Certificate IV in Cleaning Management CPP41011

Unit Descriptions & Evidence Required to Demonstrate Competency

Agenda

Course Description

This qualification applies to individuals 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 are responsible for managing staff, providing quotations, planning and overseeing work and providing customer support.

Pathways Information

Not applicable.

Entry Requirements

Not applicable.

What you must do to complete the course

To be awarded CPP41011 Certificate IV in Cleaning Management, competency must be achieved in 13 units as noted on the contents page.

BSBHRM405A (Core) Support the recruitment, selection and induction of staff

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. Performance of the work described in this unit will be underpinned by in-depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resources functions.

Application of the Unit

This unit applies to those with a supporting role in recruitment, selection and induction functions who work under the direction of a human resources manager.

Individuals at this level would not necessarily have staff reporting to them, although this may be the case.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- work with job descriptions to support sourcing, selecting and appointing suitable staff
- participate in interviews and other selection techniques, and demonstrate awareness of EEO and anti-discrimination requirements
  use different advertising channels to promote vacancies and/or establish a potential talent pool.

BSBRSK501B (Core) Manage risk

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage risks in a range of contexts across the organisation or for a specific business unit or area.

Application of the Unit

This unit addresses the management of the risk across the organisation or within a business unit or area. It does not assume any given industry setting.
This unit applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- risk management plan which includes a detailed stakeholder analysis, explanation of the risk context, critical success factors, identified and analysed risks, and treatments for prioritised risks
- details of monitoring arrangements for risk management plan and an evaluation of the risk management plan's efficacy in treating risks
- knowledge of relevant legislation, codes of practice and national standards.

CPPCLO4022A (Core) Organise and monitor cleaning operations

Unit Descriptor

This unit of competency specifies the outcomes required to organise and monitor work to maximise effectiveness of resource use in the cleaning industry.

The unit requires the ability to identify requirements of the work order based on extensive understanding of the range of cleaning methods available and the associated use of equipment and chemicals. It also requires understanding of the client's expectations and needs, and organising the resources needed for the cleaning operation. Organising resources and monitoring performance are essential to performing a cleaning operation efficiently.

Application of the Unit

This unit of competency supports employees who work with limited supervision or who work with, and provide support to, a small team.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- determine resource implications of particular cleaning methods being used in work order
- assess resource requirements of work order
- confirm that client expectations are realistic
- comply with company and legislative requirements
- develop and adhere to work schedules
- implement effective monitoring system
- identify and supply equipment, PPE, chemicals and consumables
- provide feedback and communicate with colleagues and customers
- achieve outcomes in relation to customer work order and company requirements.

CPPCLO4024A (Core) Control the supply of resources to the work site

Unit Descriptor

This unit of competency specifies the outcomes required to control the supply of cleaning equipment, chemicals and consumables used in the provision of cleaning services at the work site.

The unit requires the ability to select the most appropriate equipment, chemicals and consumables for the cleaning operation and ensure their continuous availability at the work site, based on extensive understanding of the range of cleaning methods available and the equipment and chemicals used for each method

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- determine resource implications of particular cleaning methods being used in work order
- assess equipment and material requirements of work order
- comply with company and legislative requirements
- achieve outcomes in relation to customer work order and company requirements
- implement and maintain effective stores and ordering systems
- review effectiveness of current products
- update product knowledge.

CPPCLO4025A (Core) Provide quotation for cleaning services

Unit Descriptor

This unit of competency specifies the outcomes required to calculate the cost of services accurately and to present quotations to clients. The unit also covers responding to a client request to vary specifications.

The unit requires the ability to assess the client's requirements, calculate costs of the service options, and provide the client with a quotation detailing cost of proposed service and conditions. Comprehensive knowledge and understanding of the range of cleaning methods available and their associated use of equipment and chemicals, as well as the company's quoting policies and procedures, are essential to perform this task.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- assess client's service requirements
- determine resource implications of particular cleaning methods being proposed
- assess equipment, chemical and consumable requirements of work order
- calculate costs of providing services
- comply with company and legislative requirements
- implement company policies and procedures for preparation of quotation
- present service offer, costing and conditions
- achieve outcomes in relation to customer service and company requirements for preparing and presenting quotations.

CPPCMN4004B (Core) Facilitate effective client relationships

Unit Descriptor

This unit of competency specifies the outcomes required to establish complex business contacts and networks and manage these relationships in a flexible and effective manner. Complex business relationships are those that require exploring products and services with the client that could improve or enhance their operations. Therefore this unit requires the individual to be familiar with a wide range of organisational products and services.

This unit would usually be carried out under supervision, within organisational guidelines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement

Application of the Unit

This unit of competency supports individuals with significant contact with external clients but without managerial or supervisory responsibilities. The unit applies to those providing information on routine, well-defined products and dealing with enquiries of a more complex nature, including pricing. Performance would usually be carried out under routine supervision, within company guidelines

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- build client relationships
- explain features and benefits of products and services using knowledge of products and services
- identify and use opportunities for establishing business contacts and networks
- present information in a variety of formats to a range of business contacts.

CPPCMN4006A (Core) Facilitate effective workplace relationships

Unit Descriptor

This unit of competency specifies the outcomes required to establish and maintain effective workplace relationships within a work group. It covers communicating workplace expectations and legislative requirements to work group members, as well as managing workplace conflict.

The unit requires high-level communication skills to ensure that opportunities for staff development are encouraged and provided. Internal workplace relationships are required to be monitored and evaluated on a regular basis in order to ensure effectiveness. The skills and knowledge of this unit are required by work group leaders in order to facilitate workplace relationships that contribute to effective workplace arrangements and delivery of customer service strategies to clients.

Application of the Unit

This unit of competency supports individuals with significant team-leading responsibilities but without managerial or supervisory responsibilities. Performance would usually be carried out under routine managerial supervision, within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- communicate techniques that establish and maintain relationships within a work group
- employ methods of communication that cater for social, cultural and language differences within a work group
- resolve problems and conflicts according to company requirements
- provide learning and development opportunities within the work group
- monitor and evaluate workplace relationships to improve and refine existing arrangements.

CPPCMN4007A (Core) Manage workplace safety arrangements

Unit Descriptor

This unit of competency specifies the outcomes required to implement and monitor the company's occupational health and safety (OHS) policies, procedures and programs to achieve and maintain OHS standards and ensure workplace safety arrangements. It includes managing the provision of information and the implementation, supervision and review of OHS policies and programs that contribute to maintaining a safe work environment

Application of the Unit

This unit of competency is relevant for employees with supervisory responsibilities. Performance would usually be carried out within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- apply and commit to company management systems and procedures for health and safety
- apply consistent leadership role to identification of hazards within work group to ensure unresolved issues are referred to appropriate personnel and actioned
- apply risk management procedures, that is, undertaking hazard identification, risk assessment and risk control according to hierarchy of control
- identify and facilitate OHS training needs and reporting requirements of work group
- identify characteristics of workforce that affect the management of OHS
- identify OHS compliance requirements for a system of work
- integrate OHS into company management systems
- apply knowledge of OHS Acts, regulations and codes of practice applicable to work area
- provide clear information and instruction to work group on workplace procedures pertaining to health and safety in a readily accessible manner
- apply obligations for duty of care.

CPPCMN4001B (Elective) Develop workplace policies and procedures for sustainability

Unit Descriptor

This unit of competency specifies the outcomes required to develop and implement a workplace sustainability policy, including modifying the policy to suit changed circumstances. The unit requires the ability to review legislation to inform the development of workplace policies and procedures related to environmental sustainability. The ability to communicate the intent and content of the policies and procedures is also required, together with the organisational competency to implement and review the policies and procedures

Application of the Unit

This unit of competency supports individuals working in a range of property services sectors and organisations who operate within the scope of their defined roles and responsibilities.
The unit must be applied strictly according to relevant state or territory legislative and industry requirements.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- play a key role in the development of organisational policies and show that the developed policies comply with legislative requirements
- use methodology to involve stakeholders in policy development, implementation and review
- implement plans and work plans
- present policies and procedural documentation that outline approach taken
- implement a strategy that has been devised, implemented and reviewed showing a measurable improvement and using the chosen benchmark indicators.

CPPCMN4002B (Elective) Implement and monitor environmentally sustainable work practices

Unit Descriptor

This unit of competency specifies the outcomes required to analyse the workplace effectively in relation to environmentally sustainable work practices, and to then implement improvements and monitor their effectiveness.

Application of the Unit

This unit of competency supports individuals responsible for a specific area of work or who lead a work group or team in a range of property services sectors and organisations. They operate within the scope of their defined roles and responsibilities.

The unit must be applied strictly according to relevant state or territory legislative and industry requirements.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- analyse external benchmarks
- apply improved approaches to resource use in own work area
- effect outcomes from environmental and resource efficiency improvement plans
- explain reasons for the choice of particular benchmarks.

CPPCMN4005A (Elective) Facilitate effective teamwork

Unit Descriptor

This unit of competency specifies the outcomes required to monitor and maintain effective work group activities. It covers developing trust and confidence within the work group and requires the demonstration of appropriate communication methods in determining team roles and activities.

The unit also specifies significant planning skills to ensure members of the work group are clear about their roles and responsibilities. A participative approach is required to monitor and review team effectiveness in order to satisfy wider client needs.

Application of the Unit

This unit of competency supports individuals with significant team leading responsibilities. It applies to those without managerial or supervisory responsibilities. Performance would usually be carried out under routine managerial supervision, within company guidelines.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- communicate in order to develop trust and confidence within work group
- monitor and evaluate work group performance to improve and refine existing arrangements
- plan and improve workplace effectiveness through participative arrangements for work groups
- resolve poor work performance according to company requirements.

BSBWOR401A (Elective) Implement effective workplace relationships

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement

Application of the Unit

Frontline managers play an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organisation achieve planned outputs and outcomes. They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and team members.

At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, and leadership and guidance of others.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- range of methods and techniques for communicating information and ideas to a range of stakeholders
- range of methods and techniques for developing positive work relationships that build trust and confidence in the team
- accessing and analysing information to achieve planned outcomes
- techniques for resolving problems and conflicts and dealing with poor performance
- knowledge of the theory associated with managing work relationships to achieve planned outcomes.

BSBWOR402A (Elective) Promote team effectiveness

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement

Application of the Unit

Frontline managers have an important leadership role in the development of efficient and effective work teams. They play a prominent part in team planning, supervising the performance of the team and developing team cohesion. They provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- teamwork plan with details of how it was generated and how it will be monitored so that team goals can be met
- techniques in communicating information, dealing with team conflict and resolving issues
- knowledge of organisational goals, objectives and plans.