

**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>Course Duration</b>	This course is normally delivered over a period of <i>approximately</i> 12-24 months.
<b>Entry &amp; Admission Requirements</b>	<p>Daniels Associates has the following admission requirements to suit the delivery and assessment mode offered:</p> <p>For entry into this qualification you are required to be working in a cleaning role or arrange appropriate employment in a cleaning role. Daniels associates does NOT provide student assistance for work placement or employment.</p> <p>Learners should be able to demonstrate ACSF level 2 competency in written and spoken English and will undertake a Language, Literacy, and Numeracy test prior to commencing their qualification.</p> <p>The majority of students enrolling in this qualification will be funded under New South Wales Smart and Skilled traineeship funding or the Queensland Certificate 3 Guarantee funding. There are specific entry requirements to be eligible for funding.</p> <p><b>NSW Smart &amp; Skilled funding eligibility</b></p> <p>To be eligible to undertake a course through a traineeship pathway you must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Must not have a Certificate III or above within the last 7 years</li> <li>• Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder of New Zealand citizen</li> <li>• FULL time staff – worked for EMPLOYER for less than 3 months full time – this can be back-dated by up to 1 month and does not include any initial casual employment.</li> <li>• PART time staff – worked for EMPLOYER for less than 12 months part time – this can be back-dated by up to 1 month and does not include any initial casual employment.</li> <li>• PART time staff - work an average of 21 hours per week</li> </ul> <p>The current course fee (2020) for funding under a Smart and Skilled traineeship is \$0. This course has been made fee free from 1 January 2020 for students enrolled in a traineeship. <i>Note the course fee is set by the NSW Department of Education and Training.</i></p> <p><b>Government incentives:</b></p> <ul style="list-style-type: none"> <li>• Employer paid \$4,000 for FULL time staff - paid in 2 payments of \$1,500, 6 months after enrolment and \$2,500 on completion</li> <li>• Employer paid \$1,500 for PART time staff - paid in 1 payment of \$1,500 on completion</li> </ul> <p><b>Payroll tax exemption:</b></p> <p>There is a payroll tax exemption in NSW for staff enrolled in traineeships.</p>

	<p><b>Queensland Certificate 3 Guarantee funding eligibility</b></p> <p>To be eligible to undertake a course through the Certificate 3 Guarantee Program you must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Must not already hold or be undertaking a Certificate III or higher qualification (if completed at school not counted)</li> <li>• Be 15 years or older</li> <li>• Not be attending school</li> <li>• Must be employed in an applicable job role or have the ability to find suitable employment</li> <li>• Be a Queensland resident – an Australian Citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland</li> <li>• Once you have completed the qualification level through the Certificate III Guarantee Funding you will no longer be eligible for a government subsidised training place.</li> </ul> <p>The current course fee (2018) for funding under Certificate 3 Guarantee funding is \$50. This fee is payable before course commencement.</p> <p>Concession fee of \$25 is available to students who meet appropriate eligibility – concession eligibility changes frequently and students should check with Daniels Associates student administration for current concession eligibility and pricing.</p>	
<p><b>Course pricing fee for service</b></p>	<p>Please contact Daniels Associates for course pricing.</p> <p>Course pricing varies depending upon government funding and number of enrolments</p>	
<p><b>Qualification Packaging</b></p>	<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 and 9 elective units.</li> </ul>	
<p><b>Units of Competency</b></p>	<p>Workplace Health and Safety</p>	<p>1a. CPPCLO3003 Clean using safe work practices (core) 1b. CPPCLO3035 Maintain cleaning storage areas (core)</p>
	<p>Room Cleaning</p>	<p>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)</p>
	<p>Communication</p>	<p>3a. CPPCMN3007 Support leadership in the workplace 3b. CPPCLO3009 Clean glass surfaces</p>
	<p>Hard Floor cleaning</p>	<p>4a. CPPCLO3001 Maintain hard floor surfaces</p>
	<p>Carpet Cleaning</p>	<p>5a. CPPCLO3004 Maintain carpeted floors 5b. CPPCLO3007 Remove carpet stains</p>
	<p>Customer Service</p>	<p>6a. CPPCMN3006 Provide effective client service (core) 6b. CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work (core)</p>
	<p>Sustainability</p>	<p>7a. CPPCLO3011 Clean using environmentally sustainable work practices</p>
	<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 delivered at each worksite location.</p> <p>The workplace must have appropriate equipment and site access to conduct training and assessment according to the <u>Employer – Resource Assessment checklist (Form)</u>.</p>

<b>Assessment</b>	
<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>
<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 assessments use a combination of <b>Direct Observation</b> and <b>Verbal Questions</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>

**Daniels Associates**

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