

**Elements of competence**

- C205.1      Prepare for cleaning
- C205.2      Carry out your cleaning duties

**About this Unit**

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

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

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> <li>◆ <b>Direct Observation:</b> 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. <b>For example</b>, plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces.</li> <li>◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, the instructions and procedures for entering and leaving the workplace and why you should follow them.</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> 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.</li> <li>◆ <b>Questioning/professional discussion:</b> 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.</li> <li>◆ <b>Expert Witness:</b> 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.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> 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.</li> <li>◆ <b>Prior Learning:</b> 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.</li> <li>◆ <b>Simulation:</b> 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.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>◆ 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.</li> <li>◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.</li> <li>◆ 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.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

**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    C208.1      Prepare for cleaning**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1    What permits and checks are required for you to work on the premises.	
2    The instructions and procedures for entering and leaving the workplace and why you should follow them.	
3    The levels of personal hygiene required by your workplace and why it is important to maintain them during your work.	
4    Which cleaning tasks you are required to complete and have the skill and knowledge to perform.	
5    How factors such as manufacturer’s instructions, risk, efficiency, access, time, surface and type of soiling can influence the cleaning method you use.	
6    How to inspect a work area to decide what cleaning it needs and the best way of carrying this out	
7    The right personal protective equipment for the work area, equipment, materials and chemicals used.	
8    Why it is important to wear personal protective equipment when required and why it is important for others to see you wearing it.	
9    Your work schedules and why you should keep to them.	
10    The correct sequence for cleaning the work area.	
11    Which methods and materials are most effective on the surface and soiling to be cleaned and what are the alternatives.	
12    Why different equipment should be used for different cleaning tasks and the reasons for colour-coding.	
13    How to clean the surfaces without causing injury or damage.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		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.							

*DO = Direct Observation*

*RA = Reflective Account*

*Q = Questions*

*EW = Expert Witness*

*P = Product (Work)*

*WT = Witness Testimony*

*PD = Professional Discussion*

## Element C205.2 Carry out your cleaning duties

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 The time allowed for completing the work.	
2 The results expected from each cleaning operation.	
3 The right techniques to use with chosen equipment and materials.	
4 The results of using wrong or unsuitable materials and/or not following the manufacturers' instructions.	
5 How to change your cleaning method to suit the soiling and surface and the different methods available.	
6 How to identify the signs of pest infestation and the right action to take to deal with it.	
7 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).	
8 Why it is important to check the quality of your work as you go along.	
9 How to identify and deal with tasks that are outside your area of skill or responsibility.	
10 The procedures for dealing with and reporting accidental damage.	
11 Storage areas for the return of equipment and materials and why they should be kept clean, safe and secure.	
12 The procedures for organising replacement and/or extra resources.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
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.							
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.							

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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: .....