

About this Unit

This Unit sets the standard for assisting with the maintenance of structures and surfaces using manual equipment and tools. In this unit, 'maintenance' refers to general maintenance such as sweeping up, cleaning, rubbing down and painting. Structures include, for example; walls and fences. Surfaces include, for example; paths, roads and yards.

You are expected to carry out routine maintenance in a safe and effective way, according to the work instructions given by your supervisor or manager. At this level you are expected to work under close supervision and to work with manual equipment only.

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 Standard 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 Standard 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, prepare the area for the work in a manner appropriate for the maintenance operation. 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, the types of problems or difficulties which may occur, relating to: health and safety, damage, weather conditions, unforeseen circumstances, understanding and explaining what you need to do.
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.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Why structures and surfaces need to be maintained.	
2 The potential problems which may arise if maintenance is not carried out.	
3 The tools and materials which are needed for different maintenance operations.	
4 How to prepare tools and materials for the particular maintenance operation.	
5 How to prepare structures and surfaces for the different maintenance operations.	
6 The correct way to carry out the different maintenance operations.	
7 What the result of effective maintenance operations should look like.	
8 Correct tool and material use.	
9 How to maintain your own health and safety during the maintenance operations.	
10 How to reduce the risk to other’s health and safety when undertaking maintenance operations (eg by putting up notices).	
11 The types of problems or difficulties which may occur, relating to: health and safety, damage, weather conditions, unforeseen circumstances, and understanding what you need to do.	
12 How to handle and dispose of waste correctly.	
13 How to clean and store tools correctly and the risks of not doing so.	

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Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Correctly prepare the necessary tools and materials for the maintenance operation.					
2	Prepare the area for the work in a manner appropriate for the maintenance operation.							
3	Maintain structures and surfaces effectively and completely in accordance with the instructions.							
4	Use tools safely and correctly for the job in hand.							
5	Report any problems that arise without delay.							
6	Maintain the health and safety of yourself and others at all times.							
7	Handle and dispose of waste safely and correctly according to instruction.							
8	Leave the site in a safe condition.							
9	Clean tools after use in an appropriate manner.							
10	Store tools and materials after use in an agreed and safe location.							

This standard covers:

(a) Maintain structures and surfaces:

- i. Rubbing down
- ii. Painting and coating
- iii. Cleaning

DO = Direct Observation
EW = Expert Witness
PD = Professional Discussion

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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: