

F98V 04 (2HK3/10) Maintain housekeeping supplies

Elements of Competence

- 2HK3/10.1 Receive and check housekeeping supplies
- 2HK3/10.2 Store and issue housekeeping supplies

About this Unit

This standard is about receiving housekeeping supplies and checking for any discrepancies in deliveries. It also covers storing housekeeping supplies correctly, and issuing the right supplies to other staff.

Users of this standard will need to ensure that practice reflects up-to-date information and policies.

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.

What some of the words in this Unit mean:

Internal suppliers — for example, from other departments in your organisation.

Receiving area — anywhere in your workplace where you receive deliveries.

Pest infestation — for example, rats, mice, cockroaches.

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, your assessor may observe you issue housekeeping supplies, ensuring that they are handled in line with manufacturers' instructions. 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, your assessor may ask you to explain using an example from practice, why it is important to store housekeeping supplies under the correct conditions — including being clean and tidy and what procedures to follow to proof storage areas for pest infestation.
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.

F98V 04 (2HK3/10) Maintain housekeeping supplies

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.

For the whole Unit you need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Basic legal requirements relating to safe working practices when handling housekeeping supplies.	

Element 2HK3/10.1 Receive and check housekeeping supplies

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
2 Why you should not accept damaged goods, and what you should do if they are delivered.	
3 Safe lifting and handling techniques and why they are important.	
4 Why it is important to keep receiving areas clean and tidy.	
5 Why receiving areas need to be secure from unauthorised access.	
6 What procedures to follow when you identify discrepancies in deliveries/delivery documentation.	
7 What procedures to follow when handling and transporting goods safely to storage areas.	

Element 2HK3/10.2 Store and issue housekeeping supplies

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Why storage conditions are important and what effect they have on housekeeping supplies.	
2 What procedures to follow to correctly and safely store goods.	
3 Why it is important to store housekeeping supplies under the correct conditions — including being clean and tidy.	
4 Why storage areas need to be secured from unauthorised access.	
5 What procedures to follow to proof storage areas for pest infestation.	
6 Why a constant stock of housekeeping supplies should be maintained.	
7 What the minimum and maximum stock levels are.	

F98V 04 (2HK3/10) Maintain housekeeping supplies

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
8 Why it is important to maintain accurate and complete records of items received, stored and issued.	
9 Why correct stock rotation procedures are important.	
10 Why it is important to separate different kinds of stock, for example food and chemicals.	
11 The types of problems and unexpected situations that may happen when you are storing goods and how to deal with these.	

F98V 04 (2HK3/10) Maintain housekeeping supplies

Element 2HK3/10.1 Receive and check housekeeping supplies

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Receive deliveries of housekeeping supplies and check that they are not damaged and are within their use-by-date.					
2	Make sure that deliveries match orders and delivery notes.							
3	Complete delivery documents accurately.							
4	Handle and move housekeeping supplies to storage areas safely and without damage or loss.							
5	Keep receiving areas clean, tidy, hygienic and secure.							

What you must cover		DO	RA	EW	Q	P	WT	PD
		Housekeeping supplies:						
(a)	equipment							
(b)	materials							
(c)	customer supplies							
Storage conditions:								
(a)	lighting							
(b)	ventilation							
(c)	temperature							
(d)	cleanliness							

DO = Direct Observation

EW = Expert Witness

PD = Professional Discussion

RA = Reflective Account

P = Product (Work)

Q = Questions

WT = Witness Testimony

F98V 04 (2HK3/10) Maintain housekeeping supplies

Element 2HK3/10.2 Store and issue housekeeping supplies

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Store housekeeping supplies under the correct storage conditions.							
2	Issue housekeeping supplies, ensuring that they are handled in line with manufacturers' instructions.							
3	Follow stock rotation and issuing procedures.							
4	Report low levels of housekeeping supplies to the appropriate member of staff.							
5	Keep storage areas clean, tidy and hygienic, reporting signs of pest infestation immediately.							
6	Secure storage areas against unauthorised access.							
7	Refer all tasks outside your area of responsibility to the appropriate member of staff.							

What you must cover		DO	RA	EW	Q	P	WT	PD
Deliveries:								
(a) external suppliers								
(b) internal suppliers								
Housekeeping supplies:								
(a) equipment								
(b) materials								
(c) customer supplies								

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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: