

Competency Standard

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 <i>Assess 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</i> to be used</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 labour 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>Element 3: Clean industrial work equipment</p> <p>3.1 Assess suitability of equipment for cleaning</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 Prepare equipment for cleaning</p> <p>3.5 Clean equipment as identified</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> <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 Perform <i>maintenance tasks</i>, as required</p> <p>4.3 Report <i>problems and faults</i> that require additional attention</p> <p>4.4 Store <i>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 Liaise with external contractors</p>	<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 • 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> <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
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- 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.

Cleaning equipment may include:

- 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 minimise 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

	<ul style="list-style-type: none">• 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>Prepare equipment for cleaning may include:</i></p> <ul style="list-style-type: none">• 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. <p><i>Clean equipment may include:</i></p> <ul style="list-style-type: none">• 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
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- 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
- Minimising 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

	<ul style="list-style-type: none">• 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. <p><i>Store maintenance items and equipment</i> may include:</p> <ul style="list-style-type: none">• Counting items back into store• Storing equipment, etc into designated areas• Replenishing consumables that have been used• Requisitioning additional materials, equipment and items needed. <p><i>Administrative tasks</i> may include:</p> <ul style="list-style-type: none">• Completing work report/forms• Calculating cost of materials used• Updating scheduled maintenance sheets• Forwarding documentation to the relevant personnel and/or departments. <p><i>Special projects</i> may include:</p> <ul style="list-style-type: none">• 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. <p><i>Liaise with external contractors</i> may include:</p> <ul style="list-style-type: none">• 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
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- 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, organising and analysing 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 organising 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