

<b>UNIT TITLE:</b> CLEAN PUBLIC AREAS, FACILITIES AND EQUIPMENT		<b>NOMINAL HOURS:</b> 60 hours
<b>UNIT NUMBER:</b> D1.HHK.CL3.02		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to clean public areas, facilities and equipment, including nominated external areas.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Apply leather upholstery cleaning techniques</b></p> <p>1.1 <i>Assess leather upholstery</i> to be cleaned</p> <p>1.2 <i>Select appropriate equipment and chemicals</i></p> <p>1.3 <i>Prepare work site</i></p> <p>1.4 <i>Clean upholstery</i></p> <p>1.5 <i>Tidy work site</i></p> <p>1.6 <i>Clean, check and store equipment and chemicals</i></p> <p><b>Element 2: Apply fabric upholstery cleaning techniques</b></p> <p>2.1 <i>Assess fabric upholstery</i> to be cleaned</p> <p>2.2 <i>Select appropriate equipment and chemicals</i></p> <p>2.3 <i>Prepare work site</i></p> <p>2.4 <i>Clean upholstery</i></p> <p>2.5 <i>Tidy work site</i></p> <p>2.6 <i>Clean, check and store equipment and chemicals</i></p>	<p><b>Unit Variables</b></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 labor 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"> <li>• foyers, corridors, waiting areas and entrance areas</li> <li>• car parks, footpaths and external walkways</li> <li>• internal and external entertainment areas</li> <li>• facilities in public areas, such as tables and chairs, pianos, elevators and escalators, doors and windows</li> <li>• delivery bays</li> <li>• swimming pool areas</li> <li>• garden areas.</li> </ul> <p><i>Assess leather upholstery</i> may include:</p> <ul style="list-style-type: none"> <li>• determining style, condition and coloration</li> <li>• identifying type of soil</li> <li>• selecting the most appropriate cleaning techniques, including conducting spot testing.</li> </ul>	

<p><b>Element 3: Apply glass surfaces cleaning techniques</b></p> <p>3.1 Assess <i>glass areas</i> to be cleaned</p> <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><b>Element 4: Apply ceilings, surfaces and fittings cleaning techniques</b></p> <p>4.1 Assess <i>ceilings, surfaces and fittings areas</i> to be cleaned</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><b>Element 5: Apply wet area cleaning techniques</b></p> <p>5.1 Assess <i>wet areas</i> to be cleaned</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><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"> <li>• personal protective equipment and clothing</li> <li>• specialist leather products/agents and leather cleaning kits</li> <li>• barrier paper, cleaning screens, cloths and toweling, sponges, drop sheets, chamois</li> <li>• hoses</li> <li>• ladders and mechanical devices for high level cleaning</li> <li>• measuring equipment and dilution/preparation of chemicals in accordance with manufacturer's instructions</li> <li>• selected tools and hand tools</li> <li>• mechanical and electrical equipment</li> <li>• checking safety and operational readiness of items, including adjustment of items to suit intended work</li> <li>• safety signage</li> <li>• cleaners and chemicals, including acid, alkaline, neutral and solvent cleaners.</li> </ul> <p><i>Prepare work site</i> may include:</p> <ul style="list-style-type: none"> <li>• covering items to protect them</li> <li>• securing items against movement and damage</li> <li>• placement of physical barriers and safety signage</li> <li>• moving and removing furniture and fittings</li> <li>• notifying other staff and patrons</li> <li>• cooperating with others to minimize interruption</li> <li>• covering equipment, items, etc, with protective material, drop cloths, etc</li> <li>• identifying and complying with relevant in-house policies, procedures, or other emerging needs.</li> </ul>
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<p><b>Element 6: Apply pressure washing techniques</b></p> <p>6.1 Assess area to be pressure washed</p> <p>6.2 Select appropriate equipment and chemicals</p> <p>6.3 Prepare work site</p> <p>6.4 Clean areas using pressure washer</p> <p>6.5 Tidy work site</p> <p>6.6 Clean, check and store equipment and chemicals</p> <p><b>Element 7: Apply high level cleaning techniques</b></p> <p>7.1 Assess high level areas to be cleaned</p> <p>7.2 Select appropriate equipment and chemicals</p> <p>7.3 Prepare work site</p> <p>7.4 Clean high level areas</p> <p>7.5 Tidy work site</p> <p>7.6 Clean, check and store equipment and chemicals</p>	<p><i>Clean upholstery</i> may include:</p> <ul style="list-style-type: none"> <li>• removing soil</li> <li>• applying topical treatments as required</li> <li>• using personal protective equipment and clothing as required</li> <li>• adhering to internal work practices, job breakdown sheets and training</li> <li>• complying with all legal requirements of the host country</li> <li>• following manufacturer's instructions in the use of chemicals and equipment.</li> </ul> <p><i>Tidy work site</i> may include:</p> <ul style="list-style-type: none"> <li>• disposing of collected soil and waste</li> <li>• complying with all environmental requirements</li> <li>• replacing furniture and fittings</li> <li>• removing signage and barriers.</li> </ul> <p><i>Clean, check and store equipment and chemicals</i> may include:</p> <ul style="list-style-type: none"> <li>• cleaning equipment that has been used</li> <li>• cleaning personal protective equipment and clothing that has been used, as appropriate</li> <li>• conducting safety checks on equipment</li> <li>• undertaking basic preventative maintenance and basic repairs on equipment</li> <li>• storing equipment in accordance with enterprise requirements</li> <li>• storing chemicals in accordance with legislated requirements and enterprise requirements</li> <li>• replenishing consumables.</li> </ul> <p><i>Assess fabric upholstery</i> will include:</p> <ul style="list-style-type: none"> <li>• identifying type, condition, color fastness and construction of fabric upholstery</li> <li>• identifying type of soil</li> <li>• identifying topical treatment through observation and/or testing</li> </ul>
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- selecting the most appropriate cleaning techniques, including conducting spot testing.
- Assess glass areas* may include:
- inspecting for faults and defects
  - identifying type of soil
  - determining type of glass which may include:
    - coated glass
    - frosted glass
    - laminated glass
    - ordinary window glass
    - textured glass
    - treated glass
    - tinted glass
  - selecting the most appropriate cleaning techniques.
- Clean glass areas* may include:
- fanning
  - pre-spraying
  - scraping
  - spot cleaning
  - using a squeegee
  - drying
  - polishing.
- Assess ceilings, surfaces and fittings areas* may relate to:
- identifying type of ceiling to be cleaned, including flat, suspended or raked; hard or absorbent
  - 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.

*Clean ceilings, surfaces and fittings* may include:

- removing cobwebs
- wet and dry dusting
- vacuuming
- spot cleaning
- wiping
- rinsing.

*Assess wet areas* may include:

- 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.

*Clean wet areas* may include:

- removing loose dust
- treating heavy soil
- treating graffiti
- mopping
- hosing

- pre-spraying
- scrubbing
- spot cleaning
- wet wiping.

*Assess area to be pressure washed may include:*

- identifying areas to be pressure washed and confirming suitability for this type of cleaning
- identifying soil type
- identifying 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.

*Clean areas using pressure washer may include:*

- detailing and hand washing
- pre-spraying
- pressure water blasting
- rinsing.

*High level areas* refers to any area or item that needs cleaning that is 2 meters or more above ground or floor level

*Assess high level areas may include:*

- identifying areas to be cleaned
- analyzing optimum method to reach the required height for safe and effective cleaning
- identifying soil type
- selecting the most appropriate cleaning techniques.

*Clean high level areas may include:*

- pressure washing
- scrubbing

- 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 health and safety
- 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 health and safety 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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organizing and analyzing information	2	Read instructions and labels, cleaning schedules
Communicating ideas and information	1	Report cleaning issues to others
Planning and organizing 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