

## Qualification Information: CPP40421 - Certificate IV in Cleaning



<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>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>For entry into this qualification you are required to be working in a cleaning supervision/management role or arrange appropriate employment in a cleaning management role. Daniels associates does NOT provide student assistance for work placement or employment.</p> <p>Learners should be able to demonstrate ACSF level 4 competency in written and spoken English and will undertake a Language, Literacy, and Numeracy test prior to commencing their qualification.</p> <p>Participants should have access to a computer with internet connection.</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 pricing fee for service</b>	<p>Please contact Daniels Associates for course pricing.</p> <p>Course pricing varies depending upon government funding and number of enrolments</p>	
<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>4 core units</li> <li>10 elective units.</li> </ul>	
<b>Course outline</b> Units of Competency	Section (1) WHS	BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes (core) BSBWHS411 Implement and monitor WHS policies, procedures and programs (Group A)
	Section (2) PD and report writing	BSBPEF402 Develop personal work priorities (core)
	Section (3 & 4) Manage Cleaning Ops Supervision & Leadership	CPPCLO4100 Organise and monitor cleaning tasks (core) BSBXTW401 Lead and facilitate a team CPPCLO4102 Supervise cleaning staff BSBXCM401 Apply communication strategies in the workplace
	Section (5) Costing cleaning services	CPPCLO4101 Estimate and quote cleaning service

	Section (6) Manage Cleaning Issues	CPPCLO4112 Assess cleaning products and equipment to meet cleaning service requirements
	Section (7) Risk Management	BSBOPS403 Apply business risk management processes
	Session (8) Business relationships & communication Document writing	BSBTWK401 Build and maintain business relationships BSBWRT311 Write simple documents (core)
	Section (9)	BSBSUS412 Develop and implement workplace sustainability plans
	Section (10)	HLTINFCOV001 - Comply with infection prevention and control policies and procedures
<b>Training Delivery</b>	<p>Training is normally delivered off-the-job in a classroom 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>

**Work Based Project:** Learners are required to work through a project relevant to the competency unit and applied to their workplace. Projects require students to apply their skills and knowledge to real world problems.

**Assignment:** 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.

**Workplace Assessment:** 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 **Direct Observation** and **Verbal Questions**.

Appropriate times for these assessments will be negotiated with the learner and their workplace supervisor.

**Third Party Evidence Sheet** 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.

### Daniels Associates

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