

Competency Standard

UNIT TITLE: CLEAN PUBLIC AREAS, FACILITIES AND EQUIPMENT		NOMINAL HOURS: 60 hours
UNIT NUMBER: D1.HHK.CL3.02		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to clean public areas, facilities and equipment, including nominated external areas.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Apply leather upholstery cleaning techniques</p> <p>1.1 Assess <i>leather upholstery</i> to be cleaned</p> <p>1.2 Select <i>appropriate equipment and chemicals</i></p> <p>1.3 Prepare work site</p> <p>1.4 Clean upholstery</p> <p>1.5 Tidy work site</p> <p>1.6 Clean, check and store equipment and chemicals</p> <p>Element 2: Apply fabric upholstery cleaning techniques</p> <p>2.1 Assess <i>fabric upholstery</i> to be cleaned</p> <p>2.2 Select appropriate equipment and chemicals</p> <p>2.3 Prepare work site</p> <p>2.4 Clean upholstery</p> <p>2.5 Tidy work site</p> <p>2.6 Clean, check and store equipment and chemicals</p> <p>Element 3: Apply glass surfaces cleaning techniques</p> <p>3.1 Assess <i>glass areas</i> to be cleaned</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 clean public areas, facilities and equipment within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Housekeeping.</p> <p>The cleaning of public areas, facilities and equipment may apply to:</p> <ul style="list-style-type: none"> • Foyers, corridors, waiting areas and entrance areas • Car parks, footpaths and external walkways • Internal and external entertainment areas • Facilities in public areas, such as tables and chairs, pianos, elevators and escalators, doors and windows • Delivery bays • Swimming pool areas • Garden areas. <p><i>Assess leather upholstery</i> may include:</p> <ul style="list-style-type: none"> • Determining style, condition and coloration 	

<p>3.2 Select appropriate equipment and chemicals</p> <p>3.3 Prepare work site</p> <p>3.4 <i>Clean glass areas</i></p> <p>3.5 Tidy work site</p> <p>3.6 Clean, check and store equipment and chemicals</p> <p>Element 4: Apply ceilings, surfaces and fittings cleaning techniques</p> <p>4.1 <i>Assess ceilings, surfaces and fittings areas to be cleaned</i></p> <p>4.2 Select appropriate equipment and chemicals</p> <p>4.3 Prepare work site</p> <p>4.4 <i>Clean ceilings, surfaces and fittings</i></p> <p>4.5 Tidy work site</p> <p>4.6 Clean, check and store equipment and chemicals</p> <p>Element 5: Apply wet area cleaning techniques</p> <p>5.1 <i>Assess wet areas to be cleaned</i></p> <p>5.2 Select appropriate equipment and chemicals</p> <p>5.3 Prepare work site</p> <p>5.4 <i>Clean wet areas</i></p> <p>5.5 Tidy work site</p> <p>5.6 Clean, check and store equipment and chemicals</p> <p>Element 6: Apply pressure washing techniques</p> <p>6.1 <i>Assess area to be pressure washed</i></p> <p>6.2 Select appropriate equipment and chemicals</p> <p>6.3 Prepare work site</p> <p>6.4 <i>Clean areas using pressure washer</i></p>	<ul style="list-style-type: none"> • Identifying type of soil • Selecting the most appropriate cleaning techniques, including conducting spot testing. <p><i>Appropriate equipment and chemicals</i> will vary between each type of cleaning to be undertaken and will depend on the assessment of the individual job, but may include:</p> <ul style="list-style-type: none"> • Personal protective equipment and clothing • Specialist leather products/agents and leather cleaning kits • Barrier paper, cleaning screens, cloths and towelling, sponges, drop sheets, chamois • Hoses • Ladders and mechanical devices for high level cleaning • Measuring equipment and dilution/preparation of chemicals in accordance with manufacturer's instructions • Selected tools and hand tools • Mechanical and electrical equipment • Checking safety and operational readiness of items, including adjustment of items to suit intended work • Safety signage • Cleaners and chemicals, including acid, alkaline, neutral and solvent cleaners. <p><i>Prepare work site</i> may include:</p> <ul style="list-style-type: none"> • Covering items to protect them • Securing items against movement and damage • Placement of physical barriers and safety signage • Moving and removing furniture and fittings • Notifying other staff and patrons • Cooperating with others to minimize interruption • Covering equipment, items, etc, with protective material, drop cloths, etc
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<p>6.5 Tidy work site</p> <p>6.6 Clean, check and store equipment and chemicals</p> <p>Element 7: Apply high level cleaning techniques</p> <p>7.1 Assess <i>high level areas</i> to be cleaned</p> <p>7.2 Select appropriate equipment and chemicals</p> <p>7.3 Prepare work site</p> <p>7.4 <i>Clean high level areas</i></p> <p>7.5 Tidy work site</p> <p>7.6 Clean, check and store equipment and chemicals</p>	<ul style="list-style-type: none"> • Identifying and complying with relevant in-house policies, procedures, or other emerging needs. <p><i>Clean upholstery</i> may include:</p> <ul style="list-style-type: none"> • Removing soil • Applying topical treatments as required • Using personal protective equipment and clothing as required • Adhering to internal work practices, job breakdown sheets and training • Complying with all legal requirements of the host country • Following manufacturer's instructions in the use of chemicals and equipment. <p><i>Tidy work site</i> may include:</p> <ul style="list-style-type: none"> • Disposing of collected soil and waste • Complying with all environmental requirements • Replacing furniture and fittings • Removing signage and barriers. <p><i>Clean, check and store equipment and chemicals</i> may include:</p> <ul style="list-style-type: none"> • Cleaning equipment that has been used • Cleaning personal protective equipment and clothing that has been used, as appropriate • Conducting safety checks on equipment • Undertaking basic preventative maintenance and basic repairs on equipment • Storing equipment in accordance with enterprise requirements • Storing chemicals in accordance with legislated requirements and enterprise requirements • Replenishing consumables. <p><i>Assess fabric upholstery</i> will include:</p> <ul style="list-style-type: none"> • Identifying type, condition, colour fastness and construction of fabric upholstery • Identifying type of soil
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	<ul style="list-style-type: none">• Identifying topical treatment through observation and/or testing• Selecting the most appropriate cleaning techniques, including conducting spot testing. <p><i>Assess glass areas</i> may include:</p> <ul style="list-style-type: none">• Inspecting for faults and defects• Identifying type of soil• Determining type of glass which may include:<ul style="list-style-type: none">▪ Coated glass▪ Frosted glass▪ Laminated glass▪ Ordinary window glass▪ Textured glass▪ Treated glass▪ Tinted glass• Selecting the most appropriate cleaning techniques. <p><i>Clean glass areas</i> may include:</p> <ul style="list-style-type: none">• Fanning• Pre-spraying• Scraping• Spot cleaning• Using a squeegee• Drying• Polishing. <p><i>Assess ceilings, surfaces and fittings areas</i> may relate to:</p> <ul style="list-style-type: none">• Identifying type of ceiling to be cleaned, including flat, suspended or raked; hard or absorbent
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	<ul style="list-style-type: none">• Identifying type of surface to be cleaned, such as painted, wood, brick, metal• Identifying fittings to be cleaned, which can include cameras, ceiling fans, lights, smoke detectors, speakers, sprinkler systems, televisions, vents and grilles• Identifying soil type• Selecting the most appropriate cleaning techniques. <p><i>Clean ceilings, surfaces and fittings may include:</i></p> <ul style="list-style-type: none">• Removing cobwebs• Wet and dry dusting• Vacuuming• Spot cleaning• Wiping• Rinsing. <p><i>Assess wet areas may include:</i></p> <ul style="list-style-type: none">• Identifying areas to be cleaned using wet cleaning techniques and confirming suitability for this type of cleaning• Identifying soil type• Confirming condition of the area and of equipment in it to be cleaned• Assessing graffiti damage• Selecting the most appropriate cleaning techniques. <p><i>Clean wet areas may include:</i></p> <ul style="list-style-type: none">• Removing loose dust• Treating heavy soil• Treating graffiti• Mopping• Hosing
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	<ul style="list-style-type: none">• Pre-spraying• Scrubbing• Spot cleaning• Wet wiping. <p><i>Assess area to be pressure washed may include:</i></p> <ul style="list-style-type: none">• Identifying areas to be pressure washed and confirming suitability for this type of cleaning• Identifying soil type• Identifying surface type, including brick, car park, concrete, entertainment seating, external walls, gutters and fascia boards, awnings and facades, painted surfaces, steps and stairwells• Confirming condition of area and/or equipment in it to be cleaned. <p><i>Clean areas using pressure washer may include:</i></p> <ul style="list-style-type: none">• Detailing and hand washing• Pre-spraying• Pressure water blasting• Rinsing. <p><i>High level areas</i> refers to any area or item that needs cleaning that is 2 meters or more above ground or floor level</p> <p><i>Assess high level areas may include:</i></p> <ul style="list-style-type: none">• Identifying areas to be cleaned• Analysing optimum method to reach the required height for safe and effective cleaning• Identifying soil type• Selecting the most appropriate cleaning techniques. <p><i>Clean high level areas may include:</i></p> <ul style="list-style-type: none">• Pressure washing• Scrubbing
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- Vacuuming
- Glass cleaning
- Dusting
- Wiping
- Spot cleaning.

Assessment Guide

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

- The enterprise's policies and procedures in regard to occupational safety and health
- Principles of duty of care towards patrons and co-workers
- Ability to use a variety of cleaning techniques and cleaning items
- Knowledge of the safe chemical and manual handling skills
- Ability to use negotiation, communication and problem solving skills
- Knowledge of internal reporting and emergency response requirements
- Knowledge of waste handling techniques, including safe disposal of dangerous material, chemicals, bio-waste
- Planning and adaptation skills to enable cleaning activities at the preferred times.

Linkages To Other Units

- Clean and maintain industrial work area and equipment
- Implement occupational safety and health procedures
- Manage and resolve conflict situations.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of safe chemical storing and handling conditions
- Demonstrated ability to undertake a hazard assessment of the job to be done
- Demonstrated ability to calculate correct dilution and usage rates

- Demonstrated ability to assess the item/area to be cleaned
- Demonstrated ability to prepare work areas
- Demonstrated ability to clean nominated soils from nominated upholstery types
- Demonstrated ability to clean nominated soils from nominated glass surfaces
- Demonstrated ability to clean nominated soils from nominated ceilings, surfaces and fittings
- Demonstrated ability to clean nominated soils from nominated wet cleaning areas
- Demonstrated ability to pressure wash nominated soils from nominated surfaces, including the removal of graffiti
- Demonstrated ability to clean nominated soils from nominated high level areas
- Demonstrated ability to tidy work areas after cleaning
- Demonstrated ability to clean, safety and store equipment after use.

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- In all instances, assessment of the job to be done must include a comprehensive hazard assessment
- Assessment must relate to the individual's work area or area of responsibility.

Resource Implications

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

Assessment Methods

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

- Case studies
- Observation of practical candidate performance
- Oral and written questions

- Portfolio evidence
- Problem solving
- Role plays
- 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
Communicating ideas and information	1	Report cleaning issues to others
Planning and organising activities	2	Schedule cleaning and maintenance activities
Working with others and in teams	1	Liaise with other staff to address identified needs and problems; and undertake cleaning activities to support emerging workplace demands
Using mathematical ideas and techniques	2	Calculate dilution rates for chemicals and cleaning agents
Solving problems	1	Identify soil types and surfaces to be cleaned
Using technology	1	Operate cleaning equipment