## 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.

This unit consists of two elements:

1. Prepare for cleaning
2. Carry out your cleaning duties
Performance criteria

You must be able to:

Prepare for cleaning

P1 follow the instructions and procedures for entering and leaving your workplace
P2 ensure your levels of personal hygiene meet workplace requirements and are maintained throughout the cleaning process
P3 inspect the area for the cleaning needed, taking into account the different surfaces within it
P4 ensure that the right people know when cleaning is taking place and when the area will be free for use again
P5 follow the correct procedures to deal with any lost property or unattended items
P6 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
P7 if the appropriate equipment and materials are not available, select suitable alternatives or inform the appropriate person
P8 wear the personal protective equipment required for the cleaning method and materials being used
P9 plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces
P10 ensure that all surfaces to be cleaned are accessible and can be reached to perform adequate cleaning
P11 ensure that there is adequate ventilation for the work being carried out

Carry out your cleaning duties

You must be able to:

P12 before beginning your work remove loose dirt, debris and detritus
P13 use the correct cleaning method for the work area, type of soiling and surface
P14 clean in a sequence so as to avoid re-soiling clean areas and surfaces
P15 take steps not to disturb or cause nuisance to others when cleaning
P16 avoid causing obstructions to access with cleaning equipment and power leads
P17 place warning signs so that no-one may come into your work area without being warned
P18 adapt your cleaning method according to the available equipment, materials and any problems you have identified
P19 report to the appropriate person any difficulties in carrying out your work
P20 deal efficiently with spillages, using the equipment, materials and method appropriate to the surface and the type of spillage
P21 identify and report to the appropriate person any additional cleaning required that is outside your responsibility or skill
P22 follow workplace procedures to deal with any accidental damage caused during the cleaning process
P23 replenish any necessary supplies or consumables
P24 ensure that, on completion of the work, the area is left clean and dry and meets requirements
P25 return the equipment, materials and personal protective equipment you have used to the right places making sure they are clean, safe and securely stored
P26 recognise when cleaning equipment and materials may need replacing and take action to organise extra resources
Knowledge and understanding

You need to know and understand:

Prepare for cleaning

K1 what permits and checks are required for you to work on the premises
K2 the instructions and procedures for entering and leaving the workplace and why you should follow them
K3 the levels of personal hygiene required by your workplace and why it is important to maintain them during your work
K4 which cleaning tasks you are required to complete and have the skill and knowledge to perform
K5 how factors such as manufacturer’s instructions, risk, efficiency, access, time, surface and type of soiling can influence the cleaning method you use
K6 how to inspect a work area to decide what cleaning it needs and the best way of carrying this out
K7 the right personal protective equipment for the work area, equipment, materials and chemicals used
K8 why it is important to wear personal protective equipment when required and why it is important for others to see you wearing it
K9 your work schedules and why you should keep to them
K10 the correct sequence for cleaning the work area
K11 which methods and materials are most effective on the surface and soiling to be cleaned and what are the alternatives
K12 why different equipment should be used for different cleaning tasks and the reasons for colour-coding
K13 how to clean the surfaces without causing injury or damage

Carry out your cleaning duties

You need to know and understand:

K14 the time allowed for completing the work
K15 the results expected from each cleaning operation
K16 the right techniques to use with chosen equipment and materials
K17 the results of using wrong or unsuitable materials and/or not following the manufacturers’ instructions
K18 how to change your cleaning method to suit the soiling and surface and the different methods available
K19 how to identify the signs of pest infestation and the right action to take to deal with it
K20 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)
K21 why it is important to check the quality of your work as you go along
K22 how to identify and deal with tasks that are outside your area of skill or responsibility
Clean and maintain internal surfaces and areas

- K23 the procedures for dealing with and reporting accidental damage
- K24 storage areas for the return of equipment and materials and why they should be kept clean, safe and secure
- K25 the procedures for organising replacement and/or extra resources
The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

**Unit assessed as being complete**

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**Internal Verification —**

to be completed in accordance with centre’s IV strategy

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This Unit has been subject to an admin check in keeping with the centre’s IV strategy.

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**Unit completion confirmed**

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