

Unit PPL2HK4 (HL2K 04) Clean, Maintain and Protect Hard Floors

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, maintaining and protecting semi-hard floors using manual equipment such as brushes, mops and vacuum cleaners. It is for staff that have specialist training in this area of work and carry it out regularly.When you have completed this unit you will be able to demonstrate your understanding of and ability to:* Clean, maintain and protect hard floors
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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, 6–11, 13–16 and 18–25 by directly observing the candidate’s work. PC 5, 12 and 17 may be assessed by alternative methods if observation is not possible. |
| **Prepare to maintain hard floors****1 Prepare your working area and your equipment so that you can do the job efficiently, correctly and safely.****2 Check that your level of personal hygiene meets the organisation's standards and is maintained throughout the cleaning process.****3 Check that the required personal protective equipment is available for use and is used when undertaking cleaning of floors.****4 Identify the correct equipment/work area for treatment and decide on the most effective and economical treatment to provide.**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 floor.****7 Follow any standards that need to be applied to the work from sources other than your supervisor's instructions.****8 Check that there is sufficient ventilation in the work area for your comfort when carrying out cleaning and to aid any drying process.** | **Prepare to maintain hard floors (cont)****9 Choose equipment and cleaning agents that are right for the floor, the amount of ground-in soil and the protective coating.****Clean hard floors****10 Clear any large items of debris by hand first of all.****11 Remove the loose dust and debris carefully and safely without causing the dust to spread.**12 Report any bodily fluid or other spillages that you cannot identify to the person in charge, and only clear them up when they tell you.**13 Choose a method of clearing up the spillage that is right for the floor and the size and type of spillage.****14 Soften ground-in soil and stains before trying to remove them.****15 Carry out test cleans in an area where marks are least likely to be noticed.****16 Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the surface.** | **Clean hard floors (cont)**17 Report any stains that you cannot remove.**18 Leave the floor free of ground-in soil and protective coating, neutralised, dry and free of smears.****19 Put the area back as you found it.****20 Dispose of any unused cleaning treatments and waste products according to workplace, environmental and sustainability guidelines.****Protect hard floors****21 Choose a protective coating and equipment that is right for the floor surface.****22 Apply the required number of protective coatings evenly and systematically, following manufacturer's instructions.****23 Leave the floor dry, with an even finish.****24 Leave the floor free of dust.****25 Dispose of any unused materials correctly and put everything back in the right place.** |

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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** | **20** | **21** | **22** | **23** | **24** | **25** |
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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 hard floors** |
| 1 | Examples of hard and semi-hard floors. |  |
| 2 | How to prepare for cleaning hard floors. |  |
| 3 | The level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene. |  |
| 4 | Why it is necessary to remove your personal items and where they should be stored during cleaning. |  |
| 5 | Organisational health and safety instructions and why these should be checked against workplace procedures. |  |
| 6 | Why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to. |  |
| 7 | What might happen if you do not take the right safety measures. |  |
| 8 | What colour coding means and why it is important. |  |
| 9 | The factors that will affect how you clean the floor. |  |
| **Clean hard floors** |
| 10 | Why you should clear large items of debris by hand first of all. |  |
| 11 | Safe handling techniques for large items of debris. |  |
| 12 | Different methods of removing loose dust and debris and how to choose the right one. |  |
| 13 | The correct container in which to put dust and debri.s |  |
| 14 | How to identify different types of spillage. |  |
| 15 | Why it is important to report any spillages you cannot identify and bodily fluids and not clear these up until you have instructions on how to do so safely. |  |
| 16 | Different methods of removing spillages and how to choose the right one |  |
| 17 | The available methods of treatment and the most effective and economical to use. |  |
| 18 | How to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments. |  |

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| 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). |
| **Clean hard floors (cont)** |
| 19 | The circumstances under which equipment and surfaces should be pre-treated. |  |
| 20 | Why treatments should be applied to surfaces evenly and the effects of not doing this. |  |
| 21 | Why it is important to report any stains that cannot be removed. |  |
| 22 | Why it is important to dispose of left-over cleaning solutions correctly and how to do so. |  |
| 23 | Why the floor must be left free of ground-in soil and protective coatings and what might happen if it is not. |  |
| 24 | The importance of leaving the floor neutralised and what might happen if it is not |  |
| **Protect hard floors** |
| 25 | Range of protective coatings available and how to choose one that is right for the floor surface. |  |
| 26 | How to decide what is the right number of protective coatings. |  |
| 27 | How to apply the coating evenly and systematically and why. |  |
| 28 | How to burnish the floor systematically, obtaining the required degree of shine. |  |
| 29 | How to dispose of unused protective coatings correctly. |  |
| 30 | The importance of putting things back as you found them. |  |

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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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