions | Practical | Documents | 3 <sup>rd</sup> Party Report | Other evidence |
|-------------------|---|-----------|-----------|-----------|------------------------------|----------------|
| <b>CORE UNITS</b> |   |           |           |           |                              |                |
| CPPCLO2033A       | Plan for safe and efficient cleaning activities |           |           |           |                              |                |
| CPPCLO2035A       | Maintain a cleaning storage area                |           |           |           |                              |                |
| CPPCLO3039A       | Support leadership in the workplace             |           |           |           |                              |                |
| CPPCMN3003A       | Contribute to workplace safety arrangements     |           |           |           |                              |                |

| <b>ELECTIVES</b>                                |   |  |  |  |  |  |
|---|---|--|--|--|--|--|
| CPP31011 Certificate III in Cleaning Operations |   |  |  |  |  |  |
| CPPCLO2001A                                     | Maintain hard floor surfaces                      |  |  |  |  |  |
| CPPCLO2009A                                     | Clean glass surfaces                              |  |  |  |  |  |
| CPPCLO2015A                                     | Maintain furniture and fittings and room dressing |  |  |  |  |  |
| CPPCLO2017A                                     | Clean wet areas                                   |  |  |  |  |  |
| CPPCLO2037A                                     | Clean external surfaces                           |  |  |  |  |  |
| CPPCCL2007A                                     | Perform basic stain removal                       |  |  |  |  |  |

|   |   |  |  |  |  |  |
|---|---|--|--|--|--|--|
| CPP31011 Certificate III in Cleaning Operations |   |  |  |  |  |  |
| CPPCLO3013A                                     | Clean window coverings  |  |  |  |  |  |
| CPPCLO3014A                                     | Maintain a 'clean room' environment                             |  |  |  |  |  |
| CPPCLO3016A                                     | Wash furniture and fittings                                     |  |  |  |  |  |
| CPPCLO3020A                                     | Clean using pressure washing                                    |  |  |  |  |  |
| CPPCLO3036A                                     | Clean at high levels  |  |  |  |  |  |
| CPPCMN3004A                                     | Respond to enquiries and complaints                             |  |  |  |  |  |
| HLTIN301C                                       | Comply with infection control policies and procedures           |  |  |  |  |  |
| HLTIN403B                                       | Implement and monitor infection control policies and procedures |  |  |  |  |  |

| Imported electives |   |  |  |  |  |  |
|--------------------|---|--|--|--|--|--|
| HLTMS208D          | Handle waste in a health care environment |  |  |  |  |  |

Assessor's Name: \_\_\_\_\_ Assessor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# SECTION B

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## Candidate Information and Application Forms

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You give this information to the candidate for them to read about the RPL process and to complete the appropriate forms.

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## WHAT DOES IT MEAN TO BE RECOGNISED IN CLEANING OPERATIONS

### An Overview of the Property Services Industry

Property is an asset that needs to be developed for various uses, and once it has been developed it must be sold, bought and managed (Property Development & Management), maintained (Asset Maintenance) and protected (Asset Security).

The Property Services Industry has been around you all your life. 'Property Services' refers to the business of providing services to property or property owners. Property Services employs approximately 1,160,000 people in Australia - about 11% of the total workforce. There are jobs in property services that you may never even have thought about – from down-to-earth blue collar and trades positions to technical and scientific, management and professional careers.

People who want to succeed in the industry should have the following:

- Customer service ethic
- Organisational skills
- Attention to detail
- Work Health and Safety focussed
- Ability to work in a team
- Ability to work well under pressure
- Good technical skills and knowledge

The Property Services Industry now provides qualifications for every level of your retail career so nothing you learn is ever wasted.

## TIPS AND HINTS TO HELP YOU PREPARE FOR RECOGNITION

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any property services industry or facilities you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goals to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skills level.
5. Collect any certificates from in-house training or formal training you have done in the past.
6. You can speak with your training organisation about other ways you can show your skills in the property services industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents.

## STEPS IN THE RPL PROCESS

### Step 1 – Provide information of your skills and experience

Complete the attached forms and provide as much information of your previous experience in the property services industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

- brief CV or work history
- certificates/results of assessment
- results/statement of attendance/ certificates – in house courses, workshops, seminars, symposiums
- results/statements of attendance/ certificates –e.g. first aid, officials, surf life saving,
- diaries/task sheets/job sheets/log books
- references/letters from previous employers/supervisors
- industry awards
- any other documentation that may demonstrate industry experience

Depending on the industry you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the Assessor will work with you during the RPL process.

You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

### Step 2 – Conversation with Assessor

An assessor will review the information you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer property services industry related questions to identify your current skills.

### Step 3 – Practical demonstration of your skills

The assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

### Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

## APPLICATION – Self Assessment Questionnaire

### CPP31011 Certificate III in Cleaning Operations

Candidate Name: \_\_\_\_\_ Date Completed: \_\_\_\_\_

Please identify your level of experience in each competency.

| Unit Code  | Unit Title  | I have performed these tasks |           |       |
|--|---|------------------------------|-----------|-------|
|  |   | Frequently                   | Sometimes | Never |
| <b>CORE UNITS</b>                                      |   |                              |           |       |
| CPPCLO2033A  | Plan for safe and efficient cleaning activities                 |                              |           |       |
| CPPCLO2035A  | Maintain a cleaning storage area                                |                              |           |       |
| CPPCLO3039A  | Support leadership in the workplace                             |                              |           |       |
| CPPCMN3003A  | Contribute to workplace safety arrangements                     |                              |           |       |
| <b>ELECTIVE UNITS</b>                                  |   |                              |           |       |
| <b>CPP20611 Certificate II in Cleaning Operations</b>  |   |                              |           |       |
| CPPCLO2001A  | Maintain hard floor surfaces                                    |                              |           |       |
| CPPCLO2009A  | Clean glass surfaces  |                              |           |       |
| CPPCLO2015A  | Maintain furniture and fittings and room dressing               |                              |           |       |
| CPPCLO2017A  | Clean wet areas   |                              |           |       |
| CPPCLO2037A  | Clean external surfaces   |                              |           |       |
| CPPCCL2007A  | Perform basic stain removal                                     |                              |           |       |
| <b>CPP31011 Certificate III in Cleaning Operations</b> |   |                              |           |       |
| CPPCLO3013A  | Clean window coverings  |                              |           |       |
| CPPCLO3014A  | Maintain a 'clean room' environment                             |                              |           |       |
| CPPCLO3016A  | Wash furniture and fittings                                     |                              |           |       |
| CPPCLO3020A  | Clean using pressure washing                                    |                              |           |       |
| CPPCLO3036A  | Clean at high levels  |                              |           |       |
| CPPCMN3004A  | Respond to enquiries and complaints                             |                              |           |       |
| HLTIN403B  | Comply with infection control policies and procedures           |                              |           |       |
| HLTIN403B  | Implement and monitor infection control policies and procedures |                              |           |       |
| <b>Imported elective units</b>                         |   |                              |           |       |
| HLTMS208D  | Handle waste in a health care environment                       |                              |           |       |

#### Pre-requisites

Somes units may require prerequisites, your assessor will discuss any necessary prerequisites with you.

Candidate Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## RPL APPLICATION FORM

### Applicant Details:

|   |   |       |
|---|---|-------|
| <b>1. Occupation you are seeking recognition in</b>     |   |       |
| <b>2 Personal Details</b>                               |   |       |
| Surname   |   |       |
| Preferred Title (Mr, Mrs, Ms, Miss)                     |   |       |
| First Name/s  |   |       |
| Any other name used                                     |   |       |
| Home Address  |   |       |
| Postal address if different from above                  |   |       |
| Telephone Numbers                                       | Home:   | Work: |
|   | Mobile:   | Fax:  |
| Date of Birth   | / /   |       |
| Gender  | MALE <input type="checkbox"/> / FEMALE <input type="checkbox"/> |       |
| Age   |   |       |
| Are you a permanent Resident of Australia               | YES <input type="checkbox"/> / NO <input type="checkbox"/>      |       |
| <b>3 Current Employment</b>                             |   |       |
| Are you currently employed?                             | YES <input type="checkbox"/> / NO <input type="checkbox"/>      |       |
| If Yes, in which occupation are you currently employed? | .....   |       |
| Who is your current employer?                           | .....   |       |
| <b>4. Armed Forces details (If Applicable)</b>          |   |       |
| Branch of Service                                       |   |       |
| Trade classification on discharge                       |   |       |

|  |  |
|--|--|
| <b>5. Further Training</b>   |  |
| Have you undertaken any training courses related to the occupation applied for?            | YES <input type="checkbox"/> / NO <input type="checkbox"/> |
| <b>If Yes</b>  |  |
| What occupation were you trained in?   |  |
| Training completion Date (month, year)   |  |
| Country where you trained  |  |
| Name of course and institution (if applicable)   |  |
| <b>6. Is there any further information you wish to give in support of your application</b> |  |
| <b>7. Professional Referees (relevant to work situation)</b>                               |  |
| Name   | .....  |
| Position   | .....  |
| Organisation   | .....  |
| Phone Number   | .....  |
| Mobile Number  | .....  |
| Email Address  | .....  |
| Name   | .....  |
| Position   | .....  |
| Organisation   | .....  |
| Phone Number   | .....  |
| Mobile Number  | .....  |
| Email Address  | .....  |

## APPLICANT EMPLOYMENT HISTORY FORM

| Name, Address and Phone number of Employers | Period of Employment (DD/MM/YYYY) |    | Position Held | Full Time<br>Part-time<br>Casual | Description of Major Duties |
|---|-----------------------------------|----|---------------|----------------------------------|-----------------------------|
|   | From                              | To |               |                                  |                             |
| 1.  |                                   |    |               |                                  |                             |
| 2.  |                                   |    |               |                                  |                             |
| 3.  |                                   |    |               |                                  |                             |
| 4.  |                                   |    |               |                                  |                             |

**Attach additional sheet if required**

If you are including documents in your application, please provide a brief description below

| Document Description<br>(e.g. resume, photos, awards etc) | Office Use Only – Assessor to use this section to align documents to specific units of competency and identify key questions for competency conversation |
|---|--|
|   |  |
|   |  |
|   |  |
|   |  |
|   |  |

### Declaration

I declare that the information contained in this application is true and correct and that all documents are genuine.

**Candidate Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_

# SECTION C

## Competency Conversation

This section assists the assessor in documenting the competency conversation.

**Do NOT give this section to the candidate.**

Once you have assessed the candidate's documentary information and determined which competencies you still require more information/evidence on, you use the question bank and Record of Conversation sheets in this section to document evidence of past experience. It is not intended that every question for all competencies be discussed during the conversation, only those competencies the initial documentary review has failed to fully address.

Each question has "key points" to look for in responses. You may use the list of key points to formulate questions of your own if you wish, or contextualise or rephrase the suggested question to the candidate's particular work situation. The questions are not intended to be a formal 'script' for the assessor to follow, but to provide guidance in exploring the range of the candidate's skills, knowledge and experience in performing a particular task or function.

The Record of Conversation sheets indicate relevant content that should be sought. Place a tick next to each key point as you hear this topic being discussed during the conversation. In doing so, you are making a statement of fact about what you hear the candidate say during the competency conversation. Use the Comments section to provide further detail about the context of the discussion or briefly outline any examples discussed by the candidate. You may also use the Comments section to make a brief analysis of the responses or summary judgements about the quality of the candidate's responses in relation to the requirements of the competency standard.

Remember, the notes you take about this conversation are important evidence and should be retained in the candidate's assessment record.

## QUESTION BANK

**Note to Assessors:** Refer to “Record of Conversation” sheets

| Unit of Competency  | Question   |
|---|--|
| <b>CPPCLO2033A</b><br>Plan for safe and efficient cleaning activities   | 1. Regardless of the cleaning activity being undertaken, safety must always be a priority. Describe the generic safety factors which should be considered before commencing any task at any site.  |
| <b>CPPCLO2035A</b><br>Maintain a cleaning storage area                  | 2. What are the major considerations when maintaining a cleaning storage area and why are they important?<br>3. How do you manage stock levels of chemicals and equipment?<br>4. Describe in detail the process for handling, including distribution, of chemicals and what actions should be taken in the event of a spillage or emergency situation. |
| <b>CPPCLO3039A</b><br>Support leadership in the workplace               | 5. How do you contribute to the overall sense of ‘team’ within your organisation?  |
| <b>CPPCMN3003A</b><br>Contribute to workplace safety arrangements       | 6. What are some of the WHS hazards you encounter at your place of work? Outline your responsibilities in relation to workplace health and safety.<br>7. How do you contribute to the development and maintenance of a healthy and safe workplace.   |
| <b>CPPCLO2001A</b><br>Maintain hard floor surfaces                      | 8. Describe the process for maintaining two hard floor surfaces of different characteristics, including what equipment (manual or mechanical) and cleaning agents you might select and why.  |
| <b>CPPCLO2009A</b><br>Clean glass surfaces                              | 9. What do you consider to be the most effective methods of cleaning various glass surfaces such as mirrors, internal and external windows of various textures?<br>10. What are some of the characteristics of glass surfaces which may influence the method of cleaning you would select and why?   |
| <b>CPPCLO2015A</b><br>Maintain furniture and fittings and room dressing | 11. Room dressing is the placement and location of furniture, fixtures and loose items in an orderly manner. Outline the factors you would consider and your approach to effectively and appropriately dressing a room.  |
| <b>CPPCLO2017A</b><br>Clean wet areas                                   | 12. How would you define a wet area? Provide some examples.<br>13. Describe in detail two cleaning tasks specific to wet areas with which you are familiar. Include in your description soil types, safety considerations, equipment and chemical selection and preparation and cleaning method.   |

| Unit of Competency   | Question   |
|--|--|
| <b>CPPCLO2037A</b><br>Clean external surfaces  | 14. When cleaning external surfaces, what factors would you consider prior to commencing work, and why?<br>15. Following your assessment of the site, how would you approach the completion of the work?   |
| <b>CPPCCL2007A</b><br>Perform basic stain removal  | 16. Discuss the process for removing stains and spots from carpets of various characteristics.   |
| <b>CPPCLO3013A</b><br>Clean window coverings   | 17. Discuss in detail the process for cleaning window coverings. Include in your description soil types, safety considerations, equipment and chemical selection and preparation and cleaning method.  |
| <b>CPPCLO3014A</b><br>Maintain a clean room environment  | 18. How would you define a 'clean room'. Provide some examples.<br>19. What are the primary factors to be considered when completing 'clean room' maintenance?   |
| <b>CPPCLO3016A</b><br>Wash furniture and fittings  | 20. Describe two items of furniture or fittings with different surface types and the method you would use to wash each. Include in your description any surface testing and safety precautions required.   |
| <b>CPPCLO3020A</b><br>Clean using pressure washing   | 21. In what situations may the use of pressure washing be suitable?<br>22. What factors may influence your decisions to not use pressure washing.<br>23. Describe the pressure washing process from work site assessment through equipment preparation, and work completion.     |
| <b>CPPCLO3036A</b><br>Clean at high levels   | 24. When assessing a cleaning task, what is the definition of 'high levels'?<br>25. Outline the factors you would consider and your approach to effectively and appropriately cleaning at high levels?   |
| <b>HLTIN301C</b><br>Comply with infection control policies and procedures<br><br><b>HLTIN430B</b><br>Implement and monitor infection control policies and procedures | 26. What are some of the infection risks you may encounter when working in a health care site? How do you manage these risks?<br>27. Outline your responsibilities in relation to organisational policies and procedures, and legislative standards regarding infection control. |

| Unit of Competency  | Question  |
|---|---|
| <b>HLTMS208D</b><br>Handle waste in a health care environment | 28. Provide examples of waste that may be specific to health care sites.<br>29. What is the increased risk of handling waste generated in a health care site, compared to standard waste, and how do you manage this increased risk?<br>30. Describe in detail through identification, handling, moving, disposal and including cleanup, a safe and effective approach to handling a waste product generated in a health care site. |

RECORD OF CONVERSATION

**CPPCLO2033A Plan for safe and efficient cleaning activities**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 1:** Regardless of the cleaning activity being undertaken, safety must always be a priority. Describe the generic safety factors which should be considered before commencing any task at any site?

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response   | Indicate if response addresses KP and IR                                | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|---|--|
| <p><b>Question 1</b></p> <p>Conduct an assessment of the site for risks and hazards and security arrangements</p> <p>Safety factors include:</p> <ul style="list-style-type: none"> <li>○ Environmental legislation</li> <li>○ Work Health and safety</li> <li>○ Access to site</li> <li>○ Access to plant and equipment</li> <li>○ Resource availability and suitability (including PPE)</li> <li>○ Internal reporting processes</li> <li>○ Emergency procedures including evacuation</li> <li>○ Hazards and risks</li> <li>○ Cleaning methodology including chemical choice and usage</li> <li>○ Public safety</li> <li>○ Site safety (including equipment)</li> </ul> <p>After consideration of the identified safety factors an appropriate cleaning method is selected, which is in line with the organisations Policy and procedure and legislation.</p> | <p>Working safely with chemicals (including label and MSDS interpretation)</p> <p>Organisations policy and procedure</p> <p>Safe manual handling techniques</p> <p>WHS and environmental legislation</p> <p>Donning of PPE</p> <p>Hazardous material handling</p> <p>Emergency response and evacuation procedures including biological and viral control procedures</p> | <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> | <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>  |

RECORD OF CONVERSATION  
**CPPCLO2035A Maintain a cleaning storage area**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 2:** What are the major considerations when maintaining a cleaning storage area and why are they important?

**Question 3:** How do you manage stock levels of chemicals and equipment?

**Question 4:** Describe in detail the process for handling, including distribution, of chemicals and what actions should be taken in the event of a spillage or emergency situation?

| KEY POINTS<br>The candidate's response should evidence the following   | INDUSTRY REQUIREMENTS<br>These must be evidenced in the candidate's response   | Indicate if response addresses KP and IR | COMMENTS<br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|--|--|---|
| <b>Question 2</b>  |  |  |   |
| Major considerations include: <ul style="list-style-type: none"> <li>○ Authorised access</li> <li>○ Store room security</li> <li>○ Movement and control of equipment chemicals and consumables</li> <li>○ Maintaining safety using signage, warnings and symbols</li> <li>○ Legislative, organisational and manufacturers guidelines in relation to safety</li> <li>○ Access to MSDS</li> <li>○ Re-access of safe and ready plant and equipment</li> </ul> | Working safely with chemicals (including label and MSDS interpretation)<br><br>Safe manual handling techniques<br><br>WHS and environmental legislation<br><br>Donning of PPE<br><br>Hazardous material handling<br><br>Emergency response and evacuation procedures including biological and viral control procedures |  |   |
| <b>Question 3</b>  |  |  |   |
| Goods stored according to manufactures instructions, company guidelines and manufactures specifications  | Organisations policy and procedure   |  |   |
| Chemicals are appropriately labelled   |  |  |   |
| Utilisation of a stock management/inventory system with maximum and minimum levels to ensure adequate stock on hand  |  |  |   |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation.<br>Identify whether a practical assessment is warranted. |
|--|---|--|---|
| Reorder stock according to organisational guidelines   |   |  |   |
| Out of date chemicals and obsolete equipment is disposed of according to organisational and legislative guidelines.  |   |  |   |
| <b>Question 4</b>  |   |  |   |
| Issues, hazards and risks in relation to cleaning equipment and chemicals are identified and communicated effectively and in a timely fashion.   |   |  |   |
| Issue stock and chemicals according to organisational guidelines (first in first out or similar)   |   |  |   |
| Storage area is at all times free from obstacles.  |   |  |   |
| Following assessment, resource requirements, including PPE, chemicals, plant and equipment are identified, prepared and distributed safely (includes dilution and mixing of chemicals as specified on product labels). |   |  |   |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination.            |   |  |   |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.  |   |  |   |
| Accidental spillages and emergency situations are handled calmly, efficiently and in line with organisational requirements.  |   |  |   |
| Where required, regulatory documentation in relation to emergency situations and spillages is prepared in line with organisational requirements  |   |  |   |

RECORD OF CONVERSATION  
**CPPCLO3039A Support leadership in the workplace**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 5:** How do you contribute to the overall sense of 'team' within your organisation?

| KEY POINTS<br>The candidate's response should evidence the following   | INDUSTRY REQUIREMENTS<br>These must be evidenced in the candidate's response             | Indicate if response addresses KP and IR | COMMENTS<br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|--|--|---|
| <b>Question 5</b>  | EEO, harassment and discrimination legislation<br><br>Organisations policy and procedure |  |   |
| Displays a participative and proactive approach to the operational requirements and goals of the team and the organisation |  |  |   |
| Models appropriate behaviours  |  |  |   |
| Supports and encourages other team members   |  |  |   |
| Ensures that communication is open, honest and transparent   |  |  |   |
| Participates as part of the team and assists others where/when required  |  |  |   |
| Participates in the identification of process improvement and generation of innovative ideas at work                       |  |  |   |
| Demonstrates effective interpersonal skills  |  |  |   |
| Resolves interpersonal conflict calmly and professionally  |  |  |   |
| Displays cultural awareness and sensitively  |  |  |   |
| Seeks and provides feedback willingly  |  |  |   |

RECORD OF CONVERSATION

**CPPCMN3003A Contribute to workplace safety arrangements**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 6:** What are some of the WHS hazards you encounter at your place of work? Outline your responsibilities in relation to workplace health and safety.

**Question 7:** How do you contribute to the development and maintenance of a healthy and safe workplace?

| <b>KEY POINTS</b><br>The candidate's response should evidence the following   | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response   | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|---|---|--|--|
| <b>Question 6</b>   | Employee obligations<br>Employer obligations<br>Hazard and risk identification and control mechanisms<br>Organisations policy and procedure<br>Work Health and Safety Legislation |  |  |
| Major hazards: <ul style="list-style-type: none"> <li>○ Manual handling</li> <li>○ Slips, trips and falls</li> <li>○ Heat stress</li> <li>○ Electricity</li> <li>○ Plant, equipment and machinery</li> <li>○ Hazardous substances</li> <li>○ Noise</li> <li>○ Other workers and persons</li> <li>○ Chemicals</li> </ul> |   |  |  |
| Identifies any health and/or safety issues  |   |  |  |
| Reports any hazards/incidents   |   |  |  |
| Completes appropriate reporting processes   |   |  |  |
| Responds to emergency situations as appropriate   |   |  |  |
| Follows all WHS procedures  |   |  |  |
| Follows emergency procedures in emergency situations  |   |  |  |
| Seeks assistance (if required)  |   |  |  |
| Ensures grooming is appropriate (including clothing and   |   |  |  |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|--|--|
| footwear)  |   |  |  |
| <b>Question 7</b>  |   |  |  |
| Provides feedback on WHS issues  |   |  |  |
| Acts as a role model within the workplace  |   |  |  |
| Contributes to the review and redesign of policies, procedures and documentation in relation to WHS                                |   |  |  |
| Encourages active contribution in relation to WHS from other team members  |   |  |  |
| Coaches and mentors team members as required   |   |  |  |
| Encourages team members to participate in WHS training initiatives   |   |  |  |
| Reports WHS incidents, accidents and information accurately, in a timely manner and in accordance with organisational requirements |   |  |  |
| Provides information to the work group in relation to WHS  |   |  |  |

RECORD OF CONVERSATION  
**CPPCLO2001A Maintain hard floor surface**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 8:** Describe the process for maintaining two hard floor surfaces of different characteristics including what equipment (manual or mechanical) and cleaning agents you might select and why.

| KEY POINTS<br>The candidate's response should evidence the following   | INDUSTRY REQUIREMENTS<br>These must be evidenced in the candidate's response                   | Indicate if response addresses KP and IR | COMMENTS<br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|--|--|---|
| <b>Question 8</b>  |  |  |   |
| Hard floor surface should be assessed to determine surface type and characteristics. Appropriate cleaning methods, chemicals and equipment (including PPE) should then be selected.      | Working safely with chemicals (including label and MSDS interpretation)                        |  |   |
| Work orders, legislation and company requirements should be considered when planning for the clean.  | Safe manual handling techniques  |  |   |
| Methods of ensuring public safety should be identified when planning the clean.  | WHS and environmental legislation  |  |   |
| Issues, hazards and risks identified during the assessment and cleaning process (including existing damage), are identified and communicated effectively and in a timely fashion.        | Local government regulations and by laws   |  |   |
| Resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels). | Donning of PPE   |  |   |
| Appropriate work methods are applied safely.   | Hazardous material handling  |  |   |
| Public safety is maintained through the effective use of signage.  | Emergency response and evacuation procedures including biological and viral control procedures |  |   |
| Work is completed to the organisation and customer requirements  | Organisations policy and procedure   |  |   |
| Waste is sorted, transferred and disposed of in a safe   |  |  |   |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|--|--|
| and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination. |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.  |   |  |  |

RECORD OF CONVERSATION  
**CPPCLO2009A Clean glass surfaces**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 9:** What do you consider to be the most effective methods of cleaning various glass surfaces such as mirrors, internal and external windows of various textures?

**Question 10:** What are some of the characteristics of glass surfaces which may influence the method of cleaning you would select and why?

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response  | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|--|--|--|
| <b>Question 9</b>  | Working safely with chemicals (including label and MSDS interpretation)<br><br>Safe manual handling techniques<br><br>WHS and environmental legislation<br><br>Local government regulations and by laws<br><br>Donning of PPE<br><br>Hazardous material handling<br><br>Emergency response and evacuation procedures including biological and viral control procedures<br><br>Organisations policy and procedure |  |  |
| Glass surface should be assessed to determine surface type and characteristics. Appropriate cleaning methods, chemicals and equipment (including PPE) should then be selected.   |  |  |  |
| Work orders, legislation and company requirements should be considered when planning for the clean.  |  |  |  |
| Methods of ensuring public safety should be identified when planning the clean.  |  |  |  |
| Issues, hazards and risks identified during the assessment and cleaning process (including existing damage), are identified and communicated effectively and in a timely fashion.  |  |  |  |
| Resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels).   |  |  |  |
| Appropriate work methods are applied safely: <ul style="list-style-type: none"> <li>○ Window coverings and fittings are removed (and replaced)</li> <li>○ Soil and debris is scraped free</li> <li>○ Spot cleaning is undertaken where required</li> </ul> |  |  |  |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|--|--|
| <ul style="list-style-type: none"> <li>○ Glass surfaces are washed and squeegeed</li> <li>○ Window edges and sills are wiped</li> </ul>  |   |  |  |
| Public safety is maintained through the effective use of signage.  |   |  |  |
| Work is completed to the organisation and customer requirements  |   |  |  |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination.  |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.  |   |  |  |
| <b>Question 10</b>   |   |  |  |
| Glass surface characteristics may include: <ul style="list-style-type: none"> <li>○ Coated glass</li> <li>○ Frosted glass</li> <li>○ Laminated glass</li> <li>○ Ordinary window glass</li> <li>○ Textured glass</li> <li>○ Tinted glass</li> </ul> |   |  |  |
| Cleaning methods may include: <ul style="list-style-type: none"> <li>○ Fanning</li> <li>○ Pre-spraying</li> <li>○ Scraping</li> <li>○ Spot cleaning</li> <li>○ Squeegeeing</li> </ul>  |   |  |  |

RECORD OF CONVERSATION

**CPPCLO2015A Maintain furniture and fittings and room dressing**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 11:** Room dressing is the placement and location of furniture, fixtures and loose items in an orderly manner. Outline the factors you would consider and your approach to effectively and appropriately dressing a room.

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response            | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|--|--|--|
| <b>Question 11</b>   |  |  |  |
| The area to be cleaned should be assessed to determine surface types and characteristics. Appropriate cleaning methods, chemicals and equipment (including PPE) should then be selected. | Working safely with chemicals (including label and MSDS interpretation)                        |  |  |
| Work orders, legislation and company requirements should be considered when planning for the clean.  | Safe manual handling techniques  |  |  |
| Methods of ensuring public safety should be identified when planning the clean, such as effective use of signage.  | WHS and environmental legislation  |  |  |
| Issues, hazards and risks identified during the assessment and cleaning process (including existing damage), are identified and communicated effectively and in a timely fashion.        | Local government regulations and by laws   |  |  |
| Resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels). | Donning of PPE   |  |  |
| Appropriate work methods are applied safely.   | Hazardous material handling  |  |  |
| Furniture and fittings that may obstruct carpet cleaning are removed (and replaced) safely.  | Emergency response and evacuation procedures including biological and viral control procedures |  |  |
| Work is completed to the organisation and customer requirements  | Organisations policy and procedure   |  |  |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following   | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|---|---|--|--|
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination. |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.   |   |  |  |

RECORD OF CONVERSATION  
**CPPCLO2017A Clean wet areas**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 12:** How would you define a wet area? Provide some examples.

**Question 13:** Describe in detail two cleaning tasks specific to wet areas with which you are familiar. Include in your description soil types, safety considerations, equipment and chemical selection and preparation and cleaning method.

| KEY POINTS<br>The candidate's response should evidence the following  | INDUSTRY REQUIREMENTS<br>These must be evidenced in the candidate's response  | Indicate if response addresses KP and IR | COMMENTS<br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|---|---|--|---|
| <b>Question 12</b>  |   |  |   |
| Wet areas may include: <ul style="list-style-type: none"> <li>○ Swimming pools and spas</li> <li>○ Bathrooms and ensuites</li> <li>○ Toilets and changing rooms</li> <li>○ Kitchens</li> <li>○ Laundries</li> <li>○ Clinics</li> <li>○ Wash-up areas</li> </ul> | Working safely with chemicals (including label and MSDS interpretation)<br><br>Safe manual handling techniques<br><br>WHS and environmental legislation<br><br>Local government regulations and by laws |  |   |
| <b>Question 13</b>  | Donning of PPE  |  |   |
| The area to be cleaned should be assessed to determine surface types and characteristics, including graffiti. Appropriate cleaning methods, chemicals and equipment (including PPE) should then be selected.  | Hazardous material handling   |  |   |
| Work orders, legislation and company requirements should be considered when planning for the clean.   | Emergency response and evacuation procedures including biological and viral control procedures  |  |   |
| Methods of ensuring public safety should be identified when planning the clean, such as the effective use of signage.   | Organisations policy and procedure  |  |   |
| Issues, hazards and risks identified during the assessment and cleaning process (including existing   |   |  |   |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following   | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|---|---|--|--|
| damage), are identified and communicated effectively and in a timely fashion.   |   |  |  |
| Resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels).                    |   |  |  |
| Appropriate work methods are applied safely.  |   |  |  |
| If appropriate for the wet area to be cleaned, replace all consumables such as toilet paper, hand towels and soaps, and launder and replace soiled linen.   |   |  |  |
| If appropriate to the wet area to be cleaned, furniture and fittings that may obstruct carpet cleaning are removed (and replaced) safely.   |   |  |  |
| Work is completed to the organisation and customer requirements   |   |  |  |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination. |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.   |   |  |  |

RECORD OF CONVERSATION  
**CPPCLO2037A Clean external surfaces**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 14:** When cleaning external surfaces, what factors would you consider prior to commencing work, and why?

**Question 15:** Following your assessment of the site, how would you approach the completion of the work?

| KEY POINTS<br><small>The candidate's response should evidence the following</small>  | INDUSTRY REQUIREMENTS<br><small>These must be evidenced in the candidate's response</small>  | Indicate if response addresses KP and IR   | COMMENTS<br><small>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</small> |
|--|--|--|--|
| <b>Question 14</b>   | Working safely with chemicals (including label and MSDS interpretation)<br><br>Safe manual handling techniques<br><br>WHS and environmental legislation<br><br>Local government regulations and by laws<br><br>Donning of PPE<br><br>Hazardous material handling |  |  |
| External surfaces should be assessed to determine surface type and characteristics. Appropriate cleaning methods, chemicals and equipment (including PPE) should then be selected.       |  |  |  |
| External surfaces should be assessed for hazards, including height of no more than 2m, and associated risks.   |  |  |  |
| Work orders, legislation and company requirements should be considered when planning for the external surface clean.   |  |  |  |
| Methods of ensuring public safety should be identified when planning the external surface clean.   |  |  |  |
| <b>Question 15</b>   |  | Emergency response and evacuation procedures including biological and viral control procedures<br><br>Organisations policy and procedure |  |
| Issues, hazards and risks identified during the assessment and waste removal process (including existing damage), are identified and communicated effectively and in a timely fashion.   |  |  |  |
| Resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels). |  |  |  |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following   | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|---|---|--|--|
| Appropriate work methods are applied safely.  |   |  |  |
| Public safety is maintained through the effective use of signage.   |   |  |  |
| Work is completed to the organisation and customer requirements   |   |  |  |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination. |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.   |   |  |  |

RECORD OF CONVERSATION  
**CPPCCL2007A Perform basic stain removal**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 16:** Discuss the process for removing stains and spots from carpets of various characteristics.

| KEY POINTS<br>The candidate's response should evidence the following   | INDUSTRY REQUIREMENTS<br>These must be evidenced in the candidate's response                   | Indicate if response addresses KP and IR | COMMENTS<br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|--|--|---|
| <b>Question 16</b>   |  |  |   |
| The extent of the carpet cleaning task is assessed against criteria detailed within work orders, WHS and environmental legislation, and company policies and procedures.                                       | Working safely with chemicals (including label and MSDS interpretation)                        |  |   |
| The initial assessment considers the safety of the work site and its personnel.  | Safe manual handling techniques  |  |   |
| Issues, hazards and risks identified during the assessment and cleaning process (including existing damage), are identified and communicated effectively and in a timely fashion.                              | WHS and environmental legislation  |  |   |
| Following the initial assessment, appropriate work methods for carpet spot and/or stain removal are identified and applied safely (including colour fastness testing).   | Local government regulations and by laws   |  |   |
| Following assessment, resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels). | Donning of PPE   |  |   |
| Public safety is maintained through the effective use of signage.  | Hazardous material handling  |  |   |
| After the stain or spot has been removed compare it with surrounding carpet to see if there is a need for further cleaning.  | Emergency response and evacuation procedures including biological and viral control procedures |  |   |
|  | Organisations policy and procedure   |  |   |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following   | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|---|---|--|--|
| Furniture and fittings that may obstruct carpet cleaning are removed (and replaced) safely.   |   |  |  |
| Work is completed to the organisation and customer requirements   |   |  |  |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination. |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.   |   |  |  |

RECORD OF CONVERSATION  
**CPPCLO3013A Clean window coverings**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 17:** Discuss in detail, the process for cleaning window coverings. Include in your description soil types, safety considerations equipment and chemical selection and preparation and cleaning methods.

| KEY POINTS<br><small>The candidate's response should evidence the following</small>   | INDUSTRY REQUIREMENTS<br><small>These must be evidenced in the candidate's response</small>  | Indicate if response addresses KP and IR | COMMENTS<br><small>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</small> |
|---|--|--|--|
| <b>Question 17</b>  |  |  |  |
| Work requests are interpreted accurately.   | Working safely with chemicals (including label and MSDS interpretation)<br><br>Safe manual handling techniques<br><br>WHS and environmental legislation<br><br>Security and safety of guest rooms<br><br>Donning of PPE<br><br>Hazardous material handling<br><br>Emergency response and evacuation procedures including biological and viral control procedures<br><br>Organisations policy and procedure |  |  |
| Guest rooms requiring window fitting cleaning are identified and accessed according to organisational procedures and considering guest privacy.   |  |  |  |
| Soil types identified may include: <ul style="list-style-type: none"> <li>○ Adhered soil</li> <li>○ Cobwebs</li> <li>○ Dust</li> <li>○ Mould and mildew</li> <li>○ Nicotine stains</li> <li>○ Oil</li> <li>○ Paint</li> <li>○ Road grime</li> </ul> |  |  |  |
| Resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels).  |  |  |  |
| Damages are recorded and reported in a timely and accurate manner   |  |  |  |
| Issues, hazards and risks identified during the cleaning process (including existing damage), are identified and  |  |  |  |
|   |  |  |  |
|   |  |  |  |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|--|--|
| communicated effectively and in a timely fashion. Safety considerations may include: <ul style="list-style-type: none"> <li>○ Working at heights</li> <li>○ Slips, trips and falls</li> <li>○ Reactions to chemicals</li> <li>○ Electrical hazards</li> <li>○ Blood and blood stained products</li> </ul>  |   |  |  |
| Appropriate work methods are applied safely, and may include: <ul style="list-style-type: none"> <li>○ Dry cleaning</li> <li>○ Extraction cleaning</li> <li>○ Full immersion wash</li> <li>○ Machine laundered</li> <li>○ Pressure washing</li> <li>○ Spot cleaning</li> <li>○ Wash down method</li> </ul> |   |  |  |
| Public safety is maintained through the effective use of signage.  |   |  |  |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination.  |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.  |   |  |  |

RECORD OF CONVERSATION  
**CPPCLO3014A Maintain a 'clean room' environment**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 18:** How would you define a 'clean room'? Provide some examples.

**Question 19:** What are the primary factors to be considered when completing 'clean room' maintenance?

| KEY POINTS<br><small>The candidate's response should evidence the following</small>   | INDUSTRY REQUIREMENTS<br><small>These must be evidenced in the candidate's response</small>   | Indicate if response addresses KP and IR | COMMENTS<br><small>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</small> |
|---|---|--|--|
| <b>Question 18</b>  |   |  |  |
| Specialist facilities where the presence of dust presents a hazard to the safe and efficient operation of electronic and other sensitive equipment. Examples may include <ul style="list-style-type: none"> <li>○ Specialised computer installations</li> <li>○ Equipment repairs</li> <li>○ PABX units</li> <li>○ Electronic component manufacturing environments</li> <li>○ Laboratories</li> <li>○ Sterile rooms for food manufacturing</li> </ul> | Selection of cleaning methods, equipment and chemicals to ensure safety of personnel and equipment.<br><br>Sources of potential clean room damage<br><br>Working safely with chemicals (including label and MSDS interpretation)<br><br>Safe manual handling techniques |  |  |
| <b>Question 19</b>  |   |  |  |
| The cleaning task is assessed against criteria detailed within work orders, WHS and environmental legislation, and company policies and procedures.   | WHS and environmental legislation   |  |  |
| The initial assessment considers the safety of the work site, the equipment, and its personnel.   | Local government regulations and by laws<br><br>Donning of PPE  |  |  |
| Issues, hazards and risks identified during the assessment and cleaning process (including existing damage), are identified and communicated effectively and in a timely fashion.   | Hazardous material handling   |  |  |
| Following the initial assessment, appropriate work  | Emergency response and evacuation procedures including biological and viral control procedures  |  |  |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|--|--|
| methods for cleaning are identified and applied safely. Specialist cleaning is required to prevent damage caused by: <ul style="list-style-type: none"> <li>○ liquids or moisture</li> <li>○ electrostatic or electromagnetic contamination</li> <li>○ falling or airborne dust</li> <li>○ dislodgement of cables or wiring</li> </ul> | Organisations policy and procedure  |  |  |
| Following assessment, resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels).   |   |  |  |
| Pre-existing damage is identified and reported to the appropriate person.  |   |  |  |
| Public safety is maintained through the effective use of signage.  |   |  |  |
| Furniture and fittings that obstruct cleaning are removed (and replaced) safely.   |   |  |  |
| Work is completed to the organisation and customer requirements  |   |  |  |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination.  |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.  |   |  |  |

RECORD OF CONVERSATION  
**CPPCLO3016A Wash furniture and fittings**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 20:** Describe two items of furniture or fittings with different surface types and the method you would use to wash each. Include in your description any surface testing and safety precautions required.

| KEY POINTS<br><small>The candidate's response should evidence the following</small>  | INDUSTRY REQUIREMENTS<br><small>These must be evidenced in the candidate's response</small>   | Indicate if response addresses KP and IR | COMMENTS<br><small>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</small> |
|--|---|--|--|
| <b>Question 20</b>   |   | <input type="checkbox"/>                 |  |
| Items of furniture and fittings include <ul style="list-style-type: none"> <li>○ Electrical equipment</li> <li>○ Beds and bedroom furniture</li> <li>○ Blinds and curtains</li> <li>○ Ceiling and pedestal fans</li> <li>○ Desks and work stations</li> <li>○ Telephones</li> <li>○ Walls, ceilings and skirting</li> <li>○ Light fittings and switches</li> </ul> | Selection of cleaning methods, equipment and chemicals to ensure safety of personnel and equipment.<br><br>Sources of potential clean room damage<br><br>Working safely with chemicals (including label and MSDS interpretation)<br><br>Safe manual handling techniques | <input type="checkbox"/>                 |  |
| Types of surfaces include <ul style="list-style-type: none"> <li>○ Metal</li> <li>○ Cloth</li> <li>○ Leather</li> <li>○ Wood</li> <li>○ Laminate</li> <li>○ Plastic</li> <li>○ Brick</li> </ul>  | WHS and environmental legislation<br><br>Local government regulations and by laws<br><br>Donning of PPE<br><br>Hazardous material handling  | <input type="checkbox"/>                 |  |
| The cleaning task is assessed against criteria detailed within work orders, WHS and environmental legislation, and company policies and procedures.  | Emergency response and evacuation procedures including biological and viral   | <input type="checkbox"/>                 |  |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|--|--|
| The initial assessment considers the safety of the work site, the equipment, and its personnel.  | control procedures<br><br>Organisations policy and procedure                        |  |  |
| Issues, hazards and risks identified during the assessment and cleaning process (including existing damage), are identified and communicated effectively and in a timely fashion.                              |   |  |  |
| Following the initial assessment, appropriate work methods for cleaning are identified and applied safely.   |   |  |  |
| Following assessment, resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels). |   |  |  |
| Public safety is maintained through the effective use of signage.  |   |  |  |
| Furniture and fittings that obstruct cleaning are removed (and replaced) safely.   |   |  |  |
| Work is completed to the organisation and customer requirements  |   |  |  |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination.    |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.  |   |  |  |

RECORD OF CONVERSATION  
**CPPCLO3020A Clean using pressure washing**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 21:** In what situations may the use of pressure washing be suitable?

**Question 22:** What factors may influence your decision to not use pressure washing?

**Question 23:** Describe the pressure washing process from work site assessment, through equipment preparation and work completion.

| KEY POINTS<br>The candidate's response should evidence the following   | INDUSTRY REQUIREMENTS<br>These must be evidenced in the candidate's response                        | Indicate if response addresses KP and IR | COMMENTS<br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|--|---|
| <b>Question 21</b>   | Selection of cleaning methods, equipment and chemicals to ensure safety of personnel and equipment. |  |   |
| Situations may include: <ul style="list-style-type: none"> <li>○ Very soiled surfaces</li> <li>○ Large areas</li> <li>○ As a replacement for hand scrubbing</li> </ul>                             |   |  |   |
| <b>Question 22</b>   | Restrictions and limitations on surfaces that can be pressure washed                                |  |   |
| Factors may include: <ul style="list-style-type: none"> <li>○ Cracked surfaces</li> <li>○ Painted surfaces</li> <li>○ Sealed surfaces</li> <li>○ Surfaces sensitive to pressure washing</li> </ul> | Sources of potential pressure washing damage  |  |   |
| <b>Question 23</b>   | Working safely with chemicals (including label and MSDS interpretation)                             |  |   |
| The cleaning task is assessed against criteria detailed within work orders, WHS and environmental legislation, and company policies and procedures.  | Safe manual handling techniques   |  |   |
| The initial assessment considers the safety of the work site, the equipment, and its personnel.  | WHS and environmental legislation   |  |   |
| Issues, hazards and risks identified during the assessment and cleaning process (including existing damage), are identified and communicated effectively   | Local government regulations and by laws  |  |   |
|  | Donning of PPE  |  |   |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response            | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|--|--|--|
| and in a timely fashion.   | Hazardous material handling  |  |  |
| Following the initial assessment, appropriate work methods for cleaning are identified and applied safely.   | Emergency response and evacuation procedures including biological and viral control procedures |  |  |
| Following assessment, resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels). | Organisations policy and procedure   |  |  |
| Public safety is maintained through the effective use of signage.  |  |  |  |
| Furniture and fittings that obstruct cleaning are removed (and replaced) safely.   |  |  |  |
| Work is completed to the organisation and customer requirements  |  |  |  |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination.    |  |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.  |  |  |  |

RECORD OF CONVERSATION  
**CPPCLO3036A Clean at high levels**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 24:** When assessing a cleaning task, what is the definition of 'high levels'?

**Question 25:** Outline the factors you would consider and your approach to effectively and appropriately cleaning at high levels?

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response   | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|--|--|
| <b>Question 24</b>   |   |  |  |
| High levels include: <ul style="list-style-type: none"> <li>○ Surfaces and sites above easy reach from the ground</li> <li>○ Surfaces higher than 2m above the ground</li> <li>○ Indoor or outdoor</li> <li>○ Requires specialist equipment</li> </ul> | Hazard and risk identification and control<br><br>Selection of cleaning methods, equipment and chemicals to ensure safety of personnel and equipment. |  |  |
| <b>Question 25</b>   | Working safely with chemicals (including label and MSDS interpretation)   |  |  |
| The cleaning task is assessed against criteria detailed within work orders, WHS and environmental legislation, and company policies and procedures.  | Safe manual handling techniques   |  |  |
| The initial assessment considers the safety of the work site, the equipment, and its personnel.  | WHS and environmental legislation   |  |  |
| Issues, hazards and risks identified during the assessment and cleaning process (including existing damage), are identified and communicated effectively and in a timely fashion.  | Donning of PPE<br><br>Hazardous material handling   |  |  |
| Following the initial assessment, appropriate work methods for cleaning are identified and applied safely, in particular, the use of ladders.  | Emergency response and evacuation procedures including biological and viral control procedures  |  |  |
| Following assessment, resource requirements, including PPE, chemicals, plant and equipment are identified,   | Organisations policy and  |  |  |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following   | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation.<br>Identify whether a practical assessment is warranted. |
|---|---|--|---|
| sourced and used safely (includes dilution and mixing of chemicals as specified on product labels).   | procedure   |  |   |
| Public safety is maintained through the effective use of signage.   |   |  |   |
| Furniture and fittings that obstruct cleaning are removed (and replaced) safely.  |   |  |   |
| Work is completed to the organisation and customer requirements   |   |  |   |
| Waste is sorted, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination. |   |  |   |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.   |   |  |   |

RECORD OF CONVERSATION

**HLTMS208D Handle waste in a health care environment**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 28:** Provide examples of waste that may be specific to health care sites?

**Question 29:** What is the increased risk of handling waste generated in a health care site, compared to standard waste, and how do you manage this increased risk?

**Question 30:** Describe in detail through identification, handling, moving, disposal and including cleanup, a safe and effective approach to handling a waste product generated in a health care site?

| <b>KEY POINTS</b><br>The candidate's response should evidence the following   | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response  | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|---|--|--|--|
| <b>Question 28</b><br>Types of waste include: <ul style="list-style-type: none"> <li>○ Clinical waste</li> <li>○ Body fluids, blood, suction fluids, excretions</li> <li>○ Sharps</li> <li>○ Cytotoxic waste</li> <li>○ Pharmaceutical waste</li> <li>○ Chemical waste</li> <li>○ Radioactive waste</li> <li>○ Organic products</li> <li>○ Liquid waste</li> <li>○ General waste</li> </ul> | Working safely with chemicals (including label and MSDS interpretation)<br>Safe manual handling techniques<br>WHS and environmental legislation<br>Local government regulations and by laws<br>Donning of PPE<br>Hazardous material handling<br>Emergency response and evacuation procedures including biological and viral control procedures |  |  |
| <b>Question 29</b><br>Risk include: <ul style="list-style-type: none"> <li>○ Injury or illness of self, personnel, guests or visitors</li> <li>○ Damage to plant and property</li> <li>○ Environmental damage</li> </ul>  | Organisations policy and procedure   |  |  |

| <p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>   | <p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p> | <p>Indicate if response addresses KP and IR</p> | <p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p> |
|--|--|---|---|
| <ul style="list-style-type: none"> <li>○ Manual handling</li> <li>○ Contamination</li> <li>○ Disease transmission</li> <li>○ Gases and fumes</li> <li>○ Hazardous waste</li> </ul>   |  |   |   |
| <p>Risk management strategies include:</p> <ul style="list-style-type: none"> <li>○ Selection and use of PPE appropriate to the task at hand</li> <li>○ Compliance with organisational policies and procedures</li> <li>○ Use of appropriate equipment including spill kits signage and waste containers</li> <li>○ Hazard and risk audits</li> <li>○ Identification, segregation and labelling of waste</li> <li>○ Ensure storage and waste storage areas are enclosed and secured according to organisational requirements</li> <li>○ Adherence to hand washing and personal hygiene requirements</li> <li>○ MSDS interpretation</li> <li>○ Incident and accident reporting</li> <li>○ Participation in organisational WHS initiatives</li> <li>○ Conduct regular cleaning and housekeeping activities in line with organisational requirements</li> </ul> |  |   |   |
| <p><b>Question 30</b></p>  |  |   |   |
| <p>Waste to be removed is assessed against criteria detailed within work orders, WHS and environmental legislation, and company policies and procedures.</p>   |  |   |   |
| <p>Issues, hazards and risks identified during the</p>   |  |   |   |

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|---|--|--|
| assessment and waste removal process (including existing damage), are identified and communicated effectively and in a timely fashion.   |   |  |  |
| Following the initial assessment, appropriate work methods are identified and applied safely.  |   |  |  |
| Following assessment, resource requirements, including PPE, chemicals, plant and equipment are identified, sourced and used safely (includes dilution and mixing of chemicals as specified on product labels).   |   |  |  |
| Waste is sorted, labelled, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination. Waste containers are emptied and replaced as required. |   |  |  |
| Resources, plant and equipment are cleaned, maintained and stored for ready access.  |   |  |  |

RECORD OF CONVERSATION

**HLTIN301C Comply with infection control policies and procedures**  
**HLTIN403B Implement and monitor infection control policies and procedures**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question 26:** What are some of the infection risks you may encounter when working in a health care site? How do you manage these risks?

**Question 27:** Outline your responsibilities in relation to organisational policies and procedures, and legislative standards regarding infection control?

| <b>KEY POINTS</b><br>The candidate's response should evidence the following  | <b>INDUSTRY REQUIREMENTS</b><br>These must be evidenced in the candidate's response  | Indicate if response addresses KP and IR | <b>COMMENTS</b><br>Record other key points and examples from conversation. Identify whether a practical assessment is warranted. |
|--|--|--|--|
| <b>Question 26</b>   |  |  |  |
| Infection risks include: <ul style="list-style-type: none"> <li>○ Bacteria and bacterial spores</li> <li>○ Fungi</li> <li>○ Viruses</li> <li>○ Pathogens</li> <li>○ Opportunistic organisms</li> <li>○ Disease transmission through direct contact or inhalation through aerosols</li> <li>○ Sharps</li> <li>○ Waste</li> <li>○ Contact with blood and other body substances</li> <li>○ Animals, insects and vermin</li> </ul> | Working safely with chemicals (including label and MSDS interpretation)<br><br>Safe manual handling techniques<br><br>WHS and environmental legislation<br><br>Local government regulations and by laws<br><br>Donning of PPE<br><br>Hazardous material handling<br><br>Emergency response and evacuation procedures including biological and viral control procedures |  |  |
| Management strategies include: <ul style="list-style-type: none"> <li>○ Effective hand hygiene (routine and surgical)</li> <li>○ Use of PPE appropriate to the task at hand</li> <li>○ Hygiene and cleaning practices</li> <li>○ Sharps handling and disposal practices</li> <li>○ Waste handling and disposal practices</li> </ul>  | Organisations policy and procedure   |  |  |

| <p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>   | <p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p> | <p>Indicate if response addresses KP and IR</p> | <p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p> |
|--|--|---|---|
| <ul style="list-style-type: none"> <li>○ Special ventilation</li> <li>○ Dedicated equipment and facilities</li> <li>○ Sterilisation techniques</li> <li>○ Following organisational policies and procedures and protocols for care following exposure</li> </ul>  |  |   |   |
| <p><b>Question 27</b></p>  |  |   |   |
| <p>Responsibilities include:</p> <ul style="list-style-type: none"> <li>○ Application and adherence to organisational policies, procedures and protocols in areas such as:           <ul style="list-style-type: none"> <li>▪ Use of signage</li> <li>▪ Spill removal</li> <li>▪ Hand and personal hygiene</li> <li>▪ Application, use and change of PPE</li> <li>▪ Records maintenance</li> <li>▪ Handling and disposal of hazardous substances and waste</li> <li>▪ Sterilisation practices</li> <li>▪ Colour coding and label identification of waste, chemicals and other</li> </ul> </li> <li>○ Compliance with responsibilities outlined within the WHS Act and other associated legislation</li> <li>○ Actively contribute to developing and maintaining a healthy and safe workplace through:           <ul style="list-style-type: none"> <li>▪ Risk identification and reporting</li> <li>▪ Participating in process review and reengineering</li> </ul> </li> </ul> |  |   |   |



# SECTION D

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## Practical Tasks and Observation Recording Sheets

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You use this section to assist you in determining a candidate's competency in those areas where they have not yet successfully demonstrated their skills, knowledge and prior experience. Therefore, candidates are not required to complete all tasks. You select tasks after considering available evidence collected through previous phases and according to context and needs of each candidate.

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## PRACTICAL TASKS

Candidates are **not** required to complete **all** tasks. The Assessor is to select tasks after considering available evidence collected through previous phases and according to the context and needs of each candidate.

| Unit of Competency  | Practical Task  |
|---|---|
| <b>CPPCLO2033A</b><br>Plan for safe and efficient cleaning activities   | Assessed as part of other units   |
| <b>CPPCLO2035A</b><br>Maintain a cleaning storage area                  | <b>Task 1</b><br>Demonstrate the access, equipment and chemical controls in place within your cleaning storage area including: <ul style="list-style-type: none"> <li>• Security measures</li> <li>• Formal method of control for equipment usage and maintenance</li> <li>• Chemical handling and distribution</li> </ul>        |
| <b>CPPCLO3039A</b><br>Support leadership in the workplace               | Not applicable  |
| <b>CPPCMN3003A</b><br>Contribute to workplace safety arrangements       | Assessed as part of other units   |
| <b>CPPCLO2001A</b><br>Maintain hard floor surfaces                      | <b>Task 2</b><br>Select two hard floor surfaces of different types and demonstrate an effective cleaning method using the appropriate cleaning agents in accordance with organisational policies and procedures and WHS obligations.  |
| <b>CPPCLO2009A</b><br>Clean glass surfaces                              | <b>Task 3</b><br>Select two glass surfaces of different types and demonstrate an effective cleaning method including: <ul style="list-style-type: none"> <li>• Identify characteristics of various glass surfaces</li> <li>• Select and use appropriate cleaning methods and agents</li> <li>• Preparation and tidy up</li> </ul> |
| <b>CPPCLO2015A</b><br>Maintain furniture and fittings and room dressing | Not applicable  |

| Unit of Competency  | Practical Task   |
|---|--|
| <b>CPPCLO2017A</b><br>Clean wet areas                         | <b>Task 4</b><br>Select a wet area within your workplace and demonstrate, including preparation and tidy up, the method for completing this cleaning task including: <ul style="list-style-type: none"> <li>• Awareness of the specific requirements of the wet area</li> <li>• Appropriate cleaning method</li> <li>• Replenishing consumables</li> <li>• Clean and store equipment and chemicals</li> </ul>  |
| <b>HLTMS208D</b><br>Handle waste in a health care environment | <b>Task 5</b><br>Demonstrate the waste removal process including: <ul style="list-style-type: none"> <li>• Follow work order</li> <li>• Identify the specific type of waste and segregate</li> <li>• Use of appropriate equipment and PPE</li> <li>• Transfer and dispose of waste appropriately</li> <li>• Ensure safe handling and risk management strategies to avoid spillage, cross contamination and other hazards</li> <li>• Clean and store equipment and clean waste storage areas</li> </ul> |
| <b>CPPCLO2037A</b><br>Clean external surfaces                 | <b>Task 6</b><br>Demonstrate the use of pressure washing to complete a cleaning task including: <ul style="list-style-type: none"> <li>• Safety awareness and risk management</li> <li>• Appropriate use of equipment and chemicals</li> <li>• Clean work site on completion</li> </ul>  |
| <b>CPPCCL2007A</b><br>Perform basic stain removal             | <b>Task 7</b><br>Demonstrate the removal of a stain or spot from a carpet including: <ul style="list-style-type: none"> <li>• Identifying soil type</li> <li>• Selecting the most appropriate agent and method of cleaning</li> </ul>  |
| <b>CPPCLO3013A</b><br>Clean window coverings                  | Not applicable   |
| <b>CPPCLO3014A</b><br>Maintain a clean room environment       | <b>Task 8</b><br>Demonstrate a comprehensive 'clean room' cleaning process including: <ul style="list-style-type: none"> <li>• Ability to identify the specific requirements of a clean room environment</li> <li>• Select appropriate equipment and chemicals specific to the work</li> <li>• Clean and tidy on completion</li> </ul>   |
| <b>CPPCLO3016A</b><br>Wash furniture and fittings             | Not applicable   |

| Unit of Competency  | Practical Task  |
|---|---|
| <p><b>CPPCLO3020A</b><br/>           Clean using pressure washing</p>   | <p><b>Task 9</b><br/>           Demonstrate the use of pressure washing to complete a cleaning task including:</p> <ul style="list-style-type: none"> <li>▪ Demonstration of awareness of potential safety and environmental hazards</li> <li>▪ Manage risks whilst performing the task</li> <li>▪ Clean work site</li> </ul>   |
| <p><b>CPPCLO3036A</b><br/>           Clean at high levels</p>   | <p><b>Task 10</b><br/>           Demonstrate site assessment and preparation required for completing a cleaning task at a height in excess of 2 metres including:</p> <ul style="list-style-type: none"> <li>▪ Awareness of site specific risks</li> <li>▪ Manage risks whilst performing the task</li> <li>▪ Select appropriate equipment and methods for completing the cleaning task</li> <li>▪ Prepare the site and complete the task</li> <li>▪ Clean and store equipment on completion</li> </ul> |
| <p><b>HLTIN301C</b><br/>           Comply with infection control policies and procedures</p> <p><b>HLTIN403B</b><br/>           implement and monitor infection control policies and procedures</p> | <p>Not applicable</p>   |

OBSERVATION RECORDING SHEET

**Practical Tasks**

CANDIDATE'S NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

ASSESSOR'S NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

LOCATION: \_\_\_\_\_

**NB:** The skills listed below must be verified by a competent assessor through observed demonstration either in the candidate's workplace as part of the candidate's normal work duty OR as part of a practical assessment/demonstration set by the assessor.

| Unit and element covered in task                                  | Task No. | Observable behaviours in task  | Industry identified risks  | Assessor's comments | Indicate if behaviour observed | Date assessed |
|---|----------|--|--|---------------------|--------------------------------|---------------|
| <b>CPPCLO2035A</b><br>Maintain a cleaning storage area<br>1, 2, 3 | 1        | Candidates will be able to show security measures in place for the cleaning storage area<br>A formal method of control for equipment usage and maintenance (replacement)<br>Access to keys for cleaning storage area is controlled<br>Chemicals are stored and handled in accordance with manufacturer and organisational requirements<br>MSDS sheets and other safety warnings are appropriately and prominently displayed<br>Stock levels of chemicals and other consumables are monitored regularly to allow adequate time for reordering and replenishment<br>Stock of chemicals and other consumables is rotated to ensure older stock is utilised first<br>Cleaning equipment is stored in a 'ready to use' state<br>Equipment maintenance schedules are maintained and monitored with maintenance up to date<br>Cleaning storage area is maintained in a neat and tidy manner | Working safely with chemicals (including label and MSDS interpretation)<br>Safe manual handling techniques<br>WHS and environmental legislation<br>Local government regulations<br>Hazardous material handling<br>Emergency response and evacuation procedures including biological and viral control procedures<br>Organisations policy and procedure |                     |                                |               |

| Unit and element covered in task                                    | Task No. | Observable behaviours in task   | Industry identified risks  | Assessor's comments | Indicate if behaviour observed | Date assessed |
|---|----------|---|--|---------------------|--------------------------------|---------------|
| <b>CPPCLO2001A</b><br>Maintain hard floor surfaces<br>1, 2, 3, 4, 5 | 2        | Site conditions and soil type is assessed and appropriate PPE is selected and used<br>Hard floor surface characteristics are identified to ensure appropriate cleaning agent is selected and used<br>Equipment, chemicals and cleaning agents appropriate to the task are accessed prior to commencing cleaning to ensure timely completion of work<br>Where utilised, chemicals are prepared and handled in accordance with manufacturers' specifications<br>Hazard/warning signage is erected and removed as required<br>Effective cleaning pattern is adopted<br>Surrounding area is tidied following completion of cleaning task<br>All equipment is cleaned and stored securely<br>Chemicals and cleaning agents are stored securely in accordance with manufacturers specifications | Working safely with chemicals (including label and MSDS interpretation)<br>Safe manual handling techniques<br>WHS and environmental legislation<br>Local government regulations<br>Hazardous material handling<br>Emergency response and evacuation procedures including biological and viral control procedures<br>Organisations policy and procedure |                     |                                |               |
| <b>CPPCLO2009A</b><br>Clean glass surfaces<br>1, 2, 3, 4. 5. 6      | 3        | Site conditions and soil type is assessed and appropriate PPE is selected and used<br>Glass surface characteristics are identified to ensure appropriate cleaning agent is selected and used<br>Equipment, chemicals and cleaning agents appropriate to the task are accessed prior to commencing cleaning to ensure timely completion of work<br>Where utilised, chemicals are prepared and handled in accordance with manufacturers' specifications<br>Hazard/warning signage is erected and removed as required<br>Effective cleaning pattern is adopted   | Working safely with chemicals (including label and MSDS interpretation)<br>Safe manual handling techniques<br>WHS and environmental legislation<br>Local government regulations<br>Hazardous material handling<br>Emergency response and evacuation procedures   |                     |                                |               |

| Unit and element covered in task   | Task No. | Observable behaviours in task   | Industry identified risks   | Assessor's comments | Indicate if behaviour observed | Date assessed |
|--|----------|---|---|---------------------|--------------------------------|---------------|
|  |          | <p>Surrounding area is tidied following completion of cleaning task</p> <p>All equipment is cleaned and stored securely</p> <p>Chemicals and cleaning agents are stored securely in accordance with manufacturers specifications</p>  | <p>including biological and viral control procedures</p> <p>Organisations policy and procedure</p>  |                     |                                |               |
| <p><b>CPPCLO2017A</b></p> <p>Clean wet areas</p> <p>1, 2, 3, 4. 5. 6</p> | 4        | <p>Demonstrate awareness of the specific requirements of cleaning a wet area.</p> <p>Site conditions and soil type is assessed and appropriate PPE is selected and used</p> <p>Equipment, chemicals and cleaning agents and replacement consumables appropriate to the task are accessed prior to commencing cleaning to ensure timely completion of work</p> <p>Where utilised, chemicals are prepared and handled in accordance with manufacturers' specifications</p> <p>Hazard/warning signage is erected and removed as required</p> <p>Excess surface soil and soiled items requiring laundering are removed</p> <p>Effective cleaning pattern is adopted</p> <p>Where required consumables such as hand wash, paper towel, toilet paper etc are replenished as appropriate</p> <p>Surrounding area is tidied following completion of the cleaning task</p> <p>All equipment is cleaned and stored securely</p> <p>Chemicals and cleaning agents are stored securely in accordance with manufacturers' specifications</p> | <p>Working safely with chemicals (including label and MSDS interpretation)</p> <p>Safe manual handling techniques</p> <p>WHS and environmental legislation</p> <p>Local government regulations</p> <p>Hazardous material handling</p> <p>Emergency response and evacuation procedures including biological and viral control procedures</p> <p>Organisations policy and procedure</p> |                     |                                |               |
|  | 5        | <p>Site conditions and waste type assessed and appropriate PPE selected and used</p> <p>Equipment and cleaning agents appropriate to the cleaning task are accessed and prepared prior to commencing cleaning task to ensure timely</p>   | <p>Working safely with chemicals (including label and MSDS interpretation)</p> <p>Safe manual handling</p>  |                     |                                |               |

| Unit and element covered in task   | Task No. | Observable behaviours in task  | Industry identified risks  | Assessor's comments | Indicate if behaviour observed | Date assessed |
|--|----------|--|--|---------------------|--------------------------------|---------------|
| <b>HLTMS208D</b><br>Handle waste in a health care environment<br>1, 2, 3, 4, 5 |          | completion of work<br>Waste is sorted, labelled, transferred and disposed of in a safe and environmentally conscious manner using the most efficient methods to minimise the potential for spillages, damage to property and contamination.<br>During transfer and removal, waste and waste carriers are handled in accordance with safe manual handling techniques and other WHS obligations<br>Waste bins and other waste receptacles and surrounds are spot cleaned as required and where appropriate, liners are replaced<br>All equipment including PPE, is cleaned and stored securely<br>Chemicals and cleaning agents are stored securely in accordance with manufacturers' specifications | techniques<br>WHS and environmental legislation<br>Local government regulations<br>Hazardous material handling<br>Emergency response and evacuation procedures including biological and viral control procedures<br>Organisations policy and procedure   |                     |                                |               |
| <b>CPPCLO2037A</b><br>Clean external surfaces<br>1, 2, 3, 4, 5, 6              | 6        | Site conditions, surface and soil types are assessed to ensure pressure washing is an appropriate method of cleaning<br>Appropriate PPE is selected and used<br>Where utilised, chemicals are handled and prepared in accordance with manufacturers' specifications and WHS obligations<br>Hazard/warning signage is erected and removed as required<br>Effective cleaning pattern is adopted<br>Work site is tidied and hazard/working signage is removed following completion of the cleaning task<br>All equipment is cleaned and stored securely<br>Chemicals and cleaning agents are stored securely in accordance with manufacturers' specifications   | Working safely with chemicals (including label and MSDS interpretation)<br>Safe manual handling techniques<br>WHS and environmental legislation<br>Local government regulations<br>Hazardous material handling<br>Emergency response and evacuation procedures including biological and viral control procedures |                     |                                |               |
| <b>CPPCCL2007A</b>   | 7        | Carpet characteristics (colour, natural or synthetic)  | Working safely with  |                     |                                |               |

| Unit and element covered in task   | Task No. | Observable behaviours in task   | Industry identified risks   | Assessor's comments | Indicate if behaviour observed | Date assessed |
|--|----------|---|---|---------------------|--------------------------------|---------------|
| Perform basic stain removal<br>1, 2, 3, 4, 5, 6  |          | <p>fibre) are identified to ensure appropriate stain removal method is adopted</p> <p>Appropriate PPE is selected and used</p> <p>Equipment and chemicals/cleaning agents appropriate to the task are accessed prior to commencing cleaning to ensure timely completion of work</p> <p>Where utilised, chemicals are prepared and handled in accordance with manufacturers' specifications</p> <p>Hazard/warning signage is erected and removed as required</p> <p>Effective cleaning pattern is adopted</p> <p>Results are compared to surrounding carpet to measure success of task</p> <p>All equipment is cleaned and stored securely</p> <p>Chemicals and cleaning agents are stored securely in accordance with manufacturers' specifications</p> | <p>chemicals (including label and MSDS interpretation)</p> <p>Safe manual handling techniques</p> <p>WHS and environmental legislation</p> <p>Local government regulations</p> <p>Hazardous material handling</p> <p>Emergency response and evacuation procedures including biological and viral control procedures</p> <p>Organisations policy and procedure</p> |                     |                                |               |
| <p><b>CPPCLO3014A</b></p> <p>Maintain a clean room environment</p> <p>1, 2, 3, 4, 5, 6</p> | 8        | <p>Access to clean room is planned and authorised</p> <p>Clean room specific conditions and equipment and soil type is assessed and appropriate PPE selected and used</p> <p>Equipment and chemical/cleaning agents appropriate to the task are accessed prior to commencing cleaning to ensure timely completion of work</p> <p>Where utilised, chemicals are prepared and handled in accordance with manufacturers' specifications</p> <p>Hazard/warning signage is erected and removed as required</p> <p>Effective cleaning pattern is adopted</p> <p>Cleaning is conducted to minimise impact on clean room environment and specialised/sensitive equipment and components</p>   | <p>Working safely with chemicals (including label and MSDS interpretation)</p> <p>Safe manual handling techniques</p> <p>WHS and environmental legislation</p> <p>Local government regulations</p> <p>Hazardous material handling</p> <p>Emergency response and evacuation procedures including biological and viral control procedures</p>                       |                     |                                |               |

| Unit and element covered in task                                       | Task No. | Observable behaviours in task  | Industry identified risks  | Assessor's comments | Indicate if behaviour observed | Date assessed |
|--|----------|--|--|---------------------|--------------------------------|---------------|
|  |          | Surrounding area is tidied following completion of cleaning task<br>All equipment is cleaned and stored securely<br>Chemicals and cleaning agents are stored securely in accordance with manufacturers' specifications   | Organisations policy and procedure   |                     |                                |               |
| <b>CPPCLO3020A</b><br>Clean using pressure washing<br>1, 2, 3, 4, 5, 6 | 9        | Site conditions, surface and soil types are assessed to ensure pressure washing is an appropriate method of cleaning<br>Appropriate PPE is selected and used<br>Where utilised, chemicals are handled and prepared in accordance with manufacturers' specifications and WHS obligations<br>Hazard/warning signage is erected and removed as required<br>Effective cleaning pattern is adopted<br>Work site is tidied and hazard/working signage is removed following completion of the cleaning task<br>All equipment is cleaned and stored securely<br>Chemicals and cleaning agents are stored securely in accordance with manufacturers' specifications | Working safely with chemicals (including label and MSDS interpretation)<br>Safe manual handling techniques<br>WHS and environmental legislation<br>Local government regulations<br>Hazardous material handling<br>Emergency response and evacuation procedures including biological and viral control procedures<br>Organisations policy and procedure |                     |                                |               |
| <b>CPPCLO3036A</b><br>Clean at high levels<br>1, 2, 3, 4, 5, 6         | 10       | Site condition and soil type is accessed and appropriate PPE is selected and used<br>Specialised access equipment (eg ladders, cherry pickers) is checked prior to commencing task to ensure safe operation<br>Equipment and chemicals/cleaning agents appropriate to the task are accessed prior to commencing cleaning to ensure timely completion of work<br>Where utilised chemicals are prepared and handled  | Working safely with chemicals (including label and MSDS interpretation)<br>Safe manual handling techniques<br>WHS and environmental legislation<br>Local government regulations  |                     |                                |               |

| Unit and element covered in task | Task No. | Observable behaviours in task  | Industry identified risks   | Assessor's comments | Indicate if behaviour observed | Date assessed |
|----------------------------------|----------|--|---|---------------------|--------------------------------|---------------|
|                                  |          | in accordance with manufacturers' specifications<br>Hazard/warning signage is erected and removed as required<br>Drop sheets and other forms of protection for surfaces beneath cleaning site are put down and taken up as required<br>Effective cleaning pattern is adopted<br>Surrounding area is tidied following completion of cleaning task<br>All equipment is cleaned and stored securely<br>Chemicals and cleaning agents are stored securely in accordance with manufacturers' specifications | Hazardous material handling<br>Emergency response and evacuation procedures including biological and viral control procedures<br>Organisations policy and procedure |                     |                                |               |

# SECTION E

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## Resources for Practical Tasks

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You use this section to access any resources required by the candidate to undertake the practical task/s or scenario/s. They are suggested resources only. You may wish to modify or use other resources for the assessment tasks.

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# SECTION F

## Third Party Verification

The preferred approach in gaining third party validation is to take the forms in this section to the candidate's previous employers or referees to gain confirmation of the candidate's skills against the required competencies. This would be done during a conversation or interview with these people.

It may be beneficial to make contact with the employers/referees early in the recognition process to make appointments, particularly if you have to travel some distance to visit them. This may be done on the same day as a practical assessment in the workplace if appropriate.

It is recommended that verification be obtained from one or two referees who can confirm the candidate's industry skills in context over time.

## REFEREE TESTIMONIAL

(Date)

To whom it may concern,

RE: \_\_\_\_\_ skills in/as \_\_\_\_\_  
(insert candidate name) (insert industry/job title)

I certify that the above named person has:

worked at \_\_\_\_\_ for a period of \_\_\_\_\_ years

regularly undertaken the following activities within the workplace since commencing employment with this organisation:

➔ *Initial those skills/ competencies (below) that the candidate has or can successfully perform in the workplace*

- Accurately assessed cleaning areas to identify most efficient, effective and safe and secure options for cleaning;
- Participated effectively in the completion of work orders according to organisational policies and procedures;
- Effectively built and maintained relationships with customers, clients and colleagues through open communication and effective interpersonal skills;
- Conducted tasks in an environmentally conscious manner by collecting and disposing of waste appropriately, responding to accidental spillages and emergency situations, and contributing to the organisations procedures for ensuring compliance;
- Conducted tasks in a safety conscious manner by using appropriate signage and safety warnings, collecting and disposing of waste appropriately, wearing PPE, complying with WHS legislation, identifying hazards and applying risk control measures, and encouraging participative arrangements within the work team for the management of WHS;
- Effectively report (verbal and oral) any defects and non compliances accurately and in a timely manner using work site communication channels and devices;
- Maintained equipment, chemicals and storage areas, including inventory management and labelling to ensure ready access to cleaning equipment;
- Displayed proficiency in the use and maintenance of cleaning equipment;
- Utilised knowledge of specialised products to effectively identify and satisfy customer needs.

If you would like any further information or would like to discuss any of the above, I can be contacted on \_\_\_\_\_

Yours sincerely

**Signature**  
**Print Name and Position**

# SECTION G

## Assessment Tables

You use these tables as a reference tool to see at a glance which units/elements of competency are within the qualification.

Question numbers refer to those found in **SECTION C** of this kit.

Practical assessment/scenarios numbers refer to those found in **SECTION D** of this kit.

It is important to note that this section is used for validation purposes only. Any mapping should be done after questions and tasks have been selected.

| Elements   | Performance Criteria  | Questions                          | Practical Tasks |
|--|---|------------------------------------|-----------------|
| <b>CPPCLO2033A Plan for safe and efficient cleaning activities</b> |   |                                    |                 |
| 1. Assess the cleaning situation                                   | 1.1 Work order is reviewed according to company requirements.<br>1.2 Work site assessment is made according to company, environmental, legislative and work health and safety (WHS) requirements<br>1.3 Work order is checked to determine staffing and time allocation for cleaning operation according to company requirements.<br>1.4 Access to equipment, chemicals, consumables and personal protective equipment (PPE) suitable for implementing work order is determined according to environmental, legislative, WHS and company requirements.<br>1.5 Issues are clarified with appropriate persons according to company requirements.<br>1.6 Work schedules are amended to reflect changed situations according to company requirements.<br>1.7 Pre-existing damage is identified and reported to appropriate persons according to work order and company requirements | 1<br>1<br>1<br>1<br>6<br>6<br>6, 7 |                 |
| 2. Assess hazards  | 2.1 Hazards in work site are identified according to legislative, WHS and company requirements.<br>2.2 Risks arising from hazards in work site are controlled according to legislative, WHS and company requirements.<br>2.3 Hazards remaining in work site area are reported to appropriate persons according to legislative, WHS and company requirements   | 1, 6<br>1<br>1, 6                  |                 |
| 3. Assess work site security risk                                  | 3.1 Security arrangements on work site are identified and implemented according to work order, and WHS and company requirements.<br>3.2 Emergency response and evacuation procedures are reviewed according to WHS and company requirements.<br>3.3 Security alarm systems are operated according to client specifications, work order, manufacturer specifications and WHS and company requirements  | 1, 6<br>1<br>1                     |                 |
| 4. Select suitable work methods                                    | 4.1 Cleaning methods are selected according to work order and environmental, legislative, WHS and company requirements.<br>4.2 Signage and barriers are installed as required to maximise public safety during cleaning operation according to work order, and WHS and company requirements.<br>4.3 Cleaning activity is arranged to minimise disruption to personnel according to work order and company requirements.<br>4.4 Equipment is used according to manufacturer specifications and legislative, WHS and company requirements.<br>4.5 Chemicals are prepared according to manufacturer specifications and legislative, WHS and company requirements.<br>4.6 Work restrictions affecting completion of work order are identified and appropriate persons are notified according to WHS and company requirements.   | 1<br>1, 6<br>1<br>1<br>1<br>1      |                 |
| <b>CPPCLO2035A Maintain a cleaning storage area</b>                |   |                                    |                 |
| 1. Maintain storage area   | 1.1 Storage area is secured from unauthorised access according to legislative, work health and safety (WHS) and company requirements.<br>1.2 Hazards are identified and risks are controlled in storage area according to legislative, WHS and company requirements.<br>1.3 Safety warnings are prominently displayed and safety information is made accessible according to legislative, WHS and company   | 2<br>2<br>2                        | 1<br>1<br>1     |

| Elements  | Performance Criteria   | Questions   | Practical Tasks                                       |
|---|--|---|---|
|   | <p>requirements.</p> <p>1.4 Equipment <b>is</b> stored, maintained and checked to enable ready access and re-use according to manufacturer specifications and legislative, WHS and company requirements.</p> <p>1.5 Chemicals and consumables are stored according to manufacturer specifications and legislative, WHS and company requirements.</p> <p>1.6 Personal protective equipment (PPE) is cleaned, safety- checked and stored, and maintenance requirements are recorded according to manufacturer specifications, and WHS and company requirements.</p> <p>1.7 Work site communication devices and documents are reviewed and responded to according to company requirements.</p> <p>1.8 Collected waste is disposed of according to work order, manufacturer specifications and legislative, WHS, company and environmental requirements.</p> <p>1.9 Storage area is made accessible and free of obstacles according to practical restrictions of site or vehicle, and according to WHS and company requirements.</p> | <p>3</p> <p>3</p> <p>3</p> <p>2</p> <p>2</p> <p>3, 14</p> | <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> |
| 2. Control and maintain stocks of equipment and chemicals | <p>2.1 Inventory system of equipment, PPE, chemicals and consumables with maximum and minimum holding levels is operated and maintained according to legislative and company requirements.</p> <p>2.2 Usage patterns are monitored and chemicals and consumables are re-ordered to maintain required levels according to company requirements.</p> <p>2.3 Labelling system of containers is maintained according to manufacturer specifications and legislative, WHS and company requirements.</p> <p>2.4 Chemicals and consumables are issued on a first-in first-out basis according to company requirements.</p> <p>2.5 Chemicals are prepared according to manufacturer specifications and legislative, WHS and company requirements.</p> <p>2.6 Obsolete equipment, chemicals and waste are collected and disposed of according to manufacturer specifications and environmental, legislative, WHS and company requirements.</p>  | <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3, 4, 14</p>       | <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>          |
| 3. Respond to emergency situations                        | <p>3.1 Spillages and emergency situations are responded to with <i>emergency response procedures</i> according to environmental, legislative, WHS and company requirements.</p> <p>3.2 Regulatory and company documentation is prepared according to environmental, legislative, WHS and company requirements.</p>   | <p>4</p> <p>4</p>   |   |
| <b>CPPCLO3039A Support leadership in the workplace</b>    |  |   |   |
| 1. Contribute to team effectiveness                       | <p>1.1 Contributions are made to development of team plans, roles and responsibilities according to company requirements.</p> <p>1.2 Skills and knowledge of team members are identified and used to enhance team performance according to company requirements.</p> <p>1.3 Interpersonal skills and communication techniques are used according to company requirements to facilitate open communication within team, ensure understanding, and encourage accurate exchange of information.</p> <p>1.4 Company policies and procedures, and legislative, environmental and work health and safety (WHS) requirements are conveyed to team members according to company requirements.</p>  | <p>5</p> <p>5</p> <p>5</p> <p>5</p>                       |   |
| 2. Provide leadership within the team                     | <p>2.1 Assistance is provided to team members to achieve team and organisational goals and objectives according to company requirements.</p>   | <p>5</p> <p>5</p>   |   |

| Elements   | Performance Criteria  | Questions                      | Practical Tasks |
|--|---|--------------------------------|-----------------|
|  | 2.2 Individuals and work team are encouraged to participate in relevant developmental opportunities according to company requirements.<br>2.3 Coaching and mentoring are provided to team members to achieve team and organisational goals according to company requirements.<br>2.4 Conflict situations in work team are identified and conflict-resolution strategies applied, according to company requirements.<br>2.5 Causes of work restrictions affecting completion of work order are identified and improvements in work practices are suggested according to company requirements.  | 5<br>5<br>5                    |                 |
| <b>CPPCMN3003A Contribute to workplace safety arrangements</b>   |   |                                |                 |
| 1. Share information with work group about work health and safety (WHS).                                 | 1.1 Provisions of WHS legislation relevant to workplace procedures are discussed with work group, according to company requirements.<br>1.2 Information about organisational WHS policies, procedures and programs is provided in a readily accessible manner and discussed with work group, according to company requirements  | 7<br>7                         |                 |
| 2. Encourage participative arrangements within a work group for the management of Work Health and safety | 2.1 WHS issues raised by work group are resolved promptly or referred to appropriate personnel, according to workplace procedures and company requirements.<br>2.2 Opportunities to participate in WHS management in workplace are encouraged within scope of own role and responsibilities according to workplace procedures and company requirements.<br>2.3 Work group members are promptly advised of outcomes of WHS issues, according to company requirements.  | 4, 6<br>7<br>6                 |                 |
| 3. Contribute to organisational procedures for identifying hazards and assessing and controlling risks   | 3.1 Work group contributions for identifying hazards and assessing risks are encouraged, according to company requirements.<br>3.2 Procedures designed to control risks and contribute to compliance monitoring are explained to work group according to workplace procedures and company requirements.<br>3.3 Inadequacies of existing risk control measures identified by work group are reported to appropriate personnel, according to company requirements.<br>3.4 Emergency procedures for dealing with hazardous events are followed within scope of own role and responsibilities according to company requirements.<br>3.5 Details of hazards are documented and appropriate personnel are advised according to company requirements | 7<br>7<br>7<br>4, 6<br>4, 6, 7 |                 |
| 4. Contribute to organisation's procedures for providing WHS training.                                   | 4.1 WHS training needs of work group are identified according to company requirements.<br>Suitable training is provided in consultation with relevant parties to meet WHS training needs of work group, according to company requirements   | 4, 6<br>4, 6                   |                 |
| <b>CPPCLO2001A Maintain hard floor surfaces</b>  |   |                                |                 |
| 1. Assess area to be cleaned   | 1.1 Area to be cleaned is assessed, work order is reviewed according to company requirements and issues are clarified with <i>appropriate persons</i> .<br>1.2 Hazards in work area are identified and associated risks assessed according to legislative, work health and safety (WHS) and   | 8<br>8                         | 2<br>2          |

| Elements   | Performance Criteria  | Questions                                    | Practical Tasks                              |
|--|---|--|--|
|  | <p>company <i>requirements</i>.</p> <p>1.3 Type and condition of surface on hard floor are identified by observation according to work order and company requirements.</p> <p>1.4 Soil type is identified by observation according to work order and company requirements.</p> <p>1.5 Cleaning techniques for surface of hard floor are selected according to work order and company requirements.</p> <p>1.6 Size and usage pattern of work site are determined to ensure safety of personnel and efficient use of equipment and chemicals.</p> <p>1.7 Pre-existing damage is identified and reported to appropriate persons according to company requirements</p> | <p>8</p> <p>8</p> <p>8</p> <p>8</p>          | <p>2</p> <p>2</p> <p>2</p> <p>2</p>          |
| 2. Select equipment and chemicals                        | <p>2.1 Suitable personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.</p> <p>2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.</p> <p>2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.</p> <p>2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements.</p> <p>2.5 Chemicals are prepared according to manufacturer specifications, and WHS and company requirements</p>                     | <p>8</p> <p>8</p> <p>8</p> <p>8</p> <p>8</p> | <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> |
| 3. Prepare work site                                     | <p>3.1 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, WHS and company requirements.</p> <p>3.2 Furniture and fittings that impede cleaning operation are removed according to work order, and WHS and company requirements.</p> <p>3.3 Signage and barriers are installed as required to maximise public safety during cleaning operation according to work order, and WHS and company requirements.</p> <p>3.4 Work restrictions affecting completion of work order are identified and appropriate persons are promptly notified.</p>  | <p>8</p> <p>8</p> <p>8</p> <p>8</p>          | <p>2</p> <p>2</p> <p>2</p> <p>2</p>          |
| 4. Clean work site                                       | <p>4.1 Hard floor is cleaned using equipment, PPE, chemicals and cleaning techniques according to manufacturer specifications and legislative, WHS and company requirements.</p> <p>4.2 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements</p>  | <p>8</p> <p>8</p>                            | <p>2</p> <p>2</p>                            |
| 5. Tidy work site  | <p>5.1 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS, company and environmental requirements.</p> <p>5.2 Furniture and fittings are replaced according to client requests, work order and WHS requirements.</p> <p>5.3 Signage and barriers are removed according to work order, and WHS and company requirements.</p>  | <p>8</p> <p>8</p> <p>8</p>                   | <p>2</p> <p>2</p> <p>2</p>                   |
| 6. Clean, safety-check and store equipment and chemicals | <p>6.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.</p> <p>6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements, and required maintenance is recorded according to company requirements.</p> <p>6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.</p>  | <p>8</p> <p>8</p> <p>8</p> <p>8</p>          | <p>2</p> <p>2</p> <p>2</p> <p>2</p>          |

| Elements   | Performance Criteria  | Questions  | Practical Tasks |
|--|---|--|-----------------|
| <b>CPPCLO2009A Clean glass surfaces</b>  |   |  |                 |
| 1. Assess area to be cleaned   | 1.1 Glass surfaces to be cleaned are assessed, work order is reviewed according to company requirements, and issues are clarified with appropriate persons.       | 9  | 3               |
|  | 1.2 Hazards are identified and risks controlled in work site according to legislative, work health and safety (WHS) and company requirements.                     | 9  | 3               |
|  | 1.3 Type of glass surface and soil is identified by observation according to work order and company requirements.   | 9, 10  | 3               |
|  | 1.4 Work site access requirements are identified according to the work order and company requirements.  | 9  | 3               |
|  | 1.5 Cleaning <i>techniques</i> are confirmed according to work order and company requirements.  | 10   | 3               |
|  | 1.7 Glass surface is inspected for defects according to company requirements.   | 9  | 3               |
|  | 1.8 Pre-existing damage is identified and reported to appropriate persons according to company requirements.  | 9  | 3               |
|  | 2. Select equipment and chemicals   | 2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements. | 1, 9            |
| 2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.                       |   | 1, 9   | 3               |
| 2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements. |   | 9  | 3               |
| 2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements. |   | 9  | 3               |
| 2.5 Chemicals are prepared according to manufacturer specifications, and WHS and company requirements.                   |   | 1, 9   | 3               |
| 3. Prepare work site   | 3.1 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, WHS and company requirements.                            | 1, 9   | 3               |
|  | 3.2 Signage and barriers are installed as required to maximise public safety during cleaning operation according to work order, and WHS and company requirements. | 9  | 3               |
|  | 3.3 Window coverings and fittings are removed to permit access and prevent damage according to work order and company requirements.                               | 9  | 3               |
|  | 3.4 Work restrictions affecting completion of work order are identified and appropriate persons are promptly notified.  |  |                 |
| 4. Clean work site   | 4.1 Soil is scraped from glass surface according to work order, and WHS and company requirements.   | 9  | 3               |
|  | 4.2 Spot cleaning techniques are used according to work order and company requirements.   | 9  | 3               |
|  | 4.3 Glass surface is washed and squeegeed according to work order and company requirements.   | 9  | 3               |
|  | 4.4 Window edges and sills are wiped to remove soil and waste according to work order and company requirements.   | 9  | 3               |
|  | 4.5 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements.   | 1, 9   | 3               |
| 5. Tidy work site  | 5.1 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative,                         | 9  | 3               |

| Elements   | Performance Criteria   | Questions                              | Practical Tasks  |
|--|--|--|------------------|
|  | WHS, company and environmental requirements.<br>5.2 Window coverings and fittings are replaced according to client requests and work order.<br>5.3 Signage and barriers are removed according to work order, and WHS and company requirements  | 9<br>9                                 | 3<br>3           |
| 6. Clean, safety-check and store equipment and chemicals             | 6.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.<br>6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements, and required maintenance is recorded according to company requirements.<br>6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.<br>6.4 Chemicals are stored according to manufacturer specifications, and WHS and company requirements.  | 9<br>9<br>9<br>9                       | 3<br>3<br>3<br>3 |
| <b>CPPCLO2015A Maintain furniture and fittings and room dressing</b> |  |  |                  |
| 1. Assess area and items to be cleaned                               | 1.1 Area to be cleaned is assessed, work order is reviewed according to company requirements, and issues are clarified with appropriate persons.<br>1.2 Hazards are identified and risks controlled in work site according to company, legislative, and work health and safety (WHS) requirements.<br>1.3 Type and condition of furniture, fittings and loose items are identified by observation according to work order and company requirements.<br>1.4 Soil type is identified by observation according to work order and company requirements.<br>1.5 Cleaning techniques for surfaces of the furniture, fittings and loose items are selected according to work order and company requirements.<br>1.6 Size and usage pattern of work site are determined to ensure safety of personnel, continued operation of office equipment, and efficient use of cleaning equipment and chemicals.<br>1.7 Pre-existing damage is identified and reported to appropriate persons according to company requirements. | 11<br>11<br>11<br>11<br>11<br>11<br>11 |                  |
| 2. Select equipment and chemicals                                    | 2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.<br>2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.<br>2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.<br>2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements.<br>2.5 Chemicals are prepared according to manufacturer specifications, and WHS and company requirements  | 11<br>11<br>11<br>11                   |                  |
| 3. Prepare work site   | 3.1 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, WHS and company requirements.<br>3.2 Signage and barriers are installed as required to maximise public safety during cleaning operation according to work order, and WHS  | 11<br>11<br>11                         |                  |

| Elements   | Performance Criteria   | Questions                              | Practical Tasks                 |
|--|--|--|---------------------------------|
|  | and company requirements.<br>3.3 Furniture and fittings that impede cleaning operation are removed according to work order, and WHS and company requirements.<br>3.4 Work restrictions affecting completion of work order are identified and appropriate persons are promptly notified   | 11                                     |                                 |
| 4. Clean work site                                       | 4.1 Soil is removed and furniture and fittings are cleaned using equipment, PPE, chemicals and cleaning techniques.<br>4.2 Dressing of the room or work area is performed according to work order, client requests and company requirements.<br>4.3 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements   | 11<br>11<br>11                         |                                 |
| 5. Tidy work site  | 4.4 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS, company and environmental requirements.<br>4.5 Furniture and fittings are replaced according to client requests, work order and WHS requirements.<br>4.6 Signage and barriers are removed according to work order, and WHS and company requirements.  | 11<br>11<br>11                         |                                 |
| 6. Clean, safety-check and store equipment and chemicals | 6.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.<br>6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements, and required maintenance is recorded according to company requirements.<br>6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.<br>6.4 Chemicals are stored according to manufacturer specifications, and WHS and company requirements.  | 11<br>11<br>11<br>11                   |                                 |
| <b>CPPCLO2017A Clean wet areas</b>                       |  |  |                                 |
| 1. Assess area to be cleaned                             | 1.1 Hazards are identified and risks controlled in work site according to company, legislative, and work health and safety (WHS) requirements.<br>1.2 Operation and condition of fixtures and fittings are checked and pre-existing damage at work site is reported to appropriate persons according to work order and company requirements.<br>1.3 Soil is identified by observation according to work order and company requirements.<br>1.4 Areas that require special attention, including graffiti, are identified according to work order and company requirements.<br>1.5 Size and usage pattern of work site are determined to ensure safety of, and minimal disruption to, personnel and efficient use of cleaning equipment and chemicals.<br>1.6 Cleaning techniques for wet areas are selected according to work order and company requirements. | 13<br>13<br>13<br>13<br>13<br>13<br>13 | 4<br>4<br>4<br>4<br>4<br>4<br>4 |
| 2. Select equipment and chemicals                        | 2.1 Suitable personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.<br>2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.  | 13<br>13                               | 4<br>4<br>4                     |

| Elements   | Performance Criteria  | Questions                  | Practical Tasks       |
|--|---|----------------------------|-----------------------|
|  | 2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.<br>2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements.<br>2.5 Chemicals are prepared according to manufacturer specifications, and WHS and company requirements   | 13<br>13<br>13             | 4<br>4                |
| 3. Prepare work site                                     | 1.1 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, WHS and company requirements.<br>1.2 Signage and barriers are installed as required to maximise public safety during cleaning operation according to work order, and WHS and company requirements.<br>1.3 Work restrictions affecting completion of work order are identified and appropriate persons are notified.  | 13<br>13<br>13             | 4<br>4<br>4           |
| 4. Clean work site                                       | 4.1 Loose soil is removed prior to commencing surface cleaning according to work order, and WHS and company requirements.<br>4.2 Fixtures, fittings and surfaces are cleaned using equipment, chemicals and cleaning techniques according to work order, and WHS and company requirements.<br>4.3 Remaining heavy soil, graffiti and stained surfaces are treated or reported to appropriate persons for follow-up action according to work order and company requirements.<br>4.4 Soiled items are laundered according to work order and company requirements.<br>4.5 Work is performed according to work order, manufacturer specifications, and legislative, WHS and company requirements.   | 13<br>13<br>13<br>13<br>13 | 4<br>4<br>4<br>4<br>4 |
| 5. Replenish consumables and tidy work site              | 5.1 Consumable items are replenished according to client requests, work order and company requirements.<br>5.2 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS, company and environmental requirements.<br>5.3 Signage and barriers are removed according to work order, and WHS and company requirements.  | 13<br>13<br>13             | 4<br>4<br>4           |
| 6. Clean, safety-check and store equipment and chemicals | 6.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.<br>6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements, and required maintenance is recorded according to company requirements.<br>6.3 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements, and required maintenance is recorded according to company requirements.<br>6.4 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.<br>6.5 Chemicals are stored according to manufacturer specifications, and WHS and company requirements | 14<br>14<br>14<br>14<br>14 | 5<br>5<br>5<br>5<br>5 |
| <b>CPPCLO2037A Clean external surfaces</b>               |   |                            |                       |
| 1. Assess area to be cleaned                             | 1.1 Area to be cleaned is assessed, work order is reviewed according to company requirements, and issues are clarified with appropriate persons.<br>1.2 Hazards in work site are identified and risks controlled according to company, legislative, and work health and safety (WHS)  | 15, 16<br>15               | 6<br>6                |

| Elements                          | Performance Criteria  | Questions                            | Practical Tasks            |
|-----------------------------------|---|--------------------------------------|----------------------------|
|                                   | requirements.<br>1.3 Type and condition of external surface are identified by observation according to work order and company requirements.<br>1.4 Soil type is identified by observation according to work order and company requirements.<br>1.5 Work site access arrangements are identified according to work order, and WHS and company requirements.<br>1.6 Cleaning techniques are confirmed according to work order and company requirements.<br>1.7 Size and usage pattern of work site are determined to ensure safety of personnel and efficient use of equipment and chemicals.<br>1.8 Pre-existing damage is identified and reported to appropriate persons according to company requirements. | 15<br>15<br>15<br>15, 16<br>15<br>16 | 6<br>6<br>6<br>6<br>6<br>6 |
| 2. Select equipment and chemicals | 2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.<br>2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.<br>2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.  | 15, 16<br>16<br>16                   | 6<br>6<br>6                |
| 3. Prepare work site              | 3.1 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, WHS and company requirements.<br>3.2 Signage and barriers are installed as required to maximise public safety during cleaning operation according to work order, and WHS and company requirements.<br>3.3 Work restrictions affecting completion of work order are identified and appropriate persons are notified   | 16<br>15, 16<br>16                   | 6<br>6<br>6                |
| 4. Clean work site                | 4.1 External surface is cleaned using equipment, PPE, chemicals and cleaning techniques.<br>4.2 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements.<br>4.3 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS, company and environmental requirements.<br>4.4 Signage and barriers are removed according to work order, and WHS and company requirements.  | 16<br>16                             | 6<br>6                     |
| 5. Tidy work site                 | 5.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.<br>5.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements, and required maintenance is recorded according to company requirements.<br>5.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.<br>5.4 Chemicals are stored according to manufacturer specifications, and WHS and company requirements  | 16<br>16<br>16<br>16                 | 6<br>6<br>6<br>6           |

**CPPCCL2007A Perform basic stain removal**

| Elements                          | Performance Criteria  | Questions | Practical Tasks |
|-----------------------------------|---|-----------|-----------------|
| 1. Assess area to be spot cleaned | 1.1 Area is assessed and work order is reviewed according to company requirements, and issues are clarified with appropriate persons.   | 17        | 7               |
|                                   | 1.2 Hazards in work site are identified and risks controlled according to company, legislative and work health and safety (WHS) requirements.   | 17        | 7               |
|                                   | 1.3 Type, condition and colour-fastness of carpet are identified by observation and/or testing according to work order and company requirements.  | 17        | 7               |
|                                   | 1.4 Soil type causing spot or stain is identified through observation and according to work order and company requirements.   | 17        | 7               |
|                                   | 1.5 Cleaning techniques are selected according to work order and company requirements.  | 17        | 7               |
|                                   | 1.6 Size and usage pattern of work site are determined to ensure safety of personnel and efficient use of equipment and chemicals.  | 17        | 7               |
|                                   | 1.7 Pre-existing damage is identified and reported to appropriate persons according to company requirements.  | 17        | 7               |
| 2. Select equipment and chemicals | 2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.  | 17        | 7               |
|                                   | 2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.  | 17        | 7               |
|                                   | 2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.  | 17        | 7               |
|                                   | 2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements.  | 17        | 7               |
|                                   | 2.5 Chemicals are prepared according to manufacturer specifications, and WHS and company requirements   | 17        | 7               |
| 3. Prepare work site              | 3.1 Hazards in work site are confirmed and risks controlled and reassessed according to legislative, WHS and company requirements.  | 17        | 7               |
|                                   | 3.2 Furniture and fittings that impede cleaning operation are removed according to work order, and WHS and company requirements.  | 17        | 7               |
|                                   | 3.3 Signage and barriers are installed as required to maximise public safety during cleaning operation according to work order, and WHS and company requirements.                         | 17        | 7               |
|                                   | 3.4 Work restrictions affecting completion of work order are identified and appropriate persons are promptly notified.  | 17        | 7               |
| 4. Clean work site                | 4.1 Soil is removed and carpet is cleaned using cleaning techniques, equipment, PPE and chemicals according to manufacturer specifications and legislative, WHS and company requirements. | 17        | 7               |
|                                   | 4.2 Treated area is compared with surrounding surface to determine need for further action according to work order and company requirements.  | 17        | 7               |
|                                   | 4.3 Results are reported to appropriate persons according to company requirements.  | 17        | 7               |
|                                   | 4.4 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements  | 17        | 7               |
| 5. Tidy work site                 | 5.1 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS and company environmental requirements.     | 17        | 7               |
|                                   | 5.2 Furniture and fittings are replaced according to client requests, work order and WHS requirements.  | 17        | 7               |
|                                   | 5.3 Signage and barriers are removed according to work order, and WHS and company requirements.   | 17        | 7               |

| Elements                                   | Performance Criteria  | Questions | Practical Tasks |
|--|---|-----------|-----------------|
| 6. Clean, safety-check and store equipment | 6.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.   | 17        | 7               |
|  | 6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements, and required maintenance is recorded according to company requirements. | 17        | 7               |
|  | 6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.                               | 17        | 7               |
|  | 6.4 Chemicals are stored according to manufacturer specifications, and WHS and company requirements..   | 17        | 7               |
| <b>CPPCLO3013A Clean window coverings</b>  |   |           |                 |
| 1. Assess items to be cleaned              | 1.1 Window coverings and fixtures to be cleaned are assessed, work order is reviewed according to company requirements, and issues are clarified with appropriate persons.      | 19        |                 |
|  | 1.2 Hazards are identified and risks controlled in work site according to legislative, work health and safety (WHS) and company requirements.                                   | 19        |                 |
|  | 1.3 Type of window coverings and fixture method are identified by observation according to work order and company requirements.   | 19        |                 |
|  | 1.4 Soil type is identified by observation according to work order and company requirements.  | 19        |                 |
|  | 1.5 Size and usage pattern of work site are determined to ensure safety of personnel and efficient use of equipment and chemicals.  | 19        |                 |
|  | 1.6 Pre-existing damage is identified and reported to appropriate persons according to company requirements.  | 19        |                 |
| 2. Select equipment and chemicals          | 2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.  | 19        |                 |
|  | 2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.  | 19        |                 |
|  | 2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.  | 19        |                 |
|  | 2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements.  | 19        |                 |
|  | 2.5 Chemicals are prepared according to manufacturer specifications, and WHS and company requirements.  | 19        |                 |
| 3. Prepare for cleaning                    | 3.1 Hazards in work site are confirmed and risks controlled and reassessed according to legislative, WHS and company requirements.  | 19        |                 |
|  | 3.2 Locations of washing and drying sites are selected according to work order and legislative, WHS and company requirements.   | 19        |                 |
|  | 3.3 Signage and barriers are installed as required according to work order, and WHS and company requirements.   | 19        |                 |
|  | 3.4 Window coverings and fixtures are removed according to work order, and WHS and company requirements.  | 19        |                 |
|  | 3.5 Window coverings and loose fittings are tagged to ensure correct refit according to work order and company requirements.  | 19        |                 |
|  | 3.6 Work restrictions affecting the completion of work order are identified and appropriate persons are notified  | 19        |                 |
| 4. Clean and refit window coverings        | 4.1 Window coverings are sorted according to washing method, work order and company requirements.   | 19        |                 |
|  | 4.2 Window coverings are washed and rinsed, and excess water is removed using equipment, PPE, chemicals and cleaning techniques   | 19        |                 |

| Elements   | Performance Criteria   | Questions                            | Practical Tasks            |
|--|--|--------------------------------------|----------------------------|
|  | and according to WHS requirements.<br>4.3 Window coverings are dried according to work order and company requirements.<br>4.4 Window coverings are checked and spot cleaned if necessary according to work order and company requirements.<br>4.5 Window coverings are refitted and checked to be in working order according to work order, manufacturer specifications and WHS and company requirements.<br>4.6 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements  | 19<br>19<br>19<br>19                 |                            |
| 5. Tidy work site                                      | 5.1 Wash area is cleaned according to work order and company requirements.<br>5.2 Signage and barriers are removed according to work order, and WHS and company requirements.<br>5.3 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS, company and environmental requirements   | 19<br>19<br>19                       |                            |
| 6. Clean, safety-check and store equipment             | 6.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.<br>6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements and required maintenance is recorded according to company requirements.<br>6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.<br>6.4 Chemicals are stored according to manufacturer specifications, and WHS and company requirements  | 19<br>19<br>19<br>19                 |                            |
| <b>CPPCLO3014A Maintain a 'clean room' environment</b> |  |                                      |                            |
| 1. Assess area to be cleaned                           | 1.1 Area to be cleaned is assessed, work order is reviewed according to company requirements, and issues are clarified with appropriate persons.<br>1.2 Hazards are identified and risks controlled in work site according to legislative, work health and safety (WHS) and company<br>1.3 Types of clean room surfaces to be cleaned are identified by observation, and potential for damage to clean room equipment is assessed according to manufacturer specifications, work order and company requirements.<br>1.4 Soil types are identified on surfaces by observation according to work order and company requirements.<br>1.5 Size and usage pattern of work site are determined to ensure safety of personnel and efficient use of equipment and chemicals.<br>1.6 Pre-existing damage is identified and reported to appropriate persons according to company requirements. | 21<br>21<br>20, 21<br>21<br>21<br>21 | 9<br>9<br>9<br>9<br>9<br>9 |
| 2. Select equipment and chemicals                      | 2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.<br>2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.<br>2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.<br>2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements.   | 21<br>21<br>21<br>21<br>21           | 9<br>9<br>9<br>9<br>9      |
| 3. Prepare work site                                   | 3.1 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, WHS and company   | 21                                   | 9                          |

| Elements                                       | Performance Criteria   | Questions   | Practical Tasks                              |
|--|--|---|--|
|  | <p>requirements.</p> <p>3.2 Signage and barriers are installed as required according to work order, and WHS and company requirements.</p> <p>3.3 Furniture and fittings that impede the cleaning operation are removed according to work order and company requirements.</p> <p>3.4 Cleaning procedures are planned and move from highest to lowest point in work site according to work order, and WHS and company requirements.</p> <p>3.5 Client-approved power outlets for electrical cleaning equipment are located prior to use according to work order and company requirements.</p> <p>3.6 Work restrictions affecting completion of work order are identified and appropriate persons are notified.</p>   | <p>21</p> <p>21</p> <p>21</p> <p>21</p> <p>21</p>                     | <p>9</p> <p>9</p> <p>9</p> <p>9</p> <p>9</p> |
| 4. Clean work site                             | <p>4.1 Soil is removed and surfaces are cleaned using equipment, PPE, chemicals and cleaning techniques according to work order, manufacturer specifications and WHS and company requirements.</p> <p>4.2 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements.</p>  | <p>21</p> <p>21</p>   | <p>9</p> <p>9</p>                            |
| 5. Tidy work site                              | <p>5.1 Signage and barriers are removed according to work order, and WHS and company requirements.</p> <p>5.2 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS, company and environmental requirements</p>  | <p>21</p> <p>21</p>   | <p>9</p> <p>9</p>                            |
| 6. Clean, safety-check and store equipment     | <p>6.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.</p> <p>6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements and required maintenance is recorded according to company requirements.</p> <p>6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.</p> <p>6.4 Chemicals are stored according to manufacturer specifications, and WHS and company requirements.</p>  | <p>21</p> <p>21</p> <p>21</p> <p>21</p>                               | <p>9</p> <p>9</p> <p>9</p> <p>9</p>          |
| <b>CPPCLO3016A Wash furniture and fittings</b> |  |   |  |
| 1. Assess furniture and fittings to be cleaned | <p>1.1 Furniture and fittings are assessed, work order is reviewed according to company requirements, and issues are clarified with appropriate persons.</p> <p>1.2 Hazards are identified and risks controlled in work site according to legislative, work health and safety (WHS) and company requirements.</p> <p>1.3 Type and condition of furniture and fittings are identified by observation according to work order and company requirements.</p> <p>1.4 Soil type is identified by observation according to work order and company requirements.</p> <p>1.5 Cleaning techniques are selected according to work order and company requirements.</p> <p>1.6 Size and usage pattern of work site are determined to ensure safety of personnel and efficient use of equipment and chemicals.</p> <p>1.7 Pre-existing damage is identified and reported to appropriate persons according to company requirements</p> | <p>22</p> <p>22</p> <p>22</p> <p>22</p> <p>22</p> <p>22</p> <p>22</p> |  |

| Elements   | Performance Criteria   | Questions                      | Practical Tasks |
|--|--|--------------------------------|-----------------|
| 2. Select equipment and chemicals                        | 2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.<br>2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.<br>2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.<br>2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements.<br>2.5 Chemicals are prepared according to manufacturer specifications, and WHS and company requirements  | 22<br><br>22<br>22<br>22<br>22 |                 |
| 3. Prepare work site                                     | 3.1 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, WHS and company requirements.<br>3.2 Signage and barriers are installed as required to maximise public safety during cleaning operation according to work order, and WHS and company requirements.<br>3.3 Furniture and fittings that impede cleaning operation are moved according to work order, and WHS and company requirements.<br>3.4 Floor, furniture and fittings are covered by drop sheets as necessary according to work order and company requirements.<br>3.5 Work restrictions affecting completion of work order are identified and appropriate persons are notified | 22<br>22<br><br>22<br><br>22   |                 |
| 4. Clean furniture and fittings                          | 4.1 Soil is removed from surfaces, and furniture and fittings are washed using equipment, PPE, chemicals and cleaning techniques.<br>4.2 Work area is restored according to work order and company requirements.<br>4.3 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements.  | 22<br>22<br>22                 |                 |
| 5. Tidy work site  | 5.1 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS, company and environmental requirements.<br>5.2 Furniture and fittings are replaced according to client requests, work order and WHS requirements.<br>5.3 Signage and barriers are removed according to work order, and WHS and company requirements.  | 22<br><br>22<br>22             |                 |
| 6. Clean, safety-check and store equipment and chemicals | 6.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.<br>6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements and required maintenance is recorded according to company requirements.<br>6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.<br>6.4 Chemicals are stored according to manufacturer specifications, and WHS and company requirements.   | 22<br>22<br>22<br>22           |                 |
| <b>CPPCLO3020A Clean using pressure washing</b>          |  |                                |                 |
| 1. Assess area for suitability for pressure washing      | 1.1 Area to be pressure washed is assessed, work order is reviewed according to company requirements, and issues are clarified with appropriate persons.<br>1.2 Hazards and risks in work site are identified and controlled according to company, legislative and <i>work health and safety</i> (WHS) requirements.   | 23, 24, 25<br><br>25           | 10<br><br>10    |

| Elements   | Performance Criteria   | Questions                                  | Practical Tasks                  |
|--|--|--|----------------------------------|
|  | 1.3 Type and condition of surface are identified by observation according to work order and company requirements.<br>1.4 Soil type is identified by observation according to work order and company requirements.<br>1.5 Work site access requirements are identified according to work order and company requirements.<br>1.6 Size and usage pattern of work site are determined to ensure safety of personnel and efficient use of equipment and chemicals.<br>1.7 Effectiveness and suitability of a pressure wash is assessed according to work order and legislative, WHS, company and environmental requirements.<br>1.8 Cleaning techniques are selected according to work order, manufacturer specifications and environmental, legislative, WHS and company requirements.<br>1.9 Pre-existing damage is identified and reported to appropriate persons according to company requirements. | 23<br>25<br>25<br>25<br>23, 24<br>25<br>25 | 10<br>10<br>10<br>10<br>10<br>10 |
| 2. Select equipment and chemicals                        | 2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.<br>2.2 Equipment and chemicals are selected for work order according to WHS and company requirements.<br>2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.<br>2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements.<br>2.5 Chemicals are prepared according to manufacturer specifications, and WHS and company requirements.   | 25<br>25<br>25<br>25<br>25                 | 10<br>10<br>10<br>10<br>10       |
| 3. Prepare work site                                     | 3.1 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, WHS and company requirements.<br>3.2 Signage and barriers are installed as required to maximise public safety during the cleaning operation according to work order, and WHS and company requirements.<br>3.3 Items requiring protection from pressure spray are covered and secured according to work order and company requirements.<br>3.4 Work restrictions affecting completion of work order are identified and appropriate persons are notified.   | 25<br>25<br>25<br>25                       | 10<br>10<br>10<br>10             |
| 4. Clean work site                                       | 4.1 Heavily soiled areas are prepared using cleaning techniques according to manufacturer specifications and company requirements.<br>4.2 Pressure washing is conducted using equipment, PPE and chemicals and according to manufacturer specifications and company requirements.<br>4.3 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements  | 25<br>25<br>25                             | 10<br>10<br>10                   |
| 5. Tidy work site  | 5.1 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS, company and environmental requirements.<br>5.2 Signage and barriers are removed according to work order, and WHS and company requirements.  | 25<br>25                                   | 10<br>10                         |
| 6. Clean, safety-check and store equipment and chemicals | 6.1 Equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.<br>6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements and required maintenance   | 25<br>25                                   | 10<br>10                         |

| Elements                                | Performance Criteria  | Questions | Practical Tasks |
|---|---|-----------|-----------------|
|   | is recorded according to company requirements.  | 25        | 10              |
|   | 6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements. | 25        | 10              |
|   | 6.4 Chemicals are stored according to manufacturer specifications, and WHS and company requirements   |           |                 |
| <b>CPPCLO3036A Clean at high levels</b> |   |           |                 |
| 1. Assess area to be cleaned            | 1.1 Area to be cleaned is assessed, work order is reviewed according to company requirements, and issues are clarified with appropriate persons.  | 27        | 11              |
|   | 1.2 Hazards are identified and risks controlled in work site according to company, legislative, and work health and safety (WHS) requirements.    | 27        | 11              |
|   | 1.3 Types of <i>surfaces and sites</i> are identified by observation according to work order and company requirements.                            | 26, 27    | 11              |
|   | 1.4 Soil types are identified by observation according to work order and company requirements.  | 27        | 11              |
|   | 1.5 Access equipment and <i>cleaning techniques</i> are selected according to work order, and WHS and company requirements.                       | 27        | 11              |
|   | 1.6 Size and usage pattern of work site are determined to ensure safety of personnel and efficient use of equipment and chemicals.                | 27        | 11              |
|   | 1.7 Pre-existing damage is identified and reported to appropriate persons according to company requirements                                       | 27        | 11              |
| 2. Select equipment and chemicals       | 2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and WHS and company requirements.          | 27        | 11              |
|   | 2.2 Access equipment and other equipment and chemicals for work order are selected according to WHS and company requirements.                     | 27        | 11              |
|   | 2.3 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.                          | 27        | 11              |
|   | 2.4 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and WHS requirements.                          | 27        | 11              |
|   | 2.5 Chemicals are prepared according to manufacturer specifications, and WHS and company requirements.  | 27        | 11              |
| 3. Prepare work site                    | 3.1 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, WHS and company requirements.            | 27<br>27  | 11<br>11        |
|   | 3.2 Signage and barriers are installed as required during cleaning operation according to work order, and WHS and company requirements.           | 27        | 11              |
|   | 3.3 Drop sheets are placed on floor, furniture and equipment according to work order and company requirements.                                    | 27        | 11              |
|   | 3.4 Work restrictions affecting completion of work order are identified and appropriate persons are notified.                                     |           |                 |
| 4. Clean work site                      | 4.1 Dry dust and cobwebs are removed according to work order and company requirements.  | 27        | 11              |
|   | 4.2 Difficult to reach areas are vacuumed according to work order and company requirements.   | 27        | 11              |
|   | 4.3 Fittings are wiped according to work order and company requirements.  | 27        | 11              |
|   | 4.4 Chemical solution is rinsed from all surfaces according to work order and company requirements.   | 27<br>27  | 11<br>11        |

| Elements   | Performance Criteria   | Questions                                | Practical Tasks            |
|--|--|--|----------------------------|
|  | 4.5 Work is performed according to work order, manufacturer specifications and legislative, WHS and company requirements.  |  |                            |
| 5. Tidy work site  | 5.1 Drop sheets are removed according to work order and company requirements.<br>5.2 Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, WHS, company and environmental requirements.<br>5.3 Signage and barriers are removed according to work order, and WHS and company requirements.   | 27<br>27<br>27                           | 11<br>11<br>11             |
| 6. Clean, safety-check and store equipment and chemicals   | 6.1 Access equipment, other equipment and PPE are cleaned according to manufacturer specifications and environmental, WHS and company requirements.<br>6.2 Equipment and PPE are safety checked according to manufacturer specifications and WHS requirements, and required maintenance is recorded according to company requirements.<br>6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and WHS and company requirements.<br>6.4 Chemicals are stored according to manufacturer specifications, and WHS and company requirements.  | 27<br>27<br>27                           | 11<br>11<br>11<br>11       |
| <b>HLTMS208D Handle waste in a health care environment</b> |  |  |                            |
| 1. Determine job requirements                              | 1.1 Review work sheets to determine waste handling requirements<br>1.2 Select and obtain appropriate equipment required for waste handling tasks to maximise work effectiveness and efficiency<br>1.3 Organise and set up work areas to ensure safe, effective and efficient handling of waste in accordance with workplace requirements and relevant legislation<br>1.4 Identify and manage potential risks and hazards to work according to job requirements, in accordance with workplace requirements, work health and safety (WHS), infection control and other relevant legislation<br>1.5 Follow workplace procedures for reporting identified risks<br>1.6 Select and fit emergency and personal protective equipment in accordance with job requirements, manufacturers' specifications, workplace requirements and relevant legislation  | 32<br>32<br>32<br>30, 31<br>31<br>31, 32 | 5<br>5<br>5<br>5<br>5<br>5 |
| 2. Identify and segregate waste                            | 2.1 Clearly identify and handle hazardous, dangerous and non-conforming waste in accordance with workplace policies and procedures as well as relevant legislation<br>2.2 Accurately identify, label and segregate all waste according to waste types in accordance with workplace policies and procedures and relevant legislation<br>2.3 Carefully place all sorted waste into correct waste category containers to prevent litter in work areas and avoid cross contamination<br>2.4 Frequently monitor waste containers to ensure adequate available containers and to secure containment of waste<br>2.5 Empty or replace full waste containers promptly to minimise disruption to the workplace, in accordance with policies and procedures and job requirements<br>2.6 Clearly label segregated waste in accordance with job requirements, workplace policies and procedures and relevant legislation | 31<br>31, 32<br>32<br>32<br>32<br>32     | 5<br>5<br>5<br>5<br>5<br>5 |
| 3. Transport and store                                     | 3.1 Select appropriate transport equipment for waste transport activities to maximise work effectiveness and efficiency and in   | 32                                       | 5                          |

| Elements   | Performance Criteria  | Questions                              | Practical Tasks |
|--|---|--|-----------------|
| waste appropriately  | accordance with workplace policies and procedure and relevant legislation<br>3.2 Colour code and label all transport equipment in accordance with workplace policies and procedures and relevant legislation<br>3.3 Ensure that transport loads are secured and not overloaded according to workplace requirements and relevant legislation<br>3.4 Perform waste collection rounds as often as required to minimize waste overflow hazards<br>3.5 Enclose and secure storage areas in accordance with workplace requirement and relevant legislation<br>3.6 Ensure that waste types are stored in accordance with relevant legislation and workplace requirements                             | 32<br><br>32<br>32<br>32<br>32         | 5<br>5<br>5     |
| 4 Conduct quality control activities                                   | 4.1 Inspect and check waste to ensure that it is placed in the correct waste receptacle<br>4.2 Inspect storage areas and check they are secured in accordance with workplace requirements and relevant legislation<br>4.3 Ensure all details of quality control activities are documented accurately and promptly in accordance with workplace requirements and relevant legislation  | 32<br>32<br>32                         | 5<br>5<br>5     |
| 5 Clean up work areas  | 5.1 Clean waste storage sites and all equipment to ensure safe and effective future operation in accordance with company requirements<br>5.2 Dispose of waste from cleaning activities in accordance with workplace requirements, council requirements and relevant legislation   | 32<br>32                               | 5<br>5          |
| <b>HLTIN301C Comply with infection control policies and procedures</b> |   |  |                 |
| 1. Follow infection control guidelines                                 | 1.1 Demonstrate the application of standard precautions to prevent the spread of infection in accordance with organisation requirements<br>1.2 Demonstrate the application of additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection<br>1.3 Minimise contamination of materials, equipment and instruments by aerosols and splatter  | 33<br>33<br>34                         |                 |
| 2. Identify and respond to infection risks                             | 2.1 Identify infection risks and implement an appropriate response within own role and responsibility<br>2.2 Document and report activities and tasks that put clients and/or other workers at risk<br>2.3 Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organisation<br>2.4 Follow <i>procedures for risk control</i> and risk containment for specific risks<br>2.5 Follow <i>protocols for care following exposure to blood or other body fluids</i> as required<br>2.6 Place appropriate signs when and where appropriate<br>2.7 Remove spills in accordance with the policies and procedures of the organisation | 33<br>34<br>34<br>34<br>34<br>34<br>34 |                 |
| 3. Maintain personal hygiene   | 3.1 Maintain hand hygiene by washing hands before and after client contact and/or after any activity likely to cause contamination<br>3.2 Follow handwashing procedures<br>3.3 Implement hand care procedures<br>3.4 Cover cuts and abrasions with water-proof dressings and change as necessary  | 34<br>34<br>34<br>34                   |                 |
| 4. Use personal  | 4.1 Wear personal <i>protective clothing and equipment</i> that complies with Australian/New Zealand Standards, and is appropriate for the  | 34                                     |                 |

| Elements  | Performance Criteria  | Questions                                  | Practical Tasks |
|---|---|--|-----------------|
| protective equipment  | intended use<br>4.2 Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each client contact   | 34   |                 |
| 5. Limit contamination  | 5.1 Demarcate and maintain clean and contaminated zones in all aspects of health care work<br>5.2 Confine records, materials and medicaments to a well-designated <i>clean zone</i><br>5.3 Confine contaminated instruments and equipment to a well-designated <i>contaminated zone</i>   | 34<br>34<br>34                             |                 |
| 6. Handle, package, label, store, transport and dispose of clinical and other waste | 6.1 Wear appropriate personal protective clothing and equipment in accordance with work health and safety policies and procedures when handling waste<br>6.2 Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified<br>6.3 Store clinical or related waste in an area that is accessible only to authorised persons<br>6.4 Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release<br>6.5 Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements | 34<br>34<br>34<br>31, 32, 34<br>31, 32, 34 |                 |
| 7. Clean environmental surfaces   | 7.1 Wear personal protective clothing and equipment during <i>cleaning procedures</i><br>7.2 Remove all dust, dirt and physical debris from work surfaces<br>7.3 Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled<br>7.4 Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols<br>7.5 Dry all work surfaces before and after use<br>7.6 Replace surface covers where applicable<br>7.7 Maintain and store cleaning equipment  | 34<br>34<br>34<br>34<br>34<br>34<br>34     |                 |
| <b>HLTIN403B Implement and monitor infection control policies and procedures</b>    |   |  |                 |
| 1 Provide information about infection control policies and procedures               | 1.1 Explain accurately and clearly to the work group relevant information about infection control policy and procedures, and applicable industry codes of practice<br>1.2 Regularly provide information about identified hazards and the outcomes of infection risk assessments to the work group<br>1.3 Provide opportunities for the work group to seek further information on workplace infection control issues and practices   | 33<br>34<br>34                             |                 |
| 2 Integrate infection control policy and procedure into work practices              | 2.1 Implement infection control policy and procedures with members of the work group<br>2.2 Maintain liaison with person responsible for organisation-wide infection control<br>2.3 Provide coaching and support as required to ensure that individuals/teams are able to implement infection control practices<br>Adopt work procedures to reflect appropriate infection control practice  | 33<br>34<br>34                             |                 |

| Elements  | Performance Criteria   | Questions  | Practical Tasks |
|---|--|--|-----------------|
|   | 2.4 Deal with issues raised through consultation and ensure they are resolved promptly or referred to the appropriate personnel for resolution<br><br>2.5 Implement workplace procedures for dealing with infection control risks and hazardous events as necessary<br><br>2.6 Encourage employees to report infection risks and to improve infection control procedures   | 34<br><br>34<br><br>34                                       |                 |
| 3 Monitor infection control performance and implement improvements in practices | 3.1 Promptly investigate infection control hazardous events to identify their cause in accordance with organisation policy and procedure<br><br>3.2 Monitor work procedures to control infection risks to ensure compliance<br><br>3.3 Regularly review and adjust work procedures to ensure improvements in infection control practice<br><br>3.4 Provide feedback to team and individuals on compliance issues, changes in work procedures and infection control outcomes<br><br>3.5 Ensure training in work procedures is provided as required to maintain infection control standards<br><br>3.6 Identify any inadequacies in work procedures and infection control measures and ensure they are corrected or reported to designated personnel<br><br>3.7 Accurately maintain records of infection control risks and incidents as required<br><br>3.8 Use aggregate infection control information reports to identify hazards, to monitor and improve risk control methods and to indicate training needs<br><br>3.9 Report and investigate potential breaches of infection control in line with organisation procedures | 33<br>34<br>34<br><br>34<br>34<br><br>34<br><br>33<br><br>34 |                 |