

Unit DT8H 04 (2HK1)

Clean and service a range of areas

This Unit has the following elements:

Element 1 (2HK1.1)	Clean and service toilet and bathroom areas
Element 2 (2HK1.2)	Clean and service furnished areas
Element 3 (2HK1.3)	Dispose of waste

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 DT8H 04 (2HK1)

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Unit Summary

This Unit is about daily cleaning routines. It covers cleaning toilet and bathroom areas, floors, walls and mirrors. It also covers cleaning furnished areas and disposing of both hazardous and non-hazardous waste.

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

- ◆ preparing for cleaning operations
- ◆ selecting and using the correct equipment
- ◆ completing documentation such as room status reports
- ◆ dealing with customers when you meet them
- ◆ disposing of waste

What some of the words in this Unit mean	
Information relating to the provision of an efficient service	for example, room status report
Protective clothing	for example, uniform and gloves
Hazardous waste	for example, chemicals and sharp objects
Non-hazardous waste	for example, paper

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Element 1 (2HK1.1)

Clean and service toilet and bathroom areas

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Prepare the bathroom and toilet area for cleaning	
②	Choose the correct cleaning equipment and materials for each part of the toilet and bathroom area	
③	Clean the toilet and surrounding areas correctly	
④	Clean the bathroom appliances and surrounding areas correctly	
⑤	Clean the floors, walls, mirrors and other areas correctly and leave the whole area tidy	
6	Identify and report anything that needs maintenance or repair	
7	When required, complete and pass on any records of your work	
⑧	Carry out a final check of the area to make sure it will satisfy the customer	

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						
<i>Preparations, at least one required from the following:</i>						
wearing appropriate protective clothing						
using hazard signs						
protecting surrounding areas						

Unit DT8H 04 (2HK1)**Clean and service a range of areas****Element 1 (2HK1.1)****Clean and service toilet and bathroom areas**

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

Unit DT8H 04 (2HK1)

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Element 2 (2HK1.2)

Clean and service furnished areas

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Prepare furnished areas for cleaning	
②	Choose the correct cleaning equipment and materials for each part of the area	
③	Clean the floor covering according to workplace procedures	
④	Clean the furniture according to workplace procedures	
⑤	Clean mirrors, wall coverings and any other surfaces and leave the whole area tidy	
6	Identify and report anything that needs maintenance or repair	
7	Complete and pass on any records of your work correctly	
⑧	Carry out a final check of the area to make sure it will satisfy the customer	

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						
<i>Preparations, at least one required from the following:</i>						
wearing appropriate protective clothing						
use hazard signs						
protect vulnerable surrounding areas						

Unit DT8H 04 (2HK1)**Clean and service a range of areas****Element 2 (2HK1.2)****Clean and service furnished areas**

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

Unit DT8H 04 (2HK1)

Clean and service a range of areas

Element 3 (2HK1.3)

Dispose of waste

What you must do (circled numbers must be observed)		Assessor initials/date
①	Wear appropriate clothing	
②	Prepare the waste for despatch making sure you handle it carefully	
③	Sanitise the waste containers following your workplace procedures	

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						
<i>Waste, at least one required from the following:</i>						
hazardous waste						
non-hazardous waste						
<i>Despatch methods, at least two required from the following:</i>						
external collection						
incineration/compression						
recycling						

Unit DT8H 04 (2HK1)**Clean and service a range of areas****Element 3 (2HK1.3)****Dispose of waste**

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

Unit DT8H 04 (2HK1)**Clean and service a range of areas**

What you must know for the Unit	
For the whole Unit	
K1	What to do if customers are present when you are cleaning rooms
K2	Why it is important to prepare the area and yourself before cleaning and disposing of waste
K3	The types of items in bathrooms and bedrooms that may need maintenance and repair
K4	Why it is important to report items needing repair and who to report them to
K5	Types of record you may need to keep in relation to cleaning
K6	Why the work area needs to be inspected on completion
Element 1 (2HK1.1) Clean and service toilet and bathroom areas	
K7	Your organisation's standards for cleaning toilet and bathroom areas
K8	Why hazard signs are sometimes needed in preparing the work area
K9	What materials and equipment are used for cleaning different areas of the bathroom and how to choose the correct one
K10	The types of unexpected situations that may happen when you are cleaning bathrooms and toilets and how to deal with these
Element 2 (2HK1.2) Clean and service furnished areas	
K11	Your organisation's standards for cleaning in furnished areas
K12	Safe lifting and carrying techniques and why you should always use these
K13	What materials and equipment are used for cleaning different furnished areas and how to choose the correct one
K14	Why certain areas need to be kept secure from unauthorised access
K15	The types of unexpected situations that may happen when you are cleaning furnished areas and how to deal with these
Element 3 (2HK1.3) Dispose of waste	
K16	How to identify different sorts of waste and how different sorts of waste should be disposed of
K17	What materials and equipment are used for waste disposal
K18	The types of problems and unexpected situations that may happen when you are disposing of waste and how to deal with these

Knowledge evidence retained

Assessor signature: _____ **Date:** _____

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

Assessor Feedback