

Unit PPL2HK5 (HL2H 04) Clean and Maintain Soft Floors and Furnishings

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about cleaning soft floors or furnishings, including the removal of stains and applying independent treatments to carpets and soft furnishings. It is for staff who have been specially trained to carry out these tasks with regard to soft floors and furnishings regularly. They could be housekeeping or cleaning staff.  When you have completed this unit you will be able to demonstrate your understanding in and ability to:   * Clean and maintain soft floors and furnishings |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** | |
| **You must do:** | |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess Performance Criteria (PC) 1–4 and 6–18 by directly observing the candidate’s work.  PCs 5 and 19 may be assessed by alternative methods if observation is not possible. | |
| **Prepare to maintain soft floors or furnishing**  **1 Check your level of personal hygiene meets the standards of the specification and is maintained throughout the cleaning process.**  **2 Identify the correct material for treatment and decide on the most effective and economical treatment to provide.**  **3 Examine the material to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling.**  **4 Identify whether the material is colourfast and shrink-resistant.**  5 Identify and report damaged or deteriorating surfaces and/or those which may require restorative work.  **6 Look for and note any factors that will affect how you clean the material.**  **7 Follow any standards that need to be applied to the work other than your supervisor's instructions relative to the material you are to treat.**  **8 Check there is enough ventilation in the work area for your comfort when carrying out deep cleaning, and to aid any drying process.** | **Prepare to maintain soft floors or furnishing (cont)**  **9 Move portable objects which may get in the way while you are working.**  **10 Prepare your working area and your equipment so that you can do the job efficiently, correctly and safely.**  **Maintain soft floors or furnishings**  **11 Remove dust and debris before you apply the cleaning agent or treatment.**  **12 Soften ground-in soil and stains before trying to remove them.**  **13 Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the material.**  **14 Examine the treated area and apply more treatment if it will help to remove the stain safely.**  **15 Check that surfaces have an even appearance when you have finished your work.**  **16 Leave the material free of excess moisture and ground-in soil when you have finished.**  **17 Put everything back as you found it.**  **18 Dispose of waste away according to workplace guidelines.**  19 Tell the relevant person about any stains you cannot remove. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **17** | **18** | **19** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| **Prepare to maintain soft floors or furnishing** | | |
| 1 | Why it is important to have an up-to-date cleaning specification and from whom it can be obtained. |  |
| 2 | The level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene. |  |
| 3 | Why it is necessary to remove your personal items and where they should be stored during cleaning. |  |
| 4 | Why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to. |  |
| 5 | Organisational health and safety instructions and why these should be checked against workplace procedures. |  |
| 6 | The available methods of treatment and the most effective and economical to use. |  |
| 7 | How to assess whether the material is suitable for the planned treatment and what factors to take into account. |  |
| **Maintain soft floors or furnishings** | | |
| 8 | Why it is important to remove superficial dust and debris before commencing the deep cleaning process. |  |
| 9 | How to soften ground-in soil and/or stains, when it is soft enough and why it is necessary and important to do this. |  |
| 10 | How to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments. |  |
| 11 | The circumstances under which equipment and surfaces should be pre- treated. |  |
| 12 | Why treatments should be applied to materials evenly and the effects of not doing this. |  |
| 13 | How to clean methodically, how you can reduce spreading dust and why this is important. |  |
| 14 | How to avoid damaging the surface and the possible results of damaging the surface. |  |
| 15 | Why it is important to take precautions in cleaning unsecured items such as rugs. |  |
| 16 | The dangers of working at height using step ladders and how to do so safely. |  |
| 17 | Why it is important to remove any excess moisture. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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