

PRM20104

Certificate II in Asset Maintenance (Cleaning Operations)

Course information and vocational outcomes

This is an accredited course, and the qualification has application in all cleaning activities irrespective of premises or location in which they are performed. As a result, the standards can be used in a variety of allied industry contexts.

To complete this course all Core Units must be completed as well as 8 Elective Units. The elective units must include a minimum of 7 units from the elective units listed below. One unit in Certificate II may be selected from any other Training Package as long as the unit is not the same or similar to those units listed below.

The nominal hours for this course range between 134 and 285 hours, depending on the units undertaken.

Completion of this course carries with it a Nationally Recognised Certificate.

Course content

Core units

- **PRMCL33B - Plan for safe and efficient cleaning activities (15 nominal hours)**
(This unit of competency covers the skills and knowledge required to plan for safe and efficient cleaning activities. This unit covers general issues that need to be addressed in each work site to ensure maximum safety and efficiency of each cleaning activity. This unit requires the ability to assess cleaning tasks, associated hazards and security on the work site, maintain personal safety and to select safe and efficient cleaning methods. These work functions are performed each time a cleaner enters a work site and are carried out within company guidelines.)
 1. Assess the cleaning situation
 2. Assess hazards
 3. Assess work site security risk
 4. Select suitable work methods
- **PRMCL35B - Maintain a cleaning storage area (15 nominal hours)**
(This unit of competency covers the skills and knowledge required for the maintenance of a dedicated cleaning storage area and the movement and control of equipment, chemicals and consumables used in the provision of cleaning services. This unit applies to persons whose major function is cleaning, not storekeeping. The unit requires the ability to maintain and operate a safe and efficient cleaning storage area within a strict legislative context. Maintaining the storage area requires the ability to follow established procedures, understand the issues associated with the storage and usage of chemicals and to adhere to legislative and public health and safety requirements.)
 1. Maintain storage area
 2. Control and maintain stocks of equipment and chemicals
 3. Respond to emergency situations
- **PRMCMN201A - Participate in workplace safety arrangements (25 nominal hours)**
(This unit of competency covers understanding and participating in workplace occupational health and safety (OHS) policies and procedures to ensure own safety and that of others in the workplace. It also covers recognising hazards and following workplace emergency procedures. This unit is relevant for employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision within company guidelines.)
 1. Follow workplace procedures for hazard identification and risk control
 2. Participate in arrangements for the management of occupational health and safety
 3. Follow emergency procedures in the workplace

Electives

- **PRMCL01B - Maintain a hard floor surface (15 nominal hours)**
(This unit of competency covers the skills and knowledge required for cleaning a hard floor surface. This unit applies both to manual and mechanical methods of cleaning a hard floor surface. It requires the ability to assess the extent of the cleaning task through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.)
 1. Assess area to be cleaned
 2. Select equipment and chemicals
 3. Prepare work site
 4. Clean work site
 5. Tidy work site
 6. Clean, safety-check and store equipment and chemicals

- **PRMCL02B - Restore a hard floor surface (15 nominal hours)**
(This unit of competency covers the skills and knowledge required for restoring a hard floor surface. This unit applies both to manual and mechanical methods of hard floor surface restoration. It requires the ability to assess the extent of the restoration task through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.)
 1. Assess area to be cleaned
 2. Select equipment and chemicals
 3. Prepare work site
 4. Restore work site
 5. Tidy work site
 6. Clean, safety-check and store equipment and chemicals

- **PRMCL04B - Maintain a carpeted floor (8 nominal hours)**
(This unit of competency covers the skills and knowledge required for the maintenance of carpeted floors. This unit applies both to manual and mechanical methods of maintaining a carpeted floor. It requires the ability to assess the extent of the cleaning task through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.)
 1. Assess area to be cleaned
 2. Select equipment and chemicals
 3. Prepare work site
 4. Clean work site
 5. Tidy work site
 6. Clean, safety-check and store equipment and chemicals

- **PRMCL09B - Clean glass surfaces (10 nominal hours)**

(This unit of competency covers the skills and knowledge required for cleaning all glass surfaces including windows. This unit applies both to cleaning glass in both internal and external situations. It requires the ability to assess the extent of the cleaning task through understanding client requirements and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.)

1. Assess area to be cleaned
2. Select equipment and chemicals
3. Prepare work site
4. Clean work site
5. Tidy work site
6. Clean, safety-check and store equipment and chemicals

- **PRMCL10B - Clean ceiling surfaces and fittings (8 nominal hours)**

(This unit of competency covers the skills and knowledge required to clean ceiling surfaces and fittings. A number of terms are used that may apply to part or the entire unit. These include high dusting, cobwebbing, detailing and spot cleaning, as well as fully washing the ceilings and fittings. This unit applies to ceiling surfaces two or three metres high. The use of specialised equipment methods and safety procedures is required for cleaning surfaces above this height. The unit requires the ability to assess the extent of the cleaning task through a knowledge of the characteristics of the ceiling surface and fittings and the type of soiling, through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and cleaning methods is essential for performing the task safely and efficiently. The work may be performed in pairs where ladders are being used.)

1. Assess area to be cleaned
2. Select equipment and chemicals
3. Prepare work site
4. Clean work site
5. Tidy work site
6. Clean, safety-check and store equipment and chemicals

- **PRMCL15B - Maintain furniture and fittings and room dressing (8 nominal hours)**

(This unit of competency covers the skills and knowledge required to maintain furniture and fittings and to dress an area. Dressing is the placement and location of furniture, fixtures and loose items in an orderly manner. This unit also covers the cleaning of office equipment including computers. The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics and surface of the furniture and fittings, and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.)

1. Assess area to be cleaned
2. Select equipment and chemicals
3. Prepare work site
4. Clean work site
5. Tidy work site
6. Clean, safety-check and store equipment and chemicals

- **PRMCL17B - Clean a wet area (20 nominal hours)**

(This unit of competency covers the skills and knowledge required to clean a wet area and make it free from soil, odour and hazards. Wet areas include bathrooms, toilets and changing rooms. Areas such as swimming pools, kitchens, laundries and clinics generally require specialised cleaning methods. The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the special characteristics of wet areas, and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. This unit recognises the importance of paying careful attention to health and safety issues.)

1. Assess area to be cleaned
2. Select equipment and chemicals
3. Prepare work site
4. Clean work site
5. Replenish consumables and tidy work site
6. Clean, safety-check and store equipment and chemicals

- **PRMCL19B - Remove waste (10 nominal hours)**

(This unit of competency covers the skills and knowledge required to remove waste from an area being cleaned and transfer it to a waste disposal point usually specified by the client. Waste collection is usually conducted on a daily basis as part of a regular cleaning routine. The unit requires the ability to assess the extent and types of waste through understanding client requirements, applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. It is very important to pay careful attention to health and safety issues both for the cleaner and the general public.)

1. Assess waste to be removed
2. Select equipment and chemicals
3. Transfer waste to waste carrier
4. Deliver waste to the disposal unit
5. Clean, safety-check and store equipment and chemicals

- **PRMCL37A - Clean external surfaces (10 nominal hours)**

(This unit of competency covers the skills and knowledge required to clean external surfaces. This unit covers the planned cleaning of external surfaces as well as the spot cleaning of these surfaces in situations where only a part of the surface is soiled and requires immediate attention e.g. graffiti markings. This unit applies to external surfaces less than two metres high. Surfaces requiring cleaning that are above this height require the use of specialised equipment, cleaning techniques and safety procedures. Some external surfaces, such as sandstone, and heritage buildings, may be sensitive and require the use of specialised cleaning methods. The unit requires the ability to assess the extent of the cleaning task through a knowledge of the characteristics of the external surface and the type of surface soiling, and applying an understanding of client requirements and company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. These work functions would be carried out under direct supervision within company guidelines.)

1. Assess area to be cleaned
2. Select equipment and chemicals
3. Prepare work site
4. Clean work site
5. Tidy work site
6. Clean, safety-check and store equipment and chemicals

- **PRMCL38A - Clean a food handling area (20 nominal hours)**

(This unit of competency covers the skills and knowledge required to clean a food handling area where the work does not involve direct food contact. This unit is not appropriate for a person who has direct contact with food and/or raw materials/ingredients. Food handling areas include food courts and industrial food processing plants. The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the special characteristics of food handling areas, and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. This unit recognises the importance of paying careful attention to health and safety issues)

1. Assess area to be cleaned
2. Select equipment and chemicals
3. Prepare self and work site
4. Clean work site while maintaining food safety
5. Replenish consumables and tidy work site
6. Clean, safety-check and store equipment and chemicals

- **PRMCMN202A - Provide effective client service (40 nominal hours)**
(This unit of competency involves the skills and knowledge required to provide effective client service. It covers establishing client relationships, identifying client needs and meeting such needs via the delivery of services or by providing information and advice on products and service. The knowledge and skills required will apply to initial or repeat client encounters, either on company or client premises. The unit may be expected to apply to a worker who has routine contact with internal or external clients and is providing routine, well-defined services/products to clients. This unit would usually be carried out under routine supervision, within company guidelines.)
 1. Establish a working relationship with clients
 2. Identify client needs
 3. Deliver service to clients
 4. Provide effective client service on client premises
 5. Maintain personal presentation standards and present a professional image
 6. Promote the products and services of the organisation to potential and existing clients
 7. Present a positive company image using effective communication techniques

- **HLTFA1A - Apply basic first aid (10 nominal hours)**
(This unit of competency deals with the provision of essential First Aid in recognising and responding to an emergency using basic life support measures. The First Aider is not expected to deal with complex casualties or incidents, but to provide an initial response where First Aid is required. In this unit it is assumed the First Aider is working under supervision and/or according to established workplace First Aid procedures and policies.)
 1. Assess the situation
 2. Apply basic First Aid techniques
 3. Communicate details of the incident

- **HLTIN1A - Comply With infection control policies and procedures (20 nominal hours)**
(This unit describes the skills and knowledge required of workers to understand and comply with infection control guidelines. Policies and procedures may be organisational, industry-based and/or legislated. The unit applies to a wide range of workers in health industry settings reflecting the importance of controlling infection risks and self-protection.)
 1. Collect, handle, store and manage clinical and other waste in accordance with organisational guidelines and waste management plans
 2. Clean and disinfect equipment and surfaces
 3. Maintain hygiene
 4. Identify and responds to infection risks

- **MTMPS201A - Clean work area during operations (40 nominal hours)**
(This unit deals with the competencies required to perform ongoing cleaning and housekeeping tasks for a production area during working hours.)
 1. Remove waste from work areas
 2. Clean areas during productions
 3. Wash and store cleaning equipment, tubs and bins

- **MTMPS205A - Clean chillers (20 nominal hours)**
(This unit deals with the competencies required to clean and sanitise chillers when empty of product.)
 1. Clean chillers

- **MTMP2191A - Clean ironwork (20 nominal hours)**
(This unit deals with the competencies required to clean rollers, gambrels, spreaders, shackles and hooks that are either iron or plastic.)
 1. Clean rollers, gambrels, hooks, shackles, etc.
 2. Maintain flow of equipment cleaning process

- **MTMP2196A - Overview cleaning program (20 nominal hours)**
(This unit deals with gaining an overview of cleaning programs that are carried out in the workplace. The cleaning programs detail the general cleaning of the workplace using detergents and sanitisers. This cleaning is usually performed after the product has been removed from the work area.)
 1. Transfer waste materials
 2. Clean site
 3. Use chemicals correctly

- **MTMP2197A - Clean after operations - boning room (40 nominal hours)**
(This unit deals with the competencies required to clean and sanitise a boning room. It deals with the skills and knowledge required to operate, strip down and clean all the mechanical aids in the boning room (e.g. packing machinery, conveyors, elevators, scales, recording and labelling machines). It also involves the operation of high pressure cleaning equipment and the use of approved cleaning chemicals in the plant.)
 1. Clean boning room
 2. Clean boning room machinery

- **MTMP2198A - Clean after operations - slaughter floor (40 nominal hours)**
(This unit deals with the competencies required to clean and sanitise a slaughter floor after operations. It deals with the skills and knowledge required to operate, strip down and clean all the mechanical aids on the slaughter floor (e.g. knocking or stunning equipment, hoists, rails, chutes, bins, viscera tables). It also involves the operation of high pressure cleaning equipment and the use of approved cleaning chemicals in the plant.)
 1. Clean slaughter floor
 2. Clean slaughter floor machinery and fittings

- **PRMCC02A - Use bonnet cleaning (25 nominal hours)**
(This unit of competency covers the skills and knowledge required to bonnet clean carpet to achieve a clean surface appearance. Bonnet cleaning is recommended as a maintenance cleaning procedure. Bonnet cleaning is not normally used to replace extraction cleaning. This unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the carpet and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.)
 1. Assess area to be cleaned
 2. Select equipment and chemicals
 3. Prepare work site
 4. Clean work site using bonnet cleaning methods
 5. Tidy work site
 6. Clean, safety-check and store equipment and chemicals

- **PRMCC07A - Perform basic stain removal (20 nominal hours)**

(This unit of competency covers the skills and knowledge required for the removal of stains and spots from a carpet using basic stain removal techniques. This unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the carpet and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. Removing stains and spots may occur as a single task or more likely in conjunction with other cleaning methods such as vacuuming, extraction, patrolling and general cleaning. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. A spot is defined as foreign material on a fibre that changes the texture of the fibre. A stain is defined as foreign material in a fibre that changes the appearance of the fibre but not the texture.)

1. Assess area to be spot cleaned
2. Select equipment and chemicals
3. Prepare work site
4. Clean work site
5. Tidy work site
6. Clean, safety-check and store equipment and chemicals

- **THHBH03B - Prepare rooms for guests (25 nominal hours)**

(This unit of competency covers the skills and knowledge required by housekeeping attendants to prepare rooms for guests in commercial accommodation establishment. This unit is from the Hospitality Training Package (TTH02) and is offered as an elective unit in the Cleaning Operations sector of the Asset Maintenance Training Package. When this unit is used as an elective in the Cleaning Operations sector, the prerequisite requirements specified for this unit have been varied and reference should be made to the heading 'Linkages with other units' in the Evidence guide of the unit in the Asset Maintenance Training Package.)

1. Set up equipment and trolleys
2. Access room for servicing
3. Make up beds
4. Clean and clear rooms
5. Clean and store trolleys and equipment