

Elements of competence

- C212.1 Prepare the work area for cleaning
- C212.2 Treat the work area
- C212.3 Reinstate the work area

About this Unit

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, de-waxers, tar and glue remover, acid cleaners, metal detergents, solvent de-greasers, 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.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

Values — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

Key Words and Concepts — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

Specific Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> ◆ Simulation is NOT permitted for any part of this Unit. ◆ The following forms of evidence ARE mandatory: ◆ Direct Observation: Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. For example, 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. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, how to assess whether the equipment/surface is suitable for the planned treatment and what factors to take into account.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> ◆ Reflective Account: These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge. ◆ Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice. ◆ Expert Witness: A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice. ◆ Witness Testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen. ◆ Products: These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier. ◆ Prior Learning: You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit. ◆ Simulation: There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.
GENERAL GUIDANCE
<ul style="list-style-type: none"> ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. ◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge. ◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work. ◆ All evidence must relate to your own work practice.

KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.

Element C212.1 Prepare the work area for cleaning

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Why it is important to have the business’ up-to-date cleaning specification and from whom it can be obtained.	
2 The level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene.	
3 Why it is necessary to remove your personal items and where they should be stored during cleaning.	
4 How to identify and assess the work area and its contents for required cleaning.	
5 How factors such as type, position, form and amount of soiling may influence the type of cleaning required.	
6 The available methods of treatment and the most effective and economical to use.	
7 How to assess whether the equipment/surface is suitable for the planned treatment and what factors to take into account.	
8 Why is it important to report damaged or deteriorating surfaces and the effect that applying treatments may have on them.	
9 The methods for reporting to your supervisor any concerns about the cleaning activity and why you should do this promptly.	
10 The factors that will affect how you clean the surface.	
11 How to safely isolate electrical or gas supplies and why you must do this before starting cleaning.	
12 Any standards that need to be applied to the equipment/work surface and who is responsible for ensuring these are adhered to.	
13 How to ventilate the work area.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
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.							

Performance Criteria	DO	RA	EW	Q	P	WT	PD
	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.						

DO = Direct Observation
 EW = Expert Witness
 PD = Professional Discussion

RA = Reflective Account
 P = Product (Work)

Q = Questions
 WT = Witness Testimony

F4PV 04 (C212) Deep clean equipment and surfaces**Element C212.2 Treat the work area**

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 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.	
2 Why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to.	
3 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.	
4 Why it is important to remove superficial dust and debris before commencing the deep cleaning process.	
5 How to soften ground-in soil and/or stains and why it is necessary to do this.	
6 How to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments.	
7 Organisational health and safety instructions and why these should be checked against workplace procedures.	
8 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.	
9 The circumstances under which equipment and surfaces should be pre-treated.	
10 Why treatments should be applied to surfaces evenly and the effects of not doing this.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
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 overwetting 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 organization.							

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F4PV 04 (C212) Deep clean equipment and surfaces**Element C212.3 Reinststate the work area**

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 How long the treatment should take to work and what to look for when checking the treated surface and equipment on completion of cleaning.	
2 The treatments that require rinsing, how this should be performed and the potential consequences of the inadequate removal of residues from food areas.	
3 Who to inform about soils or stains that you could not remove.	
4 The factors to take into account when considering whether to apply more treatment to surfaces.	
5 The surfaces that require protective treatments and how to apply these, according to instructions.	
6 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.	
7 How to identify signs of pest infestation and to whom to report this.	
8 How to check that cleaned equipment is functioning correctly and the correct procedures for reporting any problems or damage.	
9 The correct procedures for disposing of used and/or unused treatments and why these should be followed.	
10 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.	
11 The correct place for storing cleaning treatments, equipment and machinery.	
12 How to inspect personal protective equipment after use, how it should be cleaned and stored and the circumstances under which it should be disposed.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
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 un-used 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.							

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To be completed by the candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal verifier feedback

To be completed by the internal verifier if applicable

This section only needs to be completed if the Unit is sampled by the internal verifier

Internal verifier's name:

Internal verifier's signature:

Date: