

## Qualification Information:

### CPP30316 - Certificate III in Cleaning Operations

<b>Client(s)</b>	Cleaning Staff. The cleaner may work alone, with or without supervision, and has responsibility for selecting, preparing and using appropriate cleaning methods for a range of cleaning situations while ensuring safe work practices.	
<b>Entry &amp; Admission Requirements</b>	<p>There are no specific entry requirements for this qualification.</p> <p>Daniels Associates has the following admission requirements to suit the delivery and assessment mode offered:</p> <ul style="list-style-type: none"> <li>Learners are required to be competent in written and spoken English and will undertake a Language, Literacy, and Numeracy test prior to commencing the training.</li> </ul>	
<b>Course Duration</b>	This course is normally delivered over a period of <i>approximately</i> 10-12 months	
<b>Qualification Packaging</b>	<p>To achieve this qualification, competency must be demonstrated in:</p> <ul style="list-style-type: none"> <li>14 units of competency consisting of:</li> <li>5 core units</li> <li>9 elective units.</li> </ul>	
<b>Units of Competency</b>	Workplace Health and Safety	1a. CPPCLO3003 Clean using safe work practices (core) 1b. CPPCLO3035 Maintain cleaning storage areas (core)
	Room Cleaning	2a. CPPCLO3018 Clean and maintain furniture and fittings 2b. CPPCLO3017 Clean wet areas 2c. CPPCLO3043 Clean using microfibre and chemical-free techniques 2d. CPPCLO3019 Remove waste and recyclable materials (core)
	Communication	3a. CPPCMN3007 Support leadership in the workplace 3b. CPPCLO3009 Clean glass surfaces
	Hard Floor cleaning	4a. CPPCLO3001 Maintain hard floor surfaces
	Carpet Cleaning	5a. CPPCLO3004 Maintain carpeted floors 5b. CPPCLO3007 Remove carpet stains
	Customer Service	6a. CPPCMN3006 Provide effective client service (core) 6b. CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work (core)
	Sustainability	7a. CPPCLO3011 Clean using environmentally sustainable work practices
		<p><b>Additional Units available for this qualification include</b></p> <p>CPPCLO3038 Clean food-handling areas</p> <p>CPPCLO3037 Clean external surfaces</p> <p>CPPCLO3014 Maintain clean-room environments</p> <p>CPPCLO3040 Clean ceiling surfaces and fittings</p> <p>CPPCLO3002 Restore hard floor surfaces</p>

<b>Training Delivery</b>	<p>Training is normally delivered off-the-job in a class room type environment.</p> <p>Training is normally delivered at each worksite location if there are (5) or more staff.</p>
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<b>Assessment</b>	
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<b>RPL / Credit Transfer</b>	<p><u>National Recognition and Credit Transfer</u> – Daniels Associates has a Student/Learner Handbook, which outlines the process to be followed for granting national recognition and credit transfer.</p> <p><u>Recognition of Prior Learning</u> - Daniels Associates has a RPL Student Guide, which outlines in detail a process to be followed for granting Recognition of Prior Learning. RPL Assessment material enables the assessors to gain a clear understanding of the student’s knowledge, skills and experience, thus enabling an objective assessment of the applicant’s current competency to be made.</p> <p>Learners must apply for National Recognition, Credit Transfers and RPL prior to or immediately after formal enrolment but prior to the commencement of the delivery of the units. Any RPL’s granted must be accepted and signed off by the student.</p> <p>Where a student is successful in their RPL or CT application the Learners training plan / timetable must be adjusted.</p>
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<b>Assessment Arrangements</b>	<p>The assessment process will include the gathering of evidence to demonstrate the student’s competence. Learners will be advised of the assessment requirements at the beginning of each unit / cluster through documented assessments that will clearly outline all required tasks that must be completed to achieve competence within the specified unit.</p> <p>The assessment methods include theory and practical tasks and will be clearly documented in the Assessment Tool Kit. Assessment methods include:</p> <p><b>Work Based Activities:</b> Learners will work through a range of assessable activities in a classroom environment. These activities may include completion of case studies, participating in simulated activities, workplace audits and demonstration of skills and knowledge.</p> <p><b>Assignment:</b> Learners are required to complete a take-home assignment in their own time. Assignments include a combination of multiple choice questions, short answer questions and case studies.</p> <p><b>Workplace Assessment:</b> Learners are required to demonstrate their skills and knowledge for some units of competency in a fully operational working environment. These assessment uses a combination of <b>Direct Observation</b> and <b>Verbal</b></p> <p>Appropriate times for these assessments will be negotiated with the learner and their workplace supervisor.</p> <p><b>Third Party Evidence Sheet</b> to be completed by the learner’s supervisor. Learners are required to review the Third Party Evidence with their workplace supervisor. If both are satisfied that the learner meets the criteria, their supervisor signs and dates the Third Party Evidence Sheet.</p>
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**Daniels Associates**

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