WAMITAB Level 2 Certificate in Cleaning and Support

Guided Learning Hours: 36
Total Qualification time: 101
Total Credits: 18

Qualification Code: 501/1890/0
WAMITAB Code: CSSERV2

Version 7, 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 2 Certificate in Cleaning and Support 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?

Learners who complete this qualification will acquire the skills cleaning operatives require to communicate effectively in the workplace, work independently, work as part of a team, plan their personal development and reduce health and safety risks in the workplace. This qualification confirms occupational competence and delivery of the qualification usually 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 and Support Services 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

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What do I need to achieve?

You will need a minimum of 18 credits to achieve the qualification. This will be made up of: 7 credits from Mandatory Group A, a minimum of 2 credits from Mandatory Group B and a further 9 credits (minimum) to be taken from Optional Group C.

Mandatory Group A

- Communicate effectively in the workplace (C2.02)
- Develop yourself in the job role (C2.304)
- Reduce risks to health and safety in the workplace (C2.01)

Mandatory Group B

- Work with others and follow reporting procedures in a cleaning environment (C1.05)
- Work individually and follow reporting procedures in a cleaning environment (C1.06)

Optional Group C

- Clean and maintain internal surfaces and areas (C2.05)
- Clean and maintain external surfaces and areas (C2.06)
- Deal with routine waste (C2.07)
- Clean washrooms and replenish supplies (C2.08)
- Clean high risk areas (C2.09)
- Clean confined spaces (C2.10)
- Clean food areas (C2.11)
- Deep clean equipment and surfaces (C2.12)
- Clean, maintain and protect semi-hard and hard floors (C2.13)
- Clean and maintain soft floors and furnishings (C2.14)
- Clean glazed surfaces and facades (C2.15)
- Deal with non-routine waste (C2.16)
- Carry out maintenance and minor repairs (C2.17)
- Perform street cleansing manually (C2.18)
- Perform street cleansing mechanically (C2.19)
- Work safely at heights (C2.20)

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.

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- 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
- 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:

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- 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 with 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 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 Energy and Utility Skills Assessment Strategy for further information.

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

- Your tutor/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.

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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 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

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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.

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.

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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.

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Mandatory Unit Group A

Unit C2.02: Communicate effectively in the workplace

Level: 2 **Credit Value:** 2 **Learning Outcome**	**Assessment Criteria**	**Evidence Type**	**Portfolio Ref Number**	**Comments**
1. Understand how to communicate with others in the workplace	1.1 Describe how to respond to different customer needs and attitudes			
	1.2 Describe positive and negative behaviour in relation to equality and diversity in the workplace			
	1.3 State when different forms of communication should be used in the workplace			
	1.4 Describe how to check that information has been understood			
	1.5 Explain how personal behaviour can contribute to the positive image of the organisation			
	1.6 State the importance of communicating all the information necessary to the relevant person			
	1.7 State the importance of responding positively to queries from customers and the public			
2. Understand how to record and pass on information	2.1 State where to find up-to-date information needed to carry out own job			
	2.2 Identify the different ways in which information is recorded			
	2.3 Describe the procedures for recording, acknowledging and responding to incoming information			
	2.4 Describe what actions to take when encountering problems passing on information			
	2.5 State how to report faults with communication equipment			
3. Be able to communicate with others in the workplace	3.1 Respond to the needs and attitudes of customers appropriately			
	3.2 Present a positive image of the organisation			
	3.3 Give customers and others relevant information following organisational requirements			
	3.4 Respond promptly, clearly and politely to questions and comments from customers and others			
	3.5 Check that customers and others have understood the information correctly			

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4. Be able to record and pass on information	4.1 Use up to date information to carry out the task			
	4.2 Record information following organisational requirements			
	4.3 Pass on accurate information promptly and take appropriate action when this cannot be done			
	4.4 Report faults with communication equipment			

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Unit C2.304: Develop yourself in the job role

Level: 2		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Credit Value: 2				
Learning Outcome	**Assessment Criteria**			
1. Know how to develop him/her self in the job	1.1 Identify activities that could help with self development			
	1.2 Describe how to set targets for personal development			
	1.3 State the importance of setting achievable personal development targets			
	1.4 Identify the types of support available to achieve targets			
	1.5 Describe the procedures for accessing support			
	1.6 State the importance of reviewing and updating progress against targets			
	1.7 Describe the procedures for reviewing and updating progress			
	1.8 List the benefits of discussing progress with others			
2. be able to develop him/her self in the job	2.1 Identify and agree areas where they could develop further			
	2.2 Agree achievable targets for personal development			
	2.3 Agree the time and support required to achieve targets			
	2.4 Demonstrate new skills in the workplace			
	2.5 Request and use feedback on own performance from others			

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

Level: 2 Credit Value: 3 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
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 behaviour 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			
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			

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	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 behaviour at work could cause risks to the health and safety of him/her self and others			

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Mandatory Unit Group B

Unit C1.05: Work with others and follow reporting procedures in a cleaning environment

Level: 1 **Credit Value: 2** **Learning Outcome**	**Assessment Criteria**	**Evidence Type**	**Portfolio Ref Number**	**Comments**
1. Know the organisational requirements before starting work	1.1 State the procedures for entering and leaving the workplace			
	1.2 State the importance of following procedures for entering and leaving the workplace			
	1.3 State the standards of behaviour expected in the workplace			
	1.4 State the importance of giving a positive impression to others			
	1.5 State where to obtain the work schedule and instructions			
2. Know how to work as part of a team	2.1 List different ways of communicating with others in the team			
	2.2 State why it is important to check that they have been understood			
	2.3 List tasks that may be shared in the team			
	2.4 State the limits of own responsibility in demonstrating tasks to others			
	2.5 List the types of assistance that may be offered to colleagues			
	2.6 State how to ask for help in carrying out work			
3. know how to resolve difficult situations and who to report them to	3.1 Describe ways to handle disagreements so that it does not affect the work of the team			
	3.2 State the importance of resolving disagreements as soon as possible			
	3.3 State when and to whom disagreements should be reported			
	3.4 Describe risks and problems that may be encountered and how they can be dealt with			
	3.5 State the organisational requirements for recording damage, breakages and disruption			
	3.6 State the importance of reporting any damage, breakages and disruption caused			
4. be able to work as part of a team	4.1 follow the correct procedure for entering and leaving the workplace			
	4.2 Use the work schedule to complete the work as a team			
	4.3 Agree with colleagues how to share work so that the team works effectively			
	4.4 Welcome new colleagues to the team			

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	4.5 Show others how to do any tasks they may not have done before, within the limits of own responsibility			
	4.6 Answer work related questions from other members of the team			
	4.7 Communicate with customers and others in a professional manner to provide any information needed			
5. Be able to record and report any incidents or disagreements	5.1 Report any problems which: • they are unable to deal with alone • affect health and safety • affect the reputation of the workplace			
	5.2 Record any breakages, damage and disruption in the workplace			
	5.3 Report any work that is incomplete and agree arrangements for finishing the work			

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Unit C1.06: Work individually and follow reporting procedures in a cleaning environment

Level: 1 Credit Value: 3 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Know how to ensure own safety when working individually when cleaning	1.1 State the arrangements for contacting the appropriate person			
	1.2 State how often contact should be made when carrying out work			
	1.3 State the procedures for entering the workplace			
	1.4 State types of risks present in the workplace			
	1.5 State the importance of taking action to reduce risks in the workplace			
	1.6 Define own level of responsibility for controlling access to the workplace			
	1.7 State the importance of following procedures for access to the workplace			
	1.8 List types of other authorised persons who can enter the workplace			
2. Know expected standards of behaviour in the workplace	2.1 State the standards of behaviour expected in the workplace			
	2.2 State the importance of giving a positive impression to others			
	2.3 List different ways of communicating with others			
	2.4 State why it is important to check that they have been understood			
3. know how to carry out work individually	3.1 State where to obtain the work schedule and instructions			
	3.2 Define the areas in which they are authorised to carry out work			
	3.3 State the importance of assessing how own work is progressing			
	3.4 State the importance of identifying any tasks that they will be unable to complete individually			
4. Know how to follow procedures when working individually	4.1 State the organisational requirements for reporting to own employer or customer			
	4.2 State employer procedures and rules, including emergency procedures and contacts that apply to the work area			
	4.3 State the organisational requirements for recording damage, breakages and disruption			
	4.4 State the importance of reporting any damage, breakages and disruption caused			

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	4.5 State the organisational requirements for leaving the workplace			
	4.6 State the importance of leaving the workplace secure			
5. Be able to ensure own safety when working individually when cleaning	5.1 Maintain agreed levels of contact with the appropriate person when carrying out work			
	5.2 Follow the correct procedure for entering and leaving the workplace			
	5.3 Identify risks present in the workplace			
	5.4 Take action to reduce risks in the workplace			
	5.5 Control access to the workplace within the limits of own responsibility			
	5.6 Respond to customers and others and provide information that meets their needs			
6. Be able to carry out work individually	6.1 Use the work schedule to complete work			
	6.2 Identify tasks they are not able to complete individually and report to the appropriate person			
	6.3 Report any problems to the appropriate person which: *they are unable to deal with alone *affect health and safety *affect the reputation of the workplace			
	6.4 Record and report any breakages, damage and disruption in the workplace			
	6.5 Report any work that is incomplete and agree arrangements for finishing the work with the appropriate person			

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Optional Unit Group A

Unit C2.05: Clean and maintain internal surfaces and areas

Level: 2 **Credit Value: 4**		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Learning Outcome	**Assessment Criteria**			
1. Understand how to prepare to clean and maintain internal surfaces and areas	1.1 Describe the sequence for cleaning to avoid re-soiling			
	1.2 List the permits and checks that may be required to work on the premises			
	1.3 State the procedures for entering and leaving the workplace			
	1.4 State the standards of appearance and behaviour required in the workplace			
	1.5 State the importance of personal hygiene when cleaning			
	1.6 Describe how the following factors can influence the cleaning method used: • manufacturer's instructions • risk • efficiency • access • time • surface • type of soiling			
	1.7 State how to inspect a work area to decide what cleaning needs to be carried out			
	1.8 State the importance of wearing the required personal protective equipment and for others to see it being worn			
	1.9 State the importance of following a work schedule			
	1.10 Describe the best methods and materials for carrying out a specific task identifying possible alternatives			
	1.11 State why different equipment should be used for different tasks			
	1.12 State the importance of using the correct colour coded equipment			
2. Understand how to clean and maintain internal surfaces	2.1 Describe how to avoid causing injury or damage when cleaning			
	2.2 State the amount of time allowed for completing the activity			

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	2.3 State what results are expected from each cleaning activity			
	2.4 State the techniques to use with chosen equipment and materials			
	2.5 Describe the consequences of: • using wrong equipment • using wrong materials • not following manufacturer's instructions			
	2.6 State how to change between cleaning methods to cope with different types of soiling and surface			
	2.7 Describe methods that can be used for different types of soiling and surface			
	2.8 State how to identify pest infestation and the action needed to deal with it			
	2.9 State which cleaning methods and techniques may cause nuisance to the public/client and steps that can be taken to avoid this			
	2.10 State the importance of checking the quality of work as it is being done			
	2.11 State tasks that are outside of own responsibility			
	2.12 Describe the organisational requirements for dealing with and reporting accidental damage			
3. Know how to complete the cleaning activity	3.1 State why tools and equipment should be cleaned after use			
	3.2 State the location of the storage areas for equipment and materials			
	3.3 State why storage areas should be kept clean, safe and secure			
	3.4 Describe the organisational requirements for organising replacement and extra resources			
4. Be able to prepare to clean and maintain internal surfaces and areas	4.1 Follow the correct procedure for entering and leaving the workplace			
	4.2 Identify the area to be cleaned and taking into account different types of surfaces and areas			
	4.3 Inform appropriate people know when cleaning is taking place and when it will be completed			
	4.4 Select the appropriate equipment and materials for each cleaning task taking into account surface and type of soiling			

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	4.5 Select and wear appropriate personal protective equipment for the task			
	4.6 Ensure that all surfaces are accessible and can be reached to carry out adequate cleaning			
	4.7 Deal with unattended items following organisational requirements			
	4.8 Ventilate the area			
5. Be able to clean and maintain internal surfaces	5.1 Remove loose dirt, debris and detritus prior to cleaning			
	5.2 Use the correct cleaning method for the work area, type of soiling and surface			
	5.3 Follow the sequence for cleaning in order to avoid re-soiling			
	5.4 Assess the actions required to prevent disturbance to others when cleaning			
	5.5 Avoid obstructions to access when using cleaning equipment and power leads			
	5.6 Select and display appropriate warning signs			
	5.7 Adapt the cleaning method according to the available equipment, materials and problems identified			
	5.8 Report any difficulties in carrying out the work in line with organisational requirements			
	5.9 Deal with spillages using the equipment, materials and method appropriate to the surface and type of spillage			
	5.10 Report any additional cleaning required that is outside own responsibility or skill			
6. Be able to complete the cleaning process	6.1 Replenish supplies or consumables			
	6.2 Leave the area clean and dry			
	6.3 Secure cleaning equipment, materials and personal protective equipment in the correct storage area			
	6.4 Organise replacement resources as required			

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Unit C2.06: Clean and maintain external surfaces and areas

Level: 2 **Credit Value: 4**		**Evidence Type**	**Portfolio Ref Number**	**Comments**
Learning Outcome	**Assessment Criteria**			
1. Understand how to prepare to clean and maintain external surfaces and areas	1.1 List the permits and checks that may be required for the task			
	1.2 State the location of the job and how to get to that location			
	1.3 Describe how environmental conditions can affect: • the cleaning to be carried out • the equipment which can be used			
	1.4 State how to inspect a work area to decide what cleaning needs to be carried out			
	1.5 State the standards of appearance and behaviour required			
	1.6 State the importance of wearing the required personal protective equipment and for others to see it being worn			
	1.7 Explain why it is important to inspect the work area for public access			
	1.8 Describe the best methods and materials for carrying out a specific task identifying possible alternatives			
	1.9 Describe why it is important to estimate the time required for the job			
2. Understand how to clean and maintain external surfaces and areas	2.1 State the techniques to be use with chosen equipment and materials			
	2.2 Describe the tasks that need to be performed			
	2.3 Describe the consequences of: • using wrong equipment • using wrong materials • not following manufacturer's instructions			
	2.4 State how to change between cleaning methods to cope with different environmental conditions			
	2.5 Describe methods that can be used for cleaning external surfaces and areas			

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	2.6 State which cleaning methods and techniques may cause nuisance to the public/client and steps that can be taken to avoid this			
	2.7 State the importance of checking the quality of work as it is being done			
	2.8 Describe the organisational requirements for dealing with and reporting accidental damage			
	2.9 State the organisational requirements for reporting difficulties which may arise			
3. Know how to complete the cleaning activity	3.1 State why tools and equipment should be cleaned after use			
	3.2 State the location of the storage areas for equipment and materials			
	3.3 State why storage areas should be kept clean, safe and secure			
	3.4 Describe the organisational requirements for organising replacement and extra resources			
4. Be able to prepare to clean and maintain external surfaces and areas	4.1 Identify the area to be cleaned and the order in which tasks need to be done			
	4.2 Assess the impact of environmental conditions, i.e. temperature, rain, humidity, wind and ice, on the order of tasks			
	4.3 Select tools and equipment for the task, taking into account: • efficiency • risk • time • weather conditions			
	4.4 Check that the tools and equipment required are available for use			
	4.5 Select and wear appropriate personal protective equipment for the task			
	4.6 Check that the equipment can be used safely in the work area			
	4.7 Deal with unattended items following organisational requirements			
5. Be able to clean and maintain external surfaces and areas	5.1 Carry out work in a way which does not affect other exterior surfaces and areas			
	5.2 Use the correct cleaning method for the work area and surface			

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	5.3 Adapt the cleaning methods according to available equipment and environmental conditions			
	5.4 Report any difficulties in carrying out the work in line with organisational requirements			
	5.5 Deal with accidental damage			
6. Be able to complete the cleaning process	6.1 Organise replacement resources as required			
	6.2 Clean tools and equipment after use			
	6.3 Return tools and equipment to the correct place and store securely			
	6.4 Report tools and machinery in need of repair			

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Unit C2.07: Deal with routine waste

Level: 2 Credit Value: 3 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
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			
	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			

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	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			
	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			

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	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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Unit C2.08: Clean washrooms and replenish supplies

Level: 2 Credit Value: 3 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Know how to prepare for cleaning washrooms	1.1 Describe procedures for entering washrooms when cleaning and why they must be followed			
	1.2 State the importance of personal hygiene when cleaning			
	1.3 State the importance of wearing personal protective equipment and for others to see it being worn			
	1.4 Describe why it is so important to ventilate the washroom area			
	1.5 Describe the range of colour-coded equipment and its importance when cleaning washrooms			
2. Know how to carry out cleaning of washrooms	2.1 State why it is important to remove dust, hair and debris before cleaning surfaces, fixtures and fittings			
	2.2 Identify cleaning agents suitable for cleaning washrooms			
	2.3 State why it is important to follow manufacturer's instructions when diluting cleaning agents			
	2.4 State why surfaces should not be over-wetted			
	2.5 Describe how to clean fixtures and fittings in order to avoid contamination or risk of infection			
	2.6 State why surfaces should be dry on completion of cleaning			
	2.7 Explain why it is important that waste outlets and overflows are free from dirt, hair and debris			
3. Know how to replenish supplies and reinstate the work area	3.1 Describe why it is important to follow manufacturer's instructions when identifying consumables that should be replenished			
	3.2 State where consumables can be found and the procedures for organizing replacement of supplies			
	3.3 Describe procedures for collecting, holding and disposing of waste and why they should be followed			
	3.4 Describe organisational requirements for reporting faulty equipment and problems any why they should be followed			

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	3.5 State where the correct storage place for cleaning equipment and materials can be found			
	3.6 State why used personal protective equipment should be removed or replaced upon leaving the sanitary area			
	3.7 Describe the procedures for dealing with used personal protective equipment			
4. Be able to prepare to clean washrooms	4.1 Select and wear personal protective equipment appropriate to the cleaning task			
	4.2 Follow procedures for entering washrooms			
	4.3 Check that there is enough ventilation in the cleaning area			
	4.4 Select and use appropriate equipment for cleaning different areas of the washroom			
5. Be able to clean washrooms	5.1 Remove dust, hair and debris from surfaces, fixtures and fittings before cleaning			
	5.2 Apply cleaning agents according to the manufacturer's instructions			
	5.3 Clean surfaces without over-wetting			
	5.4 Clean the fixtures and fittings to avoid risk of infection or contamination leaving them free of smears			
	5.5 Check that surfaces are dry on completion of cleaning and that they do not represent a slip hazard			
	5.6 Leave the waste outlets and overflows free from dirt, hair and debris			
6. Be able to replenish supplies and reinstate the work area	6.1 Check holders and containers for levels of consumables			
	6.2 Refill or replace items and consumables following manufacturer's instructions			
	6.3 Take solid waste materials safely to the correct collection point and dispose of slurry			
	6.4 Clean the equipment			
	6.5 Check for any faults or problems and report where necessary			
	6.6 Put equipment and resources back in the right place when finished			
	6.7 Reinstate the work area			

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	6.8 Remove or replace personal protective equipment following procedures for disposal or storage			

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Unit C2.09: Clean high risk areas

Level: 2 Credit Value: 5 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Understand how to prevent the spread of infection and contamination in a high risk area	1.1 Explain the organisational requirements for entering and leaving the high risk area			
	1.2 Describe how the risks present in the high risk area would differ from routine areas			
	1.3 State potential risks in high risk area			
	1.4 State the importance of removing personal items before cleaning the high risk area			
	1.5 State what personal protective equipment must be worn in the high risk area			
	1.6 State why hand hygiene is important in a high risk area			
	1.7 Explain where hand hygiene facilities should be located			
	1.8 State the importance of having a designated contact person when cleaning a high risk area			
	1.9 State why damaged furniture or equipment poses an additional risk			
	1.10 State the organisational requirements for reporting damaged furniture and equipment			
2. Understand the procedures to follow before cleaning high risk areas	2.1 Describe the signage: • In a high risk area • For cleaning a high risk area			
	2.2 State the location of signs in a high risk area			
	2.3 Describe the access arrangements for water and drainage facilities			
	2.4 Explain the organisational requirements for arranging communication			
	2.5 State the importance of confirming contact arrangements before starting work			
	2.6 State the types of health conditions which may restrict cleaning duties and why it is important to report these			

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	2.7 State the organisational requirements for reporting health conditions			
	2.8 Explain the importance of having cleaning equipment which is in safe working order			
	2.9 State the organisational requirements for reporting problems with equipment			
	2.10 State which equipment, tools and machinery should be removed from the workplace before cleaning			
3. Understand how to carry out cleaning in high risk areas	3.1 State the organisational requirements for cleaning in high risk areas			
	3.2 State which surfaces and soiling should be cleaned			
	3.3 Describe the organisational requirements for reporting any soiling which cannot be cleaned			
	3.4 State which cleaning agents should be used in the high risk area			
	3.5 State the dilution levels required for the cleaning agents			
	3.6 State the importance of having the work area checked			
	3.7 State who is responsible for checking the work area			
	3.8 State who is responsible for removing waste from the area and how often this is carried out			
4. Understand the procedures to follow after cleaning high risk areas	4.1 State what equipment, tools and machinery should be removed from the workplace after cleaning			
	4.2 Describe the organisational requirements for reporting accidental damage			
	4.3 State when signage should be removed and where it is stored			
	4.4 Describe the importance of checking and cleaning personal protective equipment after use			
	4.5 State why equipment should be cleaned and replaced when necessary			
	4.6 Describe the organisational requirements for disposal of waste and personal protective equipment			
5. Be able to follow procedures to prevent the spread of infection and contamination in	5.1 Follow organisational requirements when entering high risk areas			
	5.2 Report any health conditions which may cause infection or contamination of the high risk area			

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a high risk area	5.3 Assess the risks of exposure to micro-organisms or contaminants for self and the environment			
	5.4 Carry out hand hygiene to prevent the spread of infection or contamination which is not usually present in the work area			
	5.5 Request advice when there is a risk of infection or contamination which is not usually present in the work area			
6. Be able to follow the procedures for cleaning high risk areas	6.1 Display the correct signage			
	6.2 Follow the organisational requirements for working alone			
	6.3 Remove all appropriate personal items, including jewellery, and store safely			
	6.4 Check that protective clothing and personal cleaning facilities are available			
	6.5 Select the correct equipment and tools for use in the high risk area			
	6.6 Ensure that cleaning equipment and tools are not damaged			
	6.7 Check the nature of the soiling			
	6.8 Ensure that the high risk area is clear of tools and equipment that are not required			
7. Be able to conduct cleaning in high risk areas	7.1 Select and wear appropriate personal protective equipment for the task			
	7.2 Follow the organisational requirements for hand hygiene throughout the cleaning activity			
	7.3 Report faulty and damaged cleaning equipment			
	7.4 Clean the area following organisational requirements			
	7.5 Check items of furniture and equipment within high risk areas for damage			
	7.6 Report damaged furniture and equipment			
	7.7 Clean damaged furniture and equipment if safe			
	7.8 Check that high risk areas have been cleared of waste according to organisational requirements			
	7.9 Report any accidental damage and disruption to high risk areas caused by cleaning			

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8. Be able to follow the correct procedures after cleaning	8.1 Remove signage and return it in a clean condition to the correct storage area			
	8.2 Clean and return equipment and materials to correct storage area			
	8.3 Check that the area is clear of any equipment, tools and materials that are not required			
	8.4 Check personal protective equipment for damage, deterioration and contamination			
	8.5 Obtain replacement personal protective equipment			
	8.6 Follow organisational requirements for the disposal and storage of personal protective equipment			
	8.7 Collect personal items from storage			
	8.8 Follow procedures for leaving high risk areas			

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Unit C2.10: Clean confined spaces

Level: 2 Credit Value: 4 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Understand how to conduct cleaning in a confined space	1.1 Describe how atmospheric conditions can affect the work being carried out			
	1.2 State the importance of checking atmospheric conditions before starting work			
	1.3 State the importance of checking the nature of any soiling and the level of skill needed to deal with it			
	1.4 Explain why advice should be sought about cleaning spaces that may pose a specific risk			
	1.5 State what risks may be present in a confined space			
	1.6 Describe how to identify risks for the purpose of risk assessment			
	1.7 State the importance of having a designated contact person when cleaning a confined space			
	1.8 State the personal protective equipment that is appropriate for cleaning the confined space			
	1.9 State the importance of having serviceable cleaning equipment before entering the confined space			
	1.10 State the organisational requirements for checking and reporting problems with equipment			
	1.11 Describe the procedures for: Entering and leaving the confined space Conducting cleaning in the confined space Carrying out the cleaning process in a confined space Controlling access to the confined space			
	1.12 State the importance of following organisational requirements for controlling access to the confined space			

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2. Understand how to follow organisational requirements for cleaning the confined space	2.1 Describe the procedures for: • Entering the confined space • Exiting the confined space in the event of an emergency • Monitoring the conditions in the confined space • Dealing with risks that arise during work			
	2.2 State the importance of having the work area checked			
	2.3 State who is responsible for: Checking the work area Removing waste from the confined space			
	2.4 State the organisational requirements for reporting accidental damage			
	2.5 Describe the importance of checking and replacing personal protective equipment as necessary			
	2.6 Describe the organisational requirements for disposing of waste and personal protective equipment			
	2.7 State the organisational requirements for closing down and making the work area safe in completion of cleaning			
	2.8 State the organisational requirements for leaving the confined space and retrieving personal items			
	2.9 State what paperwork needs to be completed at the end of the cleaning process			
3. Be able to conduct cleaning in a confined space	3.1 Assess risks to health and safety before carrying out work			
	3.2 Check that cleaning activities are not restricted by the working space available			
	3.3 Check all equipment is in working order and electrical equipment is fully charged before entering the work area			
	3.4 Obtain authorization for entry into the work area			
	3.5 Obtain the relevant health and safety information			
	3.6 Confirm that atmospheric conditions have been checked and area safe before entering the work area			
	3.7 Control the access to the work area before cleaning starts, in line with organisational requirements			
	3.8 Follow the organisational requirements for entering the confined space			

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	3.9 Ensure that the workplace is clear of any equipment, tools and materials that are not required before and after cleaning			
	3.10 Assess the nature of the soiling			
	3.11 Report the nature of the soiling to the appropriate person			
	3.12 Request advice when asked to clean environments where there is a specific risk			
	3.13 Carry out the cleaning process in line with organisational requirements			
4. Be able to conduct cleaning in a confined space	4.1 Assess risks as they arise and act immediately to remedy any unsafe activity, equipment and environmental conditions			
	4.2 Apply emergency exit procedures immediately when an emergency situation arises			
	4.3 Clear the confines space of any waste in accordance with organisational requirements			
	4.4 Assess and report damage and disruption during the cleaning process			
	4.5 Inspect reusable personal protective equipment for damage, deterioration and contamination after use and arrange for replacements where necessary			
	4.6 Dispose of damaged and disposable personal protective equipment following organisational requirements			
	4.7 Clean and store reusable personal protective equipment following organisational requirements			
	4.8 Carry out duties to close down and make the work area safe after cleaning			
	4.9 Complete all documentation and reports accurately			
	4.10 Ensure documents and reports are filed and passed on			
	4.11 Ensure all organisational requirements have been fully met before collecting any personal items from storage			
	4.12 Follow organisational requirements for leaving confined spaces			

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Unit C2.11: Clean food areas

Level: 2 Credit Value: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. Understand how to prepare to clean food areas	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 levels of personal hygiene when working in food areas			
	1.3 State types of health conditions that must be reported			
	1.4 Describe why it is important to report health conditions to the relevant person			
	1.5 State the importance of wearing the required personal protective equipment and for others to see it being worn			
	1.6 Explain why food items must be moved or protected during cleaning operations			
	1.7 Describe the consequences of not moving or protecting food items during cleaning			
	1.8 Explain the importance of ventilating food production areas during cleaning			
2. Understand how to identify signs of pest infestation	2.1 State the main types of pest infestations common to food areas			
	2.2 Describe how to identify signs of pest infestation			
	2.3 State the organisational procedures for dealing with any incidences of infestation			
	2.4 Explain the importance of reporting pest infestations			
3. Understand how to clean food areas	3.1 State the types of cleaning equipment available for use			
	3.2 Describe how to check that the cleaning equipment is safe to use			
	3.3 State the types of cleaning agents that are suitable for the surfaces in the food area			
	3.4 Describe the consequences of using the wrong cleaning agents on surfaces			
	3.5 State methods of checking for chemical residues when they have been used			

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4. Understand how to clean food production equipment	4.1 Describe how to recognise faulty or damaged food production equipment			
	4.2 Explain the importance of labelling and reporting faulty and damaged equipment			
	4.3 Explain the importance of safely isolating powered equipment before cleaning			
	4.4 Explain the importance of following manufacturer's and workplace instructions for: • Disassembling • Cleaning • Re-assembling • Of food production equipment			
	4.5 State the location of the holding area for food production equipment parts			
	4.6 Describe methods for de-scaling and cleaning food production equipment			
5. Understand how to complete cleaning of food areas	5.1 Describe the importance of assessing how the work is progressing			
	5.2 Explain why it is important to leave food areas free of deposits, residue and foreign objects			
	5.3 Describe the consequences of food areas not being left free of deposits, residue and foreign objects			
	5.4 Describe the importance of returning all food and equipment to the correct place once cleaning is completed			
	5.5 Explain why surfaces and vents should be left dry on completion of cleaning			
	5.6 Describe the organisational requirements for disposing of waste and slurry			
	5.7 Explain the importance of cleaning the cleaning equipment			
	5.8 State where cleaning equipment should be stored			
6. Be able to clean food areas	6.1 Remove and store personal items safely			
	6.2 Select and wear appropriate personal protective equipment for the task			
	6.3 Select and protect relevant items, including food, before cleaning begins			
	6.4 Identify suitable cleaning equipment and check it is safe to use			
	6.5 Label faulty or damaged cleaning equipment and report according to organisational requirements			
	6.6 Prepare food production plant, equipment and materials for cleaning			

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	6.7 Isolate food equipment from power supplies			
	6.8 Clean the area without damaging in-place plant and equipment			
7. Be able to clean food production equipment	7.1 Follow manufacturer's instructions when taking apart, handling and re-assembling food production equipment			
	7.2 Dismantle food production equipment and place in the right holding area before cleaning			
	7.3 Ventilate the working area and check that there are no chemicals on the area before de-scaling equipment			
	7.4 De-scale and clean equipment parts following manufacturer's instructions whilst avoiding contamination			
	7.5 Check that individual parts of food production equipment are clean before re-assembly			
	7.6 Reassemble food production equipment after cleaning			
	7.7 Check equipment is in correct working order once reassembled			
	7.8 Record and report faults with food production equipment according to organisational requirements			
8. Be able to complete cleaning of food areas	8.1 Assess cleaning performance against the business' food safety management procedures			
	8.2 Leave equipment and working areas free of deposits, cleaning residues and foreign objects			
	8.3 Check that ventilation systems and surfaces are clean and dry when cleaning has been completed			
	8.4 Dispose of waste and slurry following organisational requirements			
	8.5 Clean, store and secure equipment, machinery and personal protective equipment when cleaning is complete			

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Unit C2.12: Deep clean equipment and surfaces

Level: 2 **Credit Value: 6**		**Evidence Type**	**Portfolio Ref Number**	**Comments**
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 the following factors might affect the type of cleaning required: • type of soiling • type of surface • position • amount of soiling			
	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 State why the selected treatment might not be suitable			
	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 food 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			
	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			

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	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			
	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			

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	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			
	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 clean and store equipment and after use			

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Unit C2.13: Clean, maintain and protect semi-hard and hard floors

Level: 2 Credit Value: 4 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Understand how to prepare to clean semi-hard and hard floors	1.1 State types of semi-hard and hard floors			
	1.2 Explain the process for preparing to clean hard floors			
	1.3 State the importance of maintaining personal hygiene when cleaning			
	1.4 State the importance of removing personal items and where these should be stored			
	1.5 State the importance of wearing appropriate personal protective equipment and for others to see it being worn			
	1.6 State the importance of checking health and safety instructions against organisational requirements			
	1.7 Explain why it is important to follow the checks and restrictions for use of deep cleaning equipment			
	1.8 State what could happen if the right safety measures are not taken			
	1.9 State the importance of colour coding			
	1.10 State factors which would affect how to clean a semi hard or hard floor			
2. Understand how to clean semi-hard and hard floors	2.1 State the importance of removing large items of debris by hand before beginning cleaning			
	2.2 Describe the safe handling techniques which should be used for removing large items of debris			
	2.3 State methods for removing loose dust and debris			
	2.4 Explain how to select a method for removing loose dust and debris			
	2.5 State which containers to put dust and debris into			
	2.6 Describe how different types of spillages can be identified			
	2.7 Describe the importance of reporting body fluids and spillages that you cannot identify			
	2.8 Give reasons why body fluids or spillages that are unidentified should not be cleaned until instructions to do so have been issued			
	2.9 State methods that could be used to remove spillages			
	2.10 Explain how to select a method to clean up spillages			

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	2.11 State the importance of disposing of unused cleaning solutions correctly			
3. Understand how to treat semi-hard and hard floors	3.1 State methods of treatment for semi hard and hard floors and the most effective and economical to use for the task			
	3.2 Explain how to select the most appropriate place to carry out test cleans			
	3.3 Explain why test cleans should be carried out before applying treatments			
	3.4 Describe the circumstances under which equipment and surfaces should be pre-treated			
	3.5 Explain why treatments should be applied evenly			
	3.6 State the importance of reporting any stains that cannot be removed			
	3.7 State the importance of leaving the floor: • neutralised • free of ground in soil • free of protective coatings			
4. Understand how to protect hard floors	4.1 State the range of protective coatings available			
	4.2 Describe how to select an appropriate protective coating			
	4.3 Explain how to decide on the number of protective coatings which should be applied			
	4.4 State the importance of applying the coating and burnishing evenly			
	4.5 Describe the correct method of disposing of unused protective coatings			
	4.6 State the importance of putting things back as you found them when cleaning is complete			
5. Be able to prepare to clean semi-hard and hard floors	5.1 Prepare the work area and equipment so that the task can be completed efficiently, correctly and safely			
	5.2 Select the appropriate personal protective equipment for use when cleaning floors			
	5.3 Select the correct equipment for the work area and the most effective treatment to use			
	5.4 Report damaged and deteriorated floor surfaces that may require restoration			
	5.5 Identify and note any factors that may affect how the floor is cleaned			

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	5.6 Identify any additional requirements that need to be applied other than supervisors instructions			
	5.7 Ventilate the area during cleaning			
6. Be able to clean semi-hard and hard floors	6.1 Remove large items of debris and loose dust carefully and safely without causing it to spread			
	6.2 Report any bodily fluid or spillages that cannot be identified according to organisational requirements			
	6.3 Select a method for clearing up spillages that is correct for: • the floor • the size of spillage • the type of spillage			
	6.4 Select equipment and cleaning agents that are right for the floor taking into account the amount of ground in-soil			
	6.5 Soften ground in soil and stains before attempting to remove them			
	6.6 Conduct a test clean in an area where marks are least likely to be noticed			
	6.7 Apply the treatment safely according to manufacturer's instructions without over wetting or damaging the surface			
	6.8 Report stains that cannot be removed			
	6.9 Dispose of unused cleaning treatments and waste products in line with organisational requirements			
7. Be able to protect hard floors	7.1 Select an appropriate protective coating and equipment for the floor surface			
	7.2 Apply the correct number of protective coatings evenly and systematically to the floor, following manufacturer's instructions			
	7.3 Leave the floor dry and free of dust			
	7.4 Dispose of unused materials correctly and return items to the correct place			
	7.5 Dispose of waste correctly			
	7.6 Reinstate the work area			

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Unit C2.14: Clean and maintain soft floors and furnishings

Level: 2 Credit Value: 4 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Understand how to prepare to clean soft floors and furnishings	1.1 Describe the importance of having an up-to-date cleaning specification and from where it can be obtained			
	1.2 State the importance of maintaining personal hygiene when cleaning			
	1.3 State the importance of removing personal items and where these should be stored			
	1.4 State the importance of wearing the appropriate personal protective equipment and for others to see it being worn			
	1.5 State the importance of checking health and safety instructions against organisational requirements			
	1.6 Explain why it is important to follow the checks and restrictions for use of deep cleaning equipment			
	1.7 Describe how to assess that the material is suitable for the planned treatment			
2. Understand how to maintain soft floors and furnishings	2.1 State the importance of removing superficial dust and debris before commencing the cleaning process and how this is done			
	2.2 Describe the best methods and materials for carrying out deep cleaning identifying possible alternatives			
	2.3 Describe methods of softening ground in soiling and stains to how to identify when the material is soft enough			
	2.4 Explain how to select the most appropriate place to carry out test cleans			
	2.5 Explain why test cleans should be carried out before applying treatments			
	2.6 Describe the circumstances in which equipment and surfaces should be pre-treated			
	2.7 Explain why treatments should be applied evenly			
	2.8 Describe how to clean methodically to reduce dust spreading			
	2.9 State ways to avoid damaging surfaces and the possible results of any damage			

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	2.10 State the importance of taking precautions in cleaning unsecured items such as rugs			
	2.11 State the possible dangers of working at heights and how to do so safely			
	2.12 Describe the importance of removing any excess moisture from the area which has been cleaned			
3. Be able to prepare to maintain soft floors and furnishings	3.1 Prepare the work area and equipment so that the task can be completed efficiently and safely			
	3.2 Examine the material to make sure it is suitable for the planned treatment given the: • Type of soiling • position • amount of soiling			
	3.3 Identify whether the material is colourfast and shrink resistant			
	3.4 Identify and report damaged and deteriorated surfaces that may require restoration			
	3.5 Identify and note any factors that may affect how the material is cleaned			
	3.6 Identify any additional requirements that need to be applied other than supervisors instructions			
	3.7 Identify and move any portable objects that may hinder working			
	3.8 Ventilate the area during deep cleaning			
4. Be able to maintain soft floors and furnishings	4.1 Remove loose dust and debris before applying the cleaning agent or treatment			
	4.2 Soften ground in-soil and stains before attempting to remove them			
	4.3 Conduct a test clean in an area where marks are least likely to be noticed			
	4.4 Apply the treatment safely according to manufacturer's instructions without over wetting or damaging the material			
	4.5 Assess the treated area and apply more treatment to remove stains safely where necessary			
	4.6 Leave surfaces with an even appearance when work is completed			

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	4.7 Leave the material free of excess moisture and ground in soil when work is completed			
	4.8 Dispose of waste correctly			
	4.9 Reinstate the work area			
	4.10 Report stains that cannot be removed			

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Unit C2.15: Clean glazed surfaces and facades

Level: 2 Credit Value: 3 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Understand how to clean glazed surfaces and facades	1.1 Describe the procedures for entering and leaving the workplace			
	1.2 Describe how to inspect surfaces			
	1.3 Describe the importance of reporting defects on surfaces			
	1.4 State why the equipment should be clean before use			
	1.5 Describe procedures for closing windows and openings before cleaning			
	1.6 Describe the importance of windows and openings being closed before cleaning			
	1.7 Describe advantages of treating surfaces before applying cleaning agents			
2. Understand how to finish cleaning glazed surfaces and facades, and reinstate the work area	2.1 State the techniques and equipment for removing excess water			
	2.2 Describe different treatments that can be applied to surfaces upon completion of cleaning			
	2.3 Describe the importance of ensuring that accessories, fittings and furniture are free of chemical residue upon completion of cleaning			
	2.4 State the importance of reinstating the area			
	2.5 State the organisational requirements for disposing of waste			
	2.6 State the importance of cleaning equipment and machinery after use			
	2.7 State the organisational requirements for cleaning equipment and machinery after use			
	2.8 State where cleaning equipment and machinery should be stored			
3. Be able to clean glazed surfaces and facades	3.1 Follow procedures for entering the work area			
	3.2 Inspect the surface to identify any defects prior to cleaning			
	3.3 Report defects on surfaces according to organisational requirements			
	3.4 Check that all cleaning equipment is clean and free of residue			
	3.5 Check that all windows and openings are closed before cleaning			
	3.6 Select and display appropriate warning signs early			
	3.7 Treat surfaces to soften ground-in dirt and remove dust before applying cleaning agents			
	3.8 Use approved methods and equipment to carry out cleaning			

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	3.9 Use techniques that reduce risks of personal strain and injury			
	3.10 Use cleaning equipment according to manufacturer's instructions and organisational requirements			
	3.11 Report any previously unidentified damage			
	3.12 Check that the work area is not over-wetted			
	3.13 Follow organisational requirements in the event of a fault or emergency			
4. Be able to finish cleaning of glazed surfaces and facades, and reinstate the work area	4.1 Remove excess water from the surface and leave it streak free			
	4.2 Check that all surfaces are dry upon completion of cleaning			
	4.3 Apply treatments or protective coatings to surfaces following cleaning			
	4.4 Check that accessories, fittings, frames and furniture are free of cleaning residue			
	4.5 Reinstate the work area			
	4.6 Dispose of waste in accordance with organisational requirements			
	4.7 Check that all cleaning equipment and machinery is clean and dry upon the completion of cleaning			
	4.8 Return tools and equipment to the correct storage area			

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Unit C2.16: Deal with non-routine waste

Level: 2 Credit Value: 3		Evidence Type	Portfolio Ref Number	Comments
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, labelling 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 waste and deal with containers	3.1 Describe procedures for transferring waste			
	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			

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	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			
	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			

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	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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Unit C2.17: Carry out maintenance and minor repairs

Level: 2 Credit Value: 3 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
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			
	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			

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	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			
	4.7 Report any cleaning requirements that cannot be carried out			
	4.8 Clean tools and equipment after use			
	4.9 Secure tools, equipment and used materials in the correct storage area			

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Unit C2.18: perform street cleansing manually

Level: 2 Credit Value: 3 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Understand how to remove litter, detritus and debris from grounds	1.1 List the permits and checks that may be required for the task			
	1.2 Describe factors which should be taken into account when identifying litter, detritus and debris			
	1.3 Describe organisational requirements for reporting items that may present a risk to health and safety			
	1.4 State the importance of wearing the required personal protective equipment and for others to see it being worn			
	1.5 State different types of equipment for removal of litter, detritus and debris			
	1.6 Describe how to identify the correct equipment for the type of litter, detritus and debris			
	1.7 Describe actions that need to be taken in order to deal with hazardous debris and detritus			
	1.8 State why mobile equipment should be secured			
	1.9 State the consequences of not storing mobile equipment			
	1.10 State the importance of segregating litter and putting it into the correct container/location			
	1.11 State the importance of ensuring the work area is left free of litter, detritus and debris			
	1.12 State the organisational requirements for reporting when work has been completed			
	1.13 State the importance of adhering to organisational requirements for reporting when work has been completed			
2. Understand how to maintain waste	2.1 Describe where information on the number and location of waste collection points can be found			
	2.2 State types of hazardous debris and detritus			
	2.3 Describe actions that need to be taken in order to deal with hazardous debris and detritus			

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	2.4 Describe how to operate equipment safely			
	2.5 Describe the organisational requirements for emptying containers			
	2.6 Describe how to identify when containers need replacing			
	2.7 Describe the organisational requirements for reporting problems			
3. Be able to remove litter, detritus and debris from grounds	3.1 Confirm with appropriate persons the area to be cleaned			
	3.2 Select and wear appropriate personal protective equipment for the task			
	3.3 Select the appropriate equipment and cleaning methods for the types of litter, detritus and debris in the work area			
	3.4 Use equipment safely following organisational requirements			
	3.5 Use the correct method for removing litter from the ground surface			
	3.6 Secure mobile equipment when not in use			
	3.7 Segregate litter and put in correct container/location			
	3.8 Transfer waste to the correct collection points			
4. Be able to maintain waste collection points	4.1 Identify the number and location of the waste collection points			
	4.2 Identify waste that needs specialist treatment or handling			
	4.3 Follow organisational requirements for dealing with waste that requires specialist treatment or handling			
	4.4 Empty containers and replace as necessary			
	4.5 Leave the area clean and tidy			
	4.6 Report any problems following organisational requirements			
	4.7 Return equipment to the correct place and store securely			
	4.8 Report that work has been completed			

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Unit C2.19: Perform street cleansing mechanically

Level: 2 Credit Value: 4 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Understand how to remove litter, detritus and debris	1.1 List the permits and checks that may be required for the task			
	1.2 Describe factors which should be taken into account when identifying litter, detritus and debris			
	1.3 Describe organisational requirements for reporting items that may present a risk to health and safety			
	1.4 State the importance of wearing the required personal protective equipment and for others to see it being worn			
	1.5 State types of hazardous debris and detritus			
	1.6 Describe actions that need to be taken in order to deal with hazardous debris and detritus			
2. Understand how to operate vehicles, equipment and machinery	2.1 State the level of legal and organisational authority needed to operate the vehicle or machinery			
	2.2 State how the legal and organisational authority would be obtained			
	2.3 State the types of personal protective equipment required for: Vehicles Equipment and machinery Working conditions			
	2.4 Describe how to check that the vehicles and machinery have sufficient resources			
	2.5 State where additional resources can be obtained			
	2.6 State the organisational requirements for reporting faults with vehicles, equipment and machinery			
	2.7 State the importance of operating vehicles, equipment and machinery safely			
	2.8 State the importance of securing mechanical equipment			
3. Understand how to deal with collected waste	3.1 State types of spillage that cab occur			
	3.2 Describe how to check that spillages have been treated correctly			

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	3.3 Describe the organisational requirements for reporting problems			
	3.4 State the location of the designated collection points for waste			
	3.5 Describe how to discharge and dispose of collected waste safely			
	3.6 Explain the legal and organisational requirements that must be followed when disposing of waste			
	3.7 State the organisational requirements for reporting when work has been completed			
	3.8 State the importance of adhering to organisational requirements for reporting when work has been completed			
4. Know how to clean and store vehicles, equipment and machinery	4.1 State the designated location for cleaning vehicles, equipment and machinery			
	4.2 Describe the methods for cleaning vehicles, equipment and machinery			
	4.3 State the location of the storage areas for vehicles, equipment and machinery			
	4.4 State the importance of leaving storage areas secure			
5. Be able to remove litter and detritus	5.1 Confirm with the appropriate person the area to be cleaned			
	5.2 Select the: • Vehicle • Equipment and machinery • Cleaning methods • Suitable for the litter, detritus and surfaces to be cleaned			
	5.3 Confirm that the appropriate legal and organisational authorization is in place to operate the vehicle and machinery			
	5.4 Select and wear personal protective equipment appropriate for the: • Vehicle • Equipment and machinery • Working conditions			
	5.5 Ensure that vehicles and machinery have sufficient resources			
	5.6 Report faults with vehicles, equipment and machinery			

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	5.7 Use appropriate methods for removing litter detritus and debris according to: • Type of litter, detritus and debris • Equipment and machinery • Vehicles • Working conditions			
	5.8 Operate vehicles, equipment and machinery safely following organisational requirements			
	5.9 Secure vehicles and machinery when not in use			
	5.10 Carry out work to allow maximum clearance of litter, detritus and debris considering working conditions			
6. Be able to deal with collected waste	6.1 Ensure spillages are treated correctly before removing them			
	6.2 Report any problems following organisational requirements			
	6.3 Transfer collected waste to the designated collection point			
	6.4 Discharge and dispose of waste in line with legal and organisational requirements			
	6.5 Leave the waste hopper empty			
7. Be able to clean and store vehicles, equipment and machinery	7.1 Clean vehicles, equipment and machinery once work is completed			
	7.2 Return vehicles, equipment and machinery to the correct place and store securely			
	7.3 Report that work has been completed			

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Unit C2.20: Work safely at heights

Level: 2 Credit Value: 3 Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref Number	Comments
1. Understand how to carry out work safely at heights	1.1 Describe how personal activities and behaviour 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			
	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			

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	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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Appendix 1: Qualification Structure

Candidates must achieve a minimum of 18 credits to achieve the qualification. This will be made up of: 7 credits from Mandatory Group A, a minimum of 2 credits from Mandatory Group B and a further 9 credits (minimum) to be taken from Optional Group A.

Mandatory Group A

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Code
D/600/6322	Communicate effectively in the workplace	2	2	C2.02
R/600/6351	Develop yourself in the job role	2	2	C2.304
M/600/2775	Reduce risks to health and safety in the workplace	3	2	C2.01

Mandatory Group B

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Code
J/600/6279	Work with others and follow reporting procedures in a cleaning environment	2	1	C1.05
A/600/6280	Work individually and follow reporting procedures in a cleaning environment	3	1	C1.06

Optional Unit Group A

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Code
K/600/6324	Clean and maintain internal surfaces and areas	4	2	C2.05
M/600/6325	Clean and maintain external surfaces and areas	4	2	C2.06
T/600/6326	Deal with routine waste	3	2	C2.07
J/600/6329	Clean washrooms and replenish supplies	3	2	C2.08
A/600/6330	Clean high risk areas	5	2	C2.09
F/600/6331	Clean confined spaces	4	2	C2.10
J/600/6332	Clean food areas	4	2	C2.11
L/600/6333	Deep clean equipment and surfaces	6	2	C2.12
D/600/6336	Clean, maintain and protect semi-hard and hard floors	4	2	C2.13
H/600/6337	Clean and maintain soft floors and furnishings	4	2	C2.14
M/600/6342	Clean glazed surfaces and facades	3	2	C2.15
T/600/6343	Deal with non-routine waste	3	2	C2.16
A/600/6344	Carry out maintenance and minor repairs	3	2	C2.17
F/600/6345	Perform street cleansing manually	3	2	C2.18
J/600/6346	Perform street cleansing mechanically	4	2	C2.19
R/600/6348	Work safely at heights	3	2	C2.20

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