

Unit D9E4 04 (HS14)

Maintain external areas

This Unit has the following elements:

Element 1 (HS14.1)

Monitor the preparation and maintenance of external areas

Element 2 (HS14.2)

Maintain standards in external areas

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:** _____

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Maintain external areas

Unit Summary

External areas — eating and drinking areas, play and recreation areas, car parks and other external areas — are very important to the overall image of the business and can make the premises more or less attractive to existing and potential customers. These areas need to be well maintained, clean, attractive and free from any health and safety hazards that could harm customers, staff and members of the public.

You will need to ensure that these areas are properly prepared and looked after by their staff and be able to deal correctly with any hazards or other problems when they occur.

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

- ◆ briefing staff on their responsibilities for preparation/maintenance and the procedures they should follow
- ◆ making sure staff have the correct equipment and materials to do the work
- ◆ observing staff to make sure they are preparing and maintaining areas properly
- ◆ getting feedback from customers to find out if they are satisfied with the condition of external areas
- ◆ carrying out inspections of external areas
- ◆ dealing with and reporting hazards

What some of the words in this Unit mean	
Breaches of legislation	when the law is broken
External areas	all the areas around the premises for which you are responsible; these would include: car parks, play and recreation areas, signs or outside drinking areas and the external fabric of the building
Hazard	something that might cause harm to staff, customers and members of the public
Legislation	all areas of law and regulations that are relevant to the maintenance of external areas; this includes health and safety legislation and licensing laws
Limits of individual authority	what you can and cannot do according to law and your organisation's policies and procedures
Maintenance	ongoing maintenance of the external area which would include clearing and cleaning, repairs or repainting
Monitor	keeping a close eye on the condition of external areas and preparation and maintenance work
Organisation's standards	the standards of safety, cleanliness and presentation that your organisation sets
Preparation	preparing external areas for use by customers
Resources	the equipment and materials that are needed for maintenance; these would include brushes and shovels, bags, cleaning equipment and chemicals
Risk	the likelihood of a hazard actually causing harm to staff, customers and members of the public
Staff	these could be your own staff or external contractors

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Element 1 (HS14.1)

Monitor the preparation and maintenance of external areas

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	Inform staff about their responsibilities for the preparation and maintenance of external areas and the procedures they should follow	
2	Make sure staff responsible for the preparation and maintenance of external areas have the resources they need	
3	Check that maintenance and preparation work complies with your organisation's standards and relevant legal requirements	
4	Seek feedback from customers to make sure that external areas are attractive to customers	

What you must cover (minimum requirement for observation/products of work 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						
<i>Supporting and monitoring the work of the following types of staff, at least one required from the following:</i>						
outside contractors						
your own staff						
<i>Monitoring the maintenance of the following external areas, at least four required from the following:</i>						
play and recreation areas						
car parks						
defined external drinking/eating areas						
external fabric of the building						
gardens						
information signs						
lighting						
drainage						
equipment						
outbuildings						

Unit D9E4 04 (HS14)**Maintain external areas****Element 1 (HS14.1)****Monitor the preparation and maintenance of external areas**

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

Unit D9E4 04 (HS14)

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Element 2 (HS14.2)

Maintain standards in external areas

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	Carry out regular inspections to ensure that the maintenance and preparation of external areas complies with relevant legal requirements and your organisation's standards	
2	Record any hazards	
3	Assess the risks that hazards present to customers, staff and the general public and take action to reduce these risks	
4	Record any situations where legal requirements have not been met, record these and report them to the relevant people	
5	Record any situations where your organisation's standards have not been met, and report them to the relevant people	
6	Suggest to relevant people ways of ensuring that legal requirements and organisational standards can be met in future	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i>)	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						
<i>Maintaining standards in the following external areas, at least four required from the following:</i>						
play and recreation areas						
car parks						
defined external drinking/eating areas						
external fabric of the building						
gardens						
information signs						
lighting						
drainage						
equipment						
outbuildings						
<i>Informing the following relevant people, at least two required from the following:</i>						
senior staff						
junior staff						
outside contractors						
<i>Recording and dealing with the following hazards, at least one required from the following:</i>						
health and hygiene hazards						
safety hazards						

Unit D9E4 04 (HS14)**Maintain external areas****Element 2 (HS14.2)****Maintain standards in external areas**

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

Unit D9E4 04 (HS14)**Maintain external areas**

What you must know for the Unit	
For the whole Unit	
K1	How the maintenance of external areas can help maximise the profitability of the organisation
K2	The basic legal requirements that affect the maintenance and preparation of external areas
K3	What the implications of breaking the law are for you, your staff, organisation and customers
K4	What the limits of your authority are when dealing with situations where the law has been broken and when organisational procedures have not been followed
Element 1 (HS14.1) Monitor the preparation and maintenance of external areas	
K5	The procedures you use for the maintenance and preparation of external areas
K6	How to decide what resources, for example materials and equipment, you need to maintain external areas
K7	How you can keep waste to a minimum
K8	How to communicate your organisation's procedures to staff
K9	How to instruct your staff to follow your organisation's procedures
K10	Why it is important to inform staff when your procedures and standards are not met and how to do so
Element 2 (HS14.2) Maintain standards in external areas	
K11	How to check that customers find external areas attractive
K12	How to monitor maintenance work
K13	How to identify hazards and assess risks in external areas
K14	How you should record and report information when the standards for external areas have not been met
K15	The types of action you could recommend to senior staff to deal with hazards and risks in external areas and how you should make these recommendations
K16	How you should communicate action to deal with hazards and risks to your staff

Unit D9E4 04 (HS14)**Maintain external areas**

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

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____ **Date:** _____