



UNIT 206

**CLEAN AND
MAINTAIN
EXTERNAL
SURFACES
AND AREAS**

Working outside presents challenges and difficulties that can mean an increased risk to your health and safety. Knowing how to deal with these risks, including hazardous weather conditions, will help to reduce the chance of accidents and ensure you can get your job done efficiently and safely.

Evidence requirements

The primary source of evidence for the 'What you must do' section of each outcome must be by observation in the workplace by your assessor. However, other forms of evidence may be used where parts of the unit are not carried out on a regular basis. The chart below shows you what types of evidence are acceptable for each of the statements in this unit's two outcomes. It does not mean that you must provide all of the different types of evidence listed, but each statement must be covered.

Key **O** Observation **Q/PD** Questioning/Professional Discussion **S** Simulation **P** Product

Outcome 1

Prepare for work activities

	O	Q/PD	S	P
1	●			
2	●			
3	●			
4	●			
5	●			
6	●	●	●	

Outcome 2

Carry out your cleaning duties

	O	Q/PD	S	P
1	●	●		●
2	●	●		
3	●			
4	●		●	
5	●	●		
6	●			
7	●			
8	●			
9	●			
10	●	●		



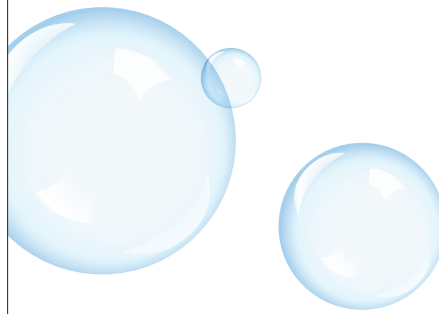
OUTCOME 1

PREPARE FOR WORK ACTIVITIES

What you must do

Your evidence reference should be entered in the shaded areas below, then ticked when met.

Performance evidence required You must be able to:	Portfolio Reference Number (PRN)
1 make sure your appearance, behaviour and personal hygiene meet workplace standards	● ● ● ● ●
2 ensure that the necessary tools, equipment and/or machinery is available and choose the most appropriate for the work, taking into account factors such as risk, efficiency, access, time, and environmental conditions	● ● ● ● ●
3 wear the personal protective equipment required for the work site, environmental conditions, method and equipment being used	● ● ● ● ●
4 inspect the area for work required and decide on the sequence for carrying out the work, considering how environmental conditions may affect this	● ● ● ● ●
5 check that all areas where work is to be carried out are safe and accessible for the equipment and/or machinery being used	● ● ● ● ●
6 follow the correct procedures to deal with any lost property or unattended items.	● ● ● ● ●
Type of evidence →	● ● ● ● ●
O Observation WT Witness Testimony P Product Q Questioning PD Professional Discussion S Simulation	



What the NVQ means to...

Adrian Clapp, who completed his Level 2 NVQ in 2009 and works at a secondary school in Bristol.

What's the most important thing about your job?

You've got to be observant and you have to know where to put your focus.

How has the NVQ helped you in your job?

It was very useful for up-to-date information on methods and products.

What's the best part about your job?

Definitely the satisfaction of seeing an area look tidy and clean, even if it only lasts five minutes!

What sort of person does it take to be a good cleaner?

You've always got to be at the top of your game – it's as simple as that.

What's been the biggest challenge in your career?

Around 1500 students, staff and visitors use these buildings every day, but it's not the cleaning so much as the dealing with people that's challenging, and you need good social skills!

What they say...

For too long the cleaning industry has been considered unskilled or poorly skilled. We can show that this simply isn't true. Cleaning really is a skilled occupation, whether you're a manager, a supervisor or a cleaner. Chris James, Director of Research and Development, Asset Skills

What you must know

Evidence reference should be entered in the shaded areas below. You must cover **all** the points listed.

To be competent in this unit you must know and understand the following:

- a** what permits and checks are required for you to carry out the work

- b** the location for carrying out the work and the best means of getting there

- c** the standards of appearance, behaviour and personal hygiene that your workplace expects and why it is important to maintain them

- d** how to inspect a work area to decide what work is required and the best way of carrying this out, taking into account environmental conditions and, where relevant, public access

- e** how environmental conditions might influence the work that can be carried out (for example, wind, rain, snow, ice)

- f** the right personal protective equipment for the work area, equipment and/or machinery and materials required

- g** why it is important to wear personal protective equipment when required and why it is important for others to see you wearing it

- h** which methods and materials will be most effective for carrying out the work required and what are the alternatives

- i** how to access the work area without causing injury or damage

- j** the procedures for dealing with lost property and/or unattended items and why these should be followed.



OUTCOME 2
CARRY OUT YOUR CLEANING DUTIES

What you must do

Your evidence reference should be entered in the shaded areas below, then ticked when met.

Performance evidence required You must be able to:	Portfolio Reference Number (PRN)
1 assess the impact that environmental conditions will have on the work you are able to carry out	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2 carry out work in a logical sequence to ensure you do not adversely affect surrounding areas	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3 use the appropriate method depending on the work area and work required	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4 take steps not to obstruct, disturb or cause nuisance to others when working (eg by causing excessive noise)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
5 adapt your work method according to the available tools, equipment and/or machinery and any other factors such as environmental conditions	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
6 identify and report to the appropriate person any difficulties in carrying out your work and any additional work required that is outside your area of responsibility or expertise	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Type of evidence →	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
O Observation WT Witness Testimony P Product Q Questioning PD Professional Discussion S Simulation	

Performance evidence required You must be able to:	Portfolio Reference Number (PRN)
7 deal with any accidental damage caused when carrying out the work	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
8 return the tools, equipment and/or machinery you have used to the right places, making sure they are clean, safe and securely stored	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
9 when required, replace equipment and materials and organise extra resources	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
10 inform the appropriate person when tools and/or machinery are in need of repair.	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Type of evidence →	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
O Observation WT Witness Testimony P Product Q Questioning PD Professional Discussion S Simulation	

What they say...

As a publishing agency, it's vital that our clients feel we are professional and organised when they visit our offices. A clean work space is, therefore, crucial in creating that impression. Mark Lonergan, Managing Director, August Media

What you must know

Evidence reference should be entered in the shaded areas below. You must cover **all** the points listed.

To be competent in this unit you must know and understand the following:

- a** how environmental conditions can affect the performance of equipment and/or machinery and other factors, such as drying times
- b** the time allowed for completing the work
- c** the right methods to use with chosen equipment and materials
- d** the results of using wrong or unsuitable materials and/or not following the manufacturer's instructions
- e** why you will need to change your method to suit the environmental conditions, work required and the different methods available
- f** methods and techniques that may obstruct and/or cause nuisance to others and how to avoid this (for example, by changing the timing/sequence of routine work operations)
- g** why it is important to check the quality of your work as you go along

- h** which tasks you are required to complete and have the skill to perform

- i** to whom to report difficulties in carrying out your work

- j** the procedures for dealing with and reporting accidental damage

- k** storage areas for the return of equipment, materials and/or machinery and why they should be kept clean, safe and secure

- l** the procedures for obtaining replacement and/or additional equipment and materials.

Did you know?

In 2002, billionaire Sir Paul Getty donated £5m to clean the West Front of London's St Paul's Cathedral. The job took 18 months and was completed in 2004. It was part of a £40m restoration and cleaning programme to restore the 300-year-old cathedral.



UNIT 206

CLEAN AND MAINTAIN EXTERNAL SURFACES AND AREAS

Notes and feedback

You or your assessor may use this space for any notes or additional comments about your work.

Unit sign-off

The evidence for this unit has been reviewed, the evidence is valid, sufficient and an authentic record of the learner's current competence under the conditions and context in relation to these standards.

I confirm that the evidence provided is a result of my own work.

Signature of candidate

Date

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor

Date

Countersignature of assessor

Date

Signature of IV (if sampled)

Date

Countersignature of IV

Date

Signature of EV (if sampled)

Date