

Field Service Sector**Review of *Cleaning and Caretaking* unit standards**

Subfield	Domain	ID
Cleaning and Caretaking	Carpet and Textile Cleaning	29385, 29390
	Cleaning Services Administration	29394
	Cleaning Skills	28350-28357, 29382-29384, 29386, 29388, 29389, 29391-29393
	Health Sector Cleaning	28358

Careerforce has completed the review of the unit standards listed above.

Date new versions published

October 2021

Planned review date

31 December 2026

Summary

The unit standards listed above were reviewed in consultation with SMEs from the cleaning sector during May and June 2021, with subsequent input and feedback invited from all providers with consent to assess via the Careerforce website.

Main changes

- Unit standard 28354 was reduced from 4 credits to 2, with the focus of this unit now concerning cleaning product risks and safety strategies. Content in 28354 relating to manual lifting and hazard reporting procedures was moved to 28355.
- Credit for unit standard 28355 increased from 5 credits to 8, with inclusion of content from 28354 relating to manual lifting and hazard reporting, and also emergency procedure reporting from 28357.
- Unit standard 28357 was reduced from 3 credits to 2, with the outcome relating to emergency procedure reporting moved to 28355.
- Titles of all standards bar 28352, 29382 and 29394 were changed. The primary change removed 'cleaning industry' in titles, replaced with 'when working as a cleaner'. This reflected usage of the standards in non-commercial settings.
- Unit 29384 was added as a prerequisite for unit standard 29389.
- Unit 29385 was added as a prerequisite for unit standard 29390.
- Unit 29386 was added as a prerequisite for unit standard 29391.
- Guidance Information in all standards was updated. This included updates to assessment conditions, assessment notes, and definitions.
- The language and formatting of outcomes and performance criteria in all standards were amended to better reflect the requirements of the standards.

The last date for assessment of superseded versions of the Category B unit standards is 31 December 2023

Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new ID
D	Standard will expire and not be replaced

Service Sector > Cleaning and Caretaking > Carpet and Textile Cleaning

ID	Title	Level	Credit	Review Category
29385	Clean carpet for a client Clean carpet when working as a cleaner	3	5	B
29390	Rehabilitate water-affected carpet Restore water-damaged carpets	3	10	B

Service Sector > Cleaning and Caretaking > Cleaning Services Administration

ID	Title	Level	Credit	Review Category
29394	Supervise a team of cleaners	4	10	B

Service Sector > Cleaning and Caretaking > Cleaning Skills

ID	Title	Level	Credit	Review Category
28350	Demonstrate knowledge of key cleaning equipment and basic cleaning principles Demonstrate knowledge of cleaning equipment and basic cleaning principles	2	10	B
28351	Identify and use common cleaning agents Identify, describe, and apply common cleaning products to different surfaces	2	2	B
28352	Carry out core cleaning tasks	2	10	B
28353	Apply basic hygiene practices in the cleaning industry Demonstrate knowledge of and apply basic hygiene practices when working as a cleaner	2	4	B
28354	Explain cleaning product risks and physical hazards in the cleaning industry, and procedures for reporting incidents Demonstrate knowledge of cleaning product risks and strategies to maintain safety	2	4 2	B
28355	Explain hazards, injury prevention strategies and injury reporting requirements in the cleaning industry Demonstrate knowledge of injury prevention, safe manual handling, and reporting procedures when working as a cleaner	2	5 8	B
28356	Demonstrate knowledge of customer service in the cleaning industry Demonstrate knowledge of customer service when working as a cleaner	2	2	B

ID	Title	Level	Credit	Review Category
28357	Apply security requirements and explain privacy requirements and emergency procedures in the cleaning industry Demonstrate knowledge of and apply security and privacy requirements when working as a cleaner	2	3 2	B

Service Sector > Cleaning and Caretaking > Cleaning Skills

ID	Title	Level	Credit	Review Category
29382	Work independently as a cleaner	3	16	B
29383	Identify and remove common stains Identify and remove common stains from a variety of materials and surfaces	3	6	B
29384	Apply general knowledge of infection prevention and contamination as a cleaner Demonstrate and apply knowledge of infection prevention and contamination when working as a cleaner	3	5	B
29386	Clean hard floor surfaces Clean a hard floor surface when working as a cleaner	3	5	B
29388	Meet site specific health and safety requirements when working as a cleaner Demonstrate knowledge of and apply site-specific health and safety requirements when working as a cleaner	3	10	B
29389	Apply specialised knowledge of infection control and contamination prevention when working as a cleaner Demonstrate specialised knowledge of infection control and contamination prevention when working as a cleaner	3	10	B
29391	Maintain and restore hard floor surfaces Restore hard floor surfaces	3	10	B
29392	Identify, demonstrate, and apply food-safe cleaning practices Demonstrate knowledge of food-safe cleaning practices when working as a cleaner	3	10	B
29393	Carry out specialist cleaning and restoration duties in high-risk environments Demonstrate knowledge of self-care, and carry out specialist cleaning and restoration duties in a high-risk environment	3	10	B

Service Sector > Cleaning and Caretaking > Health Sector Cleaning

ID	Title	Level	Credit	Review Category
28358	Demonstrate knowledge of infection prevention and control and manage laundry and waste in a health care facility Demonstrate knowledge of infection transmission prevention in a health care facility	2	5	B