

Training Package	Tourism, Hospitality and Events (SIT07v2.3)		HSC Requirements and Advice
Unit title	Clean premises and equipment		
Unit code	Competency field	Sector	HSC Indicative Hours
SITHACS006B	Accommodation Services	Hospitality	10

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to carry out general cleaning duties as part of a job role in a tourism or hospitality enterprise or any other service industry context. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts. It does not include contract cleaning which is covered by the Asset Maintenance Training Package.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
Prerequisite units	Nil
Application of the unit	<p>This unit requires the application of techniques to clean both wet and dry areas as well as knowledge of cleaning equipment and materials, including key safety and environmental issues. A person undertaking this role works under guidance and supervision.</p> <p>In a tourism and hospitality context this unit would usually be undertaken in conjunction with specialist operational units such as SITHACS005B Prepare rooms for guests and SITHCCC004B Clean and maintain kitchen premises.</p>
Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged will assist in identifying employability skill requirements.

Evidence Guide

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> ability to select and use relevant equipment and cleaning agents safely, efficiently and according to acceptable enterprise cleaning routines and timeframes ability to organise resource effective cleaning of both wet and dry areas 	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> areas to be cleaned, including a range of different surfaces such as carpet, marble, ceramic, wood, clay, rubber, vinyl, leather, woodwork, painted surfaces, crystal, mirrors and glass, terrazzo, slate and granite 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> direct observation of cleaning and maintenance activities oral or written questioning to assess 	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit</p>

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d	Context of and specific resources for assessment cont/d	Methods of assessment cont/d	Assessing employability skills cont/d
<ul style="list-style-type: none"> • ability to undertake duties according to organisational health, safety and security practices • knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances • ability to complete cleaning tasks within the timeframe required and within commercially realistic timeframes. 	<ul style="list-style-type: none"> • cleaning equipment and cleaning agents that reflect current industry practice, including: <ul style="list-style-type: none"> - cleaner's trolley - chemical dispenser - sink and sluice sink - storage areas - appropriate chemicals, detergents, deodorisers, polishes and sanitisers - cleaning products, including glass and multisurface, cream and acid - range of cloths, including dry, wet, lint-free and dusting - toilet brush and toilet cleaning cloth - protective gloves - bucket, mop and floor rags - range of brooms, brushes, rags and dusters for different surfaces - window squeegee mop and extension poles - 'wet floor' or 'cleaning in progress' signs - syringe bin and tongs - access to sanitary disposal systems - polishing machine - automatic scrubber. 	<p>knowledge of cleaning and maintenance procedures, materials, equipment and hazardous substances and efficient resource use</p> <ul style="list-style-type: none"> • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	<p>should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.</p>

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • correct use of personal protective equipment • cleaning techniques for premises and equipment • organisational skills to prepare equipment and materials for a given cleaning context • literacy skills to interpret product labels and safety instructions • numeracy skills to calculate the dilution requirements of chemical and cleaning products. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • cleaning procedures for various surfaces and equipment, including wet and dry • correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials • enterprise procedures and standards in relation to presentation of premises • safe work practices relating to use of cleaning equipment, bending and manual handling • applications of different types of cleaning products • the essential features of and safe practices for using common hazardous substances used by the tourism and hospitality industry and in particular substances used by the organisation e.g. cleaning products and chemicals • the environmental impacts of cleaning premises and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use • correct and environmentally sound disposal methods for waste and in particular for hazardous substances. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • cleaning agents and chemicals • cleaning processes and procedures • equipment • equipment faults • environmental impacts • hazards • maintenance • occupational health and safety • safe work practices • wet and dry areas.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Select and set up equipment and materials.	1.1 Select <i>equipment</i> according to type of cleaning to be undertaken.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Equipment</i> <u>must</u> include:</p> <ul style="list-style-type: none"> • electrically operated equipment such as scrubbers, polishers and vacuum cleaners • brushes and brooms • mops and buckets • dusters and pans • garbage receptacles. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of the importance of cleaning services to the overall quality of service provided by the workplace/organisation.</p> <p>Knowledge of workplace/organisation procedures and standards in relation to presentation of premises.</p> <p>Knowledge of safe and hygienic work practices and procedures.</p> <p>Awareness of the main features and intent of environmental legislation including:</p> <ul style="list-style-type: none"> • <i>Protection of the Environment Operations Act 1997</i> (NSW) and amendments • Codes of Practice (WorkCover NSW) <ul style="list-style-type: none"> - Control of Workplace Hazardous Substances. <p>An awareness of a range of cleaning equipment including:</p> <ul style="list-style-type: none"> • name • characteristic • use • limitations • assembly (if appropriate) • maintenance • cleaning and sanitising • storage. <p>Cleaning equipment including:</p> <ul style="list-style-type: none"> • electrically operated equipment <ul style="list-style-type: none"> - vacuum cleaners - polishing machine - automatic scrubber. • mops, brushes and brooms • window squeegee mop and extension poles • rags and dusters • floor rags • cloths <ul style="list-style-type: none"> - dry - wet

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> - lint-free - dusting • buckets and pans • garbage receptacles • syringe bin and tongs • access to sanitary disposal systems • cleaner's trolley • chemical dispensers • sink and sluice sink • storage areas • toilet brush and toilet cleaning cloth. <p>A working knowledge of a range of cleaning equipment.</p>
	1.2 Check that all equipment is clean and in safe working condition prior to use.		<p>Learning experiences for the HSC must address:</p> <p>Pre-operational equipment checks including:</p> <ul style="list-style-type: none"> • safety • consumables • adjustment for task. <p>Procedures and documentation for identifying faulty equipment including:</p> <ul style="list-style-type: none"> • malfunctions • worn, broken or missing components • faulty/damaged electrical leads.
	1.3 Select and prepare suitable wet and dry <i>cleaning agents and chemicals</i> according to relevant manufacturer and <i>OHS and environmental requirements.</i>	<p><i>Cleaning agents and chemicals</i> may include:</p> <ul style="list-style-type: none"> • general and spot cleaning agents • cleaning agents for specialised surfaces, including window and glass cleaners • disinfectants • pesticides • deodorisers • furniture and floor polishes. <p><i>OHS and environmental requirements</i> may include:</p> <ul style="list-style-type: none"> • enterprise policies and procedures related to cleaning operations and disposal of used chemicals 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of occupational health and safety (OHS) guidelines and regulations relating to cleaning agents, chemicals and equipment.</p> <p>Knowledge of a range of cleaning agents and chemicals including:</p> <ul style="list-style-type: none"> • general and spot cleaning agents • cleaning agents for specialised surfaces including window and glass cleaners <ul style="list-style-type: none"> - cream - acid • disinfectants

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
		<ul style="list-style-type: none"> • general workplace safety procedures • correct use of manual handling techniques • use of hazardous substances and storage requirements • enterprise security procedures. 	<ul style="list-style-type: none"> • sanitisers • pesticides • deodorisers • furniture and floor polishes. <p>Interpretation of product labels and material safety data sheets (MSDS) for the safe preparation and use of cleaning agents and chemicals:</p> <ul style="list-style-type: none"> • directions and precautions for use • recommended dosage and dilution of chemicals • safe handling requirements • first aid • calculating quantity required • disposal methods • suitable storage item/container. <p>How and where to obtain required MSDS.</p>
	<p>1.4 Select and use <i>protective clothing</i> where necessary.</p>	<p><i>Protective clothing</i> may include:</p> <ul style="list-style-type: none"> • overalls • jackets • aprons • goggles and masks • gloves • waterproof clothing and footwear • headwear • breathing apparatus. 	<p>Learning experiences for the HSC must address:</p> <p>Use and application of a range of personal protective equipment (PPE) including:</p> <ul style="list-style-type: none"> • footwear • head protection • gloves • protective clothing • hearing protection • eye protection • face mask/breathing apparatus. <p>Selection of PPE:</p> <ul style="list-style-type: none"> • correct for the task • manufacturers' specifications for use • correct fitting • serviceable. <p>Importance of correctly fitting PPE.</p> <p>Maintenance of PPE according to manufacturers' instructions and workplace/organisation policy and procedures:</p> <ul style="list-style-type: none"> • cleaning and decontamination • correct storage

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • regular checks for damage • repair/replacement of worn, malfunctioning or damaged equipment/parts • disposal of single-use equipment.
2 Clean wet and dry areas and associated equipment.	2.1 Take account of potential customer inconvenience in scheduling and performing cleaning tasks.		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of workplace/organisation cleaning schedules including:</p> <ul style="list-style-type: none"> • times • tasks to be completed. <p>An awareness of appropriate variations to cleaning schedule to accommodate needs and special requests from customers.</p>
	2.2 Prepare <i>wet and dry areas</i> to be cleaned and identify any <i>hazards</i> .	<p><i>Wet and dry areas</i> may include:</p> <ul style="list-style-type: none"> • bathrooms • bedrooms • kitchens • balconies • private lounge areas • internal and external public areas • function rooms • storage areas. <p><i>Hazards</i> may include:</p> <ul style="list-style-type: none"> • spillages • breakages, including broken glass • wet or slippery surfaces • broken or damaged furniture • fumes • blood • needles and syringes • used condoms • sharp objects, including knives and skewers • human waste • surgical dressings • fat and oil • heated utensils and surfaces • sharp food scraps, including bones and crustacean shells. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of workplace/organisation procedures for the preparation of a range of areas for cleaning including:</p> <ul style="list-style-type: none"> • bathrooms • bedrooms • kitchens • balconies • private lounge area • public areas <ul style="list-style-type: none"> - internal - external • function rooms • storage areas. <p>Identification of potential hazards to:</p> <ul style="list-style-type: none"> • self • visitors • colleagues • customers • the general public. <p>Knowledge of a range of hazards including:</p> <ul style="list-style-type: none"> • spillages • breakages including broken glass • wet or slippery surfaces

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • broken or damaged furniture • fumes • blood • needles and syringes • used condoms • sharp objects including knives and skewers • human waste • surgical dressings • fat and oil • heated utensils and surfaces • sharp food scraps including bones and crustacean shells. <p>An awareness of policies and procedures for dealing with potential hazards.</p>
	<p>2.3 Barricade the work area, or place warning signs as appropriate to reduce risk to colleagues and customers.</p>		<p>Learning experiences for the HSC must address:</p> <p>Recognition and use of standard OHS signs and symbols including:</p> <ul style="list-style-type: none"> • legislative requirements • meaning of colour and shape • appropriate placement and positioning. <p>Appropriate placement of signage during cleaning operations including:</p> <ul style="list-style-type: none"> • ‘wet floor’ • ‘cleaning in progress’.
	<p>2.4 Select and apply correct cleaning agents or chemicals for specific areas, according to <i>manufacturer recommendations</i>, safety procedures and enterprise policies and procedures.</p>	<p><i>Manufacturer recommendations</i> may include:</p> <ul style="list-style-type: none"> • cleaning and maintenance guidelines • dosage and dilution of chemicals • safety requirements. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of safe work practices and procedures including:</p> <ul style="list-style-type: none"> • selection, use and maintenance of PPE • selection of appropriate equipment for the task • correct handling, application, labelling and storage of hazardous and nonhazardous materials • safe posture (sitting, standing, bending and lifting) • correct manual handling (lifting and transferring) • hazard identification and risk control • basic first aid training and access to first aid kits • procedures to follow in the event of an emergency

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • effective communication and teamwork • adherence to workplace/organisation policies and procedures • housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment. <p>Basic first aid for potential injury caused through use of cleaning agents and chemicals including:</p> <ul style="list-style-type: none"> • chemical burns • inhaled chemical fumes • chemical splashes in eyes • chemicals ingested • chemicals absorbed through skin. <p>An awareness of enterprise first aid procedures.</p>
	2.5 Select and apply correct agents and chemicals for particular equipment or surfaces.		
	2.6 Use equipment correctly and safely.		<p>Learning experiences for the HSC must address:</p> <p>Importance of providing information, instructions and training in the correct selection and safe use of cleaning equipment and chemicals.</p>
3 Maintain and store cleaning equipment and chemicals.	3.1 Clean equipment after use according to enterprise requirements and manufacturer instructions.		<p>Learning experiences for the HSC must address:</p> <p>Awareness of routine cleaning and maintenance for a range of equipment including:</p> <ul style="list-style-type: none"> • safety checks • cleaning and decontamination <ul style="list-style-type: none"> - wiping down - washing and rinsing - sanitising - drying out • dismantling and reassembling • emptying • routine maintenance in accordance with planned, preventative maintenance programs <ul style="list-style-type: none"> - tightening and adjustment
	3.2 Carry out or arrange <i>routine maintenance</i> according to enterprise procedures.	<p><i>Routine maintenance</i> is undertaken according to planned, preventative maintenance programs and may include:</p> <ul style="list-style-type: none"> • wiping down and cleaning • washing and rinsing • sanitising • drying out • dismantling and reassembling • emptying. 	

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> - replacement of consumable components - repair/replacement of worn, malfunctioning or damaged components/parts.
	<p>3.3 Identify <i>equipment faults</i> and report them according to enterprise procedures.</p>	<p><i>Equipment faults</i> may include:</p> <ul style="list-style-type: none"> • breakdowns • damage to parts, surfaces, electrical cords and connections. 	<p>Learning experiences for the HSC must address:</p> <p>Awareness of a range of potential equipment faults including:</p> <ul style="list-style-type: none"> • breakdowns • damage to parts or surfaces • problems with connections • missing parts. <p>An awareness of the procedures for reporting faults.</p> <p>Personnel to whom problems should be reported:</p> <ul style="list-style-type: none"> • supervisor/manager • maintenance staff • supplier/manufacturer.
	<p>3.4 Store equipment in the designated area and in a condition ready for re-use.</p>		<p>Learning experiences for the HSC must address:</p> <p>Considerations for the storage of equipment including:</p> <ul style="list-style-type: none"> • security • climatic effects • OHS considerations • stability • ease of access. <p>Knowledge of methods by which equipment is stored and accessed.</p>
	<p>3.5 Store chemicals according to health and safety requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>Appropriate use and storage of chemicals and hazardous substances including:</p> <ul style="list-style-type: none"> • separate well lit and ventilated storeroom • sealed, labelled containers with direction for use and first aid directions • never stored in food containers • always follow manufacturers'/enterprise instruction on containers

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • in accordance with material safety data sheet (MSDS) • never mix chemicals.
4 Reduce negative environmental impacts.	4.1 Use energy, water and other resources efficiently when cleaning premises to reduce negative environmental impacts.		<p>Learning experiences for the HSC must address:</p> <p>An understanding of:</p> <ul style="list-style-type: none"> • environmental impacts of cleaning premises and equipment • practices to reduce environmental impacts, especially in relation to resource, water and energy use.
	4.2 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of workplace/organisation policies and procedures for waste disposal.</p> <p>An awareness of workplace/organisation systems for storage and disposal of waste including:</p> <ul style="list-style-type: none"> • waste bins • waste disposal units • recycling units • compactors.