

UNIT TITLE: CLEAN AND MAINTAIN INDUSTRIAL WORK AREA AND EQUIPMENT		NOMINAL HOURS: 40
UNIT NUMBER: D1.HHK.CL3.07		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to clean and maintain industrial work areas and equipment within a housekeeping context.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Identify cleaning and maintenance requirements</p> <p>1.1 Identify <i>work areas to be cleaned and maintained</i></p> <p>1.2 Identify <i>work equipment to be cleaned and maintained</i></p> <p>1.3 Identify and locate <i>instructions in relation to cleaning and maintenance</i></p> <p>Element 2: Clean industrial work areas</p> <p>2.1 Assess <i>area to be cleaned</i></p> <p>2.2 Select appropriate <i>cleaning equipment and chemicals</i></p> <p>2.3 Select the <i>protective clothing and equipment to be used</i></p> <p>2.4 <i>Prepare the area</i></p> <p>2.5 Undertake <i>the selected cleaning process</i></p> <p>2.6 <i>Dispose of waste</i></p> <p>2.7 <i>Return area to operational condition</i></p> <p>2.8 <i>Clean, check and store cleaning equipment and chemicals</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors that undertake in-house provision of cleaning and maintenance of industrial work areas and equipment within the labor divisions of the hotel and travel industries and may include:</p> <p>1. Housekeeping</p> <p><i>Work areas to be cleaned and maintained</i> may include walls, floors, windows and ceilings of:</p> <ul style="list-style-type: none"> • internal work areas, including offices, foyers, entertainment facilities, kitchen facilities, functions areas and back-of-house facilities • external work areas, including parking areas, maintenance facilities, driveways, footpaths and roofs of buildings. <p><i>Equipment to be cleaned and maintained</i> may include:</p> <ul style="list-style-type: none"> • back-of-house items • front-of-house items • cleaning in place (CIP) equipment. <p><i>Instructions in relation to cleaning and maintenance</i> may include:</p> <ul style="list-style-type: none"> • manufacturer's instructions 	

<p>Element 3: Clean industrial work equipment</p> <p>3.1 <i>Assess suitability of equipment for cleaning</i></p> <p>3.2 Select appropriate cleaning equipment and chemicals</p> <p>3.3 Select the protective clothing and equipment to be used</p> <p>3.4 <i>Prepare equipment for cleaning</i></p> <p>3.5 <i>Clean equipment as identified</i></p> <p>3.6 Tidy work site</p> <p>3.7 Dispose of waste</p> <p>3.8 Clean, check and store cleaning equipment and chemicals</p>	<ul style="list-style-type: none"> • job safety analysis sheets • scheduled maintenance sheets • work instructions and work orders • safety advice • material safety data sheets • specific cleaning instructions • instructional guides • operation manuals • standard operating procedures • specifications. <p><i>Assess area</i> may include:</p>
<p>Element 4: Maintain industrial work areas and equipment</p> <p>4.1 Identify <i>maintenance tasks</i> to be undertaken</p> <p>4.2 <i>Perform maintenance tasks</i>, as required</p> <p>4.3 <i>Report problems and faults</i> that require additional attention</p> <p>4.4 <i>Store maintenance items and equipment</i></p> <p>4.5 Perform required <i>administrative tasks</i></p> <p>4.6 Assist in <i>special projects</i>, where required</p> <p>4.7 <i>Liaise with external contractors</i></p>	<ul style="list-style-type: none"> • identifying cleaning techniques to be applied • identifying access, including timing and physical access elements • evaluating options • identifying soil type • confirming condition of area to be cleaned • assessing damage to the area and evaluating its impact on cleaning activities • reporting issues that need to be addressed by other personnel, including internal and external personnel. <p><i>Cleaning equipment</i> may include:</p> <ul style="list-style-type: none"> • pressure and high pressure washers • steam cleaners • ride-on equipment, including scrubber dryers, sweepers and combination units

- floor polishers, burnishers and buffers
 - portable spotters/extractors
 - industrial vacuum cleaners, including wet and dry
 - vacuum litter collectors and blowers
 - high speed surface cleaners
 - mops and brooms
 - buckets
 - cloths and dusters
 - pans
 - garbage receptacles.
- Chemicals* may include:
- acid cleaners and brighteners
 - bowl cleaners
 - carpet care products
 - rust inhibitors, phosphatizers and rinse additives
 - detergents of all types and strengths including pre-treatment agents
 - emulsion cleaners, including drain cleaners, degreasers
 - floor cleaners
 - powdered and liquid chemicals
 - solvent cleaners
 - steam cleaners.
- Protective clothing and equipment* may include:
- overalls

- jackets
 - high visibility vests/clothing
 - aprons
 - safety shoes and boots
 - ear muffs and ear plugs
 - goggles and masks
 - gloves and gauntlets
 - waterproof clothing and footwear
 - respirators
 - headwear, helmets and hair nets
 - weather protection.
- Prepare the area* may include:
- placement of physical barriers and safety signage
 - moving and/or removing equipment, items and fittings
 - notifying other staff and/or patrons
 - cooperating with others to minimize interruption
 - covering equipment, items, etc with protective material, drop cloths, etc
 - identifying and complying with relevant in-house policies, procedures or other emerging needs.
- The selected cleaning process* may include:
- sweeping, including manual, walk-behind and ride-on
 - vacuuming, including wet and dry
 - hosing down, including pressure and high-pressure washing
 - air blowing

- scrubbing, washing, wiping, spot cleaning, rinsing and pre-spraying
 - stripping, re-sealing and polishing
 - blasting, including sand, water, steam, powder and dry ice
 - specific removal procedures for items such as graffiti, gum, grease and oil
 - mopping, including wet and dry
 - high level cleaning
 - wet and dry area cleaning.
- Dispose of waste may include:*
- flushing cleaning chemicals from areas
 - capturing waste created as part of the cleaning process
 - alignment with enterprise policies and procedures
 - compliance with local legislation and regulations
 - observing environmental sensitivity issues
 - using external registered and certified waste disposal contractors.
- Return area to operational condition may include:*
- replacing items that were moved back into original position
 - replacing items into designated positions as identified by work orders
 - cooperating with other staff to establish a suitable operational area at the start of shift/trade
 - removing barriers and signage
 - opening the site/area for staff and public access, as appropriate
 - notifying relevant supervisors of operational readiness of area.
- Clean, check and store cleaning equipment and chemicals may include:*
- cleaning equipment that has been used

- cleaning personal protective equipment and clothing that has been used, as appropriate
 - conduct safety checks on equipment
 - undertaking basic preventative maintenance and basic repairs on equipment
 - storing equipment in accordance with enterprise requirements
 - storing chemicals in accordance with legislated requirements of the host country and enterprise requirements
 - replenishing consumables.
- Assess suitability of equipment for cleaning may include:*
- identifying cleaning techniques to be applied
 - identifying access, including timing and physical access elements
 - evaluating options
 - confirming condition of area to be cleaned
 - assessing damage to the area and evaluating its impact on cleaning activities
 - reporting issues that need to be addressed by other personnel, including internal and external personnel.
- Prepare equipment for cleaning may include:*
- confirming and re-assessing hazards
 - controlling identified risks, including turning power off, isolating equipment and tagging out
 - erecting safety signage and barriers to warn public and prevent unauthorized access
 - covering and securing other items and equipment, as appropriate
 - identifying supplementary work restrictions that apply to individual jobs in individual circumstances.

Clean equipment may include:

- preparing heavily soiled areas in accordance with manufacturer's instructions and enterprise requirements
- using appropriate cleaning techniques, equipment and chemicals to remove the identified dirt
- protecting against over-spray
- ensuring equipment switches and settings are not changed during the cleaning process
- using appropriate extension tools to reach difficult places
- dismantling equipment in accordance with manufacturer's instructions or work sheets
- complying with identified and required cleaning activities, including cleaning of nominated areas within/on the equipment
- inspecting equipment for residual spots, marks and soil
- undertaking remedial cleaning and supplementary spot cleaning, as required.

Maintenance tasks can apply to industrial work areas and industrial equipment and may include:

- routine maintenance tasks
- simple repairs
- painting and re-decorating
- adjustments to equipment to compensate for operational issues and can be identified via:
 - manufacturer's instructions
 - scheduled maintenance sheets
 - requests for maintenance
 - personal observation
 - feedback from employees and members of the public.

Perform maintenance tasks may include:

- responding promptly to requests for maintenance

- selecting and using appropriate safety equipment
 - carrying out maintenance tasks according to required schedules and priorities
 - minimizing disruption to customers and operational needs
 - enclosing and/or isolating the work area to enhance safety.
- Report problems and faults* may include:
- providing written and verbal reports
 - describing the location and type of problem fault, including identification of site/equipment, explaining potential for damage and/or injury, prioritizing need, suggesting action that needs to be taken.
- Store maintenance items and equipment* may include:
- counting items back into store
 - storing equipment, etc into designated areas
 - replenishing consumables that have been used
 - requisitioning additional materials, equipment and items needed.
- Administrative tasks* may include:
- completing work report/forms
 - calculating cost of materials used
 - updating scheduled maintenance sheets
 - forwarding documentation to the relevant personnel and/or departments.
- Special projects* may include:
- introduction and installation of new equipment into the workplace
 - bringing new equipment on-line
 - removing old equipment from the workplace
 - participating in scheduled preventative maintenance programs

- participating in major scheduled services.

Liaise with external contractors may include:

- providing advice to external contractors regarding previous performance of equipment
- identifying feeds, supplies, contacts, utilities and other workplace information regarding the item being serviced/maintained
- assisting in carrying, loading and general duties.

Assessment Guide

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

- the enterprise's policies and procedures in regard to cleaning and maintenance of work areas and equipment including occupational health and safety requirements
- the occupational health and safety requirements of the host country as they apply to cleaning and maintenance duties
- the occupational health and safety requirements of the host country relating to cleaning agents and chemicals, including required signage and documentation
- ability to use general maintenance techniques, tools and equipment
- principles of scheduled and preventative maintenance
- environmental principles and host country legislation regarding waste disposal, including the disposal of chemicals
- ability to use industrial cleaning equipment and techniques
- reporting requirements relating to cleaning and maintenance
- the role of external third party providers, including cleaners and maintenance providers.

Linkages To Other Units

- Clean public areas, facilities and equipment
- Clean and prepare rooms for in-coming guests
- Clean premises and equipment

- Establish and maintain a safe and secure workplace
- Maintain the safety of premises and personnel
- Implement occupational health and safety procedures
- Follow safety and security procedures.

Critical Aspects of Assessment

Evidence of the following is essential:

- understanding of host enterprise policies and procedures in regard to cleaning and maintenance of work areas and equipment, including occupational health and safety requirements
- demonstrated ability to apply at least three nominated cleaning activities to designated industrial work areas and equipment in a safe and effective manner
- demonstrated ability to provide at least three nominated basic maintenance activities to designated industrial work areas and equipment in a safe and effective manner.

Context of Assessment

Assessment must ensure:

- practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge; and it is related to the individual's work area, or area of responsibility.

Resource Implications

Training and assessment must include access to a real or simulated workplace; and access to actual workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

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

- observation of practical candidate performance
- evaluation of completed cleaning and maintenance activities against established criteria

- oral and written questions
- third party reports completed by a supervisor
- project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	2	Read instructions and labels, cleaning schedules, maintenance requirements
Communicating ideas and information	1	Report maintenance needs and cleaning issues to others
Planning and organizing activities	2	Schedule cleaning and maintenance activities
Working with others and in teams	1	Liaise with staff to address identified needs and problems; undertake cleaning activities to support emerging workplace demands
Using mathematical ideas and techniques	1	Calculate quantities of chemicals required for cleaning
Solving problems	2	Provide responses to address identified work area and equipment maintenance needs
Using technology	1	Operate cleaning equipment and repair tools