

FM0W 04 (C208) Clean washrooms and replenish supplies

Elements of competence

- C208.1 Carry out cleaning of washrooms
- C208.2 Replenish supplies and reinstate the work area

About this Unit

This Unit is about cleaning washrooms and involves following the procedures for entering the washroom, selecting equipment and preparing the cleaning agents you will use. It is also about replacing supplies of consumables, such as toilet paper, and checking your work when you have finished. In order to reduce risks to personal health and safety when cleaning washrooms it is important to maintain high levels of personal hygiene. As you may clean washrooms in an environment where you conduct a variety of other cleaning tasks it is also important that, in order to prevent cross-contamination, the correct colour-coded equipment is used. The term washroom covers all sanitary areas requiring this type of cleaning.

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, clean the fixtures and fittings in an order that is least likely to spread infection or contamination, leaving them clean and free of smears. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, the most suitable cleaning agents to use and why it is important to follow manufacturer’s instructions for diluting and applying them.
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 C208.1 Carry out cleaning of washrooms

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 The levels of personal hygiene required by your workplace and why it is important to maintain personal hygiene when conducting cleaning tasks.	
2 Why it is important to wear personal protective equipment when cleaning washrooms and the risks of not doing so.	
3 The workplace procedures for entering and leaving washrooms and why these should be followed.	
4 Why there should be adequate ventilation in the work area and the risks of inadequate ventilation.	
5 The most suitable equipment for the cleaning task and why it is important to use the appropriately colour-coded equipment.	
6 Why loose dust, hair and debris should be removed before cleaning surfaces, fixtures and fittings.	
7 The most suitable cleaning agents to use and why it is important to follow manufacturer’s instructions for diluting and applying them.	
8 Why surfaces should not be over-wetted.	
9 The most appropriate order in which to clean fixtures and fittings so as to avoid cross-contamination or risk of infection.	
10 Why surfaces should be dry on completion of cleaning and the risks of not doing so.	
11 Why it is important to ensure that waste outlets and overflows are free from dirt, hair and debris and where these can be found.	

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Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Ensure that levels of personal hygiene meet workplace requirements and are maintained when carrying out the work.					
2	Check that the correct personal protective equipment for the cleaning task is available for use and worn when conducting cleaning.							
3	Follow any special procedures for entering washrooms.							
4	Before you start work make sure that there is enough ventilation in the area while you are cleaning.							
5	Select and use the right equipment and colour coded cloths for the area you are cleaning.							
6	Before you start, remove loose dust, hair and debris from surfaces, fixtures and fittings.							
7	Dilute and apply cleaning agents according to the manufacturer's instructions.							
8	Clean the surface methodically, without over-wetting.							
9	Clean the fixtures and fittings in an order that is least likely to spread infection or contamination, leaving them clean and free of smears.							
10	Ensure surfaces are dry on completion of cleaning and do not present a slip hazard.							
11	Leave the waste outlets and overflows free from dirt, hair and debris.							

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 C208.2 Replenish supplies and reinstate the work area

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 The consumables that should be replenished and why it is important to follow manufacturer's instructions when doing so.	
2 Where consumables can be found and the correct procedures for organising replacement or additional supplies.	
3 Workplace procedures for disposing of waste and why these should be followed.	
4 Holding areas for the collection of waste.	
5 The correct procedures for reporting faults or problems and why these should be followed.	
6 The correct place for the storage of cleaning equipment and materials.	
7 Why used personal protective equipment should be removed or replaced upon leaving the sanitary area.	
8 The workplace procedures for dealing with used personal protective equipment.	

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Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Check holders and containers for levels of consumables.							
2	Follow the manufacturer's instructions when refilling or replacing items.							
3	Deal with waste appropriately, disposing of slurry and taking solid waste materials safely to the correct collection point.							
4	Make sure the area has the right amount of consumables when you have finished.							
5	On completion of cleaning, report any faults and problems to the appropriate person.							
6	Ensure cleaning equipment is clean and in working order when you have finished, taking appropriate action to deal with any items that are not.							
7	Put everything back in the right place when you have finished.							
8	Remove or replace personal protective equipment following workplace procedures to dispose of or store used personal protective equipment.							

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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: