Unit PPL1HK5 (HL2R 04) Work Individually and Follow Reporting Procedures

 in a Cleaning Environment

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 working on your own and ensuring your own safety whilst doing so. It is for people that carry out cleaning duties whilst working alone. It could be a housekeeping assistant or cleaner. When working individually you might have to deal with team workers from other occupational areas or the general public by providing them with information, or interacting with them in another way. In these situations it is important to act appropriately to create a positive impression of your employer and/or workplace.When you have completed this unit you will be able to demonstrate your understanding of and ability to:* Work individually and follow reporting procedures in a cleaning environment
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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) 1–8 by directly observing the candidate’s work.PCs 9–11 may be assessed by alternative methods if observation is not possible. |
| Be able to ensure own safety when working individually when cleaning1 Maintain agreed levels of contact with the appropriate person when carrying out work.2 Follow the correct procedure for entering and leaving the workplace.3 Identify risks present in the workplace.4 Take action to reduce risks in the workplace.5 Control access to the workplace within the limits of own responsibility.6 Respond to customers and others and provide information that meets their needs.Be able to carry out work individually7 Use the work schedule to complete work.8 Identify tasks you are not able to complete individually and report to the appropriate person.9 Report any problems to the appropriate person which you are unable to deal with alone, affect health and safety or the reputation of the workplace.10 Record and report any breakages, damage and disruption in the workplace.11 Report any work that is incomplete and agree arrangements for finishing the work with the appropriate person. |

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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** |
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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). |
| **Know how to ensure own safety when working individually when cleaning** |
| 1 | Arrangements for contacting the appropriate person. |  |
| 2 | How often contact should be made when carrying out work. |  |
| 3 | Procedures for entering the workplace. |  |
| 4 | Types of risks present in the workplace. |  |
| 5 | The importance of taking action to reduce risks in the workplace. |  |
| 6 | Own level of responsibility for controlling access to the workplace. |  |
| 7 | The importance of following procedures for access to the workplace. |  |
| 8 | Types of other authorised persons who can enter the workplace. |  |
| **Know expected standards of behaviour in the workplace** |
| 9 | Standards of behaviour expected in the workplace. |  |
| 10 | The importance of giving a positive impression to others. |  |
| 11 | Different ways of communicating with others. |  |
| 12 | Why it is important to check that you have been understood. |  |
| **Know how to follow procedures when working individually** |
| 13 | Organisational requirements for reporting to own employer or customer. |  |
| 14 | Employer procedures and rules, including emergency procedures and contacts that apply to the work area. |  |
| 15 | Organisational requirements for recording damage, breakages and disruption. |  |
| 16 | The importance of reporting any damage, breakages and disruption caused. |  |
| 17 | Organisational requirements for leaving the workplace. |  |
| 18 | The importance of leaving the workplace secure. |  |

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| **Know how to carry out work individually** |
| 19 | Where to obtain the work schedule and instructions. |  |
| 20 | Areas in which you are authorised to carry out work. |  |
| 21 | The importance of assessing how own work is progressing. |  |
| 22 | The importance of identifying any tasks that you will be unable to complete individually. |  |

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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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