

# WAMITAB Level 2 Certificate in Cleaning Principles

*Maximum Guided Learning Hours: 110*

*Total Qualification time: TBC*

*Total Credits: 13*

*Qualification Code: 600/0033/8*

*WAMITAB Code: CP2*



*Version 7, December 2016*

## About WAMITAB and this Qualification Handbook

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### About WAMITAB

WAMITAB is an awarding organisation and charity that develops qualifications for those working in resource management and recycling; cleaning; street cleansing; facilities management; and parking from operative through to management level.

Since it was formed in 1989, WAMITAB has evolved in line with the convergence between the sectors with a clear focus on promoting and supporting environmental sustainability. With over 120 qualification pathways and 70 quality assured centres, WAMITAB offers an unrivalled specialist network to support staff development.

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### Equal Opportunities

WAMITAB supports the principles of equal opportunities and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability or sexual orientation.

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### The Purpose of this Qualification Handbook

Welcome to your WAMITAB Qualification Handbook. This will help you to complete your Level 2 Certificate in Cleaning Principles. It contains:

- The units you need to achieve to complete your qualification.
  - Information about your responsibilities as a candidate.
  - Reference information covering each learning outcome and assessment criteria.
  - Activities you can use to test your understanding.
  - Forms you can use to record and organise your evidence.
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## Candidate Information

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**Name**

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**WAMITAB Candidate Number**

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**Registration Date**

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**Enrolment Date**

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**Centre Name**

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**Centre Address**

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**Centre Contact**

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**Tutor Name**

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## Frequently Asked Questions

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### What is a qualification?

A qualification is nationally recognised, based on National Occupational Standards and gained in the workplace. Achieving your qualification demonstrates that you can work to the standards expected by employers in your industry.

### What is the objective of this qualification?

Learners who complete this qualification will acquire the skills required by cleaning operatives to deliver a range of cleaning and support services safely and effectively. All learning during this qualification takes place naturally within a normal working environment. This ensures that professional development within the cleaning industry does not have a significant impact on the delivery of cleaning services for customers.

### Who is it for?

- New entrants to the cleaning industry
- Long-term unemployed who wish to retrain
- Apprentices
- Experienced workers that want evidence of their skills

### What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 2 Certificate in Cleaning Principles do not require any other qualifications or levels of attainment in order to take this qualification. However, learners will need to be employed in a suitable position, or have access to the working environment, as the qualification is assessed 'on the job'.

### What job role could this qualification lead to or support?

This qualification could have significant benefits for the cleaning workforce as it will act as a gateway to opportunities for career progression or further education by building the confidence of employees and demonstrating that their skills have value. Cleaning is one of the largest business sectors in the UK, employing over 437,600 people in 30,800 workplaces during 2012 (Asset Skills, 2013). This qualification is ideal for those employed in elementary occupations (79%) in the following job roles:

- Domestic cleaning operative
- Street cleaning operative
- Commercial cleaning operative
- Window cleaner
- Industrial cleaning operative
- Cleaning supervisor/ team leader

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## What do I need to achieve?

You will need a minimum of 13 credits to achieve the qualification. This will be made up of 10 credits from the Mandatory Units group, and a further 3 credits from the Optional Unit Group.

### Mandatory Unit Group

- Dealing with routine and non-routine waste (201)
- Health and safety for the cleaning and support services industry (202)
- Working with customers and others in the cleaning and support services industry (203)

### Optional Unit Group

- Cleaning and maintenance of external surfaces and areas (204)
- Cleaning of confined spaces (205)
- Cleaning of food areas (206)
- Cleaning of glazed surfaces and facades (207)
- Cleaning of high risk areas controlled environments (208)
- Cleaning of interiors and washrooms (209)
- Cleaning of specialist electronic equipment (210)
- Deep cleaning of internal equipment surfaces and areas (211)
- Maintenance and minor repairs of property (212)
- Manual street cleaning (213)
- Mechanical street cleaning (214)
- Periodic cleaning of hard and semi-hard floors (215)
- Periodic cleaning of soft floors and furnishings (216)
- Working safely at heights in the cleaning and support services industry (217)
- Cleaning with water-fed pole systems (218)
- Internal cleaning of passenger transport (219)

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## What is a unit?

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

- Learning outcomes: describe what tasks you will be able to do as a result of learning.
  - Assessment criteria: describe what activities you will need to do and what you must know to complete each task.
  - Evidence requirements: provide a summary of the evidence you will need to prove you are competent.
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### What is an approved WAMITAB Centre?

You will gain your award through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your award will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

- Register you with WAMITAB.
- Provide a candidate registration number.
- Apply for your certificate when you have completed your qualification or units.

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### How long will it take?

There is no time limit set by WAMITAB for you to complete your qualification, but your centre may have some requirements that they will explain to you.

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### Who will help me achieve my qualification?

The following people at the approved WAMITAB centre will help you to achieve your qualification:

#### Your Tutor

The tutor is the person you will have the most contact with as you work towards your qualification. They will provide the training.

#### Internal Quality Assurer

The internal quality assurer maintains the quality of assessment within the centre.

#### External Quality Assurer

An external quality assurer is employed by WAMITAB to ensure that your centre meets the required national standards for quality and assessment.

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### What are my responsibilities as a candidate?

As a candidate you will need to:

- Provide your centre with your personal details so they can register you with WAMITAB
- Comply with health and safety law and regulations

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### What steps will I need to take to complete my qualification?

