WAMITAB Level 2 Certificate in Property, Caretaking and Facilities Services

Maximum Guided Learning Hours: 156

Total Qualification time: TBC

Total Credits: 20

Qualification Code: 600/0026/0

WAMITAB Code: PCFS2

Version 7, December 2016

About WAMITAB and this Qualification Handbook

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.

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.

The Purpose of this Qualification Handbook

Welcome to your WAMITAB Qualification Handbook. This will help you to complete your Level 2 Certificate in Property, Caretaking and Facilities Services. 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

Name

WAMITAB Candidate Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

Assessor Name

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Frequently Asked Questions

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?

This qualification supports learners to develop the knowledge and skills required by employees to efficiently operate facilities within the public or private sectors. Learners will develop the skills to maintain service delivery (in areas such as cleaning, maintenance and waste management) that meets health and safety standards, and is efficient and effective. The qualification can be taken alone, or as a component of the Facilities Services Apprenticeship framework.

Who is it for?

- New entrants to the facilities management industry
- Facilities managers, caretakers, property or estate managers
- Experienced workers seeking a formal qualification

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 Property, Caretaking and Facilities Services do not require any other qualifications or levels of attainment. 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?

For people in the facilities management sector, this qualification will therefore act as a gateway to new jobs, opportunities for career progression and as an introduction to further education by building the confidence of employees and providing the workforce with the skills required to facilitate sector growth. There are currently over 207,800 people employed in the facilities management sector (ONS, 2013) and this qualification is ideal for those employed in associated professional and technical occupations in the following job roles:

- Specialist caretaker
- Facilities assistant or manager
- Property manager
- Senior cleaner

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What do I need to achieve?

To achieve this qualification, you will need to complete 11 credits from the mandatory units group plus 9 credits from the optional units group.

Mandatory Unit Group

- Reduce risks to health and safety in the workplace (C2.01)
- Promote and maintain service delivery (PC02)
- Contribute to the effectiveness and efficiency of premises and facilities (PC03)

Optional Unit Group

- Support the work of a team and develop yourself (PC04)
- Develop customer relationships (ICSD1)
- Control the use of resources in a Property and Caretaking environment (PC06)
- Maintain grounds of premises and facilities (PC07)
- Maintain site security and safety (PC08)
- Control the use of premises and facilities (PC09)
- Work safely at heights (C2.20)
- Carry out maintenance and minor repairs (C2.17)
- Operate plant to maintain the quality of pool water (SAPC13)
- Deal with routine waste (C2.07)
- Deal with non-routine waste (C2.16)
- Deep clean equipment in premises and facilities (PC16)

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.

What is an approved WAMITAB Centre?

You will gain your qualification through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your qualification 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.

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

How long will it take?

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

Who will help me achieve my qualification?

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

Your Assessor

The assessor is the person you will have the most contact with as you work towards your qualification. They will:

- Help you identify any training you need.
- Help you plan your workload and organise your evidence.
- Observe you carrying out your job in the workplace over a period of time.
- Ask questions about the work you do.
- Make decisions about your evidence.
- Judge when you are competent.
- Provide feedback.

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.

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 assessor will tell you about the mandatory units of the qualification and will help you to select relevant optional units.
2. **Evidence:** You will gather evidence for your portfolio (see next question for types of evidence).
3. **Feedback:** Your assessor will provide regular feedback on your progress and will arrange for additional training if needed. When your assessor confirms you are competent after an assessment, it will be recorded in your handbook.
4. **Achievement:** Once you have completed all the units and gathered all the evidence you need, your centre will apply for your WAMITAB certificate.

What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification are:

Observation (O): Direct observation or witness testimony where direct observation is not possible. Where this evidence type has been suggested against Assessment Criteria which require the candidate to explain or describe, the assessor must hear or observe the explanation/description (directly or being delivered to others) or see it in writing. The assessor must not infer that the candidate can explain/describe based purely on observation.

Question and Answer (Q/A): candidate statements, verbal questioning, professional discussion, written questions, product evidence supported by questioning

Simulation / Realistic working environment (S/R): Should be used as a last resort where allowed. Please see the Assessment Strategy for further information.

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

- your assessor
- your qualification workbook
- WAMITAB (01604 231950/ 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.

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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. 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

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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.

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.

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.

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.

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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.

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Mandatory Units

C2.01: Reduce risks to health and safety in the workplace

Level: 2 **Credit:** 3		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Learning Outcome	**Assessment Criteria**			
1. Know about their organisation's health and safety procedures	1.1 Describe their responsibilities and legal duties for health and safety in the workplace			
	1.2 Identify responsibilities and legal duties for health and safety specific to their own job role			
	1.3 Name and locate the person responsible for health and safety in their area of work			
	1.4 Describe where and when to get additional health and safety assistance			
	1.5 Give reasons why it is important to follow manufacturer's instructions for the safe use of equipment, materials and products			
2. Know how to identify the hazards in the workplace	2.1 Define the term 'hazard'			
	2.2 Give examples of hazards which could exist in the workplace and the safe working practices which should be followed and identify those specific to their own job role			
	2.3 Give reasons why it is important to remain alert to the presence of hazards in the whole workplace			
	2.4 Describe why personal presentation and behavior is important in maintaining health and safety in the workplace			
3. Know how to evaluate risks in the workplace	3.1 Define the term 'risk'			
	3.2 Give reasons why they should deal with or report risks			
	3.3 Describe procedures for reporting risks which they are unable to deal with			
	3.4 Describe the risks to the environment which may be present in the workplace and your own job			

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4. Be able to identify the hazards and risks in the workplace	4.1 Select the workplace instructions relevant to the job			
	4.2 Identify aspects of the workplace which could pose a danger to themselves or others			
	4.3 Give examples of working practices in the job which could pose a danger to people in the workplace			
	4.4 Assess which aspects of the workplace and working practices pose the highest risk and report them to the relevant person			
	4.5 Deal with hazards in accordance with instructions and legal requirements			
5. Be able to reduce the risks to health and safety in the workplace	5.1 Perform duties in accordance with workplace instructions, manufacturer's instructions and legal requirements			
	5.2 Use equipment materials and products safely and in accordance with instructions			
	5.3 Use relevant equipment to control risks to health and safety			
	5.4 Make suggestions on how to reduce risks to health and safety in the workplace to the relevant person			
	5.5 Describe any differences between workplace instructions and manufacturer's instructions and report these to the relevant person			
	5.6 Describe how your personal presentation and behavior at work could cause risks to the health and safety of him/her self and others			

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PC02: Promote and maintain service delivery

Level: 2 **Credit Value:** 4		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Learning Outcome	**Assessment Criteria**			
1. Know how to present a positive image of the organisation to customers and others	1.1 Explain the organisation's standards of appearance, behaviour and personal hygiene			
	1.2 Identify own role in the organisation's mission and objectives			
	1.3 Make sure appearance, behaviour and personal hygiene meet organisation standards at all times			
2. Be able to follow working practices	2.1 Explain the importance of using personal protective equipment			
	2.2 Follow workplace policies, suppliers' and manufacturers' instructions for the safe use of equipment, materials and products			
	2.3 Explain the importance of keeping materials safe and secure			
	2.4 Explain the importance of keeping to work schedules and specifications and checking the quality of work			
	2.5 Describe the emergency procedures for the workplace			
	2.6 Describe procedures for dealing with problems outside own limits of competence and responsibility			
3. Carry out work	3.1 Use personal protective equipment, materials and work methods suitable for the work to be done			
	3.2 Carry out work to work schedules			
	3.3 Handle problems arising from own work			
	3.4 Report to appropriate person/s problems outside limits of own competence and responsibility			
	3.5 Make sure the quality of work meets organisational standards			

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	3.6 Return equipment and materials to the appropriate area			
	3.7 Make recommendations to line manager on opportunities for improvements of services			
4. Handle information appropriately	4.1 Pass information that could be useful for the organisation to the appropriate person			
	4.2 Record information accurately, in a way that is easy for others to understand			
	4.3 Describe the procedures for storing information safely and in good condition			
	4.4 Record information accurately in a way that is suitable for other's needs			
	4.5 Respond promptly to information from others			
	4.6 Store information in good condition and in the appropriate place			
	4.7 Make sure information is only available to authorised persons			
5. Be able to communicate with others	5.1 Identify where there is a need for other services			
	5.2 Respond politely to feedback			
	5.3 Communicate confidently and in a way which encourages others' co-operation			
	5.4 Provide information that is accurate and up to date, in a way which is suitable for those receiving it			

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PC03: Contribute to the effectiveness and efficiency of premises and facilities

Level: 2 **Credit Value:** 4 **Learning Outcome**	**Assessment Criteria**	**Evidence Type**	**Portfolio Ref Number**	**Comments**
1. Know how to carry out inspections of the premises and facilities	1.1 Explain how to inspect the condition of the premises and facilities and check for potential improvements in accordance with given instructions			
	1.2 Explain why it is important to report any problems that might affect the safety and use of the premises and facilities			
	1.3 Describe how to identify significant changes in the use of the premises and facilities and the possible reasons for these changes			
	1.4 Explain the importance of keeping appropriate records and passing them to the designated person			
	1.5 Explain the importance of following written instructions when operating systems			
	1.6 Describe the required levels of system performance and situations which may change them			
	1.7 Explain the importance of using safe working practices at all times			
2. Carry out inspections of the premises and facilities according to instructions	2.1 Inspect the condition of the premises and facilities in accordance with given instructions,			
	2.2 Promptly report any problems/safety issues to the appropriate person			
	2.3 Identify where there is a need for reactive maintenance and the appropriate action to be taken within limits of own competence and responsibility			
	2.4 Identify any significant changes in the use of the premises and facilities and the possible reasons for these changes			
	2.5 Keep accurate records of the outcomes of monitoring, passing them on to the appropriate person			
	2.6 Seek opportunities for improving the condition of premises and facilities			

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	2.7 Make suggestions, to line manager on the basis of identified opportunities			
3. Identify situations in which repair or improvement is necessary	3.1 Describe the types of situation which require maintenance and repair, when to deal with these and when to report them to others			
	3.2 State the limits of own competence and responsibility regarding maintenance and repairs			
	3.3 Explain why it is important to support suggestions made with valid reasons			
4. Know how to monitor the use of facilities and utilities	4.1 State the importance of monitoring the use of facilities at the intervals prescribed by the organisation			
	4.2 State how to suggest improvements in the use of facilities, and to whom these suggestions should be passed			
	4.3 State how to monitor the use of facilities, and how to record all the necessary information			
	4.4 Describe how to conserve utilities, and the importance of encouraging others to do so			
5. Monitor the use of the use of facilities and utilities at intervals agreed with the organisation	5.1 Monitor the use of facilities at specified intervals			
	5.2 Make appropriate suggestions to line manager regarding possible improvements in the use of facilities			
	5.3 Take appropriate action to conserve utilities within the limits of own competence and responsibility			
	5.4 Keep accurate records regarding the use of facilities and pass them on to the appropriate person			
6. Know how to monitor and make basic adjustments to building systems	6.1 State how to monitor temperature and system programme times at appropriate intervals			
	6.2 Describe how to make basic adjustments to maintain the required level of system performance			
	6.3 State the typical faults that could occur in heating systems			

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	6.4 State situations where: • faults should be reported • faults should be dealt with within limits of own competence and responsibility • repairs should be reported			
	6.5 Explain the importance of completing all the necessary records			
7. Monitor and make basic adjustments to systems in accordance with given instructions	7.1 Monitor temperature and system programme times accurately and at appropriate intervals, using safe working practices			
	7.2 Where appropriate, and within the limits of own competence and responsibility, maintain the required level of system performance			
	7.3 Complete all records promptly and accurately			

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Optional Units

PC04: Support the work of a team and develop yourself

Level: 2 **Credit Value:** 3		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Learning Outcome	**Assessment Criteria**			
1. Understand the importance of effective working relationships	1.1 Explain the importance of teamwork to self, colleagues and the organisation			
	1.2 State the types of information that other staff may need, and why it is important to deal with requests promptly			
	1.3 Give examples of the types of help you may need from other staff and why it is important to make such requests promptly			
	1.4 Explain why sharing workloads helps the team achieve better results			
	1.5 State the types of disagreements which may occur in the workplace and why they should not be allowed to harm the work of the team			
	1.6 Give examples of the types of disagreements that cannot be resolved should be reported to a line manager			
2. Maintain and develop relationships with colleagues	2.1 Deal with requests from others promptly			
	2.2 Ask for help from colleagues when needed			
	2.3 Agree with co-workers how to share workloads in a way which enables the team to work more effectively			
	2.4 Handle disagreements with colleagues in a non-confrontational manner			
	2.5 Report to a line manager any disagreements which cannot be resolved			
3. Understand how to assist other staff with tasks they may not be familiar with	3.1 State the importance of making new staff feel welcome			
	3.2 Describe the basic work tasks and procedures applicable to the workplace, and how explain these to a new staff member			

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	3.3 State the limits of own competence and responsibility for helping and supporting other staff			
	3.4 Give examples of what makes a constructive contribution to a work-related discussion and why it is important to make them where appropriate			
4. Assist other staff and new colleagues with work-related tasks	4.1 Welcome new staff to the workplace			
	4.2 Explain to other team members the basic work routines and procedures of the workplace			
	4.3 Provide help to other staff within the limits of own competence and responsibility			
	4.4 Provide help to other staff within the limits of own competence and responsibility			
	4.5 Make constructive contributions to work-related discussions			
5. Be aware of the importance of self-development in the workplace	5.1 Explain the importance of self-development			
	5.2 Explain the importance of asking for feedback on performance, and how to do this			
	5.3 Use feedback from others to consider own performance			
	5.4 Work in partnership with management for personal development			

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ICSD1: Develop customer relationships

Level: 2 **Credit Value:** 6		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Learning Outcome	**Assessment Criteria**			
1. build their customer's confidence that the service they give will be excellent	1.1 show that they behave assertively and professionally with customers			
	1.2 allocate the time they take to deal with their customer following organisational guidelines			
	1.3 reassure their customer that they are doing everything possible to keep the service promises made by the organisation			
2. meet the expectations of their customers	2.1 recognise when there may be a conflict between their customer's expectations and your organisation's service offer			
	2.2 balance their customer's expectations with their organisation's service offer by offering an alternative or explaining the limits of the service offer			
	2.3 work effectively with others to resolve any difficulties in meeting their customer's expectations			
3. develop the long-term relationship between their customer and their organisation	3.1 give additional help and information to their customer in response to customer questions and comments about their organisation's services or products			
	3.2 discuss expectations with their customer and explain how these compare with their organisation's services or products			
	3.3 advise others of feedback received from their customer			
	3.4 identify new ways of helping customers based on the feedback customers have given them			
	3.5 identify added value that their organisation could offer to long-term customers			
4. know how to develop customer relationships	4.1 describe their organisation's services or products			
	4.2 explain the importance of customer retention			

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	4.3 explain how their own behaviour affects the behaviour of the customer			
	4.4 describe how to defuse potentially stressful situations			
	4.5 describe how to defuse potentially stressful situations			
	4.6 identify the limitations of their organisation's service offer			
	4.7 compare how customer expectations may change as the customer deals with their organisation			
	4.8 identify the cost and resource implications of an extension of the service offer to meet or exceed customer expectations			
	4.9 explain the cost implications of bringing in new customers as opposed to retaining existing customers			
	4.10 identify who to refer to when considering any variation to their organisation's service offer			

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PC06: Control the use of resources in a property, caretaking and facilities services environment

Level: 2 **Credit Value:** 3		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Learning Outcome	**Assessment Criteria**			
1. Understand how to use and manage resources safely	1.1 List the health and safety requirements regarding the preparation and use of resources, and the possible consequences of failing to comply with these requirements			
	1.2 State the approved procedures for maintaining resource levels, and their importance			
	1.3 Explain how the nature and characteristics of different types of resources affect the way in which they are handled and stored			
	1.4 Explain why it is important that resources are stored correctly			
	1.5 List the types of personal protective clothing to wear for different types of resources			
	1.6 State the purposes for which different types of resources are needed in the job role			
	1.7 List which resources require authorisation for use, and the possible consequences of using them without authorisation			
2. Prepare and use resources according to instructions	2.1 Wear personal protective clothing when necessary			
	2.2 Identify the type and amount of resources needed for own work			
	2.3 Ensure you have the competence to use the resources necessary for own work			
	2.4 Monitor the quantity of resources at appropriate intervals			
	2.5 Prepare and use resources for their approved purpose, in accordance with health and safety principles and the requirements of the organisation			

