### UNIT TITLE: CLEAN AND MAINTAIN INDUSTRIAL WORK AREA AND EQUIPMENT

**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

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<th>Element 1: Identify cleaning and maintenance requirements</th>
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<td>1.2 Identify <strong>work equipment to be cleaned and maintained</strong></td>
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<td>1.3 Identify and locate <strong>instructions in relation to cleaning and maintenance</strong></td>
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**Element 2: Clean industrial work areas**

| 2.1 Assess **area** to be cleaned |
| 2.2 Select appropriate **cleaning equipment and chemicals** |
| 2.3 Select the **protective clothing and equipment** to be used |
| 2.4 Prepare the **area** |
| 2.5 Undertake the **selected cleaning process** |
| 2.6 Dispose of waste |
| 2.7 Return **area to operational condition** |
| 2.8 **Clean, check and store cleaning equipment and chemicals** |

### UNIT VARIABLE AND ASSESSMENT GUIDE

**Unit Variables**

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.

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:

1. **Housekeeping**

*Work areas to be cleaned and maintained* may include walls, floors, windows and ceilings of:

- 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.

*Equipment to be cleaned and maintained* may include:

- back-of-house items
- front-of-house items
- cleaning in place (CIP) equipment.

*Instructions in relation to cleaning and maintenance* may include:

- manufacturer’s instructions
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<td>3.8 Clean, check and store cleaning equipment and chemicals</td>
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**Element 4: Maintain industrial work areas and equipment**

| 4.1 Identify maintenance tasks to be undertaken |  |
| 4.2 Perform maintenance tasks, as required |  |
| 4.3 Report problems and faults that require additional attention |  |
| 4.4 Store maintenance items and equipment |  |
| 4.5 Perform required administrative tasks |  |
| 4.6 Assist in special projects, where required |  |
| 4.7 Liaise with external contractors |  |

- 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.

**Assess area** may include:

- 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.

**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 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
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*

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