

Elements of competence

- C214.1 Prepare to maintain soft floors or furnishings
- C214.2 Maintain soft floors and furnishings

About this Unit

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.

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, remove dust and debris before you apply the cleaning agent or treatment. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, ensure your level of personal hygiene meets the standards of the specification and is maintained throughout the cleaning process.
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 C214.1 Prepare to maintain soft floors or furnishings

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Why it is important to have an 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 Why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to.	
5 Organisational health and safety instructions and why these should be checked against workplace procedures.	
6 The available methods of treatment and the most effective and economical to use.	
7 How to assess whether the material is suitable for the planned treatment and what factors to take into account.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		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.							

DO = Direct Observation

EW = Expert Witness

PD = Professional Discussion

RA = Reflective Account

P = Product (Work)

Q = Questions

WT = Witness Testimony

F4PX 04 (C214) Clean and maintain soft floors and furnishings

Element C214.2 Maintain soft floors and furnishings

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Why it is important to remove superficial dust and debris before commencing the deep cleaning process.	
2 How to soften ground-in soil and/or stains, when it is soft enough and why it is necessary and important to do this.	
3 How to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments.	
4 The circumstances under which equipment and surfaces should be pre-treated.	
5 Why treatments should be applied to materials evenly and the effects of not doing this.	
6 How to clean methodically, how you can reduce spreading dust and why this is important.	
7 How to avoid damaging the surface and the possible results of damaging the surface.	
8 Why it is important to take precautions in cleaning unsecured items such as rugs.	
9 The dangers of working at height using step ladders and how to do so safely.	
10 Why it is important to remove any excess moisture.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
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 overwetting 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 away according to workplace guidelines.							
9	Tell the relevant person about any stains you cannot remove.							

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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: