

## Qualification Information:

### CPP40416 - Certificate IV in Cleaning Management

<b>Client(s)</b>	This qualification reflects the role of cleaning industry personnel who use well developed skills and a broad knowledge base in a wide variety of cleaning management contexts. They may be responsible for wide-ranging operational cleaning management activity and for managing staff, providing quotations, planning and overseeing work, and providing customer support.	
<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>7 core units</li> <li>7 elective units.</li> </ul>	
<b>Units of Competency</b>	<i>Managing WHS &amp; workplace risks</i>	CPPCMN4007 Manage workplace safety arrangements (core) BSBRSK501 Manage risk (core)
	<i>Managing cleaning operations - 1</i>	CPPCLO4022 Schedule and monitor cleaning tasks (core) CPPCLO4024 Manage the supply of cleaning stores to the work site (core) CPPCLO4003 Manage cleaning equipment maintenance and supply
	<i>Staff induction</i>	CPPCLO4001 Induct cleaning staff (core) CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work CPPCLO4002 Develop, implement and monitor new cleaning techniques
	<i>Managing cleaning operations - 2</i>	CPPCMN4003 Establish, develop and monitor teams (core)
	<i>Managing clients and quoting cleaning services</i>	CPPCLO4025 Provide quotation for cleaning services CPPCMN4004 Develop and manage client relations (core)
	<i>Sustainability</i>	CPPCMN4001 Develop workplace policies and procedures for sustainability CPPCMN4002 Implement and monitor environmentally sustainable work practices
	<i>Infection control</i>	HLTINF003 Implement and monitor infection prevention and control policies and procedures

<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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