

Unit PPL2HK1 (HL2N 04) Clean and Service a Range of Areas

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 daily cleaning routines in order to maintain high standards and potentially avoid complaints. It covers cleaning toilet and bathroom areas, floors, walls and mirrors. It also covers cleaning furnished areas and disposing of both hazardous and non-hazardous waste. It is for housekeeping assistants and cleaning staff. The cleanliness and maintenance of any establishment is an area that guests or customers can be very quick to comment on, particularly on social media platforms.  When you have completed this unit you will be able to demonstrate your understanding of and ability to:   * Clean and service a range of areas |

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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) 1–7, 9–16 and 18–22 by directly observing the candidate’s work. PC 8 and 17 may be assessed by alternative methods if observation is not possible. | | |
| **Clean and service toilet and bathroom areas**  1 Check timescales for planned workload.  2 Prepare the bathroom and toilet area for cleaning.  3 Choose the correct cleaning equipment and materials for each part of the toilet and bathroom area.  4 Clean the toilet and surrounding areas correctly.  5 Clean the bathroom appliances and surrounding areas correctly.  6 Clean the floors, walls, mirrors and other areas correctly and leave the whole area tidy.  7 Check environmental conditions are correct according to workplace requirements.  8 Identify and report anything that needs maintenance or repair.  9 Complete and pass on any records of your work correctly.  10 Carry out a final check of the area to make sure it will satisfy the customer. | **Clean and service furnished areas**  11 Check timescales for planned workload.  12 Prepare furnished areas for cleaning.  13 Choose the correct cleaning equipment and materials for each part of the area.  14 Clean the floor covering according to workplace procedures.  15 Clean the furniture according to workplace procedures.  16 Clean mirrors, wall coverings and any other surfaces and leave the whole area tidy.  17 Identify and report anything that needs maintenance or repair.  18 Complete and pass on any records of your work correctly.  19 Carry out a final check of the area to make sure it will satisfy the customer. | **Dispose of waste**  20 Wear appropriate clothing.  21 Prepare the waste for despatch making sure you handle it carefully.  22 Sanitise the waste containers following your workplace procedures. |

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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** |
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| **Scope/Range** | | | |
| **What you must cover:** | | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | | |
| **all** of the following:  a using of personal protective equipment  b using hazard signs  c protecting vulnerable surrounding areas | **both**:  d hazardous waste  e non-hazardous waste | **two** from:  f external collection  g incineration/compression  h recycling | **one** from:  i self-check  j supervisory check |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | | | |

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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** | | | | | | | | | |
| **What you must cover** | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** |
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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). | |
| **For the whole unit** | | |
| 1 | Why it is important to consider timescales when cleaning and servicing a range of areas. |  |
| 2 | What to do if customers are present when you are cleaning rooms. |  |
| 3 | Why it is important to prepare the area and yourself before cleaning and disposing of waste. |  |
| 4 | The types of items in bathrooms and bedrooms that may need maintenance and repair. |  |
| 5 | Why it is important to report items needing repair and who to report them to. |  |
| 6 | Types of records you may need to keep in relation to cleaning. |  |
| 7 | Why the work area needs to be inspected on completion. |  |
| 8 | Why environmental conditions should be maintained appropriately. |  |
| **Clean and service toilet and bathroom areas** | | |
| 9 | Your organisation's standards for cleaning toilet and bathroom areas. |  |
| 10 | Why hazard signs are sometimes needed in preparing the work area. |  |
| 11 | What materials and equipment are used for cleaning different areas of the bathroom and how to choose the correct one. |  |
| 12 | The types of unexpected situations that may happen when you are cleaning bathrooms and toilets and how to deal with these. |  |
| **Clean and service furnished areas** | | |
| 13 | Your organisation's standards for cleaning in furnished areas. |  |
| 14 | Safe lifting and carrying techniques and why you should always use these. |  |
| 15 | What materials and equipment are used for cleaning different furnished areas and how to choose the correct one. |  |
| 16 | Why certain areas need to be kept secure from unauthorised access. |  |
| 17 | The types of unexpected situations that may happen when you are cleaning furnished areas and how to deal with these. |  |

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| **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). | |
| **Dispose of waste** | | |
| 18 | How to identify different sorts of waste and how different sorts of waste should be disposed of. |  |
| 19 | What materials and equipment are used for waste disposal. |  |
| 20 | The types of problems and unexpected situations that may happen when you are disposing of waste and how to deal with these. |  |

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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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