

F4PW 04 (C213) Clean, maintain and protect hard floors

Elements of competence

C213.1	Prepare to maintain hard floors
C213.2	Clean hard floors
C213.3	Protect hard floors

About this Unit

This Unit is about cleaning hard and semi-hard floors using manual equipment such as brushes, mops and vacuum cleaners. It covers assessing the amount of cleaning that is required, the most suitable cleaning agents and the necessary cleaning equipment.

It is also about employing the correct process when cleaning by removing ground-in dirt before applying the appropriate treatment and ensuring, when your work is complete, that the area is left dry.

It also covers the application of protective coatings, burnishing the floor using appropriate electrical equipment and then reinstating the work area when you have finished.

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, how you prepare your working area and your equipment so that you can do the job efficiently, correctly and safely. Your assessor may use a checklist to record this. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, how you identify the most appropriate place to carry out test cleans and why this should be done before applying treatments.
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 C213.1 Prepare to maintain hard floors

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Examples of hard and semi-hard floors.	
2 How to prepare for cleaning hard floors.	
3 The level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene.	
4 Why it is necessary to remove your personal items and where they should be stored during cleaning.	
5 Organisational Health and Safety instructions and why these should be checked against workplace procedures.	
6 Why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to.	
7 What might happen if you do not take the right safety measures.	
8 What colour coding means and why it is important.	
9 The factors that will affect how you clean the floor.	

F4PW 04 (C213) Clean, maintain and protect hard floors**Element C213.2 Clean hard floors**

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Why you should clear large items of debris by hand first of all.	
2 Safe handling techniques for large items of debris.	
3 Different methods of removing loose dust and debris and how to choose the right one.	
4 The correct container in which to put dust and debris.	
5 How to identify different types of spillage.	
6 Why it is important to report any spillages you cannot identify and body fluids and not clear these up until you have instructions.	
7 Different methods of removing spillages and how to choose the right one.	
8 The available methods of treatment and the most effective and economical to use.	
9 How to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments.	
10 The circumstances under which equipment and surfaces should be pre-treated.	
11 Why treatments should be applied to surfaces evenly and the effects of not doing this.	
12 Why it is important to report any stains that cannot be removed.	
13 Why it is important to dispose of left-over cleaning solutions correctly and how to do so.	
14 Why the floor must be left free of ground-in soil and protective coatings and what might happen if it is not.	
15 The importance of leaving the floor neutralised and what might happen if it is not.	

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Element C213.3 Protect hard floors

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 The range of protective coatings available and how to choose one that is right for the floor surface.	
2 How to decide what is the right number of protective coatings.	
3 How to apply the coating evenly and systematically and why	
4 How to burnish the floor systematically, obtaining the required degree of shine.	
5 How to dispose of unused protective coatings correctly.	
6 The importance of putting things back as you found them.	

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Element C213.1 Prepare to maintain hard floors

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Prepare your working area and your equipment so that you can do the job efficiently, correctly and safely.					
2	Ensure your level of personal hygiene meets the business' standards and is maintained throughout the cleaning process.							
3	Ensure that the required personal protective equipment is available for use and is used when undertaking cleaning of floors.							
4	Identify the correct equipment/work area for treatment and decide on the most effective and economical treatment to provide.							
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 floor.							
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 surface you are to treat or any slip resistance factor you must restore.							
8	Make sure there is enough ventilation in the work area for your comfort when carrying out cleaning, and to aid any drying process.							
9	Choose equipment and cleaning agents that are right for the floor, the amount of ground-in soil and the protective coating.							

DO = Direct Observation
 EW = Expert Witness
 PD = Professional Discussion

RA = Reflective Account
 P = Product (Work)

Q = Questions
 WT = Witness Testimony

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Element C213.2 Clean hard floors

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Safely clear any large items of debris by hand first of all.					
2	Remove the loose dust and debris carefully and safely without causing the dust to spread.							
3	Report any bodily fluid or other spillages that you cannot identify to the person in charge, and only clear them up when they tell you.							
4	Choose a method of clearing up the spillage that is right for the floor and the size and type of spillage.							
5	Soften ground-in soil and stains before trying to remove them.							
6	Carry out test cleans in an area where marks are least likely to be noticed.							
7	Apply the treatment safely, according to the manufacturer's instructions and without overwetting or damaging the surface.							
8	Report any stains that you cannot remove.							
9	Leave the floor free of ground-in soil and protective coating, neutralised, dry and free of smears.							
10	Put the area back as you found it.							
11	Dispose of any unused cleaning treatments and waste products according to workplace guidelines.							

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Element C213.3 Protect hard floors

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Choose a protective coating and equipment that is right for the floor surface.					
2	Apply the required number of protective coatings evenly and systematically, following manufacturer's instructions.							
3	Leave the floor dry, with an even finish.							
4	Leave the floor free of dust.							
5	Dispose of any unused materials correctly and put everything back in the right place.							

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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: