

Level 2 NVQ Cleaning and Support Services (7698)

Candidate logbook

500/4326/2

City & Guilds

www.cityandguilds.com
January 2009
Version 1.2



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1 About your candidate logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	
NVQ start date	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Verifier	
Centre Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete your National Vocational Qualification (NVQ). It contains:

- the units you need to achieve to complete your NVQ
- information about your responsibilities as a candidate
- forms you can use to record and organise your evidence.

It will also tell you:

- about NVQs
- what you need to do to complete your NVQ
- who will help you.

About City & Guilds

City & Guilds is your awarding body for this NVQ. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

2 About NVQs

2.1 What are NVQs?

National Vocational Qualifications (NVQs) are nationally recognised qualifications gained in the workplace. They are based on National Occupational Standards, which are standards written by employers and experts in your industry.

When you achieve your NVQ it will prove that you can work to the standards expected by employers in your industry. Your NVQ will show you are competent to do a job and have the skills, knowledge and understanding needed to do it well.

NVQs are work based qualifications, so you should choose an NVQ that best matches the type of work you already carry out, or expect to carry out in the future. If you are not in work, your centre will need to arrange a work placement for your assessment.

2 About NVQs

2.2 The structure of NVQs

How is an NVQ made up?

Each NVQ is made up of a number of **units**. Each unit covers a different work activity so you can build up to the full NVQ unit by unit. There are three different types of units.

Structure of a unit

Units describe what you must be able to do to show you can competently perform activities in your job. Units are broken down into:

- **outcomes** – the tasks you need to do
- **what you must do** – which describe what activities you have to do for each task
- **what you must know and understand** – describing and understanding your work
- **evidence requirements** – a summary of the types of evidence you need to prove you are competent.

Mandatory units

There are **three** mandatory units in this qualification:

- You must take units 201 and 202.
- You must **choose either** unit 203 **or** unit 204.

In this qualification the mandatory units deal with health and safety, personal development, communication skills and team work.

Optional units

You must take **three** optional units.

- You must choose three units from 205 – 221.

The optional units all deal with the technical skills required to be competent in a particular area of work.

Your centre will explain which optional units you should take, helping you choose those that best match your job.

3 About NVQ centres

3.1 Types of centres

Assessment for your NVQ will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer NVQs and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

Centre responsibilities

Your centre is responsible for the administration of your NVQ. Centre staff will:

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your NVQ or units.

Centres are also responsible for supporting you as your work towards your NVQ. Centres will:

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your NVQ
- provide an induction programme to explain how the NVQ assessment process works
- produce an assessment plan for you.

3 About NVQ centres

3.2 Assessment roles

The following people at your centre will help you achieve your NVQ.

The assessor

The assessor is the person you will have the most contact with as you work towards your NVQ.

Your assessor will:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

Your assessor may be your manager or supervisor at work. You may have more than one assessor depending on which units of the NVQ you take.

The internal verifier

The internal verifier maintains the quality of assessment within the centre.

The external verifier

The external verifier is employed by City & Guilds to ensure that your centre meets the required national standards for quality and assessment.

The mentor

The mentor is someone in your workplace who can help and support you as you are working towards your NVQ but does not carry out assessments. They may be able to provide you with witness testimony for your NVQ.

Witnesses

Witnesses do not judge your overall competence but may provide you with statements about your performance which can be used as evidence of your work.

4 About NVQ candidates

Candidate role and responsibilities

Your responsibilities as a City & Guilds NVQ candidate are to:

- provide your NVQ centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your NVQ and evidence
- make sure you understand and comply with Health and Safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your NVQ.

Candidate enrolment number

Make sure you keep a note of your unique City & Guilds enrolment number on the front page of this logbook.

You will need this number again if you take any other City & Guilds qualifications. Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

Moving to a new centre

If you change jobs or move to a new centre before you complete your NVQ, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your NVQ records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

5 The assessment process

5.1 Before you start your NVQ

Initial assessment

Before you start work on your NVQ you will meet with your assessor to discuss what you need to do to complete your qualification. This can include:

- checking you are taking the right NVQ level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your NVQ
- agreeing an assessment plan
- signing a learning contract.

Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have, and decide how this can be used towards your NVQ. This process is sometimes called a Skill scan.

5 The assessment process

5.2 NVQ assessment

The assessment process

Once you have chosen your units you will make and agree an assessment plan with your assessor.

This will show:

- the units the plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The plan should also indicate the methods of assessment to be used to collect your evidence.

Evidence can include:

- observation by your assessor
- products of your work
- projects and assignments
- questioning – this could be verbal, written or computer based
- peer reports
- witness testimonies
- professional discussion

Your centre will explain the different types of evidence to you in more detail. There is an assessment plan form you can use in this logbook.

6 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

These are:

Candidate job profile

You can use this form to record your personal details if you don't already have a Candidate résumé/ CV.

Skill scan/Initial assessment (Ref)

This can be used to record the skills and knowledge you may already have. This may be part of your initial assessment.

Expert/witness status list

This is used to record the details of staff that will provide you with witness testimony.

Assessment/Action Planning

You and your assessor will use this form to feedback after each session. It will also enable you and your assessor to plan what actions need to be done before the next session.

Candidate Progress

This form is used to show which units you have chosen and how many units of your NVQ you have completed. When you have completed all of the units and are ready to ask for your certificate, you and your assessor will sign this.

Please photocopy these forms as required.

Units (Section 12 of this document)

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence a portfolio reference number.

Observation report (Appendices 10 of this document)

Your assessor will complete during observation. You will both sign this as a true record.

Incident/Occurrence Log (Appendix 11 of this document)

This is for you to complete to record incidents or occurrences that occur during your normal working day.

Also available to download from **www.cityandguilds.com** are some standard forms that you might want to include in your portfolio.

8 Candidate job profile

If you already have your own CV you can use that instead of this form.

Name:

Place of Work:

Assessor:.....

Outline of job role

Previous roles & responsibilities relevant to the NVQ:

Previous qualification and training relevant to the NVQ:

Unit	Duties	Examples	Training Required
	the induction, training and support of new work colleagues?		
	Do you know what to do when a disagreement arises in your workplace?		
	Have you identified areas of further development for yourself?		
204	Work individually and develop yourself		
	Do you work alone, without a supervisor or a customer?		
	Are you aware of the security arrangements in your workplace?		
	Do you deal with internal or external customers and are you aware of how you should interact with them?		
	Do you know your reporting procedures for health and safety, security and other workplace procedures?		
	Have you identified areas of further development for yourself?		
205	Clean and maintain internal surfaces and areas		
	Do you clean in a low risk area; this could be an office area or a school area for example?		
	Do you carry out dry/ damp dusting?		
	Do you carry out dry/damp mopping and vacuum cleaning?		
206	Clean and maintain external surfaces and areas		
	Do you work outside using tools and machinery?		
	Do you adapt your working practices in line with available tools, equipment and environmental factors?		
207	Deal with routine waste		
	Do you handle waste while carrying out your cleaning duties?		
	Do you support waste		

Unit	Duties	Examples	Training Required
	collection?		
	Do you ensure that waste holding/collection areas are kept clean?		
208	Clean washrooms and replenish supplies		
	Do you clean washrooms?		
	Do you replenish disposables?		
209	Clean high risk areas		
	Do you clean areas which have a high risk of infection or contamination?		
	Are you aware of the procedures to ensure that you do not spread infection or contaminate a high risk area?		
210	Clean confined spaces		
	Do you work in areas where access is restricted and an atmospheric test is required?		
	Are you aware of the procedures to gain access?		
211	Clean food areas		
	Do you clean in a kitchen, food service area, food manufacturing premises, food production or food retailing?		
	Do you clean in line with the 'food safety management procedure'?		
	Do you have to dismantle any food production equipment and clean it?		
	Do you have any involvement in pest control?		
212	Deep clean equipment and surfaces		
	Do you carry out specialised cleaning, using non routine or specialist equipment?		
	Do you carry out specialised cleaning, using specialist chemicals and treatments?		
213	Clean, maintain and protect hard floors		
	Do you clean hard and semi-hard floors using brushes,		

Unit	Duties	Examples	Training Required
	mops and vacuum cleaners?		
	Do you remove ground in soil, protective coatings, and spillages from floors?		
	Do you apply protective coatings to floors?		
214	Clean and maintain soft floors and furnishings		
	Do you cosmetic clean carpets and soft furnishings, i.e. use of dry granule cleaning, bonnet mopping absorption or dry solvent application?		
	Do you remove ground in soil from carpets and soft furnishings, i.e. use of water extraction machines or shampooing?		
215	Clean glazed surfaces and facades		
	Do you clean windows, facades, marble or cladding?		
	Review assessment guidelines and add in as appropriate		
216	Deal with non routine waste		
	Do you deal with hazardous waste, i.e. clinical waste or sharps?		
	Do you label all non routine waste?		
217	Carry out maintenance and minor repairs		
	Do you carry out maintenance and minor repairs inside and outside of buildings?		
	Do you use hand tools and other equipment?		
218	Perform street cleansing manually		
	Do you clean outside areas using a brush and a barrow or cart?		
	Do you remove litter and other items from public places, including grounds, streets, pavements, pedestrianised areas and car parks?		
	Do you transfer litter to the correct collection areas?		

Unit	Duties	Examples	Training Required
219	Perform street cleansing by machine		
	Do you carry out street cleansing using a vehicle or automated equipment?		
	Do you have responsibility for a vehicle or machine?		
	Do you remove litter and other items from public places, including grounds, streets, pavements, pedestrianised areas and car parks?		
220	Work safely at heights (a height is defined as a place from which a person could be injured by falling, regardless of whether it is above, at or below ground level)		
	Do you work at a height?		
221	Use a water-fed pole system to clean windows and facades		
	Do you operate a water-fed pole system?		
	Do you maintain a water-fed pole system?		

10 Assessment/Action Planning

Candidate Name _____ Assessor Name _____ Date _____

Review of previous plan

Record of session

Feedback on session

Actions to be reviewed at next session	Date
--	------

Units/Outcomes completed

--	--	--	--	--	--

Signature of Candidate

Signature of Assessor

11 Assessment method requirements

This guidance is based on and amplifies the assessment strategy developed for the Level 2 NVQ in Cleaning and Support Services, by Asset Skills.

2 ASSESSMENT PRINCIPLES

2.1 *The following principles will apply:*

2.1.1 Assessment should normally be at the candidate's workplace, but where the opportunity to assess across the range of standards is unavailable other comparable working environments may be used, following agreement from the External Verifier.

2.1.2 A holistic approach towards the collection of evidence should be encouraged, assessing activities generated by the whole work experience rather than focusing on specific tasks.

e.g. If the candidate communicates with a customer whilst engaged in cleaning activities these can be assessed against both cleaning and customer service elements.

2.1.3 Assessors can only assess in their acknowledged area of occupational competence.

2.1.4 Assessors and Internal Verifiers will be registered with their Approved Centre and be accountable to the organisation for their assessment practice.

2.1.5 Health and safety of customers/clients and employees must be maintained throughout the assessment process and if any person carrying out assessment or verification activities does not feel that there is due regard to health and safety then that person should refuse to continue with the activity (ies) until satisfied that due regard to health and safety is being taken.

3 SIMULATION AND WITNESS TESTIMONY

There are a few occasions when simulation or witness testimony is warranted where the centre can demonstrate that performance evidence has been impossible to obtain.

The underlying reasons for either simulation or witness testimony are:

- health and safety considerations
- activities that would cause serious inconvenience or loss to an employer if there was an undue delay in their being carried out
- Infrequently occurring activities
- equality of access.

3.1 **Simulation**

Simulation may be necessary for specific elements of the units. It is advisable that centres refer to the Awarding Bodies in these cases for clear guidelines.

3.1.1 Awarding Body guidance to centres must ensure that demands on the candidate during simulation are neither more nor less than they would encounter in a real work situation. In particular:

- All simulations must be planned, developed and documented by the centre in a way that ensures the simulation accurately reflects what the unit seeks to assess
- All simulations should follow these documented plans
- A centres overall strategy for simulation must be examined and approved by the external verifier
- There should be a range of simulations to cover the same aspect of the standard so that the risk of candidates successfully colluding is reduced
- The physical environment for the simulation must be as realistic as possible and draw on real resources that would be used in the industry
- The nature of the contingency must be realistic.

3.2 **Witness Testimony**

Witness testimony should not form the primary source of evidence. Centres must comply with Awarding Body guidance over the occupational competence and briefing of witnesses in the use of witness testimony.

4 **RECOGNITION OF PRIOR LEARNING AND EXPERIENCE**

- 4.1 Evidence from past achievement may be included as permissible evidence within NVQ assessment methods.
- 4.2 Evidence of knowledge and understanding can be offered as supplementary evidence as long as it is a measurable assessed outcome of learning which links to aspects of knowledge and understanding detailed in the National Occupational Standards and confirms current competence.
- 4.3 Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual circumstances.
- 4.4 All candidates must demonstrate current competence with respect to accreditation of prior learning (APL).

5 EXTERNAL QUALITY ASSURANCE OF ASSESSMENT

- 5.1 Awarding bodies will operate a Risk Rating system of Approved Centres. This will be applied UK wide. Awarding bodies will provide details of their plans and criteria for risk rating at the time of qualifications' submissions.
- 5.1.1 The Awarding Bodies will carry out risk assessment annually and risk rate each Approved Centre and will take appropriate action to ensure quality assurance is maintained.

12 Qualification structure, Units and Evidence requirements

201

To achieve your chosen route you must achieve 6 units. This is made of 3 mandatory units and 3 optional units.

Mandatory – three units:

Both

C201	Make sure your own actions reduce risks to health and safety (ENTO)	Y/104/0305
C202	Communicate effectively with customers and others	J/104/0901

and either

203	Work as a team and develop yourself	L/104/0902
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Or

204	Work individually and develop yourself	R/104/0903
-----	--	------------

Optional – three units:

Any three from:

205	Clean and maintain internal surfaces and areas	Y/104/0904
206	Clean and maintain external surfaces and areas	D/104/0905
207	Deal with routine waste	H/104/0906
208	Clean washrooms and replenish supplies	K/104/0907
209	Clean high risk areas	M/104/0908
210	Clean confined spaces	T/104/0909
211	Clean food areas	K/104/0910
212	Deep clean equipment and surfaces	M/104/0911
213	Clean, maintain and protect hard floors	T/104/0912
214	Clean and maintain soft floors and furnishings	A/104/0913
215	Clean glazed surfaces and facades	F/104/0914
216	Deal with non-routine waste	J/104/0915
217	Carry out maintenance and minor repairs	L/104/0916
218	Perform street cleansing manually	R/104/0917
219	Perform street cleansing by machine	Y/104/0918
220	Work safely at heights (PSSL)	H/103/8363
221	Use a water-fed pole system to clean windows and facades	D/104/0919

Summary of Achievement

Unit	Units chosen	Date Completed	Internally Verified Y/N
201			
202			
203			
204			
205			
206			
207			
208			
209			
210			
211			
212			
213			
214			
215			
216			
217			
218			
219			
220			
221			

Comments:

Assessor signature & Date

Learner Signature & Date

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Unit 201

Make sure your own actions reduce risks to health and safety (ENTO)

Unit overview

This unit is imported from the suite of Health and Safety stand alone units produced by ENTO and is equivalent to Unit HSS1

This unit is for everyone at work (whether paid, unpaid, full or part-time). It is about having an appreciation of significant risks in your workplace, knowing how to identify and deal with them.

This unit is about the health and safety responsibilities for everyone in your workplace. It describes the competences required to make sure that:

- your own actions do not create any health and safety hazards
- you do not ignore significant risks in your workplace, and
- you take sensible action to put things right, including: reporting situations which pose a danger to people in the workplace and seeking advice.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **one** Outcome.

201-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		
3.	✓	✓		
4.	✓	✓		
5.	✓	✓		
6.		✓		
7.	✓	✓	✓	
8.	✓	✓		✓
9.	✓			✓
10.		✓	✓	✓
11.	✓			
12.	✓	✓		
13.	✓	✓		
14.	✓	✓		
15.	✓			

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 201

Make sure your own actions reduce risks to health and safety (ENTO)

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
Identify the hazards and evaluate the risks in your workplace								
1	identify which workplace instructions are relevant to your job							
2	identify those working practices in your job which could harm you or others							
3	identify those aspects of your workplace which could harm you or others							
4	check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others							
5	deal with hazards in accordance with workplace instructions and legal requirements							
6	correctly name and locate the people responsible for health and safety in your workplace							
7	report to the people responsible for health and safety in your workplace those hazards which present the highest risk							
Reduce the risks to health and safety in your workplace								
8	carry out your work in accordance with your level of competence, workplace instructions, suppliers or manufacturer's instructions and legal requirements							
9	control those health and safety risks within your capability and job responsibilities							
10	pass on suggestions for reducing risks to health and safety to the responsible people							
11	make sure your behaviour does not endanger the health and safety of you or others in your workplace							
12	follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products							
13	report the differences between workplace instructions and suppliers' or manufacturers' instructions							

Unit 201

Make sure your own actions reduce risks to health and safety (ENTO)

14	make sure that your personal presentation and behaviour at work:						
	<ul style="list-style-type: none"> protects the health and safety of you and others, 						
	<ul style="list-style-type: none"> meets legal responsibilities, and 						
	<ul style="list-style-type: none"> is in accordance with workplace instructions 						
15	make sure you follow environmentally-friendly working practices.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	what “hazards” and “risks” are	
b	your responsibilities and legal duties for health and safety in the workplace	
c	your responsibilities for health and safety as required by the law covering your job role	
d	the hazards which exist in your workplace and the safe working practices which you must follow	
e	the particular health and safety hazards which may be present in your own job and the precautions you must take	
f	the importance of remaining alert to the presence of hazards in the whole workplace	
g	the importance of dealing with, or promptly reporting, risks	
h	the responsibilities for health and safety in your job description	
i	the safe working practices for your own job	
j	the responsible people you should report health and safety matters to	
k	where and when you get additional health and safety assistance	
l	your scope and responsibility for controlling risks	
m	workplace instructions for managing risks which you are unable to deal with	
n	suppliers’ and manufacturers’ instructions for the safe use of equipment, materials and products which you must follow	

Unit 201

Make sure your own actions reduce risks to health and safety (ENTO)

o	the importance of personal presentation in maintaining health and safety in your workplace	
p	the importance of personal behaviour in maintaining the health and safety of you and others	
q	the risks to the environment which may be present in your workplace and/or in your own job	

Unit assessment and verification declaration

Level 2 NVQ Cleaning and Support Services (7698)



Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- | | | |
|--------------------------|--|-------------|
| <input type="checkbox"/> | sampling candidate and assessment evidence | Date: _____ |
| <input type="checkbox"/> | observation of assessment practice | Date: _____ |
| <input type="checkbox"/> | discussion with candidate | Date: _____ |
| <input type="checkbox"/> | other – please state: _____ | Date: _____ |

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

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Unit 202

Communicate effectively with customers and others

Unit overview

This unit is about communicating politely and effectively with other people that you might encounter when conducting your work.

Many cleaning activities have a risk to health and safety associated with them, therefore it is important that, when you are required to, you communicate clearly and pass on all of the necessary information.

Communicating with others is also important to you if you work alone when you must follow workplace procedures to keep in touch with your workplace and/or colleagues.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **one** Outcome.

202-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		✓
3.	✓	✓		
4.	✓			
5.	✓			
6.	✓			
7.	✓	✓		
8.	✓	✓		✓
9.	✓	✓		
10.	✓	✓		
11.	✓	✓		✓
12.	✓	✓		

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 202

Communicate effectively with customers and others

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	make sure your own behaviour, by words and attitude, conveys to others a positive image of your organisation							
2	make sure you have all the necessary and current information that you need to carry out your work							
3	ensure communication with your workplace and/or colleagues is arranged, according to organisational procedures							
4	communicate clearly, giving all the information needed at a pace and in a manner that helps others to understand							
5	respond promptly and positively to questions and comments from customers or the public							
6	acknowledge and respond to communication promptly, clearly and courteously							
7	check that you have understood the information correctly							
8	where appropriate, record information in the correct manner and in line with organisational procedures							
9	using language that is clear and concise, pass on accurate and up-to-date information at the right time to persons who require it and who are authorised to receive it							
10	take prompt and effective action when there is difficulty in relaying information, following organisational procedures							
11	report faults with communication equipment promptly to an appropriate person							
12	be aware of your customer and their needs and attitudes							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 202

Communicate effectively with customers and others

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the reasons for communicating with others	
b	how your behaviour and attitude reflects on your organisation and/or workplace and why it is important to create a positive impression	
c	where to obtain the information that you need to carry out your job, the form in which the information is expressed and why it should be up-to-date	
d	why you should check that you have understood information correctly	
e	the different forms of communication available to you and how they are used	
f	why it is important to communicate clearly and give all of the information necessary to the audience	
g	why you should respond positively to question or queries from customers or the public	
h	organisational and/or workplace procedures for acknowledging and responding to incoming information	
i	organisational and/or workplace procedures for recording information	
j	who is authorised to receive information and the correct manner in which to pass it on	
k	how to identify problems in relaying information, what these might be and the action to take to deal with them	
l	to whom to report faults with communication equipment	
m	how to establish customer needs and attitudes and the correct response	

Unit 202 Communicate effectively with customers and others

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 203

Work as a team and develop yourself

Unit overview

This unit is about working with others in your organisation. It is about giving help to others when they need it and responding appropriately when disagreements arise.

It is also about developing yourself in your job by identifying areas for further development and setting yourself targets for achieving this.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes.

- 1 Work with others
- 2 Develop yourself in your job

203-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓		✓	
3.	✓		✓	
4.	✓			
5.	✓	✓		
6.	✓	✓	✓	
7.	✓	✓		
8.	✓	✓		

203-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		✓
3.	✓	✓		✓
4.	✓	✓		
5.	✓	✓		
6.	✓	✓		

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 203

Work as a team and develop yourself

Outcome 1

Work with others

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	agree how to share work with other people in a way that helps the team to work effectively							
2	welcome others to the workplace and make them aware of all the things they need to know, such as workplace procedures and basic work routines							
3	within the limits of your expertise and responsibility, show others how to do any jobs they may not have done before							
4	answer any questions and provide help to other members of staff within the limits of your job and their needs							
5	handle disagreements with other people in a way that does not harm the work of the team or the reputation of the organisation							
6	report to the relevant person disagreements that you are not in a position to handle							
7	ask for help from other people when you need it							
8	be aware of customer requirements and respond accordingly							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements To be competent in this unit you must know and understand the following:		PRN
a	tasks that may be shared amongst the team	
b	the limits of your responsibility in demonstrating jobs to others	
c	areas of your work in which you are able to assist your colleagues	
d	how to handle disagreements in a way that does not harm the work of the team and why it is important to resolve them as soon as possible	
e	when you should report disagreements and to whom they should be reported	
f	how to ask for help in carrying out your work.	

Unit 203
Outcome 2

Work as a team and develop yourself
Develop yourself in your job

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	join in when there is a discussion about the work in which you or your team are involved							
2	agree areas where you could develop yourself further							
3	agree targets for your development that you feel you can achieve							
4	agree how much time and support you will need to achieve these targets							
5	take part in activities to use skills that you have newly developed							
6	request feedback from others and use it to improve your performance							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements To be competent in this unit you must know and understand the following:		PRN
a	why it is important to join in discussions about your work	
b	how to identify and explain areas for self development	
c	how to set targets for your development and why it is important that these are realistic	
d	activities that will help you to develop yourself in your work	
e	the support that you will require in order to achieve your targets, and how to access it	
f	why it is important that you review and update your progress and what procedures are in-place to do this	
g	the benefits of discussing your progress with your supervisor and colleagues	

Unit 203 Work as a team and develop yourself

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 204

Work individually and develop yourself

Unit overview

This unit is about working on your own, without the presence of your customer or supervisor.

When working alone you might have to deal with members of the public by providing them with information, or interacting with them in another way. In these situations it is important that you act appropriately to create a positive impression of your employer and/or workplace.

This unit is also about being aware of health and safety risks in your workplace, dealing with any problems on your own and deciding on the most appropriate action to take.

When working alone it is important that procedures are in place for regular contact with an appropriate colleague or your employer and that you follow these procedures.

It is also about developing yourself in your job by identifying areas for further development and setting yourself targets for achieving this.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for each unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **three** Outcomes:

- 1 Ensure your own safety when working individually
- 2 Carry out work on your own
- 3 Develop yourself in your job

204-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓	✓	
3.	✓			
4.	✓	✓		
5.	✓		✓	
6.	✓	✓	✓	

204-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			✓
2.	✓			
3.	✓	✓		
4.	✓	✓		
5.	✓		✓	
6.	✓	✓	✓	✓
7.	✓	✓		✓
8.	✓	✓		
9.	✓		✓	

204-Outcome 3				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		✓
2.	✓	✓		
3.	✓	✓		✓
4.	✓	✓		
5.	✓	✓		✓

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 204
Outcome 1

Work individually and develop yourself
Ensure your own safety when working individually

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	confirm contact arrangements with your organisation or an appropriate person and maintain agreed levels of contact when conducting your work							
2	follow any procedures for entering and leaving the workplace and remain alert to safety risks when doing so							
3	assess the risks present in the workplace and take appropriate action to reduce those that you can							
4	within the limits of your responsibility, control access to the workplace							
5	make sure your behaviour and personal presentation convey to others a positive image of your organisation and/or workplace							
6	respond to customers and others positively and provide any information in a style that is suited to their needs and helps them							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	arrangements for contact with your organisation or appropriate person and how often you should do this when conducting your work	
b	any procedures for entering the workplace and why these should be followed	
c	the types of risks present in your workplace, how to accurately assess these and actions you can take to reduce them	
d	the level of responsibility you have in controlling access to the workplace, the procedures for this and why it is important to follow them	
e	others persons that are authorised to enter the workplace	
f	the levels of presentation and behaviour expected by your workplace/employer and why it is important to make a positive impression on others	
g	how to assess the most appropriate way of communicating with others and why it is important to help them understand	

Unit 204
Outcome 2

Work individually and develop yourself
Carry out work on your own

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	make sure that you have the work schedule and you understand the work that has to be done and the time in which you have to do it							
2	enter and carry out your work only in areas that you are authorised to in your work specification or instructions							
3	identify and report to the appropriate person any tasks that you will not be able to complete on your own							
4	identify the most important jobs from the work specification and ensure that these are completed first							
5	remain aware of potential problems and deal with them appropriately as they arise, within the limits of your knowledge and expertise							
6	report to the appropriate person any problems that you are not able to deal with alone or which may affect the health and safety of yourself and others and/or the integrity of the workplace							
7	record any breakages, damage or disruption to the workplace and report these to the appropriate person							
8	report to the appropriate person any work you have been unable to complete and agree arrangements for completing the work							
9	follow any workplace procedures for leaving the workplace							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 204
Outcome 2

Work individually and develop yourself
Carry out work on your own

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	from where to obtain your work schedule and instructions and the time that you have to carry out your work	
b	why it is important to assess how your work is progressing and any jobs that you will be unable to complete on your own	
c	procedures for reporting to your employer or customer	
d	employer procedures and protocols that apply to your work area, including emergency procedures and contacts	
e	how to identify the most important jobs in the specification and why it is important to carry these out first	
f	the potential problems and risks that your workplace presents	
g	the types of problems and risks that you are able to deal with yourself and how to do this	
h	procedures for recording damage, breakages and/or disruption and why it is important to be honest with your employer or customer about causing any of these	
i	any procedures for leaving the workplace and why it is important to leave it secure	

Unit 204
Outcome 3

Work individually and develop yourself
Develop yourself in your job

Performance criteria You must be able to:		Portfolio Reference Number (PRN)				
1	agree areas where you could develop yourself further					
2	agree targets for your development that you feel you can achieve					
3	agree how much time and support you will need to achieve these targets					
4	take part in activities to use skills that you have newly developed					
5	ask others for and use feedback on your performance					
Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	how to identify and explain areas for self development	
b	how to set targets for your development and why it is important that these are realistic	
c	activities that will help you to develop yourself in your work	
d	support that you will require in order to achieve your targets, and how to access it	
e	why it is important that you review and update your progress and what procedures are in place to do this	
f	the benefits of discussing your progress with others	

Unit 204 Work individually and develop yourself

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 205

Clean and maintain internal surfaces and areas

Unit overview

This unit is about working efficiently in a routine, low risk working environment and describes the processes and procedures to be followed, applicable to the workplace. It covers assessing the area to see what work has to be done, selecting the most appropriate equipment for the job and dealing with spillages and accidents.

When carrying out your work it is important to conduct cleaning tasks in the most efficient order to prevent dirtying other areas, including those you have just cleaned. When you have finished cleaning it is important that the work area meets workplace requirements. The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Prepare for cleaning
- 2 Carry out your cleaning duties

205-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓			
4.	✓	✓		
5.	✓	✓	✓	
6.	✓			
7.	✓	✓		
8.	✓			
9.	✓			
10.	✓			
11.	✓	✓		

205-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓			
4.	✓	✓		
5.	✓			
6.	✓			
7.	✓	✓		
8.	✓	✓	✓	✓
9.	✓			
10.	✓	✓		✓
11.	✓	✓		✓
12.	✓			
13.	✓			
14.	✓			
15.	✓	✓		✓

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 205

Clean and maintain internal surfaces and areas

Outcome 1

Prepare for cleaning

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	Follow the instructions and procedures for entering and leaving your workplace							
2	Ensure your levels of personal hygiene meet workplace requirements and are maintained throughout the cleaning process							
3	Inspect the area for the cleaning needed, taking into account the different surfaces within it							
4	Ensure that the right people know when cleaning is taking place and when the area will be free for use again							
5	Follow the correct procedures to deal with any lost property or unattended items							
6	For each cleaning task, choose the appropriate equipment and materials taking into account factors such as manufacturers instructions, risk, efficiency, access, time, surface and type of soiling							
7	If the appropriate equipment and materials are not available, select suitable alternatives or inform the appropriate person							
8	Wear the personal protective equipment required for the cleaning method and materials being used							
9	Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces							
10	Ensure that all surfaces to be cleaned are accessible and can be reached to perform adequate cleaning							
11	Ensure that there is adequate ventilation for the work being carried out							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 205

Clean and maintain internal surfaces and areas

Outcome 1

Prepare for cleaning

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	what permits and checks are required for you to work on the premises	
b	the instructions and procedures for entering and leaving the workplace and why you should follow them	
c	the levels of personal hygiene required by your workplace and why it is important to maintain them during your work	
d	which cleaning tasks you are required to complete and have the skill and knowledge to perform	
e	how factors such as manufacturer's instructions, risk, efficiency, access, time, surface and type of soiling can influence the cleaning method you use	
f	how to inspect a work area to decide what cleaning it needs and the best way of carrying this out	
g	the right personal protective equipment for the work area, equipment, materials and chemicals used	
h	why it is important to wear personal protective equipment when required and why it is important for others to see you wearing it	
i	your work schedules and why you should keep to them	
j	the correct sequence for cleaning the work area	
k	which methods and materials are most effective on the surface and soiling to be cleaned and what are the alternatives	
l	why different equipment should be used for different cleaning tasks and the reasons for colour-coding	
m	how to clean the surfaces without causing injury or damage	

Unit 205

Clean and maintain internal surfaces and areas

Outcome 2

Carry out your cleaning duties

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	before beginning your work, remove loose dirt, debris and detritus							
2	use the correct cleaning method for the work area, type of soiling and surface							
3	clean in a sequence so as to avoid re-soiling clean areas and surfaces							
4	take steps not to disturb or cause nuisance to others when cleaning							
5	avoid causing obstructions to access with cleaning equipment and power leads							
6	place warning signs so that no-one may come into your work area without being warned							
7	adapt your cleaning method according to the available equipment, materials and any problems you have identified							
8	report to the appropriate person any difficulties in carrying out your work							
9	deal efficiently with spillages, using the equipment, materials and method appropriate to the surface and the type of spillage							
10	identify and report to the appropriate person any additional cleaning required that is outside your responsibility or skill							
11	follow workplace procedures to deal with any accidental damage caused during the cleaning process							
12	replenish any necessary supplies or consumables							
13	ensure that, on completion of the work, the area is left clean and dry and meets requirements							

Unit 205

Clean and maintain internal surfaces and areas

Outcome 2

Carry out your cleaning duties

14	return the equipment, materials and personal protective equipment you have used to the right places making sure they are clean, safe and securely stored						
15	recognise when cleaning equipment and materials may need replacing and take action to organise extra resources						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the time allowed for completing the work	
b	the results expected from each cleaning operation	
c	the right techniques to use with chosen equipment and materials	
d	the results of using wrong or unsuitable materials and/or not following the manufacturers' instructions	
e	how to change your cleaning method to suit the soiling and surface and the different methods available	
f	how to identify the signs of pest infestation and the right action to take to deal with it	
g	cleaning methods and techniques that may cause nuisance to the public/client and how to avoid this (eg. by changing the timing/sequence of cleaning operations)	
h	why it is important to check the quality of your work as you go along	
i	how to identify and deal with tasks that are outside your area of skill or responsibility	
j	the procedures for dealing with and reporting accidental damage	
k	storage areas for the return of equipment and materials and why they should be kept clean, safe and secure	
l	the procedures for organising replacement and/or extra resources	

Unit 205 Clean and maintain internal surfaces and areas

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 206

Clean and maintain external surfaces and areas

Unit overview

This unit is about carrying out work outside.

The activities for carrying out this work will often involve the use of tools and machinery and can therefore present a high risk to health and safety. Environmental conditions can also affect when and how the work can be done and so it is important to take into consideration factors such as temperature, rainfall, humidity, levels of wind and icy conditions.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Prepare for work activities
- 2 Carry out your cleaning duties

206-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓			
4.	✓			
5.	✓			
6.	✓	✓	✓	

206-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		✓
2.	✓	✓		
3.	✓			
4.	✓		✓	
5.	✓	✓		
6.	✓			
7.	✓			
8.	✓			
9.	✓			
10.	✓	✓		

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 206

Clean and maintain external surfaces and areas

Outcome 1

Prepare for work activities

Performance criteria 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

Knowledge requirements		PRN
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 that work that can be carried out (eg. 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	

Unit 206

Clean and maintain external surfaces and areas

Outcome 1

Prepare for work activities

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	

Unit 206

Clean and maintain external surfaces and areas

Outcome 2

Carry out your cleaning duties

Performance criteria 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							
2	carry out work in a logical sequence to ensure you do not adversely affect surrounding areas							
3	use the appropriate method depending on the work area and work required							
4	take steps not to obstruct, disturb or cause nuisance to others when working (eg. by causing excessive noise)							
5	adapt your work method according to the available tools, equipment and/or machinery and any other factors such as environmental conditions							
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							
7	deal with any accidental damage caused when carrying out the work							
8	return the tools, equipment and/or machinery you have used to the right places making sure they are clean, safe and securely stored							
9	when required, replace equipment and materials and organise extra resources							
10	inform the appropriate person when tools and/or machinery are in need of repair							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 206

Clean and maintain external surfaces and areas

Outcome 2

Carry out your cleaning duties

Knowledge requirements:		PRN
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 manufacturers' 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 (e.g. 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	

Unit 206 Clean and maintain external surfaces and areas

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 207 Deal with routine waste

Unit overview

This unit is about handling waste in conjunction with cleaning activities and making sure that the waste collection and holding areas that you use are kept clean.

This unit requires that you treat all waste carefully, ensuring that waste receptacles are handled according to instructions.

When handling waste, it is important to maintain personal hygiene in order to prevent health and safety risks to yourself and others and to prevent contamination of the work area.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Handle routine waste
- 2 Deal with waste containers

207-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓			
4.	✓	✓		
5.	✓			
6.	✓	✓		
7.	✓			
8.	✓	✓		
9.	✓			

207-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓	✓		
3.	✓	✓		
4.	✓			
5.	✓			
6.	✓			
7.	✓	✓		✓
8.	✓			
9.	✓	✓		

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 207
Outcome 1

Deal with routine waste
Handle routine waste

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	prepare yourself and your working area so that you can do the job efficiently and safely							
2	make sure you wear the necessary personal protective equipment required by your work instructions							
3	identify different categories of waste and deal with them appropriately							
4	check first with your supervisor, or follow standard instructions or procedures, before removing waste that you are unable to identify or that is hazardous							
5	check that waste bags or receptacles are secure before handling							
6	where waste is collected for transfer to a collection point, identify the waste that needs to be transferred							
7	handle waste bags or receptacles as instructed to secure your own safety and that of others, and to make sure bags or receptacles are not damaged by handling							
8	when you have finished moving waste, check that the bag or receptacle is not broken or damaged, taking the appropriate action to put this right							
9	maintain personal hygiene when carrying out your work							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 207

Deal with routine waste

Outcome 1

Handle routine waste

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the procedures for preparing yourself and the work area and the methods for doing this	
b	the required personal protective equipment and why it is important to wear it	
c	the procedures and required equipment for handling and disposing of the type of waste you are dealing with	
d	arrangements for recycling in the workplace	
e	approved methods for transferring waste	
f	the procedures for dealing with suspicious items	
g	why it is important to maintain personal hygiene when handling waste	

Unit 207
Outcome 2

Deal with routine waste
Deal with waste containers

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	work methodically in a way that cuts down the risk of contaminating surrounding areas							
2	follow workplace instructions to deal with the safe removal of spillages							
3	report to the appropriate person any signs of infestations							
4	identify waste containers that require cleaning and take the appropriate action to deal with this							
5	replace bin liners or set up fresh containers, according to workplace requirements							
6	leave containers clean and secure in the required place and in a condition which is fit for use							
7	report to the appropriate person any faulty or damaged equipment							
8	return your equipment and materials to the appropriate storage area in a clean and safe condition							
9	follow procedures for removal, cleaning and disposal of used personal protective equipment							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 207
Outcome 2

Deal with routine waste
Deal with waste containers

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	why the location and cleaning of waste areas is important in preventing and controlling pests	
b	the procedures for dealing with waste containers that have broken or are damaged	
c	the procedures for reporting and handling waste spillages	
d	to whom to report dangerous or faulty equipment, or danger of disease and the procedures for doing this	
e	the standards of cleanliness for holding areas and empty holding and collection bins	
f	who is responsible for cleaning holding areas and emptying holding and collection bins	
g	the location of waste holding areas and methods of taking waste to them safely	

Unit 207 Deal with routine waste

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 208

Clean washrooms and replenish supplies

Unit overview

This unit is about cleaning washrooms and involves following the procedures for entering the washroom, selecting equipment and preparing the cleaning agents you will use. It is also about replacing supplies of consumables, such as toilet paper, and checking your work when you have finished.

In order to reduce risks to personal health and safety when cleaning washrooms it is important to maintain high levels of personal hygiene. As you may clean washrooms in an environment where you conduct a variety of other cleaning tasks it is also important that, in order to prevent cross-contamination, the correct colour-coded equipment is used.

The term washroom covers all sanitary areas requiring this type of cleaning. The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Carry out cleaning of washrooms
- 2 Replenish supplies and reinstate the work area

208-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓			
4.	✓	✓		
5.	✓			
6.	✓			
7.	✓			
8.	✓			
9.	✓			
10.	✓			
11.	✓			

208-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓	✓		
3.	✓			
4.	✓			
5.	✓	✓		✓
6.	✓			
7.	✓			
8.	✓			

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 208

Clean washrooms and replenish supplies

Outcome 1

Carry out cleaning of washrooms

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	ensure that levels of personal hygiene meet workplace requirements and are maintained when carrying out the work							
2	check that the correct personal protective equipment for the cleaning task is available for use and worn when conducting cleaning							
3	follow any special procedures for entering washrooms							
4	before you start work make sure that there is enough ventilation in the area while you are cleaning							
5	select and use the colour coded equipment and colour coded cloths for the area you are cleaning							
6	before you start, remove loose dust, hair and debris from surfaces, fixtures and fittings							
7	dilute and apply cleaning agents according to the manufacturer's instructions							
8	clean the surface methodically, without over-wetting							
9	clean the fixtures and fittings in an order that is least likely to spread infection or contamination, leaving them clean and free of smears							
10	ensure surfaces are dry on completion of cleaning and do not present a slip hazard							
11	leave the waste outlets and overflows free from dirt, hair and debris							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 208

Clean washrooms and replenish supplies

Outcome 1

Carry out cleaning of washrooms

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the levels of personal hygiene required by your workplace and why it is important to maintain personal hygiene when conducting cleaning tasks	
b	why it is important to wear personal protective equipment when cleaning washrooms and the risks of not doing so	
c	the workplace procedures for entering and leaving washrooms and why these should be followed	
d	why there should be adequate ventilation in the work area and the risks of inadequate ventilation	
e	the most suitable equipment for the cleaning task and why it is important to use the appropriately colour-coded equipment	
f	why loose dust, hair and debris should be removed before cleaning surfaces, fixtures and fittings	
g	the most suitable cleaning agents to use and why it is important to follow manufacturer's instructions for diluting and applying them	
h	why surfaces should not be over-wetted	
i	the most appropriate order in which to clean fixtures and fittings so as to avoid cross-contamination or risk of infection	
j	why surfaces should be dry on completion of cleaning and the risks of not doing so	
k	why it is important to ensure that waste outlets and overflows are free from dirt, hair and debris and where these can be found	

Unit 208
Outcome 2

Clean washrooms and replenish supplies
Replenish supplies and reinstate the work area

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	check holders and containers for levels of consumables							
2	follow the manufacturer’s instructions when refilling or replacing items							
3	deal with waste appropriately, disposing of slurry and taking solid waste materials safely to the correct collection point							
4	make sure the area has the right amount of consumables when you have finished							
5	on completion of cleaning, report any faults and problems to the appropriate person							
6	ensure cleaning equipment is clean and in working order when you have finished, taking appropriate action to deal with any items that are not							
7	put everything back in the right place when you have finished							
8	remove or replace personal protective equipment following workplace procedures to dispose of or store used personal protective equipment							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 208
Outcome 2

Clean washrooms and replenish supplies
Replenish supplies and reinstate the work area

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the consumables that should be replenished and why it is important to follow manufacturer's instructions when doing so	
b	where consumables can be found and the correct procedures for organising replacement or additional supplies	
c	workplace procedures for disposing of waste and why these should be followed	
d	holding areas for the collection of waste	
e	the correct procedures for reporting faults or problems and why these should be followed	
f	the correct place for the storage of cleaning equipment and materials	
g	why used personal protective equipment should be removed or replaced upon leaving the sanitary area	
h	the workplace procedures for dealing with used personal protective equipment	

Unit 208 Clean washrooms and replenish supplies

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 209 Clean high risk areas

Unit overview

This unit is about maintaining levels of cleanliness in environments where there is a high risk of infection or contamination; this risk may be two-fold:

- Risks to yourself and others – there may be a risk to yourself of becoming infected.
- Risks to the environment – you may risk contaminating the environment in which you are working if you do not follow the correct workplace procedures.

Both of these risks are dealt with across the two Outcomes within this unit.

To reduce both of these risks it is important to maintain high levels of personal hygiene and to adhere to procedures. According to the environment in which you are working there might be different procedures: for example, for the use of personal protective equipment and for entering and leaving the high risk area. High risk in some work contexts can be defined as a controlled environment.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for this unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Conduct cleaning in a high risk area
- 2 Prevent the spread of infection and contamination in a high risk area

209-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓	✓		
3.	✓	✓		
4.	✓			✓
5.	✓	✓		✓
6.	✓	✓		✓
7.	✓			✓
8.	✓	✓		
9.	✓	✓		
10.	✓			
11.	✓			

209-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓	✓		
4.	✓	✓		✓
5.	✓	✓		
6.	✓	✓		✓
7.	✓	✓		
8.	✓			
9.	✓			
10.	✓	✓		
11.	✓			
12.	✓	✓		
13.	✓	✓		

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 209

Clean high risk areas

Outcome 1

Conduct cleaning in a high risk area

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	follow the workplace instructions, procedures and any guidelines for entering the high risk area							
2	report to the appropriate person any personal conditions that may cause infection or contamination of the high risk area							
3	before and during cleaning, consider the potential risks to yourself, others and the environment of exposure to micro-organisms or other contaminants							
4	before cleaning starts, display the appropriate signage for the work being conducted							
5	when working alone, arrange communication with your workplace, in line with organisational instructions, procedures or guidelines							
6	remove all of your personal items, such as jewellery because of the risk to yourself or the equipment, and store in an approved place							
7	make sure that the appropriate personal cleaning facilities and protective clothing are available for your use and are used when undertaking cleaning							
8	make sure that the equipment and tools you use for cleaning the high risk area are not damaged or unserviceable and are suitable for the cleaning activity and work area							
9	follow authorised action to deal with unserviceable cleaning equipment							
10	carry out the cleaning process in line with instructions and the correct procedures							
11	check before and after cleaning that the workplace is clear of any equipment, tools and materials that are not required							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 209

Clean high risk areas

Outcome 1

Conduct cleaning in a high risk area

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the workplace procedures for :	
i	entering and leaving the high risk area	
ii	conducting cleaning in the high risk area	
b	the risks present in the high risk area and how to identify them for the purposes of a risk assessment	
c	the signage to display according to the cleaning you are conducting, the area in which you are working and where it can be found	
d	the different cleaning agents and chemicals required for the area in which you are working and level of dilution	
e	the facilities available for conducting cleaning (eg. water and drainage) and where to access these	
f	the procedures for arranging communication with your immediate supervisor and why it is important to confirm such procedures before starting work	
g	why it is important to remove your personal items when conducting cleaning in a high risk area	
h	the personal conditions that may restrict your cleaning duties (eg. colds, open cuts, head lice), why it is important to report these and to whom	
i	the appropriate personal protective equipment for the cleaning you are undertaking and for the high risk area in which you are working	
j	why it is important to have serviceable cleaning equipment and to whom you should report any problems	
k	the equipment, tools and machinery that should be cleared from the workplace before and after cleaning	

Unit 209

Clean high risk areas

Outcome 2

Prevent the spread of infection and contamination in a high risk area

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	continually assess the need to perform hand hygiene to prevent the spread of infection or contamination of the high risk area							
2	use appropriate methods of maintaining personal hygiene following instructions, procedures and any guidelines							
3	seek advice from the appropriate person when you are asked to clean environments where there is a specific risk of infection or contamination to which you would not routinely be exposed							
4	identify damaged items of furniture and/or equipment within the high risk area, report them to the appropriate person and ensure they are clean before removal and/or reinstatement							
5	before cleaning starts clarify with the appropriate person the nature of the soiling							
6	make sure that the high risk area has been cleared of any waste and that it has been disposed of properly and in accordance with workplace procedures							
7	report any accidental damage or disruption to high risk areas caused through cleaning processes							
8	when you have finished your work, remove signage and return it in a clean condition to the appropriate storage area							
9	ensure all cleaning materials, equipment and cleaning agent containers are returned in a clean and safe condition to the appropriate storage area							
10	remove personal protective equipment and inspect it for damage, deterioration and contamination and arrange for replacement, cleaning or disposal where necessary							
11	store or dispose of all personal protective equipment following workplace instructions, procedures or guidelines							
12	ensure all procedures have been fully met before you collect your personal items from storage							
13	follow the workplace instructions, procedures and any guidelines for leaving the workplace							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 209

Clean high risk areas

Outcome 2

Prevent the spread of infection and contamination in a high risk area

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the location of facilities for maintaining hand hygiene and why effective hand hygiene is important in a high risk area	
b	the risks that you would encounter in your routine cleaning tasks and areas of the workplace that pose different risks	
c	why you should seek advice about cleaning environments that may pose a specific risk and who you should ask	
d	the potential risks that damaged items of furniture or equipment in the high risk area may pose, why you should report them and to whom	
e	the types of surface and soiling you are required to clean and how to identify them	
f	workplace procedures for reporting any soiling that you are unable to identify	
g	who is responsible for checking your work	
h	who is responsible for removing waste from the high risk area and how regularly this is carried out	
i	the workplace instructions, procedures and any guidelines for reporting accidental damage	
j	when to remove signage from the work area and where it is stored	
k	how to inspect the personal protective equipment you have used and when equipment should be replaced or cleaned	
l	the procedures for disposing of waste and disposing of or storing and cleaning personal protective equipment	
m	the workplace procedures for leaving the high risk area and retrieving your personal items	

Unit 209 Clean high risk areas

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name : _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 210 Clean confined spaces

Unit overview

This unit is about maintaining levels of cleanliness in confined spaces.

When working in confined spaces it is important to be vigilant against possible hazards and risks that may arise during the work activity, taking precautions to prevent access by the public and other unauthorised personnel.

To reduce risks to personal safety it is important that you wear the appropriate personal protective equipment and that when working alone you maintain regular contact with a colleague and/or your workplace.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for this unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Conduct cleaning in a confined space
- 2 Follow safe working practices in the confined space

210-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		
3.	✓			
4.	✓	✓		✓
5.	✓	✓		✓
6.	✓	✓		✓
7.	✓	✓		
8.	✓			
9.	✓	✓		
10.	✓	✓		
11.	✓			

210-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓	✓	
3.	✓	✓		
4.	✓	✓		✓
5.	✓	✓		✓
6.	✓			
7.	✓			
8.	✓			
9.	✓	✓		
10.	✓	✓		
11.	✓	✓		✓

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 210

Clean confined spaces

Outcome 1

Conduct cleaning in a confined space

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	before carrying out your work, identify risks to health and safety and carry out a risk assessment							
2	check that required cleaning activities will not be restricted by the working space available							
3	prepare and check all equipment is in working order and electrical equipment is fully charged before entering the work site							
4	where there are designated personnel for supervising the work, obtain authorisation for entry to the work area and relevant health and safety information							
5	before entering the work area check with the appropriate person that atmospheric conditions have been checked and are safe							
6	follow the workplace instructions, procedures and any guidelines for entering the confined space							
7	before cleaning starts, control access to the work area, in line with workplace and organisational requirements							
8	check before and after cleaning that the workplace is clear of any equipment, tools and materials that are not required							
9	before cleaning starts, clarify the nature of the soiling with the appropriate person							
10	seek advice from the appropriate person when you are asked to clean environments where there is a specific risk to which you would not routinely be exposed							
11	carry out the cleaning process in line with instructions and the correct procedures							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 210

Outcome 1

Clean confined spaces

Conduct cleaning in a confined space

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	how atmospheric conditions can affect the work you are able to do and why it is important to ensure they have been checked	
b	why it is important to check the nature of the soiling and your level of skill in dealing with it	
c	why you should seek advice about cleaning spaces that may pose a specific risk and whom you should ask	
d	the risks present in the confined space and how to identify them for the purposes of a risk assessment	
e	the procedures for arranging communication with your supervisor or workplace and why it is important to confirm such procedures before starting work	
f	the appropriate personal protective equipment for the cleaning you are undertaking and for the confined space in which you are working	
g	why it is important to have serviceable cleaning equipment before entering the confined space, how to check it and to whom you should report any problems	
h	the workplace procedures for :	
i	entering and leaving the confined space	
ii	conducting cleaning in the confined space	
i	the instructions and procedures for carrying out the cleaning processes	
j	the procedures for controlling access to the confined space and why it is important to follow these	

Unit 210

Clean confined spaces

Outcome 2

Follow safe working practices in the confined space

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	control risks adequately which arise during working, acting immediately to remedy any unsafe activity, equipment and environmental conditions							
2	start emergency exit procedures immediately an emergency situation arises							
3	make sure that confined spaces have been cleared of any waste and that this has been disposed of properly and in accordance with workplace procedures							
4	report any accidental damage or disruption to confined spaced caused through cleaning processes							
5	when you have finished cleaning, complete all documentation accurately and promptly as required by workplace procedures							
6	when you have removed reusable personal protective equipment inspect it for damage, deterioration and contamination and arrange for replacement where necessary							
7	clean and store or dispose of all personal protective equipment following workplace instructions, procedures or guidelines							
8	close down and make the work area safe when cleaning is finished							
9	ensure all procedures have been fully met before you collect any personal items from storage							
10	follow the workplace instructions, procedures and any guidelines for leaving the workplace							
11	complete all documentation and reports before filing them in the designated place or passing them to designated personnel							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 210

Clean confined spaces

Outcome 2

Follow safe working practices in the confined space

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the procedures for exiting the confined space in the event of an emergency	
b	workplace procedures for monitoring conditions in the confined space	
c	the correct action to take to deal with risks that arise during working	
d	who is responsible for checking your work	
e	who is responsible for removing waste from the confined space	
f	the workplace instructions, procedures and any guidelines for reporting accidental damage	
g	how to inspect the personal protective equipment you have used and when disposable equipment should be replaced	
h	the procedures for disposing of waste and for disposing or storing personal protective equipment	
i	the workplace procedures for leaving the confined space and retrieving your personal items	
j	workplace procedures for closing down and making the work area safe on completion of cleaning	
k	The necessary documentation to complete when you have finished your cleaning tasks and how to complete it fully	

Unit 210 Clean confined spaces

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 211 Clean food areas

Unit overview

This unit is about conducting routine cleaning in food areas including kitchens, food service areas, food manufacturing premises, food production and food retailing.

Food preparation, service and retail areas pose a high risk to public health if not cleaned properly. High standards of personal, including hand, hygiene should be observed and maintained throughout the cleaning process. It is important to follow the cleaning specification in the business' food safety management procedures.

This unit also covers the cleaning of in-place equipment and it is, therefore, important that correct precautions are taken with regard to personal protective equipment and the handling and safe isolation of food production equipment.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Clean food areas according to business' food safety management procedures
- 2 Complete cleaning of food areas

211-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		✓
2.	✓			
3.	✓	✓		
4.	✓	✓		
5.	✓			
6.	✓	✓		
7.	✓			
8.	✓			
9.	✓			
10.	✓			
11.	✓			
12.	✓			
13.	✓	✓		
14.	✓	✓		
15.	✓			

211- Outcome 2				
PC ref.	O	Q/PD	S	P
1.	✓	✓		
2.	✓	✓		
3.	✓	✓		
4.	✓			
5.	✓	✓		
6.	✓			
7.	✓			
8.	✓			
9.	✓			

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 211

Clean food areas

Outcome 1

Clean food areas according to business' food safety management procedures

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	obtain the cleaning specification in the business' food safety management procedures at the right time							
2	remove all your personal items and store in an approved place and put on personal protective equipment							
3	ensure your level of personal hygiene meets the standard required by the business' food safety management procedures and report health conditions such as skin disorders, open sores, diarrhoea etc. to the relevant person							
4	move and protect items, including food, in the cleaning area in accordance with the cleaning specification							
5	use the cleaning equipment that is suitable for the specific cleaning operation and check that it is safe before you use it							
6	separate and clearly label faulty or damaged cleaning equipment and make the food business operator aware of this							
7	prepare food production plant, equipment and materials for cleaning in-place, in accordance with the cleaning specification							
8	isolate food equipment power supplies whenever necessary							
9	carry out the cleaning without damaging in-place plant and equipment							
10	follow the manufacturer's instructions and safe working practices when taking apart, handling and re-assembling food production equipment							
11	check that you put all parts in the right holding area when taking food production equipment apart and identify equipment parts for reassembly							
12	after reassembling equipment, check it is in correct working order							
13	record and report to the relevant person faults eg. where the cleaning specification cannot be met, missing or damaged food equipment parts and pest infestation							

Unit 211

Outcome 1

Clean food areas

Clean food areas according to business' food safety management procedures

14	make sure that there is enough ventilation and that there are no other chemicals on the surfaces before starting to de-scale food production equipment						
15	in line with manufacturer's instructions de-scale and clean equipment parts methodically using methods that are in line with business' and equipment manufacturer's instruction and are least likely to cause contamination						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	why it is important to have the business' up-to-date cleaning specification and from whom it can be obtained	
b	the level of personal hygiene required for the food area in which you are working, how to maintain that level and why it is important	
c	why health conditions such as skin disorders, open sores, diarrhoea etc. must be reported to the relevant person	
d	why food items must either be moved or protected during cleaning operations, the correct methods of doing so and the consequences of not doing this correctly	
e	the range of cleaning equipment specified and how to check that it is safe to use	
f	which cleaning agents are suitable for the surfaces you are cleaning and the damage that can be caused by the using the wrong ones	
g	how to recognise and label faulty or damaged food production equipment and why this should be reported	
h	how to isolate powered food production equipment safely and why you must do this before cleaning	
i	why it is important to refer to manufacturer's instructions for disassembling, re-assembling and cleaning of food production equipment and where this information can be obtained	
j	workplace procedures for dismantling and re-assembling food production equipment, including the correct holding area for parts	
k	how to ventilate the food production area and why this is important	
l	how to check for chemical residues where this has been used	
m	the correct methods for de-scaling and cleaning food production equipment and how to apply them safely	

Unit 211

Clean food areas

Outcome 2

Complete cleaning of food areas

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	as you carry out your work, assess your cleaning according to the business' food safety management procedures							
2	identify instances of pest infestation, report to the relevant person and remove the evidence following proper and safe procedures							
3	take action to ensure the area is cleaned thoroughly and as frequently as necessary until the pest infestation has been eradicated							
4	check that individual parts of food production equipment are clean before re-assembly							
5	leave food production equipment in safe working order when you have finished, reporting any equipment problems noted during cleaning or reassembly							
6	leave equipment and the working area free of deposits, cleaning residues and foreign objects							
7	check that ventilation systems and surfaces are clean and dry when you have finished							
8	dispose of waste and slurry according to the food business' food safety management procedures							
9	when you have finished cleaning ensure that the cleaning equipment, machinery and personal protective equipment are cleaned and securely stored according to the cleaning specification							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 211

Clean food areas

Outcome 2

Complete cleaning of food areas

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	how to monitor the cleaning you are undertaking and why it is important to maintain standards according to the business' food safety management procedures	
b	the main types of pest infestations common to food production areas, how to identify them and the action to take to deal with them	
c	why it is important to report pest infestations and the correct procedures you must take to deal with any incidence of infestation	
d	the correct procedures for disassembly and reassembly of food production equipment and why it is important to check that all parts are clean before reassembly	
e	how to identify problems with food production equipment and the correct procedures for reporting them	
f	why it is important to leave the food area free of deposits, residue and foreign objects and the consequences of not doing so	
g	the correct place for all food or equipment moved during the cleaning activity and why it is important to put items back where they came from	
h	why surfaces and vents should be left dry on completion of cleaning	
i	the correct procedures for disposing of waste and slurry	
j	how to clean the cleaning equipment used, why you should do this and where and how it should be stored	

Unit 211 Clean food areas

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 212 Deep clean equipment and surfaces

Overview

This unit is about conducting specialised, non-routine equipment and surface cleaning which may involve the use of specialist equipment.

Conducting deep cleaning may also require the use of specialist chemicals and treatments such as heavy-duty degreasers, dewaxers, tar and glue remover, acid cleaners, metal detergents, solvent degreasers, waxes and polishes.

When conducting deep-cleaning it is important to be vigilant for health and safety risks such as chemical fumes, and damage to surrounding surfaces that may occur from exposure to cleaning agents and treatments. In food premises it is important to refer to the business' food safety management procedures when conducting deep-cleaning as they may have special procedures or precautions.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **three** Outcomes:

- 1 Prepare the work area for cleaning
- 2 Treat the work area
- 3 Reinststate the work area

212-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		✓
2.	✓			
3.	✓			
4.	✓	✓		
5.	✓	✓		
6.	✓	✓		
7.	✓	✓		
8.	✓	✓		
9.	✓	✓		
10.	✓	✓		
11.	✓			
12.	✓	✓		
13.	✓	✓		

212-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		✓
3.	✓	✓		✓
4.	✓			
5.	✓			
6.	✓			
7.	✓	✓		
8.	✓			
9.	✓			
10.	✓			

212-Outcome 3				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓	✓		✓
3.	✓			
4.	✓	✓		
5.	✓			
6.	✓	✓		✓
7.	✓			
8.	✓	✓		
9.	✓			
10.	✓			
11.	✓			

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 212

Deep clean equipment and surfaces

Outcome 1

Prepare the work area for cleaning

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	obtain the latest business' cleaning specification for deep cleans from the responsible person							
2	ensure your level of personal hygiene meets the business' standards and is maintained throughout the cleaning process							
3	remove any personal items that may harbour micro-organisms or which may be damaged by exposure to specialist treatments or surface soiling							
4	ensure that the required personal protective equipment is available for use and is used when undertaking deep-cleaning							
5	identify the correct equipment/work area for treatment and decide on the most effective and economical treatment to provide							
6	examine the equipment/surface to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling							
7	refer to manufacturer's instructions when disassembling equipment							
8	identify and report damaged or deteriorating surfaces and/or those which may require restorative work; report damaged food equipment							
9	tell the responsible person, as quickly as possible, if you do not know what the soil is or if you think that the surface may be damaged by the cleaning operation, or the substance might pose a risk to health							
10	look for and note any factors that will affect how you clean the surface							
11	before carrying out cleaning of equipment, isolate electrical or gas supplies according to safety requirements, purge supply lines and protect isolation points against accidental switching on, during cleaning							
12	note any standards that need to be applied to the work other than your supervisor's instructions, for example instructions held by the customer, relative to the surface you are to treat or any slip resistance factor you must restore							
13	make sure there is enough ventilation in the work area for your comfort when carrying out deep cleaning, and to aid any drying process							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 212

Deep clean equipment and surfaces

Outcome 1

Prepare the work area for cleaning

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	why it is important to have the business' up-to-date cleaning specification and from whom it can be obtained	
b	the level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene	
c	why it is necessary to remove your personal items and where they should be stored during cleaning	
d	how to identify and assess the work area and it's contents for required cleaning	
e	how factors such as type, position, form and amount of soiling may influence the type of cleaning required	
f	the available methods of treatment and the most effective and economical to use	
g	how to assess whether the equipment/surface is suitable for the planned treatment and what factors to take into account	
h	why is it important to report damaged or deteriorating surfaces and the effect that applying treatments may have on them	
i	the methods for reporting to your supervisor any concerns about the cleaning activity and why you should do this promptly	
j	the factors that will affect how you clean the surface	
k	how to safely isolate electrical or gas supplies and why you must do this before starting cleaning	
l	any standards that need to be applied to the equipment/work surface and who is responsible for ensuring these are adhered to	
m	how to ventilate the work area	

Unit 212
Outcome 2

Deep clean equipment and surfaces
Treat the work area

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	for food businesses, monitor cleaning according to the business' food safety management procedures							
2	have the correct authorisation to use any deep cleaning equipment before beginning work							
3	make sure that cleaning equipment is in safe working order before beginning work, identifying and reporting to the relevant person any reasons for not using the specified equipment							
4	remove any superficial dust and debris before commencing the deep clean							
5	soften ground-in soil and stains before trying to remove them							
6	carry out test cleans for colour-fastness, shrinkage and soil removal in an area where marks are least likely to be noticed							
7	check your own current health and safety instructions with workplace procedures to protect yourself and others throughout the cleaning process							
8	apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the surface							
9	ensure the treatment is applied evenly and methodically and that any absorbent patches are pre-treated, concentrating the treatment on the most stubborn/ingrained soil or stain							
10	use all deep cleaning equipment and/or machinery safely and efficiently, following the manufacturer's instructions and those of your organisation							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 212
Outcome 2

Deep clean equipment and surfaces
Treat the work area

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	for food businesses, how to monitor the cleaning you are undertaking and why it is important to maintain standards according to the business' food safety management procedures	
b	why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to	
c	how to check that equipment is in safe working order before use, the circumstances in which equipment may not be used and to whom to report any problems	
d	why it is important to remove superficial dust and debris before commencing the deep cleaning process	
e	how to soften ground-in soil and/or stains and why it is necessary to do this	
f	how to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments	
g	organisational health and safety instructions and why these should be checked against workplace procedures	
h	where to find manufacturer's instructions for disassembling and reassembling food equipment, applying treatments, operating cleaning equipment and/or machinery and why it is important to follow these	
i	the circumstances under which equipment and surfaces should be pre-treated	
j	why treatments should be applied to surfaces evenly and the effects of not doing this	

Unit 212

Deep clean equipment and surfaces

Outcome 3

Reinstate the work area

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	examine the treated surface for an even appearance, ensuring it is free from dirt and excess moisture							
2	tell the relevant person about any stains or soil that you could not remove, applying more treatment according to instructions							
3	where applicable, rinse treated surfaces taking care not to affect the surrounding area							
4	where applicable apply protective treatments or coatings							
5	put everything back in the right place, protecting furniture and equipment where a wet treatment was used and ensure no residues remain							
6	ensure you carry out a check for pest infestation and take the appropriate action to deal with any infestation identified							
7	where equipment with moving parts has been treated, ensure it is functioning correctly after deep cleaning							
8	report to the appropriate person any defects or damage caused during cleaning							
9	dispose of used and unused solutions according to manufacturer's instructions, and clean your equipment thoroughly							
10	put away cleaning agents and treatments securely when you have finished with them							
11	clean and store or dispose of all personal protective equipment following workplace instructions, procedures or guidelines							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 212
Outcome 3

Deep clean equipment and surfaces
Reinstate the work area

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	how long the treatment should take to work and what to look for when checking the treated surface and equipment on completion of cleaning	
b	the treatments that require rinsing, how this should be performed and the potential consequences of the inadequate removal of residues from food areas	
c	who to inform about soils or stains that you could not remove	
d	the factors to take into account when considering whether to apply more treatment to surfaces	
e	the surfaces that require protective treatments and how to apply these, according to instructions	
f	the correct place for all items moved before and during the cleaning activity and why it is important to put items back to the original place before they were moved	
g	how to identify signs of pest infestation and to whom to report this	
h	how to check that cleaned equipment is functioning correctly and the correct procedures for reporting any problems or damage	
i	the correct procedures for disposing of used and/or unused treatments and why these should be followed	
j	the correct method for cleaning equipment and/or machinery used during your work and why it is important to leave it in a clean condition	
k	the correct place for storing cleaning treatments, equipment and machinery	
l	how to inspect personal protective equipment after use, how it should be cleaned and stored and the circumstances under which it should be disposed	

Unit 212 Deep clean equipment and surfaces

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 213 Clean, maintain and protect hard floors

Unit overview

This unit is about cleaning hard and semi-hard floors using manual equipment such as brushes, mops and vacuum cleaners. It covers assessing the amount of cleaning that is required, the most suitable cleaning agents and the necessary cleaning equipment.

It is also about employing the correct process when cleaning by removing ground-in dirt before applying the appropriate treatment and ensuring, when your work is complete, that the area is left dry.

It also covers the application of protective coatings, burnishing the floor using appropriate electrical equipment and then reinstating the work area when you have finished.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **three** Outcomes:

- 1 Prepare to maintain hard floors
- 2 Clean hard floors
- 3 Protect hard floors

213-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓			
4.	✓			
5.	✓	✓		✓
6.	✓	✓		
7.	✓	✓	✓	
8.	✓	✓		
9.	✓			

213-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓	✓		✓
4.	✓	✓		
5.	✓			
6.	✓	✓		
7.	✓			✓
8.	✓	✓		
9.	✓			
10.	✓			
11.	✓			

213-Outcome 3				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓			
4.	✓			
5.	✓			

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 213
Outcome 1

Clean, maintain and protect hard floors
Prepare to maintain hard floors

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	prepare your working area and your equipment so that you can do the job efficiently, correctly and safely							
2	ensure your level of personal hygiene meets the business' standards and is maintained throughout the cleaning process							
3	ensure that the required personal protective equipment is available for use and is used when undertaking cleaning of floors							
4	identify the correct equipment/work area for treatment and decide on the most effective and economical treatment to provide							
5	identify and report damaged or deteriorating surfaces and/or those which may require restorative work							
6	look for and note any factors that will affect how you clean the floor							
7	note any standards that need to be applied to the work other than your supervisor's instructions, for example instructions held by the customer, relative to the surface you are to treat or any slip resistance factor you must restore							
8	make sure there is enough ventilation in the work area for your comfort when carrying out cleaning, and to aid any drying process							
9	choose equipment and cleaning agents that are right for the floor, the amount of ground-in soil and the protective coating							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 213

Clean, maintain and protect hard floors

Outcome 1

Prepare to maintain hard floors

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	examples of hard and semi-hard floors	
b	how to prepare for cleaning hard floors	
c	the level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene	
d	why it is necessary to remove your personal items and where they should be stored during cleaning	
e	organisational health and safety instructions and why these should be checked against workplace procedures	
f	why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to	
g	what might happen if you do not take the right safety measures	
h	what colour coding means and why it is important	
i	the factors that will affect how you clean the floor	

Unit 213
Outcome 2

Clean, maintain and protect hard floors
Clean hard floors

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	safely clear any large items of debris by hand first of all							
2	remove the loose dust and debris carefully and safely without causing the dust to spread							
3	report any bodily fluid or other spillages that you cannot identify to the person in charge, and only clear them up when they tell you to							
4	choose a method of clearing up the spillage that is right for the floor and the size and type of spillage							
5	soften ground-in soil and stains before trying to remove them							
6	carry out test cleans in an area where marks are least likely to be noticed							
7	apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the surface							
8	report any stains that you cannot remove							
9	leave the floor free of ground-in soil and protective coating, neutralised, dry and free of smears							
10	put the area back as you found it							
11	dispose of any unused cleaning treatments and waste products according to workplace guidelines							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 213
Outcome 2

Clean, Maintain and protect hard floors
Clean hard floors

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	why you should clear large items of debris by hand first of all	
b	safe handling techniques for large items of debris	
c	different methods of removing loose dust and debris and how to choose the right one	
d	the correct container in which to put dust and debris	
e	how to identify different types of spillage	
f	why it is important to report any spillages you cannot identify and body fluids and not clear these up until you have instructions	
g	different methods of removing spillages and how to choose the right one	
h	the available methods of treatment and the most effective and economical to use	
i	how to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments	
j	the circumstances under which equipment and surfaces should be pre-treated	
k	why treatments should be applied to surfaces evenly and the effects of not doing this	
l	why it is important to report any stains that cannot be removed	
m	why it is important to dispose of left-over cleaning solutions correctly and how to do so	
n	why the floor must be left free of ground-in soil and protective coatings and what might happen if it is not	
o	the importance of leaving the floor neutralised and what might happen if it is not	

Unit 213
Outcome 3

Clean, maintain and protect hard floors
Protect hard floors

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	choose a protective coating and equipment that is right for the floor surface							
2	apply the required number of protective coatings evenly and systematically, following manufacturer's instructions							
3	leave the floor dry, with an even finish							
4	leave the floor free of dust							
5	dispose of any unused materials correctly and put everything back in the right place							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements To be competent in this unit you must know and understand the following:		PRN
a	the range of protective coatings available and how to choose one that is right for the floor surface	
b	how to decide what is the right number of protective coatings	
c	how to apply the coating evenly and systematically and why	
d	how to burnish the floor systematically, obtaining the required degree of shine	
e	how to dispose of unused protective coatings correctly	
f	the importance of putting things back as you found them	

Unit 213 Clean, maintain and protect hard floors

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

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Unit 214

Clean and maintain soft floors and furnishings

Unit overview

This unit is about cleaning soft floors or furnishings, including the removal of stains and applying independent treatments to carpets and soft furnishings.

This unit covers a range of specialist methods including: dry suction, pile agitation, bonnet mopping absorption, dry powder extraction, water extraction, dry solvent application, shampooing, pile realignment.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Prepare to maintain soft floors or furnishings
- 2 Maintain soft floors and furnishings

214-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.		✓		
2.	✓	✓		
3.	✓			
4.	✓	✓		
5.	✓	✓		
6.	✓	✓		
7.	✓	✓		✓
8.	✓	✓		
9.	✓			
10.	✓			

214-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓			
4.	✓	✓		
5.	✓	✓		
6.	✓			
7.	✓	✓		
8.	✓	✓		✓
9.	✓	✓		

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 214

Clean and maintain soft floors and furnishings

Outcome 1

Prepare to maintain soft floors or furnishings

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	ensure your level of personal hygiene meets the standards of the specification and is maintained throughout the cleaning process							
2	identify the correct material for treatment and decide on the most effective and economical treatment to provide							
3	examine the material to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling							
4	identify whether the material is colourfast and shrink-resistant							
5	identify and report damaged or deteriorating surfaces and/or those which may require restorative work							
6	look for and note any factors that will affect how you clean the material							
7	note any standards that need to be applied to the work other than your supervisor's instructions, for example, instructions held by the customer relative to the material you are to treat							
8	make sure there is enough ventilation in the work area for your comfort when carrying out deep cleaning, and to aid any drying process							
9	move portable objects which may get in the way while you are working							
10	prepare your working area and your equipment so that you can do the job efficiently, correctly and safely							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 214

Clean and maintain soft floors and furnishings

Outcome 1

Prepare to maintain soft floors or furnishings

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	why it is important to have an up-to-date cleaning specification and from whom it can be obtained	
b	the level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene	
c	why it is necessary to remove your personal items and where they should be stored during cleaning	
d	why there are checks and restrictions in place for the use of deep cleaning equipment and why these must be adhered to	
e	organisational health and safety instructions and why these should be checked against workplace procedures	
f	the available methods of treatment and the most effective and economical to use	
g	how to assess whether the material is suitable for the planned treatment and what factors to take into account	

Unit 214
Outcome 2

Clean and maintain soft floors and furnishings
Maintain soft floors and furnishings

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	remove dust and debris before you apply the cleaning agent or treatment							
2	soften ground-in soil and stains before trying to remove them							
3	apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the material							
4	examine the treated area and apply more treatment if it will help to remove the stain safely							
5	make sure that surfaces have an even appearance when you have finished your work							
6	leave the material free of excess moisture and ground-in soil when you have finished							
7	put everything back as you found it							
8	dispose of waste according to workplace guidelines							
9	tell the relevant person about any stains you cannot remove							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 214
Outcome 2

Clean and Maintain soft floors and furnishings
Maintain soft floors and furnishings

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	why it is important to remove superficial dust and debris before commencing the deep cleaning process	
b	how to soften ground-in soil and/or stains, when it is soft enough and why it is necessary and important to do this	
c	how to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments	
d	the circumstances under which equipment and surfaces should be pre-treated	
e	why treatments should be applied to materials evenly and the effects of not doing this	
f	how to clean methodically, how you can reduce spreading dust and why this is important	
g	how to avoid damaging the surface and the possible results of damaging the surface	
h	why it is important to take precautions in cleaning unsecured items such as rugs	
i	the dangers of working at height using step ladders and how to do so safely	
j	why it is important to remove any excess moisture	

Unit 214 Clean and maintain soft floors and furnishings

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 215 Clean glazed surfaces and facades

Unit overview

This unit is about cleaning surfaces, which must be carried out carefully in order to prevent causing accidental damage such as chips, scratches and other marks.

Many exterior surfaces have a shiny finish, therefore it is important that upon completion of cleaning surfaces are left dry and glass, in particular, is left free of smears and cleaning residue.

The term glazed can refer to other highly polished exterior surfaces e.g. marble or cladding.

This unit consists of two Outcomes:

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for the unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes.

- 1 Conduct cleaning of glazed surfaces and facades
- 2 Complete cleaning of glazed surfaces and facades and reinstate the work area

215-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓	✓		
3.	✓			
4.	✓			
5.	✓			
6.	✓	✓		
7.	✓			
8.	✓			
9.	✓	✓		✓
10.	✓			
11.	✓	✓		
12.	✓	✓		

215-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓	✓		
4.	✓			
5.	✓			
6.	✓			
7.	✓			
8.	✓			

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 215
Outcome 1

Clean glazed surfaces and facades
Conduct cleaning of glazed surfaces and facades

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	follow procedures for getting into the work area							
2	inspect the surface for any defects prior to cleaning and report to the appropriate person							
3	check that all cleaning equipment is clean and free of residue							
4	check that all windows and openings are securely closed before starting cleaning							
5	before cleaning starts, display the appropriate signage for the work area and work being conducted							
6	treat surfaces before applying any cleaning agents to soften ground-in dirt and remove dust							
7	use workplace or organisationally approved methods and equipment for conducting cleaning to avoid marking or scratching the surface							
8	conduct cleaning operations using techniques that will reduce risks of personal strain and injury							
9	operate cleaning equipment according to manufacturer's instructions and organisational policies, where applicable							
10	avoid over wetting the work area in order to prevent leaks or seepage to the interior							
11	report any previously unidentified damaged surfaces as you conduct cleaning							
12	follow organisational or workplace procedures in the event of a fault or other emergency situation							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 215

Clean glazed surfaces and facades

Outcome 1

Conduct cleaning of glazed surfaces and facades

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the procedures for entering and leaving the workplace	
b	how to inspect the surface, the correct procedures for reporting defects and why it is important to do this	
c	why cleaning equipment should be clean before starting work	
d	why windows and openings should be closed before starting cleaning and procedures for doing so	
e	the advantages of treating surfaces before applying any cleaning agents	
f	approved workplace or organisational methods for cleaning surfaces and the appropriate equipment to use	
g	techniques for avoiding personal strain and injury	
h	where to find manufacturer's instructions for operating equipment and/or machinery	
i	workplace and/or organisational procedures for reporting faults and emergencies	

Unit 215

Clean glazed surfaces and facades

Outcome 2

Complete cleaning of glazed surfaces and facades and reinstate the work area

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	remove excess water from surfaces, leaving them streak free							
2	ensure all surfaces are dry upon completion of cleaning							
3	apply any treatments or protective coatings to surfaces following cleaning							
4	ensure accessories, fittings, frames and/or furniture such as handles and closures are free of any cleaning residue							
5	upon completion of cleaning put the work area back as you found it							
6	dispose of waste in accordance with workplace and/or organisation policies							
7	ensure all cleaning equipment and/or machinery is clean and dry on completion of the work							
8	return all equipment to the correct place, ensuring it is securely stored							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 215

Outcome 2

Clean glazed surfaces and facades

Complete cleaning of glazed surfaces and facades and reinstate the work area

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	techniques for removing excess water and appropriate equipment to use	
b	any appropriate treatments to apply to surfaces upon completion of cleaning	
c	why it is important to ensure that, upon completion of cleaning, accessories, fittings and/or furniture are free of cleaning residue	
d	how to put the work area back as you found it and why you should do this	
e	organisational or workplace procedures for disposing of waste	
f	why cleaning equipment and/or machinery should be cleaned when you have finished your work and how to do this	
g	the procedures for storage of cleaning equipment and/or machinery and where it is kept	

Unit 215 Clean glazed surfaces and facades

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 216 Deal with non-routine waste

Unit overview

This unit is about the handling of non-routine waste, which could include for example hazardous waste, such as clinical waste or sharps. It is about following procedures to ensure that waste is clearly labelled and that its movement is recorded.

This unit requires that you treat all waste carefully, ensuring that waste receptacles are handled according to instructions.

When handling waste, it is important to maintain personal hygiene in order to prevent health and safety risks to yourself and others and to prevent contamination of the work area.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for this unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes.

- 1 Handle and label non-routine waste
- 2 Transfer non-routine waste and deal with containers

216-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓			
4.	✓	✓		
5.	✓	✓		
6.	✓	✓		
7.	✓	✓		
8.	✓	✓		✓
9.	✓			
10.	✓			
11.	✓			
12.	✓	✓		

216-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			
3.	✓	✓		✓
4.	✓	✓		
5.	✓			
6.	✓			
7.	✓	✓		
8.	✓			
9.	✓			
10.	✓			

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 216

Deal with non-routine waste

Outcome 1

Handle and label non-routine waste

Performance criteria You must be able to:	Portfolio Reference Number (PRN)						
1	prepare yourself and your working area so that you can do the job efficiently, correctly and safely						
2	make sure you wear the necessary personal protective equipment (ppe) required by your work instructions						
3	check that storage containers are securely sealed before handling						
4	check that the seal on any used waste storage receptacle is unbroken when movement is complete						
5	where waste is collected up for transfer to a collection point, identify the waste that needs to be transferred and do this using approved handling procedures						
6	where different types of waste to be collected do not have separate local containers, identify the waste material for collection and segregate or sort before disposal to the collection points						
7	ensure that the origin of waste is clearly marked where your instructions require you to do so						
8	label and record the movement of waste as required						
9	handle sacks and receptacles as instructed to secure your own safety and that of others, and to make sure they are not damaged by handling						
10	use the handles provided to move rigid containers						

Unit 216

Deal with non-routine waste

Outcome 1

Handle and label non-routine waste

11	identify sharps as requiring special handling and use the pick-up kit and specific box for disposal of sharps						
12	check first with your supervisor before removing items that you are unsure whether they are to be treated as waste						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the procedures for preparing yourself and the work area and the methods for doing this	
b	the required personal protective equipment (PPE) and why it is important to wear it	
c	approved methods for transferring waste	
d	how to correctly mark, label and record waste and it's movement and why this is necessary	
e	the procedures and required equipment for disposing of sharps safely	
f	the correct methods for handling and disposing of clinical waste	
g	safe procedures for segregating and sorting waste for recycling	
h	the procedures for dealing with suspicious packages	

Unit 216

Outcome 2

Deal with non-routine waste

Transfer non-routine waste and deal with containers

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	make sure that containers of waste materials are taken safely to the right place and secured if necessary							
2	work methodically in a way that cuts down the risk of contaminating surrounding areas							
3	record and tell your supervisor if you think that there may be signs of pests or something is faulty or broken							
4	ensure that waste containers that are heavily used at regular intervals are cleaned according to instructions							
5	replace bin liners or set up fresh containers, according to workplace requirements							
6	leave clean containers in the correct place and in a condition which is fit for use							
7	if spillages occur follow instructions to deal with their safe removal							
8	leave holding areas clean when you have finished							
9	return your equipment and cleaning agents to the correct store in a clean and safe condition							
10	follow procedures for removing, cleaning and disposal of used ppe							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 216

Deal with non-routine waste

Outcome 2

Transfer non-routine waste and deal with containers

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	how to correctly identify and dispose of sanitation bins	
b	why the location and cleaning of waste areas is important in preventing and controlling pests	
c	how to identify problem and hazardous wastes	
d	why it is important to repackage waste containers that have dangerous residue adhering to their outsides	
e	the procedures for reporting and handling waste spillages	
f	the standards of cleanliness for holding areas and empty holding and collection bins	
g	the location of waste holding areas and methods of safe carriage of collected wastes to them	

Unit 216 Deal with non-routine waste

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 217

Carry out maintenance and minor repairs

Unit overview

This unit is about performing maintenance and minor repairs to items both within buildings and outside.

Carrying out such repairs and maintenance will involve the use of hand tools and equipment and working carefully to ensure that the area where the work has been carried out is still in keeping with the surrounding area. It is important that after repairs and maintenance have been carried out all items are functioning as they should.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for this unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **one** Outcome.

217-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓			✓
3.	✓			
4.	✓		✓	
5.	✓		✓	
6.	✓		✓	
7.	✓		✓	
8.	✓		✓	✓
9.	✓		✓	
10.	✓		✓	
11.	✓		✓	

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 217

Carry out maintenance and minor repairs

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	ensure conditions are suitable to carry out maintenance and repairs							
2	identify the items that need maintenance and repair and the work required							
3	choose the hand tools and equipment that are most appropriate for the maintenance and repair that is needed							
4	protect the immediate surrounding areas throughout the preparations and the work							
5	use the appropriate method to prepare damaged areas or surfaces for repairs							
6	use approved safe working practices throughout maintenance and repair, ensuring electrical supplies are safely isolated, where necessary							
7	use the right techniques for achieving maintenance and repairs and make sure that your work does not have an adverse effect on the finished appearance of the items and surrounding area							
8	when replacing items check that replacements function the same manner and operate safely							
9	check that the area functions properly following maintenance and repair and that the appearance of the work area matches that of the immediate surrounding area, as far as is possible							
10	report to the relevant person any maintenance and repair requirements that you are not competent to carry out or any cleaning that is required							
11	clean tools thoroughly after use and return them and any unused materials to the right place							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	how weather and other site conditions (such as heat, snow, ice or mud) may influence the way you carry out your work	
b	where maintenance and repair is required and how site conditions can affect your ability to carry out the work	
c	the type of maintenance and repair that is required and its extent	
d	the tools and equipment available for use and which are the most appropriate for the work	
e	why it is important to protect the surrounding area and the most effective and appropriate method to do this	
f	the necessary preparatory work to carry out before conducting repairs and why it is important that this is done	
g	approved, safe working practices for carrying out the work	
h	suitable techniques for carrying out maintenance and repairs to ensure the appearance of the items and surrounding area remains intact	
i	the characteristics of items to be replaced and why it is important to retain them	
j	how to check that the items function correctly when maintenance and repair is finished and why this should be done	
k	reporting procedures for any maintenance and repair that you are not competent to carry out	
l	the correct way to clean tools and equipment and why it is important to do this when you have finished using them	
m	the correct place to store tools and equipment and any unused materials	

Unit 217 Carry out maintenance and minor repairs

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 218 Perform street cleansing manually

Unit overview

This unit is about carrying out street cleansing by hand using a brush and a barrow or cart. It covers removing litter and detritus from public areas including grounds, streets, pavements, pedestrianised areas and car parks. It involves identifying and following the correct procedures to deal with any litter that may pose a risk to health and safety.

It is important to ensure that, when you have finished your work, grounds are litter free and debris and detritus, as is feasible, has been removed.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for this unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Remove litter and detritus from grounds
- 2 Maintain waste collection points

218-Outcome 1				
PC ref.	C	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		
3.	✓			
4.	✓			
5.	✓			
6.	✓			
7.	✓			
8.	✓			

218-Outcome 2				
PC ref.	C	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		
3.	✓			
4.	✓			
5.	✓			
6.	✓			
7.	✓			
8.	✓	✓		✓

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 218
Outcome 1

Perform street cleansing manually
Remove litter and detritus from grounds

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	ensure you have the correct instructions and are aware of procedures for carrying out the work							
2	confirm the area to be cleaned							
3	choose the equipment and cleaning methods that are suitable for the litter, detritus and debris and the surface							
4	use the right methods for removing the litter from the ground surface							
5	when not in use, secure any mobile equipment to prevent risk of injury to others							
6	where necessary segregate litter and put it in the right containers							
7	clear as much detritus and debris as you can given the working conditions							
8	transfer litter containers to the right collection points							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 218

Perform street cleansing manually

Outcome 1

Remove litter and detritus from grounds

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the instructions and relevant workplace procedures for carrying out the work	
b	factors to take into account when identifying litter and procedures for reporting items when you think they might present a risk to health and safety	
c	the equipment available to you to remove litter and the most appropriate for the type of litter	
d	why you should secure mobile equipment and what could happen if you fail to do so	
e	why litter needs to be segregated and the correct containers in which to put it	
f	the correct place for litter containers and how to transfer them safely	
g	why it is important to ensure the work area is left litter free	
h	the standard of work to be provided	

Unit 218
Outcome 2

Perform street cleansing manually
Maintain waste collection points

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	confirm the number and location of the containers that you must empty							
2	follow your workplace procedures if you find containers that have types of litter, detritus and debris in them that require specialist treatment or handling							
3	choose equipment that is suitable for the removal of litter, detritus and debris and your working conditions							
4	use this equipment safely and according to legal and workplace requirements							
5	completely empty the containers and replace them as necessary							
6	make sure the area around the container is clean and tidy							
7	take the collected detritus and debris to the correct collection point							
8	promptly report to your supervisor any problems that you come across							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements To be competent in this unit you must know and understand the following:		PRN
a	where to find information on the number and location of waste containers to be emptied	
b	what constitutes unacceptable types of debris and detritus and the action to take to deal with it	
c	the equipment suitable for removing debris and detritus and how to operate it safely, according to requirements	
d	procedures for emptying containers and how to identify when they need replacing	
e	procedures for reporting problems and to whom they should be reported	

Unit 218 Perform street cleansing manually

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

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Unit 219

Perform street cleansing by machine

Unit overview

This unit is about carrying out street cleansing using a vehicle or other automated equipment. It covers removing litter and detritus from public areas including streets, pavements, pedestrianised areas and car parks. It involves identifying and following the correct procedures to deal with any litter that may pose a risk to health and safety.

It is important to ensure that, when you have finished your work, grounds are litter free and all debris and detritus, as is feasible, has been removed.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for this unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **two** Outcomes:

- 1 Remove litter and detritus
- 2 Deal with collected waste

219-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		
3.	✓			
4.	✓			✓
5.	✓			
6.	✓	✓		
7.	✓			
8.	✓			
9.	✓			
10.	✓			
11.	✓			

219-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓			
2.	✓	✓		
3.	✓			
4.	✓			
5.	✓			
6.	✓	✓		✓

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 219

Perform street cleansing by machine

Outcome 1

Remove litter and detritus

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	ensure you have the correct instructions and are aware of procedures for carrying out the work							
2	confirm the area to be cleaned							
3	choose the vehicle or machinery and cleaning methods that are suitable for the litter, detritus and the surface							
4	ensure you have the correct legal and organisational authorisation to use the vehicle or machinery							
5	ensure the vehicle or machinery has sufficient resources (eg. fuel and water) to complete the work to the required standard in the required time							
6	follow the correct procedures if there is a fault with the vehicle or machinery							
7	wear the appropriate personal protective equipment for the vehicle or machinery being used, and for the working conditions							
8	use the appropriate methods according to the type of litter and detritus, working conditions and type of vehicle or machinery							
9	operate vehicles and machinery with care and take all possible steps to avoid others such as pedestrians							
10	when not in use secure the vehicle or mechanical equipment to prevent risk of injury to others							
11	allowing for working conditions ensure maximum clearance of litter and detritus							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 219

Perform street cleansing by machine

Outcome 1

Remove litter and detritus

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the instructions and relevant workplace procedures for carrying out the work	
b	factors to take into account when identifying litter and detritus and procedures for reporting items when you think they might present a risk to health and safety	
c	what constitutes hazardous types of litter and detritus and the action to take to deal with it	
d	the vehicles or machinery available to you and the most appropriate for the type of litter and detritus	
e	any legal or organisational authority required to operate the vehicle or machinery, how to get this and what might happen if you do not have this	
f	how to check that the vehicle or machinery has sufficient resources (eg. fuel and water) and where to get these from	
g	the procedures to follow upon discovering a fault with the vehicle or machinery	
h	the correct personal protective equipment required for the vehicle or machinery and working conditions	
i	why it is important to operate the vehicle or machinery carefully and responsibly	
j	why you should secure mechanical equipment and what could happen if you fail to do so	
k	the standard of work to be provided	

Unit 219
Outcome 2

Perform street cleansing by machine
Deal with collected waste

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	make sure that spillages have been treated correctly before you remove them							
2	promptly report to your supervisor any problems that you come across							
3	take the collected litter and detritus to the designated collection point							
4	discharge and dispose of the waste according to legal and organisational requirements and leave the waste hopper empty							
5	upon completion of your work clean the vehicle, machinery and equipment, return to the storage area and ensure it is left secure							
6	comply with any reporting procedures when you have finished your work							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements To be competent in this unit you must know and understand the following:		PRN
a	different types of spillage and how to check that they have been treated correctly	
b	procedures for reporting problems and to whom they should be reported	
c	the designated collection points for litter and detritus	
d	how to discharge and dispose of collected waste safely and the legal and organisational requirements that must be observed	
e	the designated place for cleaning vehicles, machinery and equipment and the methods for doing this	
f	storage areas for vehicles, equipment and machinery and why they must be left secure when you have finished your work	
g	the reporting procedures for when you have finished your work and why it is important to follow these	

Unit 219 Perform street cleansing by machine

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

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Unit 220

Work safely at heights (PSSL)

Unit overview

This unit is a tailored version of unit 4.1.6 from the Port Operations suite of standards produced by Port Skills and Safety.

This unit is about working safely at heights, inside or when working outside. It includes assessing the risks involved, taking all suitable precautions and following the correct procedures.

For the purposes of this unit a height is defined as a place from which a person could be injured by falling, regardless of whether it is above, at or below ground level.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for this unit. It does not mean that you must provide evidence for all types allowed.

Who this unit is for

This unit applies to individuals who work at heights, including those working for example on gantries, ladders or similar structure from where there is a danger of falling.

This unit consists of **one** Outcome.

220-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		
3.	✓			
4.	✓			
5.	✓	✓		✓
6.	✓	✓		✓
7.	✓			✓
8.	✓			✓
9.	✓			✓
10.	✓	✓		
11.	✓			
12.	✓			

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 220

Work safely at heights (PSSL)

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	undertake the work according to an agreed plan							
2	assess correctly the risks associated with the task to be undertaken, taking into account the potential dangers of falling, of dropping tools and debris, the stability of ladders, the working area, any overhead cables and equipment, and other people in the vicinity							
3	take proper precautions to address all risks identified							
4	wear suitable personal protection equipment correctly, including, where relevant a full body harness, ensuring that these are in good condition and functioning properly							
5	ensure that safety barriers are in place around the working area							
6	obtain a permit to work, where required, before working at heights							
7	confirm that fall protection equipment is maintained and used properly							
8	undertake all required pre-use checks, including ensuring that height access equipment is free from obvious defects before use							
9	confirm that height access equipment is deployed, secured before operations and used correctly							
10	maintain frequent communication with an identified colleague							
11	work areas are left clean, tidy and free of obstructions							
12	use and store all height access and personal protective equipment correctly							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 220

Work safely at heights (PSSL)

Behaviours which underpin effective performance – how you must do it: To be competent in this unit you must know and understand the following:		PRN
1	your personal activities and attitude in the workplace are designed to maintain the health and safety of yourself and others around you at all times	

Knowledge requirements To be competent in this unit you must know and understand the following:		PRN
General knowledge and understanding		
1	your own individual responsibility relating to maintaining safe working practices and procedures when working at heights, and are aware of their link to Health and Safety legislation	
Industry specific knowledge and understanding		
2	the risks associated with working at heights, especially when carrying or handling objects, and how to control these risks	
3	the precautions appropriate to minimising risks associated with working at heights	
4	current employer/business guidance relevant to working at heights	
Organisational specific knowledge and understanding		
5	organisation's policies and procedures for preparing for, and working at heights	
6	your organisation's procedures for using, cleaning and storing height access and personal protective equipment	
7	how to operate your organisation's fall protection equipment	
8	the workplace policies and procedures relating to controlling risks to health and safety within your organisation	

Unit 220 Work safely at heights (PSSL)

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence Date: _____
- observation of assessment practice Date: _____
- discussion with candidate Date: _____
- other – please state: _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Unit 221 Use a water-fed pole system to clean windows and facades

Unit overview

This unit is about cleaning windows, glass, laminates, façade surfaces and other highly polished surfaces. These could also be other glass surfaces, frameworks, curtain walling, fascias, guttering or decorative cladding.

When using water-fed poles it is important to assess the risks to yourself and others. You must ensure that appropriate personal protection equipment (PPE) and high visibility clothing is used and operate equipment safely minimising the risk to yourself and others.

The primary source of evidence 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 **evidence requirements** below give guidance on the acceptable types of evidence for this unit. It does not mean that you must provide evidence for all types allowed.

This unit consists of **three** Outcomes:

- 1 Prepare to operate water-fed pole systems
- 2 Operate water-fed pole systems
- 3 Maintain water-fed pole systems

221-Outcome 1				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		✓
2.	✓			
3.	✓			
4.	✓			
5.	✓			

221-Outcome 2				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		
3.	✓			
4.	✓			
5.	✓			
6.	✓			
7.	✓	✓		

221-Outcome 3				
PC ref.	O	Q/ PD	S	P
1.	✓	✓		
2.	✓	✓		
3.	✓	✓		
4.	✓			
5.	✓	✓		

O = Observation P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 221

Use a water-fed pole system to clean windows and facades

Outcome 1

Prepare to operate water-fed pole systems

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	carry out a risk assessment, where appropriate							
2	take precautions to ensure that the vehicle carrying the cleaning systems is not overloaded							
3	select and display the appropriate signage before commencing cleaning							
4	check that the appropriate high visibility clothing and personal protective equipment (PPE) is available for use and worn when completing the cleaning							
5	take appropriate measures to reduce risks associated with the operation of a water-fed pole prior to use							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	how to conduct a risk assessment	
b	when using vehicles, the payload capacity of the vehicle used in the water fed pole systems and the consequences of overloading	
c	how the load may affect the handling and braking characteristics of the vehicle	
d	the appropriate signage to display and the reasons for doing so	
e	why it is important to wear high visibility clothing and personal protective equipment (PPE)	
f	relevant legislation for manufacture of tank systems	

Unit 221

Use a water-fed pole system to clean windows and facades

Outcome 2

Operate water-fed pole systems

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	check and inspect equipment for defects or damage and take the appropriate action before use							
2	ensure that an annual inspection of the equipment is conducted							
3	employ the recognised manual handling techniques when using backpack sprayers							
4	select a pole that does not over reach the surface to be cleaned							
5	before you start ensure the composition of the pole is suitable for site conditions							
6	before lifting single-handedly, ensure portable systems are drained of water							
7	if working alone ensure that hourly contact is maintained with an appropriate colleague							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Unit 221

Use a water-fed pole system to clean windows and facades

Outcome 2

Operate water-fed pole systems

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	why it is important to conduct regular equipment inspections	
b	why defective equipment must not be used and the signs of this (e.g. worn or dented poles, loose or worn fittings)	
c	when it is necessary to use a backpack system and how to use if safely	
d	what are the risks associated with operation of a water-fed pole and how they can be reduced	
e	why it is important to select the correct length pole	
f	the correct handling techniques for portable systems	
g	the different materials used for pole composition and when their use is appropriate	
h	with whom contact should be maintained when working alone	
i	how to clean differing types of surfaces and deal with different types of soiling	

Unit 221

Use a water-fed pole system to clean windows and facades

Outcome 3

Maintain water-fed pole systems

Performance criteria You must be able to:		Portfolio Reference Number (PRN)						
1	ensure that the tank systems and the equipment complies with the relevant legislation							
2	take appropriate action to prevent build-ups							
3	replace water filters at the correct intervals and follow the manufacturers instructions for servicing							
4	ensure the water-fed pole system is stored in a cool place when not in use							
5	drain the tank and filters when the system is idle for an extended period							
Type of evidence →								

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion S = Simulation

Knowledge requirements		PRN
To be competent in this unit you must know and understand the following:		
a	the relevant legislation with which equipment should comply	
b	why it is important to keep the water tank clean and free from build-ups	
c	how legionella bacteria multiplies and spreads and how to prevent it	
d	how and when it is necessary to replace water filters	
e	why it is important that the tank system and equipment is stored correctly	
f	how to remove the variety of types of build up in tank systems	

Unit 221 Use a water-fed pole system to clean windows and facades

Candidate declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Candidate name: _____

Candidate signature: _____ Date: _____

Assessor declaration

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Countersignature: (if relevant) _____ Date: _____
(for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick):

- | | | |
|--------------------------|--|-------------|
| <input type="checkbox"/> | sampling candidate and assessment evidence | Date: _____ |
| <input type="checkbox"/> | observation of assessment practice | Date: _____ |
| <input type="checkbox"/> | discussion with candidate | Date: _____ |
| <input type="checkbox"/> | other – please state: _____ | Date: _____ |

I confirm that the candidate's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Countersignature (if relevant): _____ Date: _____
(for staff working towards the internal verifier qualification)

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

All NVQ centres have to make sure that they provide a safe and healthy environment for training, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

You are responsible for making sure that you understand, and comply with, the health and safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds NVQs are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan.

City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the NVQ allows for this. This must be agreed before you start your NVQ.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website www.cityandguilds.com, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Appendix 2 General Report

Level 2 NVQ in Cleaning and Support Services (7698) – General Report

Candidate:	Assessor:	PRN:
Applicable Units:		

Evidence type

- Observation
- Product
- Professional discussion
- Witness Statement
- Question & Answer

Report

Unit/Outcome ref.

Report continued:

Unit/Outcome ref.

Questions asked with answers:

Unit/Outcome ref.

Assessor feedback:-

Candidate signature..... Date:

Assessor signature..... Date:

Appendix 3 Observation sheet (Building Interiors)

Level 2 NVQ in Cleaning and Support Services (7698) - Observation Sheet

Candidate:	Assessor:	PRN:
Applicable Units: 201, 202, 203, 204, 205, 207, 208, 213, 214, 216		

Machinery/Equipment

*Colour coded

- Scrubbing machine
- Wet suction machine
- Floor maintenance pads
- Polish applicator
- Rotary machine
- Stepladders
- *Wet mop equipment
- *Dry mop equipment
- Vacuum
- *Cloths
- *Buckets

Materials

- Detergent
- Hard Surface Cleaner
- Glass Cleaner
- Toilet Cleaner
- Polish
- Water based seal
- Chemical stripper
- Sanitiser

Floor types

- Soft Flooring
- Semi-hard flooring
- Hard flooring

Surfaces

- Hard surfaces
- Soft surfaces
- Natural
- Synthetic
- Leather

Type of work

- Routine
- Non-routine

Spillages removed

- Food and drink
- Water Based Substances
- Bodily Fluids
- Oil Based
- Gum and Resin

Consumables replaced

- Toilet rolls
- Paper Towels
- Soap

Types of waste removed

- Hazardous
- Non-hazardous

Assessor Description of Observation:-

Unit/Outcome ref.

Assessor Description of Observation continued:

Unit/Outcome ref.

Questions asked during observation with answers:

Unit/Outcome ref.

Assessor feedback:-

Candidate signature..... Date:

Assessor signature..... Date:

Appendix 4 Observation sheet (Floor cleaning and soft furniture)

Level 2 NVQ in Cleaning and Support Services (7698) - Observation Sheet

Candidate:	Assessor:	PRN:
Applicable Units: 201, 202, 203, 204, 205, 207, 213, 214, 216, 217		

Machinery/Equipment

*Colour coded

- Scrubbing machine
- Wet suction machine
- Wet mop equipment
- Floor maintenance pads
- Polish applicator
- Rotary machine
- Stepladders
- Water Extraction
- Vacuum Extraction
- Shampooer
- *Cloths
- *Buckets

Materials

- Carpet Cleaner
- Upholstery Cleaner
- Dry Powder
- Solvent
- Polish
- Water based seal
- Chemical stripper

Floor types

- Natural carpet
- Synthetic carpet
- Hard
- Semi-hard

Surfaces

- Hard surfaces
- Soft surfaces
- Natural
- Synthetic
- Leather

Type of work

- Routine
- Non-routine

Spillages removed

- Food and drink
- Water Based Substances
- Bodily Fluids
- Oil Based
- Gum and Resin

Treatments

- Anti Soil
- Anti Static
- Flame Retardant
- Deodorising
- Anti Flea
- Leather feeding
- Moth Proofing

Types of waste removed

- Hazardous
- Non-hazardous

Assessor Description of Observation:-

Unit/Outcome ref.

Assessor Description of Observation continued:

Unit/Outcome ref.

Candidate Signature Date:

Questions asked during observation with answers:

Unit/Outcome ref.

Assessor feedback:-

Candidate signature Date:

Assessor signature Date:

Appendix 5 Observation sheet (Caretaking)

Level 2 NVQ in Cleaning and Support Services (7698) - Observation Sheet

Candidate:	Assessor:	PRN:
Applicable Units: 201, 202, 203, 204, 205, 206, 207, 208, 213, 214, 217, 220		

Machinery/Equipment

*Colour coded

- Scrubbing machine
- Wet suction machine
- Floor maintenance pads
- Polish applicator
- Rotary machine
- Stepladders
- *Dry mop equipment
- *Wet mop equipment
- Vacuum
- *Cloths
- *Buckets
- Hand tools
- Power tools

Materials

- Detergent
- Hard Surface Cleaner
- Glass Cleaner
- Toilet Cleaner
- Repair Material
- Polish
- Water based seal
- Chemical stripper

Floor types

- Soft Flooring
- Semi-hard flooring
- Hard flooring

Surfaces

- Hard surfaces
- Soft surfaces
- Natural
- Synthetic
- Leather

Type of work

- Routine
- Non-routine

Spillages removed

- Food and drink
- Water Based Substances
- Bodily Fluids
- Oil Based
- Gum resin
- Paint/varnish

Consumables replaced

- Toilet rolls
- Paper Towels
- Soap

Types of waste removed

- Hazardous
- Non-hazardous

Assessor Description of Observation:-

Unit/Outcome ref.

Assessor Description of Observation continued:

Unit/Outcome ref.

Candidate Signature..... Date:

Questions asked during observation with answers: Unit/Outcome ref.

Assessor feedback:-

Candidate signature..... Date:

Assessor signature..... Date:

Appendix 6 Observation sheet (Food premises)

Level 2 NVQ in Cleaning and Support Services (7698) - Observation Sheet

Candidate:	Assessor:	PRN:
Applicable Units: 201, 202, 203, 204, 205, 210, 211, 212, 216		

Machinery/Equipment

*Colour coded

- *Dry mop equipment
- *Wet mop equipment
- *Cloths
- *Buckets
- Electrical
- Stepladder

Materials

- Detergent
- Hard Surface Cleaner
- Glass Cleaner
- Disinfectant Cleaner
- Sanitizer
- Acid Cleaner

Floor types

- Soft Flooring
- Semi-hard flooring
- Hard flooring

Type of work

- Routine
- Non-routine

Spillages removed

- Food and drink
- Water Based Substances
- Bodily Fluids
- Oil Based
- Grease deposits
- Burnt deposits

Appliance and Surfaces Cleaner

- Hot equipment
- Cold equipment
- Electrical/Electronic equipment
- Mechanical equipment

Types of waste removed

- Non food waste
- Hazardous food waste

Assessor Description of Observation:-

Unit/Outcome ref.

Assessor Description of Observation continued:

Unit/Outcome ref.

Candidate Signature Date:

Questions asked during observation with answers:

Unit/Outcome ref.

Assessor feedback:-

Candidate signature Date:

Assessor signature Date:

Appendix 7 Observation sheet (Highways and land)

Level 2 NVQ in Cleaning and Support Services (7698) - Observation Sheet

Candidate:	Assessor:	PRN:
Applicable Units: 201, 202, 203, 204, 205, 206, 207, 208, 216, 218, 219		

Machinery/Equipment

***Colour coded**

- Broom/Shovel
- Cart
- Pedestrian
- Driver controlled
- Litter picker
- Spray

Paving/Construction

- Tarmac
- Flagstones
- Grass
- Flower beds

Type of work

- Routine
- Non-routine

PPE/H&S

- Cones
- Warning signs
- Gloves
- Reflective jacket
- Toe tectors

Consumables replaced

- Post Mounted
- Wheely bin

Types of waste removed

- Hazardous
- Non-hazardous

Assessor Description of Observation:-

Unit/Outcome ref.

Assessor Description of Observation continued:

Unit/Outcome ref.

.

Candidate Signature..... Date:

Questions asked during observation with answers:

Unit/Outcome ref.

Assessor feedback:-

Candidate signature..... Date:

Assessor signature..... Date:

Appendix 8 Observation sheet (Passenger transport)

Level 2 NVQ in Cleaning and Support Services (7698) - Observation Sheet

Candidate:	Assessor:	PRN:
Applicable Units: 201, 202, 203, 204, 205, 206, 207, 208, 213, 214, 215, 216		

Machinery/Equipment

*Colour coded

- Scrubbing machine
- Wet suction machine
- Floor maintenance pads
- Polish applicator
- Rotary machine
- Stepladders
- *Dry mop equipment
- *Wet mop equipment
- Vacuum
- *Cloths
- *Buckets
- Hand Tools

Type of work

- Routine
- Non-routine

Materials

- Detergent
- Hard Surface Cleaner
- Glass Cleaner
- Toilet Cleaner

Spillages removed

- Food and drink
- Water Based Substances
- Bodily Fluids
- Oil Based
- Gum and resin

Types of waste removed

- Hazardous
- Non-hazardous

Floor types

- Soft Flooring
- Semi-hard flooring
- Hard flooring

Consumables replaced

- Toilet rolls
- Paper Towels
- Soap

Surfaces

- Hard surfaces
- Soft surfaces
- Natural
- Synthetic
- Leather

Treatments

- Anti Soil
- Anti Static
- Flame Retardant
- Deodorising
- Anti Flea
- Leather feeding
- Moth Proofing

Assessor Description of Observation:-

Unit/Outcome ref.

Candidate Signature Date:

Questions asked during observation with answers:

Unit/Outcome ref.

Assessor feedback:-

Candidate signature Date:

Assessor signature Date:

Appendix 9 Observation sheet (High Risk Areas)

Level 2 NVQ in Cleaning and Support Services (7698) - Observation Sheet

Candidate:	Assessor:	PRN:
Applicable Units: 201, 202, 203, 204, 205, 207, 208, 209, 213, 214, 216		

Machinery/Equipment

***Colour coded**

- Scrubbing machine
- Wet suction machine
- Floor maintenance pads
- Polish applicator
- Rotary machine
- Stepladders
- *Dry mop equipment
- *Wet mop equipment
- Vacuum
- *Cloths
- *Buckets

Materials

- Detergent
- Hard Surface Cleaner
- Glass Cleaner
- Toilet Cleaner
- Polish
- Water based seal
- Chemical stripper
- Disinfectant
- Sanitizer

Floor types

- Soft Flooring
- Semi-hard flooring
- Hard flooring

Surfaces

- Hard surfaces
- Soft surfaces
- Natural
- Synthetic
- Leather

Type of work

- Routine
- Non-routine

Spillages removed

- Food and drink
- Water Based Substances
- Bodily Fluids
- Oil Based
- Gum and Resin

Consumables replaced

- Toilet rolls
- Paper Towels
- Soap

Treatments

- Anti Soil
- Anti Static
- Flame Retardant
- Deodorising
- Anti Flea
- Leather feeding
- Moth Proofing

Types of waste removed

- Hazardous
- Non-hazardous

Assessor Description of Observation:-

Unit/Outcome ref.

Assessor Description of Observation continued:

Unit/Outcome ref.

Candidate Signature..... Date:

Questions asked during observation with answers: Unit/Outcome ref.

Assessor feedback:-

Candidate signature..... Date:

Assessor signature..... Date:

Appendix 10 Observation sheet (Cleaning exterior surfaces and windows)

Level 2 NVQ in Cleaning and Support Services (7698) - Observation Sheet

Candidate:	Assessor:	PRN:
Applicable Units: 201,202,203,204,206,207,215,220,221		

Machinery/Equipment

*Colour coded

- Buckets
- Stepladders
- Water fed pole equipment
- Cloths
- Scrim
- Squeeze

Materials

- Detergent
- Hard surface cleaner
- Graffiti remover
- Glass cleaner

Surfaces

- Glass surfaces
- Laminated surfaces
- Walls
- Fascias
- Guttering
- Decorative cladding

PPE/H&S

- Cones
- Warning signs
- Gloves
- Reflective jacket
- Toe tectors

Type of work

- Routine
- Non-routine

Assessor Description of Observation:-

Unit/Outcome ref.

Assessor Description of Observation continued:

Unit/Outcome ref.

Candidate Signature..... Date:

Questions asked during observation with answers: Unit/ Outcome ref.

Assessor feedback:-

Candidate signature..... Date:

Assessor signature..... Date:

Appendix 11 Incident/Occurrence Log

Candidate Name: _____ signature _____

Date	<u>INCIDENT / OCCURRENCE</u>	PRN
<u>Outcome</u>		
If incident/occurrence is witnessed please complete below		
Witness Name	Position	Signature

Date	<u>INCIDENT / OCCURRENCE</u>	PRN
<u>Outcome</u>		
If incident/occurrence is witnessed please complete below		
Witness Name	Position	Signature

Date	<u>INCIDENT / OCCURRENCE</u>	PRN
<u>Outcome</u>		
If incident/occurrence is witnessed please complete below		
Witness Name	Position	Signature

Appendix 12 Incident/Occurrence Log Sample

Candidate: _____

Date 1/4/08	<u>INCIDENT / OCCURRENCE</u>	PRN 1
Using colour coded damp mopping equipment. Mop head fell off.		
<i>Outcome</i>		
Picked it up. With mop handle went to see supervisor for a new mop head.		
If incident/occurrence is witnessed please complete below		
Witness Name	Position	Signature

Date	<u>INCIDENT / OCCURRENCE</u>	PRN 2
Went to work- security code for front door did not work.		
<u>Outcome</u>		
Rang supervisor on mobile, got told code had been changed- they forgot to tell me. Used new code and got in.		
If incident/occurrence is witnessed please complete below		
Witness Name	Position	Signature

Date	<u>INCIDENT / OCCURRENCE</u>	PRN 3
New member of staff started, he spent 2 days with me, I showed him what to do, the workplace routine and procedures.		
<u>Outcome</u>		
After the 2 days he went to work on a new area.		
If incident/occurrence is witnessed please complete below		
Witness Name	Position	Signature

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