

**About this Unit**

This standard is for those who wash items and organise and control the washing process using a washer extractor.

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**

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> <li>◆ <b>Direct Observation:</b> 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. <b>For example</b>, getting machines ready for use and communicating with your colleagues about the work to be done. Your assessor may use a <b>checklist</b> to record this.</li> <li>◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, why you selected a particular wash temperature and how you would deal with and report any faults in the machinery.</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> 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.</li> <li>◆ <b>Questioning/professional discussion:</b> 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.</li> <li>◆ <b>Expert Witness:</b> 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.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> 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.</li> <li>◆ <b>Prior Learning:</b> 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.</li> <li>◆ <b>Simulation:</b> 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.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>◆ 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.</li> <li>◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.</li> <li>◆ 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.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

**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.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1 Make services and machinery ready for use.	
2 Select correct programme for classification.	
3 Operate machinery in accordance with supervisor’s instructions.	
4 Load and unload machines.	
5 Handle items with care.	
6 Report any machine faults and identify them.	
7 Remove any items that are not washed satisfactorily or have been damaged.	
8 Select the work required.	
9 Identify any problems that may arise in carrying out the work.	
10 Communicate with colleagues and check that they understand what work they must do.	
11 Control the washing process.	
12 Check that work is being carried out as planned.	
13 Operational settings and range of performance from machines.	
14 Care labels.	
15 Understanding fibres and fabrics.	
16 How the complete washing process works.	
17 How to carry out routine machine maintenance as per company procedures.	
18 Who to report faults to.	
19 The correct load weight for the machine and the fabric.	
20 The difference between wash programmes.	
21 The temperature setting for the wash programme.	
22 The problems associated with high and low dip levels.	
23 How to select different wash programmes.	
24 How to recognise faults and malfunctions within the machine or wash process and the action to take.	
25 How to stop a malfunctioning washing machine safely.	
26 How to recognise faults or deficiencies in washed work.	
27 Making services and machinery ready for safe use.	
28 Using machines and machine controls.	
29 Reporting faults and record keeping.	
30 Waste disposal.	
31 Receiving, checking and confirming supervisor’s instructions.	

**FN7L 04 (LDC4) Carry out the washing process**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
32 Planning how to carry out instructions, making best use of resources.	
33 Identifying problems and getting advice.	
34 Checking loads for classification and process requirements.	
35 Identifying and redirecting unsuitable items.	
36 Using detergents, chemicals and additives	
37 Checking the progress of selected work.	
38 The organisation's rules, codes, guidelines and standards.	
39 Equipment operating procedures.	
40 Machine and equipment capabilities.	
41 Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health).	
42 Manufacturers instructions	
43 All of the above which are relevant to the organisation	
44 Communicate effectively with colleagues and customers.	
45 Comply with written instructions.	
46 Complete forms, reports and other documentation.	
47 Keep accurate records.	

**FN7L 04 (LDC4) Carry out the washing process**

<b>Performance Criteria</b>		<b>DO</b>	<b>RA</b>	<b>EW</b>	<b>Q</b>	<b>P</b>	<b>WT</b>	<b>PD</b>
		1	Maintaining operating standards, equipment and supplies.					
2	Washing items.							
3	Selecting the work required for washing processes.							
4	Controlling the washing process.							

*DO = Direct Observation*

*RA = Reflective Account*

*Q = Questions*

*EW = Expert Witness*

*P = Product (Work)*

*WT = Witness Testimony*

*PD = Professional Discussion*

*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: .....