

**Unit D20T 04 (2HK5)**

**Clean carpets and soft furnishings**

This Unit has the following elements:

**Element 1 (2HK5.1)**

**Remove ground-in soil from carpets and soft furnishings**

**Element 2 (2HK5.2)**

**Spot clean carpets and soft furnishings**

**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 D20T 04 (2HK5)

## Clean carpets and soft furnishings

### Unit Summary

This Unit is about cleaning carpets and soft furnishings using machines. This Unit does not cover specialist cleaning methods. You must use the following cleaning methods: cosmetic cleaning (for example, carpet skimming, dry foam or dry cleaning granules) and deep cleaning (for example, shampooing or water extraction) and you must deal with the following types of spots: food and drink, ink, bodily fluids, chewing gum and oil or grease based substances.

This Unit is the same as the Cleaning and Support Services SSC (Asset Skills) Unit 014.

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

- ◆ preparing working areas and equipment
- ◆ checking the type of material and choosing chemicals and cleaning methods that are suitable
- ◆ cleaning carpets and soft furnishings
- ◆ removing spots and stains

What some of the words in this Unit mean	
<b>Cosmetic cleaning methods</b>	for example, by applying dry cleaning granules or carpet skimming
<b>Deep cleaning methods</b>	for example, by water extraction or shampooing

## Unit D20T 04 (2HK5)

## Clean carpets and soft furnishings

### Element 1 (2HK5.1)

### Remove ground-in soil from carpets and soft furnishings

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Prepare your working area and your equipment so that you can do the job efficiently, correctly and safely	
2	Remove dust and debris before you apply the cleaning agent	
3	Identify whether the <b>material</b> is colour-fast and shrink-resistant	
4	Choose a cleaning agent and a <b>cleaning method</b> that are suitable for the type of soil and the <b>material</b> you are cleaning	
5	Apply the cleaning agent following the manufacturer's instructions	
6	Leave the <b>material</b> free of excess moisture and ground-in soil when you have finished	
7	Dispose of waste correctly and put everything back as you found it	

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 projects, questioning, work-based assignments, and expert witness testimony						
<b>Materials, both required from the following:</b>						
natural materials						
synthetic materials						
<b>Cleaning methods, both required from the following:</b>						
cosmetic						
deep						

**Unit D20T 04 (2HK5)****Clean carpets and soft furnishings****Element 1 (2HK5.1)****Remove ground-in soil from carpets and soft furnishings**

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

## Unit D20T 04 (2HK5)

## Clean carpets and soft furnishings

### Element 2 (2HK5.2)

### Spot clean carpets and soft furnishings

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Prepare your working area and your equipment so that you can do the job efficiently, correctly and safely	
2	Identify whether the <b>material</b> is colour-fast	
3	Tell the person in charge about any <b>spots</b> that may be difficult to remove before you treat the <b>material</b>	
4	Choose a spot remover and a method that are suitable for the type of <b>spot</b> and the <b>material</b> you are cleaning	
5	Apply the spot remover following the manufacturers' instructions	
6	Remove the <b>spot</b> without damaging the material	
7	Tell the relevant person about any stains you cannot remove	
8	Dispose of waste correctly and put everything back as you found it	

What you must cover (minimum requirement for observation in <i>italic</i> and <b>bold</b> )	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<b>Spots</b> , at least <i>three</i> required from the following:						
oil/grease based stains						
bodily fluid stains						
food and drink stains						
ink stains						
gum and resin deposits						
<b>Materials</b> , at least <i>one</i> required from the following:						
natural materials						
synthetic materials						

### Supplementary evidence

If you do not work with all of the types of spots and materials as part of your job, you will have to prove to your assessor that you could deal competently with the one you have not worked with. This will usually be done by questions and answers.

**Unit D20T 04 (2HK5)****Clean carpets and soft furnishings****Element 2 (2HK5.2)****Spot clean carpets and soft furnishings**

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

**Unit D20T 04 (2HK5)****Clean carpets and soft furnishings**

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	The preparations that you would need to make before starting work and how these would vary in different situations
K2	Why you should carry out tests to find out whether the area is colour-fast
K3	Areas where you should and should not carry out tests
K4	How you would vary the cleaning process according to the type of material and the nature of the soiled area
K5	Why it is important that you follow the manufacturers' instructions when you are preparing and applying cleaning agents
K6	Why you should put things that you have moved during the cleaning process back where they were found, why you might advise that some things are left in a different place and how to deal with these situations
K7	Why it is important that you dispose of waste from the cleaning process in the specified way
<b>Element 1 (2HK5.1) Remove ground-in soil from carpets and soft furnishings</b>	
K8	Why you should carry out tests to find out whether the material to be cleaned is likely to shrink
K9	Why you should remove noticeable pieces of dust and rubbish before applying the cleaning solution
K10	Why you should thoroughly vacuum clean the area after it is dry
<b>Element 2 (2HK5.2) Spot clean carpets and soft furnishings</b>	
K11	Why you should tell the relevant person about any stains which may be difficult to remove and why this should be done before starting the cleaning process
K12	How different stains and different materials need to be treated to avoid damaging the material
K13	Why you should tell the relevant person about any stains that you could not remove at the end of the cleaning process

Knowledge evidence retained

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

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



Assessor Feedback