



# CPP31011 Certificate III in Cleaning Operations Course Traineeship

**Course Duration:** 6 – 24 Months

**Venue:** Traineeship on-the-job, external study, classroom

**Investment: \*** Traineeship funding

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## **ENTRY REQUIRMENTS**

Completion of the CPP20611 Certificate II in Cleaning Operations is desired

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.

## **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 QUALIFICATION WILL I RECEIVE?

On successful completion of the program you will receive a Certificate III for Cleaning Operations CPP31011.

### Core units of competency

- CPPCLO2033A Plan for safe and efficient cleaning activities.
- CPPCLO2035A Maintain a cleaning storage
- CPPCLO3039A Support leadership in the workplace
- CPPCMN3003A Contribute to workplace safety arrangements

### Elective Units of competency

- CPPCCL2002A Use bonnet cleaning
- 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
- CPPCLO3002A Restore a hard floor surface
- CPPCLO3003A Replace a hard floor finish
- CPPCLO3013A Clean window coverings
- CPPCLO3014A Maintain 'clean room' environments
- CPPCLO3016A Wash furniture and fittings
- CPPCLO3036A Clean at high levels
- CPPCLO3038A Clean food-handling areas
- CPPCMN3004A Respond to enquiries and complaints

## 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 endeavour 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)**