



CPP20611 Certificate II in Cleaning Operations Course

Course Duration: 10 week course (2 days classroom a week)
Plus 20 Hour Work Placement

Venue: **OnRoad OffRoad Training Complex**
24 Jackson Street, Glenorchy TAS 7010

Investment: * Funded Program

ENTRY REQUIRMENTS

There are no formal educational requirements for this course.

Applicants should have Sufficient Language, Literacy and Numeracy (LLN) skills to read and understand Safety Data Sheets, policies and procedures.

PURPOSE:

Our Course is for people who are interested in in developing a career in either domestic or commercial cleaning

It's an intensive, hands-on training course, with the majority of the time spent completing practical tasks

A strong theoretical component is also included that focuses on safe operating procedures

WHAT WILL YOU GAIN?

You will learn how to clean and maintain a wide range of common materials and surfaces as well as work health and safety, environmental protection and waste control.

TRAINING

The Training will be delivered by an experienced and qualified trainer, face to face.

The training follows a specifically prepared course session plan and utilises materials such as Power point presentation, participant guides, and practical tasks.

ASSESSMENT

Assessments will be conducted using a theory and practical assessment tool.

The assessor will inform you of each of the assessments prior to them being conducted.



WHAT WILL I RECEIVE?

On successful completion of the program you will receive a Certificate II for Cleaning operations CPP20611.

Core units of competency	
Unit code	Unit title
CPPCLO2033A	Plan for safe and efficient cleaning activities
CPPCLO2035A	Maintain cleaning storage areas
CPPCMN2002A	Participate in workplace safety arrangements
Elective units of competency	
Unit code	Unit title
CPPCCL2007A	Perform basic stain removal
CPPCLO2001A	Maintain hard floor surfaces
CPPCLO2004A	Maintain carpeted floors
CPPCLO2009A	Clean glass surfaces
CPPCLO2010A	Clean ceiling surfaces and fittings
CPPCLO2017A	Clean wet areas
CPPCLO2019A	Sort and remove waste and recyclable materials
CPPCMN2003A	Provide effective client service

This program is nationally recognised.

RECOGNITION OF PRIOR LEARNING

An interview will be conducted with a trainer and assessor. Questions will be asked so you can demonstrate your level of competence.

You will be given a RPL pack, which will guide you through the process, when completed the Trainer and Assessor will determine your competence

If gaps are identified, training will be conducted before undertaking assessment for these gaps.



TERMS AND CONDITIONS

Payment of Fees/Refunds: What if you Cancel/Transfer, What if we Cancel/Transfer?

Payment of Fees

Fees are required to be paid prior to the commencement of courses. A deposit of 50% of the course fee is payable at time of enrolment with the balance payable prior to the commencement of the course.

Our Cancellation/Transfer

Whilst we always endeavor to run scheduled courses we reserve the right to cancel or defer a course.

- In the event of occurring cancellation all fees can be refunded or you may elect to transfer to a course that will run at a later date.
- ***Your Cancellation/Transfer***
- If you are unable to attend a course, you may elect to re-schedule for that course, but only within 14 days of the original course date.
- We will only allow two (2) such transfers before an administration fee equivalent to 50% of the course fee value will be charged.
- If you cancel more than seven days prior to the course you may request to have any monies paid refunded in full or you may elect to be transferred to an alternative course with an administration fee adjustment.
- If you cancel less than seven days prior to the course you will be charged a 50% (course fee) cancellation fee.
- Should you not attend training/assessment a 100% cancellation fee, or loss of deposit, will apply.

Refunds

All applications for refund must be made in writing using the F003-Refund Request Form. This form will then be provided to the Training Manager, or their delegate who will consider the request in line with the RTO's policy and procedure.

You will need to attach supporting evidence (e.g. Doctor's Certificate / hardship) as is deemed appropriate with the written request.



PRE ENROLMENT INFORMATION

For pre enrolment information please request a copy of the Onroad Offroad Training Student Handbook for information concerning training and assessment processes, access and equity matters, recognition of prior learning, LLN issues, responsibility of students, certificates and qualifications, government funding subsidies, appeal processes and confidentiality of student information.

**For further information and course dates, please contact
1300 732 377 (8:30 – 5:00 Monday to Friday)**

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Certificate II in Cleaning Operations Course Information	June 2016/V1	Training Manager	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015. Standard 4