1. **Planning:** Your tutor will tell you how you will learn and be assessed. You will be given the right to request reasonable adjustments if needed.
  2. **Learning:** You will spend time with your tutor and this workbook developing your knowledge of the sector.
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3. **Assessment:** Your centre will set assignments or exams.
  4. **Achievement:** Once you have completed all the units and gathered all the evidence you need, your centre will apply for your WAMITAB certificate.
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### **What are the evidence requirements for this qualification?**

The primary sources of evidence for this qualification will be the results from your exams or assignments.

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### **Where do I go if I need more information about my qualification and assessments?**

- Your tutor
  - Your qualification workbook
  - WAMITAB (01604 231950/ [www.wamitab.org.uk/info.admin@wamitab.org.uk](http://www.wamitab.org.uk/info.admin@wamitab.org.uk))
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## Useful Words

### Approved Centre

WAMITAB Centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers and prisons.

### Assessment Criteria

These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.

### Assessor

A person who works with the Approved Centre to assess your competence against the standards set within the qualification. Assessors are qualified and experienced in the subject of the qualification you are registered for, and have the skills to plan and carry out your assessments. They will make judgments of your competence, based on the evidence you provide, and give feedback.

### Competence

Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.

### Evidence

You need to collect evidence to prove that you are competent as required by the standards set in the units of the qualification. There are different types of evidence, ranging from an assessor observing your work, question and answers, assignments and tests. Evidence can also be presented using photographs, audio and video files. Each unit gives guidance as to what is expected and acceptable evidence. Evidence must be authentic and your own work.

### External Quality Assurer

This is an expert employed by WAMITAB to monitor, review and advise Approved Centres. The External Quality Assurer regularly visits the Approved Centre to check that all assessments are carried out correctly, to the same standard, and that all paperwork is maintained accurately and consistently. External Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for. They therefore have the skills to check that the Approved Centre is operating properly and has all of the systems in place to deliver the qualification.

### **Internal Quality Assurer**

A person who works with the Approved Centre to make sure that the assessment is carried out correctly, and that all administration of the assessment is properly managed. Internal Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for, and have the skills to verify the work of the assessor for accuracy, quality and consistency.

### **Learner**

A person who is registered to work towards achievement of a qualification – i.e. you!

### **Learning Outcome**

These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.

### **Portfolio**

This is a place where you will collect evidence to demonstrate your competence. A portfolio could be either hard-copy or electronic, but this will need to be agreed with the Approved Centre in advance. The evidence held in your portfolio must be your own work, and be clearly referenced to the units of the qualification.

### **Unit – Mandatory and Optional**

Units form the building blocks of all qualifications that are nationally regulated. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.

### **Vocational**

A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

### **WAMITAB**

An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management and parking. WAMITAB is responsible for ensuring the on going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training and course materials

## Unit Terms

### **Analyse**

Look at something (for example a process) and use given classifications or principles to gain a further understanding.

### **Apply**

Put something into action – a “doing” task which requires “real” evidence from a workplace scenario.

### **Compare**

Look at the characteristics of an item or activity and note the similarities and differences. This is more often used at level 1 and 2.

### **Critically Compare**

Look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, this can include the use of the comparison in context as the basis for decision making. This is generally used at level 3 and above.

### **Demonstrate**

A doing verb which requires you to actually do what the assessment criteria requires. You will have to provide evidence of which clearly shows you applying your knowledge and skills to meet the requirements of the assessment criteria. The evidence for this can involve getting someone to take a picture of you completing the task or discussing the task with an assessor and recording the discussion using documentation, video, etc. Remember that it is not enough to just write about it unless the task requires this type of written evidence.

### **Describe**

Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.

### **Determine**

To find out or decide. This may involve research, following a set of procedures or carrying out a series of calculations to find a solution.

### **Develop**

Build a process or activity or understanding either from scratch or using an existing product to create something workable.

**Differentiate/ Distinguish**

Look at the characteristics of an item or situation/ activity and explain the differences.

**Evaluate/Justify**

You must look at whatever the required content/process is and suggest other relevant, significant or possible outcomes. It is the process of exploring, checking and suggesting a likely outcome with reasons.

**Explain**

Provide a comprehensible answer that shows an understanding of the content/process mentioned. Your answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.

**Identify**

For most assessment criteria this requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At levels 4, 5 and 6 this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.

**Implement**

Putting something into practice after the development process has taken place. This ensures that the product/process is actually employed and/or used by self and others during work activities.

**List**

Produce a number of relevant items which apply to the question. Further description is not required.

**Manage**

After a development process ensure that the product/process works using relevant management techniques.

**Recognise**

Be aware of, familiar with and able to identify an activity or product.

## Mandatory Units

## Unit 201: Dealing with routine and non-routine waste

Level: 2		Evidence Type	Results	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Understand procedures for handling routine and non routine waste	1.1 Describe different types of waste, including: <ul style="list-style-type: none"> <li>• Routine</li> <li>• Non-Routine</li> <li>• Hazardous</li> <li>• Non-Hazardous</li> <li>• Clinical</li> </ul>			
	1.2 Explain the importance of following a regular process for clearing waste			
	1.3 Explain the importance of maintaining personal hygiene when handling waste			
	1.4 List types of waste which can be recycled			
	1.5 Explain the importance of recycling			
	1.6 Describe procedures for handling and disposing of hazardous and non-hazardous waste			
	1.7 Describe the actions to take when dealing with a risk of infection			
	1.8 Explain the importance of using personal protective equipment when handling waste			
	1.9 Describe how to prepare self and work areas prior to handling routine and non-routine waste			
	1.10 Explain the importance of correct segregation of waste			
	1.11 Describe how to deal with incorrectly segregated waste			
	1.12 Explain the importance of marking, labelling and recording non-routine waste			
	1.13 Describe correct procedures for disposing of sharps			
	1.14 Explain the importance of reporting waste which looks suspicious			
2. Understand how to handle and transfer	2.1 Describe safe methods for transferring waste			
	2.2 Describe different types of waste container			

routine and non-routine waste	2.3 Explain the importance of having suitable locations for holding areas and collection bins			
	2.4 Explain the importance of keeping holding areas clean			
	2.5 Describe the implications of broken or damaged waste containers			
	2.6 Describe procedures for dealing with broken or damaged waste containers			
	2.7 State when waste containers should be double bagged			
	2.8 Describe the principles of dealing with routine and non routine waste spillages			

## Unit 202: Health and safety for the cleaning and support services industry

Level: 2		Evidence Type	Results	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Understand the health and safety legislation which applies to the Cleaning and Support Services Industry	1.1 Describe the health and safety legislation and regulations which apply to the cleaning and support services industry			
	1.2 Describe employees responsibilities			
	1.3 Describe employers responsibilities			
	1.4 Explain the appropriate codes of behavior in relation to health and safety			
2. Understand how to work in a safe manner	2.1 State job roles within organisations responsible for health and safety			
	2.2 Explain the importance of correct use of equipment, materials and chemicals			
	2.3 Explain the importance of the correct use of personal protective equipment			
	2.4 Describe types of security requirements when working on customer sites			
	2.5 Describe techniques for safe lifting and handling			
	2.6 Explain the need for colour coding systems			
	2.7 describe recommended procedures in the event of a fire			
	2.8 describe the recommended procedures in the event of an accident			
3. Understand how to control risks in the workplace	3.1 Explain the importance of personal hygiene in the workplace			
	3.2 Outline the required personal hygiene standards			
	3.3 Define the terms 'risk', 'hazard' and 'risk assessment'			
	3.4 Identify the types of hazards which might occur in the workplace			
	3.5 Describe health and safety procedures relating to controlling risks			
	3.6 Describe the procedures for reporting hazards			
	3.7 Explain the importance of following manufacturer's instructions			
	3.8 Explain the importance of clear communication in relation to risk assessment			
	3.9 Explain the importance of risk control measures			



**Unit 203: Working with customers and others in the cleaning and support services industry**

<b>Level: 2</b>		<b>Evidence Type</b>	<b>Results</b>	<b>Comments</b>
<b>Credit Value: 2</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Understand how to communicate effectively with customers	1.1 Describe the importance of communicating with others			
	1.2 Describe appropriate ways of communicating with customers			
	1.3 State the importance of up-to-date, accurate and clear information			
	1.4 State key sources of job related information			
	1.5 State reasons for adapting communication to different audiences			
	1.6 State procedures for acknowledging, responding to and recording customer communication			
	1.7 State the limits of authority for dealing with different types of customer communication			
2. Understand how to meet customers' needs	2.1 Explain the importance of positive behavior and attitudes			
	2.2 Describe examples of positive behavior and attitude			
	2.3 Explain the benefits of creating a positive impression			
	2.4 Describe different types of customer			
	2.5 Describe procedures for handling difficult customer situations			
3. Understand how to contribute to effective team working	3.1 Explain the importance of teamwork			
	3.2 Describe roles and responsibilities within teams			
	3.3 List factors that contribute to effective teamwork			
	3.4 Describe key personal behaviours of team members			
	3.5 Describe how to respond to disagreements in a team			

## Optional Units

## Unit 204: Cleaning and maintenance of external surfaces and areas

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning and maintenance of external surfaces and areas	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 State why permits and checks may be required for external cleaning			
	1.6 Explain the process for reporting damaged or deteriorating surfaces.			
	1.7 Describe the correct cleaning method, equipment and materials to use for different soil types, surfaces and environmental conditions			
	1.8 Select cleaning methods, equipment and materials to use			
	1.9 Explain the importance of following manufacturers' recommendations and instructions.			
	1.10 List personal protective equipment for cleaning of external surfaces and areas			
	1.11 Describe the effect environmental conditions can have on the cleaning and maintenance of external surfaces and areas			
2. Be able to carry out cleaning and maintenance of external surfaces and areas	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct methods to clean and maintain external surfaces and areas			
	2.3 Describe correct methods for cleaning and maintenance of external surfaces and areas			
	2.4 Explain the importance of cleaning to prescribed standards			
	2.5 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.6 Explain the importance of completing work in a timely manner			
	2.7 Explain the importance of minimizing the inconvenience to colleagues, customers and the general public			
	2.8 Describe procedures that can be taken to minimize inconvenience			
	2.9 Describe procedures for dealing with lost property and unattended items			

3. Be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check external cleaning and take any necessary actions			
	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Explain why equipment and material should be returned in good order to a secure storage area.			
	3.5 Describe how to dispose of waste correctly			
	3.6 Dispose of waste correctly			
	3.7 Describe the procedures for ordering and replacing resources.			

## Unit 205: Cleaning of confined spaces

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning confined spaces.	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Explain the importance of having procedures for entering and leaving confined spaces			
	1.4 Assess the area and items to be cleaned			
	1.5 Describe how to prepare work areas			
	1.6 Describe different types of confined space			
	1.7 State the safety procedures for working in a confined space.			
	1.8 Describe how atmospheric conditions can affect working in confined spaces.			
	1.9 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces.			
	1.10 Select correct cleaning method, equipment and materials to use.			
	1.11 Explain the importance of manufacturer's recommendations and instructions			
	1.12 List personal protective equipment for cleaning confined spaces.			
2. Be able to carry out cleaning in a confined space	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for confined spaces			
	2.3 Describe correct cleaning methods for confined spaces			
	2.4 Outline the procedures in the event of an emergency.			
	2.5 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.6 Explain the importance of completing work in a timely manner			
	2.7 Explain the importance of minimizing inconvenience to colleagues, customers and members of the public			
	2.8 Describe procedures that can be taken to minimize inconvenience			
3. Be able to check	3.1 Explain the importance of checking area and items after cleaning			

cleaning, resources, dispose of waste and return equipment and items	3.2 Check cleaning and take any necessary actions			
	3.3 Describe the procedures for reporting damage to equipment and surfaces			
	3.4 Describe the importance of ensuring the work area is safe after cleaning			
	3.5 Explain why equipment and materials should be returned in good order to a secure storage area.			
	3.6 Return equipment in good order to storage areas.			
	3.7 Describe how to dispose of waste correctly			
	3.8 Dispose of waste correctly			
	3.9 List documents that must be completed after cleaning			
	3.10 Describe procedures for ordering and replacing resources			

## Unit 206: Cleaning of food areas

Level: 2		Evidence Type	Results	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of food areas.	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Explain the importance of having procedures for entering and leaving food areas			
	1.4 Assess the area and items to be cleaned			
	1.5 Describe how to prepare work areas			
	1.6 Explain the process for reporting damaged equipment and surfaces.			
	1.7 Explain the importance of maintaining personal hygiene			
	1.8 State correct procedures for dealing with food items prior to cleaning			
	1.9 Describe types of pest infestation common in food production areas			
	1.10 Describe recommended procedures for dealing with pest infestations			
	1.11 Explain the importance of isolating powered equipment			
	1.12 State why it is important to ventilate cleaning areas			
	1.13 Describe the correct cleaning method, equipment and materials to use for different soil types, surfaces and equipment			
	1.14 Select correct cleaning method, equipment and materials to use.			
	1.15 Explain the importance of following manufacturers' recommendations and instructions			
	1.16 List personal protective equipment for cleaning food areas.			
2. Be able to carry out cleaning of food areas.	2.1 Explain the importance of cleaning procedures.			
	2.2 Use correct cleaning methods to clean food areas			
	2.3 Describe correct cleaning methods for food areas			
	2.4 Explain the importance of cleaning to prescribed standards			
	2.5 Explain the possible consequences of using incorrect solutions, equipment and cleaning methods.			
	2.6 State why it is important to leave the food area free of deposits, residue and foreign objects.			

	2.7 State why surfaces and vents should be left dry on completion of cleaning			
	2.8 Explain the importance of completing work in a timely manner			
	2.9 Explain the importance of minimising the inconvenience to colleagues, customers and the general public			
	2.10 Describe procedures that can be taken to minimise inconvenience			
3. Be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check the cleaning and take any necessary actions.			
	3.3 Describe the procedures for reporting damage to equipment surfaces and premises			
	3.4 Explain the importance of returning all items after cleaning to their original position.			
	3.5 Return items to the original position.			
	3.6 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.7 Return equipment in good order to storage areas			
	3.8 Describe how to dispose of waste correctly			
	3.9 Dispose of waste correctly			
	3.10 Describe the procedures for ordering and replacing resources.			



## Unit 207: Cleaning of glazed surfaces and facades

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of glazed surfaces and facades	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces.			
	1.7 Select correct cleaning method, equipment and materials to use			
	1.8 Explain the importance of following manufacturers' recommendations and instructions.			
	1.9 List personal protective equipment for cleaning of glazed surfaces and facades			
	1.10 Describe recommended procedures in case of emergencies			
2. Be able to carry out cleaning of glazed surfaces and facades.	2.1 Explain the importance of cleaning procedures			
	2.2 Explain how pre-treating of surfaces can help cleaning			
	2.3 Use correct cleaning methods to clean glazed surfaces and facades			
	2.4 Describe correct cleaning procedures for glazed surfaces and facades			
	2.5 Apply surface treatments			
	2.6 Describe the advantages of applying surface treatments			
	2.7 Explain the importance of cleaning to prescribed standards			
	2.8 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.9 Explain the importance of completing work in a timely manner			
	2.10 Explain the importance of minimizing inconvenience to colleagues, customers and the general public			

## Unit 208: Cleaning of high risk areas controlled environments

Level: 2		Evidence Type	Results	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of high risk areas	1.1 Describe different types of high risk area			
	1.2 Explain the purpose of a work schedule			
	1.3 Explain the importance of having procedures for entering and leaving high risk areas			
	1.4 Explain the importance of thorough preparation before cleaning			
	1.5 Assess the area before cleaning			
	1.6 Describe how to prepare work areas			
	1.7 Explain the process for reporting damaged or deteriorating surfaces.			
	1.8 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces.			
	1.9 Select correct cleaning method, equipment and materials to use			
	1.10 Outline the safe use of cleaning agents and chemicals in a high risk area.			
	1.11 Explain the importance of following manufacturers' recommendations and instructions			
	1.12 List personal protective equipment for cleaning high risk areas			
	1.13 Explain the importance of locating facilities for conducting cleaning			
2. Be able to carry out cleaning in high risk areas	2.1 Explain the importance of cleaning procedures			
	2.2 State signage required for high risk areas.			
	2.3 Use correct cleaning methods for high risk areas			
	2.4 Describe correct cleaning methods for high risk areas			
	2.5 Explain the importance of minimizing inconvenience to colleagues, customers and general public			
	2.6 Describe procedures that can be taken to minimize inconvenience			
3. Be able to prevent the spread of infection	3.1 Explain the importance of hand hygiene in a high risk area			
	3.2 Describe the procedures for reporting conditions that may cause infection in high risk areas			
	3.3 Explain why damaged items of furniture or equipment may pose a risk			

	3.4 Describe procedures for reporting unidentifiable soiling			
4. Be able to check cleaning and resources, dispose of waste and return equipment and items	4.1 Explain the importance of checking area and items after cleaning			
	4.2 Check cleaning and take any necessary actions			
	4.3 Describe the procedures for reporting damage to equipment and premises			
	4.4 Explain why equipment and materials should be returned in good order to a secure storage area			
	4.5 Return equipment in good order to storage areas			
	4.6 Describe how to dispose of waste correctly			
	4.7 Dispose of waste correctly			
	4.8 Describe the procedures for ordering and replacing resources.			

## Unit 209: Cleaning of interiors and washrooms

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. be able to prepare for cleaning of interiors and washrooms	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.7 Select correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.8 Explain the importance of following manufacturers' recommendations and instructions			
	1.9 List personal protective equipment for cleaning of interiors and washrooms			
	1.10 Explain the importance of colour coding when cleaning washrooms and kitchens			
2. be able to carry out cleaning of interiors and washrooms	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for interiors and washrooms			
	2.3 Explain the importance of cleaning to prescribed standards			
	2.4 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.5 Explain the importance of completing work in a timely manner			
	2.6 Explain the importance of minimising the inconvenience to colleagues, customers and the general public			
	2.7 Describe procedures that can be taken to minimise inconvenience			
3. be able to check cleaning and resources, dispose of	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check cleaning of interiors and washrooms and take any necessary action			

waste and return equipment and items	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Explain the importance of returning all items after cleaning to their original position			
	3.5 Return items to original positions			
	3.6 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.7 Return equipment in good order to storage areas			
	3.8 Describe how to dispose of waste correctly			
	3.9 Dispose of waste correctly			
	3.10 Describe the procedures for ordering and replacing resources			

## Unit 210: Cleaning of specialist electronic equipment

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of specialist electronic equipment	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.7 Select correct cleaning method, equipment and materials to use			
	1.8 Explain the importance of following industry specific recommendations and instructions when cleaning specialist electronic equipment.			
	1.9 State the possible consequences of not following instructions when dealing with specialist electronic equipment.			
	1.10 List personal protective equipment for cleaning of specialist electronic equipment			
2. Be able to carry out cleaning of specialist electronic equipment	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for specialist electronic equipment			
	2.3 Describe correct cleaning methods for specialist electronic equipment			
	2.4 Explain the importance of cleaning to prescribed standards			
	2.5 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.6 Explain the importance of completing work in a timely manner.			
	2.7 Explain the importance of minimising the inconvenience to colleagues, customers and the general public.			
	2.8 Describe procedures that can be taken to minimise inconvenience			
3. Be able to check cleaning and resources, dispose of waste and return equipment	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check cleaning and take necessary actions			
	3.3 Describe the procedures for reporting accidental damage to equipment			

and items	3.4 Explain the importance of returning all items after cleaning to their original position			
	3.5 Return items to their original position			
	3.6 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.7 Return equipment in good order to storage areas			
	3.8 Describe how to dispose of waste correctly			
	3.9 Dispose of waste correctly			
	3.10 Describe the procedures for ordering and replacing resources			

### Unit 211: Deep cleaning of internal equipment, surfaces and areas

Level: 2		Evidence Type	Results	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for deep cleaning of internal equipment, surfaces and areas	1.1 Describe what is meant by deep cleaning			
	1.2 Explain the purpose of a work schedule			
	1.3 Explain the importance of thorough preparation before cleaning			
	1.4 Assess the area and items to be cleaned			
	1.5 Describe how to prepare work areas			
	1.6 Explain the process for reporting damaged or deteriorating surfaces			
	1.7 Describe correct cleaning methods, equipment and materials to use for different soil types and surfaces			
	1.8. Select the cleaning method, equipment and materials to use			
	1.9. Explain the importance of pre-testing areas to be cleaned			
	1.10. List the factors that might affect the cleaning method			
	1.11 Explain the importance of isolating appropriate powered equipment before cleaning			
	1.12 Explain the importance of ventilating the work area			
	1.13 List personal protective equipment for deep cleaning			
2. Be able to carry out deep cleaning of internal equipment, surfaces and areas	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for deep cleaning internal equipment, surfaces and areas			
	2.3 Describe correct cleaning methods for deep cleaning internal equipment, surfaces and areas			
	2.4 Explain the importance of removing dust and debris before deep cleaning			
	2.5 Use correct procedures for pre-treating an area for heavy soiling or stains			
	2.6 Explain the importance of cleaning to prescribed standards			
	2.7 Explain the consequences of using incorrect solution, equipment and cleaning methods			
	2.8 Explain the importance of completing work in a timely manner			



	2.9 Explain the importance of minimising the inconvenience to customers, colleagues and the general public			
	2.10 Describe procedures that can be taken to minimise inconvenience			
3. Be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after deep cleaning			
	3.2 Check deep cleaning and take any necessary actions			
	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Explain the importance of returning all items after cleaning to their original position in a timely manner.			
	3.5 State procedures for reinstating rooms			
	3.6 Return items to their original position			
	3.7 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.8 Return equipment in good order to storage areas			
	3.9 Describe how to dispose of waste correctly			
	3.10 Dispose of waste correctly			
	3.11 Describe the procedures for ordering and replacing resources			

## Unit 212: Maintenance and minor repairs of property

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for carrying out maintenance and minor repairs	1.1 Explain the importance of thorough preparation before starting work			
	1.2 Assess the area and items to be repaired			
	1.3 Describe how to prepare work areas			
	1.4 Describe how environmental conditions affect maintenance and minor repairs			
	1.5 Explain the process for reporting damaged or deteriorating internal and external surfaces			
	1.6 State importance of reporting jobs outside of employee's personal capabilities and remit			
	1.7 Describe safe working practices			
	1.8 Describe correct methods, equipment and materials to use for different types of maintenance and minor repairs			
	1.9 Explain the importance of following manufacturers' recommendations and instructions.			
	1.10 List personal protective equipment for different types of maintenance and repairs			
2. Be able to carry out maintenance and minor repairs	2.1 Explain the importance of following recommended procedures			
	2.2 Use appropriate methods for the maintenance and minor repair of fixtures and fittings			
	2.3 Explain the importance of working to the prescribed standards			
	2.4 Explain the consequences of using the wrong equipment and materials.			
	2.5 Explain the importance of completing work in a timely manner.			
	2.6 Explain the importance of minimizing inconvenience to colleagues, customers and the general public.			
	2.7 Describe procedures that can be taken to minimize inconvenience			
3. Be able to check maintenance and minor	3.1 Explain importance of checking area and items after maintenance and minor repairs			

repairs, resources and return equipment and items	3.2 Check maintenance and minor repairs and take any necessary action			
	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Return items to their original position			
	3.5 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.6 Return equipment in good order to storage areas			
	3.7 Describe how to dispose of waste correctly			
	3.8 Describe the procedures for ordering and replacing resources.			

## Unit 213: Manual Street Cleaning

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for manual street cleaning	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area to be cleaned			
	1.4 List the equipment and materials required for manual street cleaning			
	1.5 Select the correct equipment for the type of litter and surface			
	1.6 List personal protective equipment for manual street cleaning			
	1.7 Describe appropriate actions to take to reduce risks to health and safety			
	1.8 Explain the importance of working safely with regard to members of the public			
	1.9 Check equipment before starting cleaning			
	1.10 State why it is important to secure mobile equipment			
2. Be able to carry out manual street cleaning	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods to clean streets manually			
	2.3 Describe correct cleaning methods for cleaning streets manually			
	2.4 Explain the importance of cleaning to prescribed standards			
	2.5 List types of litter that should be segregated			
	2.6 Outline procedures for dealing with segregated litter			
	2.7 State the importance of the location of containers provided for litter			
	2.8 Describe procedures for emptying containers			
	2.9 Explain the importance of completing work in a timely manner			
	2.10 Explain the importance of minimising the inconvenience to the general public			
3. Be able to check cleaning and resources, maintain waste collection points and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check street cleaning and take any necessary actions			
	3.3 Describe procedures for dealing with different types of debris and detritus			
	3.4 Operate equipment used at waste collection points safely			

	3.5 Describe how to identify containers that need replacing			
	3.6 State procedures for reporting problems			
	3.7 Explain why equipment and material should be returned in good order to a secure storage area			
	3.8 Describe the procedures for ordering and replacing resources			

### Unit 214: Mechanical Street Cleaning

Level: 2		Evidence Type	Results	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for mechanical street cleaning	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area to be cleaned			
	1.4 List equipment and materials required for mechanical street cleaning			
	1.5 Select the appropriate equipment for the type of litter and surface			
	1.6 List personal protective equipment for mechanical street cleaning			
	1.7 Describe appropriate actions to take to reduce risks to health and safety			
	1.8 Explain the legal and organisational guidelines with regard to using mechanical equipment.			
	1.9 Check equipment before starting cleaning			
2. Be able to carry out mechanical street cleaning	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for mechanical street cleaning			
	2.3 Describe correct cleaning methods for mechanical street cleaning			
	2.4 Operate the mechanical equipment in a safe and responsible manner			
	2.5 State the procedures for reporting potentially hazardous litter and detritus			
	2.6 State the procedure to be followed for vehicle faults			
3. Be able to check cleaning and resources, transfer of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check street cleaning and take any necessary actions			
	3.3 Describe procedures for dealing with different types of spillages			
	3.4 State procedures for reporting problems			
	3.5 Transfer of collected waste correctly			
	3.6 Describe importance of reporting completion of work			
	3.7 Use appropriate methods to clean vehicles and mechanical equipment after use			
	3.8 Explain why equipment and material should be returned in good order to a secure storage area			
	3.9 Describe the procedures for ordering and replacing resources			

### Unit 215: Periodic cleaning of hard and semi hard floors

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of hard and semi-hard floors	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.7 Select correct cleaning method, equipment and materials to use for periodic cleaning			
	1.8 Explain the importance of following manufacturers' recommendations and instructions			
	1.9 List personal protective equipment for periodic cleaning of hard and semi-hard floors			
	1.10 Explain importance of pre-testing areas to be cleaned			
2. Be able to carry out cleaning of hard and semi-hard floors	2.1 State reasons for removing dust and debris before periodic cleaning			
	2.2 Define the term neutralize when cleaning hard and semi hard floors			
	2.3 Explain the importance to leaving floors clean, dry and neutral			
	2.4 Use correct cleaning methods for hard and semi-hard floors			
	2.5 Describe cleaning methods for hard and semi-hard floors			
	2.6 Explain the importance of cleaning to prescribed standards			
	2.7 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.8 Explain the importance of completing work in a timely manner			
	2.9 Explain the importance of minimising the inconvenience to colleagues, customers and the general public			
	2.10 Describe procedures that can be taken to minimise inconvenience			
3. Be able to apply protective coating to hard	3.1 Describe types of protective coatings			
	3.2 Describe the correct application of different types of protective coating			

and semi-hard floors	3.3 Explain the importance of following manufacturers' instructions for different types of protective coating			
	3.4 Use correct methods for applying protective coatings			
4. Be able to check cleaning and resources, dispose of waste and return equipment and items	4.1 Explain the importance of checking area and items after cleaning			
	4.2 Check periodic cleaning and take any necessary actions.			
	4.3 Describe the procedures for reporting damaged or deteriorating surfaces.			
	4.4 Explain the importance of returning all items after cleaning to their original position in a timely manner			
	4.5 State procedures for reinstating rooms			
	4.6 Return items to original positions			
	4.7 Explain why equipment and materials should be returned in good order to a secure storage area			
	4.8 Return equipment in good order to storage areas			
	4.9 Describe how to dispose of waste correctly			
	4.10 Dispose of waste correctly			
	4.11 Describe the procedures for ordering and replacing resources			



### Unit 216: Periodic cleaning of soft floors and furnishings

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of soft floors and furnishings	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.7 Select correct cleaning method, equipment and materials to use for periodic cleaning			
	1.8 Explain the importance of following manufacturers' recommendations and instructions			
	1.9 List personal protective equipment for periodic cleaning of soft floors and furnishings			
	1.10 State procedures for pre-testing areas to be cleaned			
	1.11 Explain importance of pre-testing areas to be cleaned			
2. Be able to carry out cleaning of soft floors and furnishings	2.1 State reasons for removing dust and debris before periodic cleaning			
	2.2 Explain how and when to pre-treat an area for heavy soiling or stains			
	2.3 State materials which are colourfast & shrink-resistant			
	2.4 Use correct cleaning methods for soft floors and furnishings			
	2.5 Describe cleaning methods for soft floors and furnishings			
	2.6 Explain the importance of cleaning to prescribed standards			
	2.7 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.8 Explain the importance of completing work in a timely manner			
	2.9 Explain the importance of minimising the inconvenience to colleagues, customers and the general public			
	2.10 Describe procedures that can be taken to minimise inconvenience			
3. Be able to check cleaning	3.1 Explain the importance of checking area and items after cleaning			

and resources, dispose of waste and return equipment and items	3.2 Check periodic cleaning and take any necessary actions			
	3.3 Describe the procedures for reporting damaged or deteriorating surfaces.			
	3.4 Explain the importance of returning all items after cleaning to their original position in a timely manner			
	3.5 State procedures for reinstating rooms			
	3.6 Return items to original positions			
	3.7 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.8 Return equipment in good order to storage areas			
	3.9 Describe how to dispose of waste correctly			
	3.10 Dispose of waste correctly			
	3.11 Describe the procedures for ordering and replacing resources			

**Unit 217: Working safely at heights in the cleaning and support services industry**

<b>Level: 2</b>		<b>Evidence Type</b>	<b>Results</b>	<b>Comments</b>
<b>Credit Value: 4</b>				
<b>Learning Outcome</b>	<b>Assessment Criteria</b>			
1. Be able to prepare for working at heights	1.1 Describe how the Health and Safety at Work Act supports and regulates working practices			
	1.2 Describe risks associated with working at heights.			
	1.3 Carry out a risk assessment			
	1.4 Describe how to carry out a risk assessment			
	1.5 Describe procedures for reporting risks			
	1.6 Explain the importance of control measures and the need for compliance.			
	1.7 Outline industry guidance for working at heights			
2. Be able to work safely at heights	2.1 Explain the importance of safe working practices			
	2.2 List personal protective equipment for working at heights			
	2.3 Explain correct procedures for carrying and handling objects			
	2.4 Use fall protection equipment correctly			
	2.5 Describe the correct use of fall protection equipment			
	2.6 Explain the importance of complying with an organisation's policies and procedures			

### Unit 218: Cleaning with water-fed pole systems

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning with water-fed pole systems	1.1 Describe ways to reduce risks when working with water-fed poles			
	1.2 State the importance of using control measures derived from a risk assessment			
	1.3 Explain the effects of different payloads on vehicles used in cleaning with water-fed pole systems, including overloading			
	1.4 Assess the area to be cleaned			
	1.5 Select correct cleaning methods and materials for water-fed pole systems			
	1.6 Describe correct cleaning methods, equipment and materials for different soil types and surfaces			
	1.7 List personal protective equipment for cleaning with water-fed pole systems			
	1.8 State the importance of using appropriate hazard warning signs			
2. be able to carry out cleaning with water-fed pole systems	2.1 State the importance of conducting regular checks on all equipment.			
	2.2 Check equipment prior to cleaning.			
	2.3 State the importance of and process for reporting damaged equipment.			
	2.4 Explain the importance of not using faulty equipment			
	2.5 Identify different surfaces and soil types.			
	2.6 Explain the importance of selecting the correct length of water-fed pole.			
	2.7 Select the correct length of water-fed pole.			
	2.8 Use correct cleaning methods to clean with water-fed pole systems			
	2.9 Describe correct cleaning methods for cleaning with water-fed pole systems			
	2.10 Describe the construction of water-fed poles, including materials and equipment			
	2.11 State the uses of different types of water-fed poles			
	2.12 State the importance of using purified water rather than cleaning materials when cleaning with water-fed pole systems			

	2.13 State the importance of having a designated contact person when working alone.			
3. be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of keeping the water tank free of soil and build up of residues.			
	3.2 Clean water tanks to remove residue build-up			
	3.3 Describe how to clean water tanks to remove residue build up			
	3.4 Replace water filters.			
	3.5 State the importance of replacing water filters in a timely manner.			
	3.6 Explain the importance of preventing the spread of Legionella and other bacteria.			
	3.7 State the importance of correct storage of tank systems			
	3.8 Describe the procedures for ordering and replacing resources			

### Unit 219: Internal cleaning of passenger transport

Level: 2		Evidence Type	Results	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for valeting internal surfaces and furnishings	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 State the importance of and process for reporting defects in surfaces			
	1.6 Describe the cleaning method, equipment and materials to use for different soil types and surfaces.			
	1.7 Select the cleaning method, colour coded equipment and materials to use.			
	1.8 Explain the importance of following manufacturers' recommendations and instructions			
	1.9 List personal protective equipment			
	1.10 State recommended procedures in case of emergencies			
2. Be able to carry out internal valeting of surfaces and furnishings.	2.1 Explain the importance of cleaning procedures			
	2.2 Use the correct cleaning methods for <ul style="list-style-type: none"> <li>- food areas</li> <li>- soft furnishings and carpets</li> <li>- semi-hard floors</li> <li>- Furniture, fixture and fittings.</li> <li>- internal glazing</li> <li>- sanitary fittings</li> </ul>			
	2.3 Explain the importance of cleaning to prescribed standards			
	2.4 Explain the possible consequences of using incorrect solutions, equipment and cleaning methods			
	2.5 Explain the importance of completing work in a timely manner			
	2.6 Explain the importance of minimising the inconvenience to colleagues, customers and the general public.			

	2.7 Describe the range of procedures that can be taken to minimise inconvenience			
3. Be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check general cleaning and take any necessary actions			
	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Explain why equipment and materials, should be returned in a working, clean and safe order to storage areas			
	3.5 Return equipment in a clean, safe and working order.			
	3.6 Describe how to dispose of waste			
	3.7 Dispose of waste correctly			
	3.8 Describe the procedures for ordering and replacing resources			

## Appendix 1: Qualification Structure

Learners must achieve 10 credits from the Mandatory Units group, and a further 3 credits from the Optional Unit Group. Minimum Credit value to achieve this qualification is 13 credits.

### Mandatory Group

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Code
R/502/2250	Dealing with routine and non routine waste	4	2	201
Y/502/2251	Health and Safety for the cleaning and support services industry	4	2	202
D/502/2252	Working with customers and others in the cleaning and support services industry	2	2	203

### Optional Units

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Code
K/502/2268	Cleaning and maintenance of external surfaces and areas	3	2	204
T/502/2273	Cleaning of confined spaces	3	2	205
L/502/2277	Cleaning of food areas	4	2	206
L/502/2280	Cleaning of glazed surfaces and facades	3	2	207
H/502/2284	Cleaning of high risk areas - controlled environments	4	2	208
K/502/2285	Cleaning of interiors and washrooms	3	2	209
M/502/2286	Cleaning of specialist electronic equipment	3	2	210
T/502/2287	Deep cleaning of internal equipment surfaces and areas	4	2	211
A/502/2288	Maintenance and minor repairs of property	3	2	212
F/502/2289	Manual street cleaning	3	2	213
T/502/2290	Mechanical street cleaning	4	2	214
J/502/2293	Periodic cleaning of hard and semi hard floors	3	2	215
L/502/2294	Periodic cleaning of soft floors and furnishings	3	2	216
R/502/2295	Working safely at heights in the cleaning and support services industry	4	2	217
Y/502/2296	Cleaning with water fed pole systems	3	2	218
F/502/3071	Internal cleaning of passenger transport	3	2	219





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*WAMITAB Code: CP2*

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