

**Unit DR6K 04 (1HK3)**

**Help to service toilets and bathrooms**

This Unit has the following elements:

**Element 1 (1HK3.1)**

**Clean toilets and washrooms**

**Element 2 (1HK3.2)**

**Clean bathrooms**

**Element 3 (1HK3.3)**

**Restock customer supplies and accessories**

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

## Unit DR6K 04 (1HK3)

## Help to service toilets and bathrooms

### Unit Summary

This Unit is about cleaning toilets, washrooms, bathrooms and surrounding areas. It also covers restocking supplies such as toilet paper, soap, towels etc, and disposing of waste.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ preparing toilet and bathroom areas for cleaning
- ◆ cleaning toilets and surrounding areas
- ◆ cleaning bathrooms and surrounding areas
- ◆ cleaning and putting away cleaning equipment and materials
- ◆ restocking the bathroom/toilet with items such as paper, soap, shampoo etc
- ◆ disposing of waste

What some of the words in this Unit mean	
<b>Protective clothing</b>	for example, gloves and overalls
<b>Hazardous waste</b>	for example, sharp objects or chemicals
<b>Non-hazardous waste</b>	for example, paper
<b>Organisation</b>	the place where you work

## Unit DR6K 04 (1HK3)

## Help to service toilets and bathrooms

### Element 1 (1HK3.1)

### Clean toilets and washrooms

What you must do (circled numbers must be observed)		Assessor initials/date
①	<b>Prepare</b> the work are for cleaning	
②	Clean basins and taps so that they are free of dirt and removable marks	
③	Clean the inside of the <b>toilet</b> so that it is free of dirt and removable marks	
④	Check that <b>toilets</b> are free flushing and draining	
⑤	Clean the outside of the <b>toilet</b> so that it is free from dirt and removable marks	
⑥	Clean the surrounding floors, walls and mirrors	
⑦	Use <b>cleaning equipment and materials</b> in line with manufacturers' instructions	
⑧	Clean <b>cleaning equipment and materials</b> and store them correctly after use	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Preparation of work area, at least two required from the following:</i></b>						
wearing protective clothing						
putting up hazard warning signs						
protecting surrounding areas						
making sure the room is properly ventilated						
<b><i>Surfaces, at least one required from the following:</i></b>						
plastic						
ceramic						
stainless steel						
floor coverings						
<b><i>Toilets, at least one required from the following:</i></b>						
WCs						
urinals						
<b><i>Cleaning equipment and materials, at least three required from the following:</i></b>						
toilet brush holder						
cloths						
cleaning chemicals						
abrasive pads						
mops and buckets						

**Unit DR6K 04 (1HK3)****Help to service toilets and bathrooms****Element 1 (1HK3.1)****Clean toilets and washrooms**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR6K 04 (1HK3)**

**Help to service toilets and bathrooms**

**Element 2 (1HK3.2)**

**Clean bathrooms**

What you must do (circled numbers must be observed)		Assessor initials/date
①	<b>Prepare</b> the work area for cleaning	
②	Clean <b>bathroom appliances</b> , surfaces, fixtures and fittings so that they are dry and free from dirt and removable marks	
③	Clean the surrounding floors, walls, mirrors and other <b>surfaces</b>	
④	Make sure that plug holes and over flows are free from blockages	
⑤	Use <b>cleaning equipment</b> and chemicals in line with the manufacturers' instructions	
⑥	Follow your organisation's procedures for dealing with the customers' personal property	
⑦	Clean <b>cleaning equipment</b> and store it correctly after use	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
<i><b>Preparation of work area, at least two required from the following:</b></i>						
wearing protective clothing						
putting up hazard warning signs						
protecting surrounding surfaces						
<i><b>Bathroom appliances, at least two required from the following:</b></i>						
basins						
bathtubs						
spa baths						
showers/shower heads						
bidets						
<i><b>Surfaces, at least two required from the following:</b></i>						
plastic						
ceramic						
stainless steel						
wood						
glass						
<i><b>Cleaning equipment and chemicals, at least two required from the following:</b></i>						
cloths						
cleaning chemicals						
abrasive pads						

**Unit DR6K 04 (1HK3)****Help to service toilets and bathrooms****Element 2 (1HK3.2)****Clean bathrooms**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR6K 04 (1HK3)**

**Help to service toilets and bathrooms**

**Element 3 (1HK3.3)**

**Restock customer supplies and accessories**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Check and restock <b>customer supplies and accessories</b>	
②	Arrange <b>customer supplies and accessories</b> as instructed	
③	Make sure that <b>customer supplies and accessories</b> are clean and free from damage	
4	Report any stock shortages to the appropriate member of staff	
⑤	Make sure waste bins are empty, clean and ready for use	
⑥	Identify <b>waste</b> and get it ready for <b>dispatch</b>	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Customer supplies and accessories, at least one required from the following:</i></b>						
disposal						
reusable						
<b><i>Waste, at least one required from the following:</i></b>						
hazardous						
non-hazardous						
<b><i>Dispatch methods, at least two required from the following:</i></b>						
external collection						
incineration/compression						
recycling						

**Unit DR6K 04 (1HK3)****Help to service toilets and bathrooms****Element 3 (1HK3.3)****Restock customer supplies and accessories**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		



<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	Your organisation's standards for toilets and bathrooms
K2	Why you should wear protective clothing when cleaning
K3	Why you should not use toilet and bathroom cleaning equipment in other areas
K4	Why you should not mix different cleaning materials
K5	Why you should follow manufacturers' instructions when using cleaning equipment and materials
K6	The types of problems you might come across when cleaning toilets and bathrooms and how to deal with these
K7	What to do if a customer comes in when you are cleaning a toilet or bathroom
<b>Element 1 (1HK3.1) Clean toilets and washrooms</b>	
K8	How to prepare toilet and washroom areas for cleaning and why
K9	Why you should get rid of all traces of cleaning materials from toilet appliances
K10	Which cleaning processes you should use for different types of surfaces, toilet appliances, basins and level of soilage
<b>Element 2 (1HK3.2) Clean bathrooms</b>	
K11	How to prepare bathroom areas for cleaning and why
K12	Which cleaning processes you should use for different types of surfaces, toilet appliances and level of soilage
<b>Element 3 (1HK3.3) Restock customer supplies and accessories</b>	
K13	Your organisation's standards for restocking customer supplies and accessories
K14	Why you should handle and get rid of waste correctly
K15	Why it is important to correctly identify waste
K16	Types of hazardous waste you might come across and how to deal with these
K17	Why you should maintain a constant stock of supplies and accessories

Knowledge evidence retained
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**Assessor signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Assessor Feedback