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	2.6 Keep records of resources issued from storage and of waste disposal			
	2.7 Maintain resources in line with workplace procedures			
	2.8 Store resources securely and in the appropriate place			
3. Understand how to conserve and dispose of resources	3.1 State how to monitor resource levels, why and when it is appropriate to do so			
	3.2 State why it is important to keep accurate records of resources issued, and the appropriate format for doing so			
	3.3 Describe how to maximise the use of resources and reduce wastage			
	3.4 Describe how to record wastage and waste transfer and why this is important			
	3.5 Identify how and where waste should be disposed of			
	3.6 State the benefits of routine maintenance of resources, and where manufacturers' instructions can be found			
	3.7 State why it is important to return unused and reusable resources to the appropriate place/s, and where these are			
	3.8 Describe how and where unwanted resources should be disposed of			
4. Conserve or dispose of resources where appropriate	4.1 Minimise the wastage of resources			
	4.2 Carry out routine maintenance of resources in accordance with manufacturers' instructions			
	4.3 Dispose of unwanted resources in line with organisational procedures and manufacturers' instructions			
	4.4 Return unused and reusable resources to the appropriate places promptly			

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PC07: Maintain grounds of premises and facilities

Level: 2		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Credit Value: 3				
Learning Outcome	**Assessment Criteria**			
1. Know how to carry out maintenance, and the appropriate conditions for doing so	1.1 State the required personal protective equipment and why it is important to wear it			
	1.2 State the tools and equipment available for use, and which are the most appropriate for the work			
	1.3 Explain why it is important to carry out maintenance only when the ground conditions and weather are suitable, and what these conditions are			
2. Carry out maintenance according to given instructions	2.1 Choose the personal protective equipment, hand tools and equipment which are most suitable for the task			
	2.2 Carry out maintenance when the weather and ground conditions are suitable and at the appropriate times			
	2.3 Minimise damage and degradation to the area when maintaining grounds			
3. Understand how to remove debris and litter from the area, and why this is important	3.1 Give examples of debris and litter that may need to be removed from grounds			
	3.2 State why it is important to correctly identify the nature of debris and litter, and the appropriate methods for disposing of these different types of refuse			
	3.3 State how and where unwanted debris and litter should be disposed of, and to whom queries regarding their safe disposal should be directed			
	3.4 State the requirements regarding the segregation of waste for disposal and recycling, why these must be adhered to, and the possible consequences of not doing so			
	3.5 List the collection points to which waste containers must be transferred			

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4. Remove any unwanted debris and litter as instructed	4.1 Identify the nature of any unwanted debris or litter			
	4.2 Using the appropriate methods, clear any unwanted debris from the area, and dispose in accordance with safe practice			
	4.3 Report any hazardous items or problems affecting the maintenance of the area to the relevant person,			
	4.4 Seek advice regarding the removal and disposal of hazardous items			
	4.5 Make sure completed work areas meet the requirements of the work specification			

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PC08: Maintain site security and safety

Level: 2		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Credit Value: 3				
Learning Outcome	**Assessment Criteria**			
1. Understand the principles of site security and safety	1.1 Describe the equipment checks and personal safety precautions which must be taken, and the consequences of not doing so			
	1.2 Give examples of the types of security breach which could occur			
	1.3 State the person(s) to whom any security breach should be reported, and the consequences of not doing so			
	1.4 Describe the limits of own competence and responsibility for rectifying security breaches, and how to rectify them			
	1.5 State the organisation's requirements and own personal instructions for security monitoring, and why it is important that these are followed correctly			
	1.6 Describe why it is important to keep accurate records, what the records should contain and where they should be stored			
	1.7 Identify the other people involved in maintaining site security and why it is important to liaise with them			
2. Carry out site security monitoring according to instructions	2.1 Follow instructions for carrying out security monitoring			
	2.2 Take all necessary precautions to minimise risk to self and others during security monitoring			
	2.3 Liaise with others involved when maintaining site security			
	2.4 Identify breaches of security			
	2.5 Report any breaches of security to the appropriate person			
3. Understand how to monitor security systems	3.1 Describe the checks which must be carried out on security and emergency equipment, and the regularity with which this must be done			

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	3.2 Describe how to recognise malfunctions and/or damage to the equipment			
	3.3 Identify the person to whom equipment malfunctions should be reported, and the possible consequences of failing to do this			
4. Carry out the appropriate checks on security and emergency equipment	4.1 Carry out the necessary checks on security and emergency equipment according to manufacturers' instructions and legislative requirements			
	4.2 Promptly report any equipment malfunction			
	4.3 Take action to address security and safety issues, within the limits of own competence and responsibility			
	4.4 Keep accurate records of the outcomes of safety and security monitoring, and store them appropriately			

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PC09: Control the use of premises and facilities

Level: 2		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Credit Value: 4				
Learning Outcome	**Assessment Criteria**			
1. Understand the importance of user needs and requirements when using premises and facilities	1.1 Explain the importance of confirming customer requirements for the use of premises and facilities			
	1.2 Describe the factors to take into account when checking the availability and suitability of premises and facilities			
	1.3 State the limits of own competence and responsibility in responding to customer needs and requests			
	1.4 Give examples of customers' needs during their use of the premises and facilities			
	1.5 Describe users' requirements for servicing the premises and facilities during their use			
2. Find out customer requirements and prepare the premises and facilities accordingly	2.1 Confirm user requirements for the use of the premises and facilities			
	2.2 Confirm that the required premises and facilities are available and suitable for their intended use			
	2.3 Prepare the premises and facilities according to instructions			
3. Know how to comply with health and safety regulations during contractor/customer visits	3.1 Outline the approved procedures when organising access, security and health and safety arrangements			
	3.2 List the approvals required for different types of contractor activities			
	3.3 State the importance of checking that approvals have been granted by the appropriate person/s			
	3.4 Give examples of the types of problems which can arise during the customer's use of the premises and facilities			
	3.5 Describe the procedures to deal with such problems during the customers' use of premises and facilities			
	3.6 Describe the relevant emergency procedures for the premises and facilities			

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	3.7 Describe the checks to ensure premises and facilities are left safe and secure after use			
	3.8 List the types of records to be kept			
4. Know how to monitor the use of premises and facilities by contractors	4.1 State the appropriate access points and access arrangements for contractors			
	4.2 List own instructions for monitoring contractor activities, and the possible consequences of not adhering to them			
	4.3 Outline the expected standards of contractor attendance, conduct and adherence to site health and safety legislation			
	4.4 State the importance of giving accurate feedback to management on the outcomes of the monitoring			
5. Enable the use of premises and facilities by contractors according to instructions	5.1 Check with the appropriate person/s that approval has been granted for contractor activity			
	5.2 Check access, security and health and safety arrangements in accordance with approved procedures			
	5.3 Provide information to contractors and customers on emergency procedures and exit points			
	5.4 Provide access to premises and facilities for approved contractors according to instructions			
	5.5 Follow specialist procedures for allowing access to premises and facilities			
6. Monitor the use of premises and facilities by contractors according to instructions	6.1 Monitor contractor activities in accordance with instructions			
	6.2 Follow approved procedures to respond to problems with contractor use of premises and facilities			
	6.3 Ensure that premises and facilities are left safe and secure after use			
	6.4 Complete records of the premises and facilities use and pass them on to the appropriate person			
	6.5 Provide feedback to management on the outcomes of monitoring			

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C2.20: Work safely at heights

Level: 2 **Credit Value:** 3		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Learning Outcome	**Assessment Criteria**			
1. Understand how to carry out work safely at heights	1.1 Describe how personal activities and behavior in the workplace can contribute to the health and safety of self and others			
	1.2 Describe individual responsibilities relating to maintaining safe work practices			
	1.3 Describe procedures when working at heights and how these link to health and safety legislation			
	1.4 Describe the risks associated with working at heights especially when carrying and handling objects			
	1.5 Describe how risks associated with working at heights can be controlled			
	1.6 Describe precautions which should be taken to minimise risks associated with working at heights			
	1.7 Describe organisational requirements for preparing for and working at heights			
	1.8 Describe organisational requirements for using, cleaning and storing: • Height access equipment • Personal protective equipment			
	1.9 Describe how to operate fall protection equipment			
2. Be able to carry out work safely at heights	2.1 Carry out the work following an agreed plan			

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	2.2 Assess the risks taking into account the potential dangers of: • Falling • Dropping tools and debris • Stability of ladders • The working area • Overhead cables • Equipment • Other people in the vicinity			
	2.3 Take precautions to address identified risks			
	2.4 Check that personal protective equipment is functioning properly			
	2.5 Select and wear appropriate personal protective equipment including, where relevant, full body harness			
	2.6 Check that safety barriers are in place around the working area			
	2.7 Check that there is a permit to work, where required, before working at heights			
	2.8 Carry out all required pre-checks including ensuring that height access equipment is free from obvious defects before use			
	2.9 Check that height access equipment is deployed and secure			
	2.10 Maintain frequent communication with the appropriate person			
	2.11 Leave work areas clean, tidy and free of obstructions			
	2.12 Secure height access equipment and personal protective equipment in the correct storage area			

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C2.17: Carry out maintenance and minor repairs

Level: 2 Credit Value: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. Understand how to prepare to carry out maintenance and minor repairs	1.1 State the type and amount of maintenance and repair work that is required			
	1.2 Describe how environmental and other site conditions can influence how work is carried out			
	1.3 State which tools and equipment are appropriate for the task			
	1.4 Describe the importance of carrying out preparatory work before carrying out repairs			
	1.5 Describe the importance of protecting the surrounding area			
	1.6 State methods which can be used to protect the surrounding area			
2. Understand how to carry out maintenance and minor repairs	2.1 Describe safe, approved working practices for carrying out the work			
	2.2 Describe how to make sure that the surrounding areas are maintained during maintenance and repair			
	2.3 Describe the importance of retaining the items to be replaced			
	2.4 Describe how to check that items that have been repaired function correctly and why this should be done			
	2.5 Describe the organisational requirements for reporting and maintenance and repair work that they are not competent to carry out			
	2.6 Describe methods of cleaning tools and equipment			
	2.7 State the importance of cleaning tools and equipment after use			

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	2.8 State where tools, equipment and un-used materials should be stored			
3. Be able to prepare to carry out maintenance and minor repairs	3.1 Identify the items that need maintenance and the repair work required			
	3.2 Assess that environmental and other site conditions are suitable to be able to carry out maintenance and repairs			
	3.3 Select the hand tools and equipment that are the most appropriate for the task			
	3.4 Protect the immediate surrounding areas throughout the preparations and the work			
	3.5 Apply the appropriate method for repairing damaged areas or surfaces for repair			
4. Be able to carry out maintenance and minor repairs	4.1 Use safe and approved working practices and techniques			
	4.2 Isolate and electrical supplies			
	4.3 Ensure that there are no adverse effects to the finished items or appearance of the surrounding areas			
	4.4 Check that the replacement items function correctly and operate safely			
	4.5 Check that the working and surrounding areas match following maintenance and repair work			
	4.6 Report any maintenance or repair work that they are not competent to carry out			
	4.8 Report any cleaning requirements that cannot be carried out			
	4.9 Clean tools and equipment after use			
	4.10 Secure tools, equipment and used materials in the correct storage area			

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SAPC13: Operate plant to maintain the quality of pool water

Level: 2 Credit Value: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. Know how to operate plant to maintain the quality of pool water	1.1 Describe the manufacturer's instructions and the normal operating procedures for the plant			
	1.2 Identify the chemicals commonly used in pool plant			
	1.3 For each chemical, identify: • its effect • the hazards associated with it • the control measures that must be put in place to ensure safe use			
	1.4 Outline the emergency action plan for the plant			
	1.5 Identify the records concerning the operation of the plant which need to be kept up to date			
	1.6 Outline how to complete the necessary records			
	1.7 Identify who is the responsible colleague to give records to, and report equipment needing repair to			
	1.8 Outline the basic requirements of the Health and Safety at Work Act and COSHH regulations as they apply to the operation of plant			
2. Know how to start up and shut down plant	2.1 Describe the importance of following instructions for the operation of the plant			
	2.2 Describe how to set the systems in preparation for start up and shut down			
	2.3 Describe how to begin start up and shut down sequences			
	2.4 Describe how to monitor the plant operation during start up and shut down			

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	2.5 Outline how to take corrective action when the normal operating procedures are not met during start up and shut down			
	2.6 Identify the faults and alarms which may occur during start up and shut down			
3. Be able to start up and shut down plant	3.1 Make sure the systems are correctly set for start-up and shut-down			
	3.2 Begin the start-up and shut-down sequences following the manufacturer's instructions			
	3.3 Monitor the systems for faults and alarms			
	3.4 Take the correct action to deal with any faults and alarms promptly and according to guidelines			
	3.5 Follow the emergency action plan in the event of any emergencies			
	3.6 Complete all the necessary records accurately and legibly			
	3.7 Make records available to the responsible colleague when required			
	3.8 Ensure plant operates within the recommended parameters and standards laid down by the manufacturer or installer and in accordance with nationally accepted guidelines			
	3.9 Follow all relevant legislation and other safety requirements at all times			
4. Know how to maintain plant in working order	4.1 Describe the importance of maintaining plant in good working order			
	4.2 Outline the basic principles of: • filtration • disinfection • circulation • storage • boilers and heating equipment • associated measuring and control equipment			

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	4.3 State the requirements of the maintenance schedule and log sheets			
	4.4 Identify: • normal rates of energy use • normal rates of energy flow • normal levels of pressure • normal temperature			
	4.5 Outline how to carry out the routine tests and maintenance required			
	4.6 Outline how to calculate, monitor and record energy and water usage figures			
	4.7 Outline how to identify items needing repair			
	4.8 Outline what to do when items needing repair are found			
	4.9 Outline how to identify when the plant is not running properly			
	4.10 Outline how to test alarms			
5. Be able to maintain plant in working order	5.1 Carry out regular tests, visual and audible checks and routine maintenance according to the prescribed maintenance schedule and log sheet requirements			
	5.2 Identify any items which need repair and report these to the responsible colleague			
	5.3 Take the appropriate action when the normal operating procedures are not being met			
	5.4 Log and report energy and water usage figures, taking appropriate action to deal with wasteful losses and leaks to maintain the efficiency and safety of the plant			
	5.5 Monitor the alarms and respond to them following normal operating procedures and the emergency action plan			
	5.6 Complete all the necessary records			

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	5.7 Make records available to the responsible colleague when required			
	5.8 Follow all relevant legislation and meet recommended operating conditions at all times			
6. Know how to ensure the quality of water	6.1 State the importance of maintaining the quality and temperature of the water			
	6.2 Outline the basic principles involved in maintaining water quality			
	6.3 Identify the tests and checks which need to be carried out in order to monitor the quality and temperature of the water			
	6.4 Describe how to carry out tests and checks on the quality and temperature of the water			
	6.5 Describe the remedial actions required for a range of chemical contaminants and biological releases into the pool			
	6.6 Describe the importance of uncontaminated test equipment			
	6.7 Describe how to ensure test equipment is not contaminated			
	6.8 Outline the water temperatures which are appropriate for a range of different activities			
	6.9 Describe the types of corrective action to take when water quality and temperature do not meet standards			
7. Be able to ensure the quality of water	7.1 Carry out the regular tests, monitoring and sensory inspections according to prescribed water test procedures			
	7.2 Check the water clarity to ensure it remains in optimum condition			
	7.3 Pay careful and ongoing attention to the alarms which monitor water quality			
	7.4 Make sure that test equipment is free from contamination			
	7.5 Take water samples in a way that conforms to normal operating procedures			

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	7.6 Take corrective action when normal operating procedures are not being met and in response to bacteriological test results including: • faecal • diarrhea • vomit • blood • microbiological			
	7.7 Complete all the necessary records accurately and legibly			
	7.8 Make records available to the responsible colleague when required			
	7.9 Follow all relevant legislation and other safety requirements at all times			

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C2.07: Deal with routine waste

Level: 2 **Credit Value:** 3		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Learning Outcome	**Assessment Criteria**			
1. Understand how to handle routine waste	1.1 Describe the procedures and methods for preparing self and the work area			
	1.2 List different types of personal protective equipment			
	1.3 Describe the importance of wearing personal protective equipment and for others to see it being worn			
	1.4 Describe the importance of maintaining personal hygiene when handling routine waste			
	1.5 State the organisational requirements for handling and disposing of routine waste			
	1.6 State the correct equipment for handling and disposing of routine waste			
	1.7 State the arrangements for recycling in the workplace			
	1.8 Describe the approved methods for transferring waste			
	1.9 Describe the organisational requirements for reporting and handling waste spillages			
2. Understand how to handle hazardous and suspicious items	2.1 State the importance of checking with the appropriate person before removing hazardous items			
	2.2 Explain the organisational requirements for dealing with suspicious items			
3. Understand how to deal with waste containers	3.1 Describe why the location and cleaning of waste areas is important in preventing and controlling pests			
	3.2 Describe the organisational requirements for dealing with waste containers that are damaged			

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	3.3 State the standards of cleanliness required for holding areas, empty holding and collection bins			
	3.4 State who is responsible for cleaning holding areas, empty holding and collection bins			
	3.5 State the location of waste holding areas			
	3.6 Describe methods of taking waste to the holding area safely			
	3.7 Describe the organisational requirements for reporting: • dangerous equipment • faulty equipment • danger of disease			
4. Be able to handle routine waste safely	4.1 Prepare self and the work area to do the task efficiently, correctly and safely			
	4.2 Select and wear appropriate personal protective equipment for the task			
	4.3 Identify the location of the waste holding areas			
	4.4 Identify different categories of waste and deal with them appropriately			
	4.5 Check that waste bags or receptacles are secure before handling			
	4.6 Identify waste to be collected and transferred to a collection point			
	4.7 Ensure that sacks and receptacles are not damaged during handling			
	4.8 Ensure the safety of self and others when handling sacks and receptacles			
	4.9 Check that sacks and receptacles are not damaged once they have been moved			
	4.10 Take appropriate action if a sack or receptacle is damaged			

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	4.11 Apply organisational requirements on the safe removal of waste spillages			
5. Be able to deal with waste containers	5.1 Follow organisational requirements to cut down the risk of contaminating surrounding areas			
	5.2 Follow organisational requirements for reporting signs of pest infestation			
	5.3 Clean waste containers			
	5.4 Replace waste containers or bin liners			
	5.5 Report any faulty or damaged equipment			
	5.6 Secure cleaning equipment, machinery and waste containers to the correct storage area			
	5.7 Follow organisational requirements for the removal, cleaning and disposal of used personal protective equipment			

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C2.16: Deal with non-routine waste

Level: 2		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Credit Value: 3				
Learning Outcome	**Assessment Criteria**			
1. Understand how to handle and label non-routine waste	1.1 Describe the procedures and methods for preparing self and the work area			
	1.2 List different types of personal protective equipment			
	1.3 Describe the importance of wearing personal protective equipment and for others to see it being worn			
	1.4 Describe the importance of maintaining personal hygiene when handling non-routine waste			
	1.5 Explain ways to mark, label and record waste and its movement			
	1.6 Explain the importance of marking, labeling and recording waste and its movement correctly			
	1.7 Identify equipment required to dispose of sharps safely			
	1.8 Explain the procedures for disposing of sharps safely			
	1.9 Describe methods for handling and disposing of clinical waste			
	1.10 Describe safe procedures for segregating and sorting waste for recycling			
2. Understand how to handle suspicious items	2.1 State ways to identify suspicious items			
	2.2 Explain the organisational requirements for dealing with suspicious items			
	2.3 State the importance of checking with the appropriate person before removing unidentified items			
3. Understand how to transfer non-routine	3.1 Describe procedures for transferring waste			

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waste and deal with containers	3.2 Describe the methods used to ensure safe carriage of collected waste to the holding areas			
	3.3 Describe the organisational requirements for dealing with sanitation bins			
	3.4 Describe ways to identify problem and hazardous waste			
	3.5 Describe why the location and cleaning of waste areas is important in preventing and controlling pests			
	3.6 Describe the importance of repackaging waste containers that have dangerous residue on the outside			
	3.7 Describe the organisational requirements for reporting and handling waste spillages			
	3.8 State the standards of cleanliness required for holding areas, empty holding and collection bins			
4. Be able to handle and label non-routine waste safely	4.1 Prepare self and the work area to do the task efficiently, correctly and safely			
	4.2 Select and wear appropriate personal protective equipment			
	4.3 Identify the location of the waste holding areas			
	4.4 Check that seals on storage containers are securely sealed before handling			
	4.5 Check that seals on storage containers are unbroken after moving			
	4.6 Identify waste to be collected and transferred to a collection point and follow correct handling procedures			
	4.7 Identify the waste material for collection and segregate or sort before disposal to collection point			
	4.8 Mark the origin of waste clearly			
	4.9 Label and record movement of waste			

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	4.10 Ensure the safety of self and others when handling sacks and receptacles			
	4.11 Use the handles provided to move rigid containers			
	4.12 Identify sharps that require special handling and use the pick-up kit or specific box for their disposal			
	4.13 Check with the appropriate person before removing unidentified items			
5. Be able to transfer non-routine waste and deal with containers	5.1 Ensure that containers of waste materials are taken safely to the right place and secured if necessary			
	5.2 Follow organisational requirements to cut down the risk of contaminating surrounding areas			
	5.3 Follow organisational requirements for reporting: • Signs of pest infestation • Faulty/broken equipment			
	5.4 Clean waste containers following organisational requirements			
	5.5 Replace bin liners and set up fresh containers			
	5.6 Leave clean containers in the correct place and in a condition which is fit for use			
	5.7 Apply organisational requirements on the safe removal of waste spillages			
	5.8 Leave holding areas clean when finished			
	5.9 Secure cleaning equipment, machinery and waste containers to the correct storage area			
	5.10 Follow procedures for removal, cleaning and disposal of used personal protective equipment			

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PC16: Deep clean equipment in premises and facilities

Level: 2		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Credit Value: 6				
Learning Outcome	**Assessment Criteria**			
1. Understand how to prepare for deep clean equipment and surfaces	1.1 Explain the importance of having an up to date cleaning specification and where it can be found			
	1.2 State the importance of maintaining standards of personal hygiene when cleaning			
	1.3 State the importance of removing personal items prior to cleaning and where they should be stored			
	1.4 State the importance of wearing appropriate personal protective equipment and for others to see it being worn			
	1.5 Describe the best methods and materials for carrying out deep cleaning identifying possible alternatives			
	1.6 Explain how to check that the equipment and surface is suitable for the treatment			
	1.7 Explain how to check that the equipment and surface is suitable for the treatment			
	1.8 Explain the importance of reporting damaged and deteriorating surfaces			
	1.9 Explain the importance of reporting damaged and deteriorating surfaces			
	1.10 Explain the importance of reporting immediately any concerns about the deep clean			
	1.11 State how to ventilate the work area			
	1.12 State additional customer or manufacturer's standards that may need to be applied to the work surface and equipment			
2. Understand how to deep clean equipment and surfaces	2.1 Describe why there are checks and restrictions in place for the use of deep cleaning equipment			
	2.2 Describe how to check that equipment is in safe working order			

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	2.3 State the organisational requirements for reporting problems with equipment			
	2.4 State the importance of removing superficial dust and debris			
	2.5 Describe how to soften ground-in soil and stains			
	2.6 State the importance of softening ground in soiling			
	2.7 Explain how to select the most appropriate place to carry out test cleans			
	2.8 Explain why test cleans should be carried out before applying treatments			
	2.9 Explain why treatments should be applied evenly			
	2.10 State when equipment and surfaces should be pre-treated			
	2.11 State how long the treatment should take to work			
	2.12 State where to find manufacturer's instructions for • disassembling and re-assembling equipment • applying treatments • operating equipment			
	2.13 State why it is important to follow manufacturer's and organisational requirements			
3. Understand how to restore the deep clean area	3.1 describe what to look for when checking the cleaned area and equipment			
	3.2 State what treatments require rinsing			
	3.3 Describe why and how rinsing of treatments should be carried out			
	3.4 State the organisational requirements for reporting soiling or stains that cannot be removed			

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	3.5 State factors which might mean another treatment is required			
	3.6 Describe the importance of putting items back to their original place after cleaning			
	3.7 Describe how to check for pest infestation			
	3.8 State the organisational requirements for reporting pest infestations			
	3.9 State why it is important to check that equipment is working properly			
	3.10 Explain the procedures for the disposal of used and unused treatments and why this is important			
	3.11 State the importance of cleaning equipment after use			
	3.12 State where cleaning treatments, equipment and machinery should be stored			
	3.13 Describe the importance of cleaning and checking personal protective equipment after use			
	3.14 State the organisational requirements for storing and disposing of personal protective equipment			
4. Be able to prepare to deep clean equipment and surfaces	4.1 Locate the relevant cleaning specification and describe what is required to do the task			
	4.2 Remove personal items and store them correctly			
	4.3 Select and wear appropriate personal protective equipment for the task			
	4.4 Select the appropriate equipment and materials for each cleaning task taking into account surface and type of soiling			
	4.5 Check that the equipment is serviceable			
	4.6 Check that the surface and equipment is suitable for the planned treatment			

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	4.7 Report damaged equipment and surfaces which are deteriorating			
	4.8 Contact the appropriate person for advice on: • soiling • surfaces that could be damaged by cleaning • health risks of using a substance			
	4.9 Check the work area for factors which may affect the clean			
	4.10 Ensure that power supplies are isolated and protected during cleaning			
	4.11 Ventilate the work area			
	4.12 Check for authorisation to use any deep cleaning equipment prior to use			
	4.13 Check whether there are any additional requirements from the customer regarding the deep clean			
	4.14 Report any reasons for not using the specified equipment			
5. Be able to undertake deep cleaning of equipment and surfaces	5.1 Remove superficial dust and debris before starting the deep clean			
	5.2 Soften ground-in soil and stains before trying to remove them			
	5.3 Conduct a test clean in an area where marks are least likely to be noticed			
	5.4 Follow manufacturer's instructions when disassembling equipment			
	5.5 Apply the treatment safely, evenly and methodically following manufacturer's instructions and without over-wetting or damaging the surface			
	5.6 Ensure that absorbent patches are pre-treated and that stubborn and ingrained stains are given concentrated treatment			

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	5.7 Protect furniture and equipment in areas where a wet treatment is being used			
	5.8 Follow the manufacturer's and organisational requirements in the safe use and disassembly of machinery and equipment			
	5.9 Ensure safety of self and others throughout the cleaning process			
6. Be able to restore the work area for use	6.1 Check the cleaned surface for an even appearance			
	6.2 Ensure the surface is left free from dirt and excess moisture			
	6.3 Rinse treated surfaces if necessary without disturbing the surrounding area			
	6.4 Apply protective coatings and treatments if necessary			
	6.5 Reinstate the work area			
	6.6 Check that no residues remain on furniture and equipment			
	6.7 Check for and report any signs of pest infestation			
	6.8 Check that equipment with moving parts is working after the deep clean			
	6.9 Report any defects and damage caused during cleaning			
	6.10 Dispose of used and un-used solutions according to manufacturer's instructions			
	6.11 Clean the equipment after use			
	6.12 Store cleaning agents and treatments in a safe and secure place			
	6.13 Store the equipment after use			

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Appendix 1: Qualification Structure

Learners must achieve 11 credits from the Mandatory Units group and 9 credits from the optional Units group. The minimum credit value needed to achieve this qualification is 20.

Mandatory Group A

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Unit Code
M/600/2775	Reduce risks to health and safety in the workplace	3	2	C2.01
K/601/6478	Promote and maintain service delivery	4	2	PC02
H/601/6480	Contribute to the effectiveness and efficiency of premises and facilities	4	2	PC03

Optional Units B

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Unit Code
M/601/6501	Support the work of a team and develop yourself	3	2	PC04
T/601/1526	Develop customer relationships	6	2	ICSD1
D/601/6509	Control the use of resources in a property and caretaking environment	3	2	PC06
H/601/6513	Maintain grounds of premises and facilities	3	2	PC07
J/601/6522	Maintain site security and safety	3	2	PC08
H/601/6527	Control the use of premises and facilities	4	2	PC09
R/600/6348	Work safely at heights	3	2	C2.20
A/600/6344	Carry out maintenance and minor repairs	3	2	C2.17
A/601/4492	Operate plant to maintain the quality of pool water	4	2	SAPC13
T/600/6326	Deal with routine waste	3	2	C2.07
T/600/6343	Deal with non-routine waste	3	2	C2.16
L/601/6554	Deep clean equipment in premises and facilities	6	2	PC16

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