

Elements of competence

- C215.1 Conduct cleaning of glazed surfaces and façades
- C215.2 Complete cleaning of glazed surfaces and façades and reinstate the work area

About this Unit

This unit is about cleaning surfaces, which must be carried out carefully in order to prevent causing accidental damage such as chips, scratches and other marks. Many exterior surfaces have a shiny finish, therefore it is important that upon completion of cleaning surfaces are left dry and glass, in particular, is left free of smears and cleaning residue. The term glazed can refer to other highly polished exterior surfaces, eg marble or cladding.

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, inspect the surface for any defects prior to cleaning and report to the appropriate person. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, how to inspect the surface, the correct procedures for reporting defects and why it is important to do this.
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 C215.1 Conduct cleaning of glazed surfaces and façades

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 The procedures for entering and leaving the workplace.	
2 How to inspect the surface, the correct procedures for reporting defects and why it is important to do this.	
3 Why cleaning equipment should be clean before starting work.	
4 Why windows and opening should be closed before starting cleaning and procedures for doing so.	
5 The advantages of treating surfaces before applying any cleaning agents.	
6 Approved workplace or organisational methods for cleaning surfaces and the appropriate equipment to use.	
7 Techniques for avoiding personal strain and injury.	
8 Where to find manufacturer’s instructions for operating equipment and/or machinery.	
9 Workplace and/or organisational procedures for reporting faults and emergencies.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Follow procedures for getting into the work area.					
2	Inspect the surface for any defects prior to cleaning and report to the appropriate person.							
3	Check that all cleaning equipment is clean and free of residue.							
4	Check that all windows and openings are securely closed before starting cleaning.							
5	Before cleaning starts, display the appropriate signage for the work area and work being conducted.							
6	Treat surfaces before applying any cleaning agents to soften ground-in dirt and remove dust.							
7	Use workplace or organisationally approved methods and equipment for conducting cleaning to avoid marking or scratching the surface.							
8	Conduct cleaning operations using techniques that will reduce risks of personal strain and injury.							
9	Operate cleaning equipment according to manufacturer's instructions and organisational policies, where applicable.							
10	Avoid over wetting the work area in order to prevent leaks or seepage to the interior.							
11	Report any previously unidentified damaged surfaces as you conduct cleaning.							
12	Follow organisational or workplace procedures in the event of a fault or other emergency situation.							

DO = Direct Observation

EW = Expert Witness

PD = Professional Discussion

RA = Reflective Account

P = Product (Work)

Q = Questions

WT = Witness Testimony

**Element C215.2 Complete cleaning of glazed surfaces and façades and
reinstate the work area**

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Techniques for removing excess water and appropriate equipment to use.	
2 Any appropriate treatments to apply to surfaces upon completion of cleaning.	
3 Why it is important to ensure that, upon completion of cleaning, accessories, fittings and/or furniture are free of cleaning residue.	
4 How to put the work area back as you found it and why you should do this.	
5 Organisational or workplace procedures for disposing of waste.	
6 Why cleaning equipment and/or machinery should be cleaned when you have finished your work and how to do this.	
7 The procedures for storage of cleaning equipment and/or machinery and where it is kept.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Remove excess water from surfaces, leaving them streak free.							
2	Ensure all surfaces are dry upon completion of cleaning.							
3	Apply any treatments or protective coatings to surfaces following cleaning.							
4	Ensure accessories, fittings, frames and/or furniture such as handles and closures are free of any cleaning residue.							
5	Upon completion of cleaning put the work area back as you found it.							
6	Dispose of waste in accordance with workplace and/or organisation policies.							
7	Ensure all cleaning equipment and/or machinery is clean and dry on completion of the work.							
8	Return all equipment to the correct place, ensuring it is securely stored.							

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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: