

WAMITAB Level 1 Award in Practical Cleaning Skills (guest rooms and public areas)

Guided Learning Hours: 42

Total Qualification time: 42

Total Credits: 8

Qualification Code: 601/4222/4

WAMITAB Code: PCG1



Version 4, October 2017

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 1 Award in Practical Cleaning Skills (guest rooms and public areas). 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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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 individuals into work by providing the skills cleaning operatives require to prepare, clean and service guest rooms and public areas using appropriate equipment and cleaning agents. Level 1 occupations within the cleaning sector are supported by the WAMITAB suite of practical cleaning skills qualifications. Providing specialist skills to the recently unemployed, the long-term unemployed and individuals that are new to the employment market increases employment opportunities within this sector.

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
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What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 1 Award in Practical Cleaning Skills (guest rooms and public areas) 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
 - Commercial cleaning operative
 - Industrial cleaning operative
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What do I need to achieve?

To achieve this qualification, you will need 8 credits. Each unit covers different areas of work and you will need to complete both.

Mandatory Units (8 credits)

- Prepare to work in the cleaning industry (PCS06)
- Prepare, clean and service guest rooms and public areas (PCS04)

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.

What is an approved WAMITAB Centre?

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

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.

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.

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- 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
- Collect and organise evidence agreed with your assessor
- Attend regular meetings with your assessor to discuss your progress
- Comply with health and safety law and regulations.

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 tells 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 Energy and Utility Skills Assessment Strategy for further information.

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

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- Your assessor
 - Your qualification handbook
 - WAMITAB (01604 231950/ www.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 PCS06: Prepare to work in the cleaning industry

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to prepare self and work area	1.1 Select and check condition of Personal Protective Equipment (PPE) for faults			
	1.2 State to whom PPE faults should be reported			
	1.3 Wear correct PPE for the job			
	1.4 Maintain personal appearance in line with organisational requirements			
	1.5 List correct hand washing procedures			
	1.6 Prepare work area for cleaning: <ul style="list-style-type: none"> Place hazard warning signs Ventilate area 			
2. Know the requirements for disposal and storage of personal protective equipment	2.1 State how to dispose of used PPE			
	2.2 State the importance of disposing used PPE correctly			
	2.3 State the importance of checking PPE after use			
	2.4 State the importance of cleaning and storing PPE correctly			
3. Be able to prepare cleaning agents and materials safely	3.1 Select correct cleaning agents according to: <ul style="list-style-type: none"> Type of dirt Type of surface 			

	3.2 Check cleaning agents are within expiry dates before use			
	3.3 State to whom expired cleaning agents should be reported			
	3.4 Use relevant data and risk assessment sheets to prepare cleaning solutions			
	3.5 Use a range of dilution rates for cleaning agents			
4. Be able to dispose of and store cleaning agents and materials	4.1 Dispose of cleaning solutions in an environmentally friendly manner			
	4.2 Clean containers after use			
	4.3 Check and store cleaning materials correctly			
	4.4 State to whom shortage of cleaning materials should be reported			
	4.5 State to the importance of keeping cleaning cupboards clean, tidy and well ventilated			
	4.6 Lock and secure cleaning cupboards			
5. Be able to use equipment and machines safely	5.1 Select correct equipment for the job			
	5.2 Check each part of the machine is clean and working safely			
	5.3 Explain the purpose of a circuit breaker			
	5.4 Apply safe working practices using relevant risk assessment and manufacturers instruction sheets			

	5.5 State potential hazards whilst working			
6. Be able to store equipment and machines safely	6.1 Check, clean and store equipment and machines correctly			
	6.2 State to whom shortage of machines and equipment should be reported			
	6.3 Lock and secure cleaning cupboards			

Unit PCS04: Prepare, clean and service guest rooms and public areas

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning and servicing guest rooms and public areas	1.1 Identify PPE (Personal Protective Equipment) required for cleaning guest rooms and public areas			
	1.2 Check and wear PPE for the task			
	1.3 Prepare guest rooms and public areas for cleaning by doing the following: <ul style="list-style-type: none"> Comply with correct entry and working procedures Ventilate area Select and display hazard warning signs 			
	1.4 Identify equipment required for cleaning guest rooms and public areas			
	1.5 Check and safely prepare equipment, cleaning agents, consumables and linen for cleaning and servicing guest rooms and public areas			
2. Be able to clean and service guest rooms and public areas	2.1 strip bed of all linen, clean and make bed			
	2.2 identify manufacturer's instructions for cleaning appliances and fixtures and fittings			
	2.3 clean appliances, fixtures and fittings using equipment and cleaning agents in line with manufacturer's instructions			
	2.4 identify manufacturer's instructions for cleaning surfaces			
	2.5 clean surrounding surfaces using equipment and cleaning agents in line with manufacturer's instructions			

	2.6 service public areas and guest rooms in line with organisation's standards and requirements			
	2.7 describe the importance of following the Lone Worker policy			
3. Be able to reinstate guest rooms and public areas	3.1 Identify used disposable equipment and cleaning agents			
	3.2 Dispose of used disposable equipment and cleaning agents			
	3.3 Empty waste bins and leave clean and ready for use			
	3.4 Identify types of recyclable waste that need separating and removing			
	3.5 Separate and remove recyclable waste			
	3.6 Replenish room consumables			
	3.7 Restore room accessories			
	3.8 Remove and place dirty linen in linen chute or bags for collection			
	3.9 Identify a secure storage area to return equipment			
	3.10 Clean, check and return equipment to secure storage area			
	3.11 Remove hazard signs and check any windows are closed			
	3.12 Reinstate the area ready for use			

	3.13 Comply with correct exit procedures			
	3.14 Describe the correct procedures for dealing with lost property			

Appendix 1: Qualification Structure

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Code
T/505/6651	Prepare to work in the cleaning industry	4	1	PCS06
T/505/6729	Prepare, clean and service guestrooms and public areas	4	1	PCS04



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