

Level 1 Award/Certificate in Cleaning and Support Services Skills (7648-01)

Candidate Logbook

Award – 500/9760/X

Certificate – 500/9209/1



www.cityandguilds.com
April 2012
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Date and version number	Change detail	Section
April 2012 V2.0	Unit 110 – Assessment criteria for 'Know how to prepare for cleaning the work area' amended to reflect the Handbook, which contains the correct information.	Units

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Contents

1	About your candidate logbook	5
2	About the qualification	7
3	About the approved centre	8
4	About candidates	10
5	Assessment	11
6	Assessment method requirements	12
7	Using your logbook	14
8	Candidate job profile	15
9	Skill scan/Initial assessment	16
10	Expert/Witness Status list	23
11	Assessment/Action Planning	24
12	Summary of Achievement	25
13	Qualification structure, units and evidence requirements	27
Unit 201	Reduce risks to health and safety in the workplace	29
Unit 102	Maintain personal hygiene standards when cleaning	32
Unit 103	Do your job in a customer friendly way	35
Unit 204	Follow the rules to deliver customer service	37
Unit 105	Work with others and follow reporting procedures	39
Unit 106	Work individually and follow reporting procedures in a cleaning environment	42
Unit 107	Work in an environmentally friendly way	45
Unit 108	Use and store cleaning equipment and agents	47
Unit 109	Deal with waste, recyclables, lost property and suspicious packages when cleaning	52
Unit 110	Use electrically powered cleaning equipment effectively and safely	55
Unit 111	Clean surfaces using correct methods	60
Appendix 1	City & Guilds assessment policies summary	64
Appendix 2	General Report	65
Appendix 3	Incident/Occurrence Log	67
Appendix 4	Incident/Occurrence Log Sample	68

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1 About your candidate logbook

1.1 Contact details

Candidate name	
Unique candidate number	
Centre name	
Centre number	
Qualification start date	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Verifier	
Centre Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete your qualification. It contains:

- the units you need to achieve to complete your Award/Certificate/Diploma
- information about your responsibilities as a candidate
- forms you can use to record and organise your evidence.

It will also tell you:

- about the qualification
- what you need to do to complete your Award/Certificate/Diploma
- who will help you.

About City & Guilds

City & Guilds is your awarding organisation for the Level 1 Award/Certificate in Cleaning Support Services Skills. City & Guilds is the UK's leading awarding organisation for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

2 About the qualification

The Award/Certificate/Diploma in Cleaning and Support Services Skills are nationally recognised qualifications gained in the workplace. They are based on National Occupational Standards, which are standards written by employers and experts in your industry.

When you achieve your qualification it will prove that you can work to the standards expected by employers in your industry. This qualification will show you are competent to do a job and have the skills, knowledge and understanding needed to do it well.

This qualification is assessed in the work place. Therefore, you should be carrying out the type of work involved in this qualification, or expect to carry it out in the future. If you are not in work, your centre will need to arrange a work placement for your assessment.

3 About the approved centre

3.1 Types of approved centre

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer these qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

3.2 Approved centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will:

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

Centres are also responsible for supporting you as you work towards your qualification. Your centre will:

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the qualification assessment process works
- produce an assessment plan for you.

3.3 Assessment roles

The following people at your centre will help you achieve your qualification.

The assessor

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

Your assessor will:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

Your assessor may be your manager or supervisor at work. You may have more than one assessor depending on which units of the qualification you take.

The internal verifier

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

The external verifier

The external verifier is employed by City & Guilds to ensure that your centre meets the required national standards for quality and assessment.

The mentor

The mentor is someone in your workplace who can help and support you as you are working towards your qualification but does not carry out assessments. They may be able to provide you with witness testimony for your qualification.

Witnesses

Witnesses do not judge your overall competence but may provide statements about your performance which can be used as evidence of your work.

4 About candidates

4.1 Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

- provide your centre with personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your evidence and qualification
- make sure you understand and comply with Health and Safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

4.2 Candidate enrolment number

Make sure you keep a note of your unique City & Guilds enrolment number on the front page of this logbook.

You will need this number again if you take any other City & Guilds qualifications. Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

4.3 Moving to a new centre

If you change jobs or move to a new centre, before you complete this qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

5 Assessment

5.1 Initial assessment

Before you start work on the Level 1 Award/Certificate in Cleaning and Support Services Skills you will meet with your assessor to discuss what you need to do to complete your qualification. This can include:

- checking you are taking the right level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

5.2 Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have, and decide how this can be used towards your Level 1 Award/Certificate in Cleaning and Support Services Skills. This process is sometimes called a Skill scan.

5.3 The assessment process

Once you have chosen your units you will make and agree an assessment plan with your assessor. This will show:

- the units the assessment plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The assessment plan should also indicate the methods of assessment to be used to collect your evidence. Evidence can include:

- observation by your assessor
- questioning – this could be verbal, written or computer based
- peer reports
- witness testimonies
- professional discussion

Your centre will explain the different types of evidence to you in more detail. There is an Assessment Plan Form you can use in this logbook.

6 Assessment method requirements

This guidance is based on and amplifies the Policies and Principles for Awarding Asset Skills Competence Units in the Framework.

6.1 Assessment Principles

- Assessment should normally be at the candidate's workplace. Where the opportunity to assess across the range of standards is unavailable, other comparable working environments may be used, following agreement from the External Verifier.
- A holistic approach towards the collection of evidence should be encouraged, assessing activities generated by the whole work experience rather than focusing on specific tasks. For example, if the candidate communicates with a customer whilst engaged in cleaning activities these can be assessed against both cleaning and customer service elements.
- Assessors can only assess in their acknowledged area of occupational competence.
- Assessors and Internal Verifiers will be registered with their Approved Centre and be accountable to the organisation for their assessment practice.
- The health and safety of customers and employees must be maintained throughout the assessment process. If any person carrying out assessment or verification activities feels that due regard to health and safety is not being taken, they should refuse to continue with the activity(ies) until satisfied that the situation has been resolved.

6.2 Simulation And Witness Testimony

There are a few occasions when simulation or witness testimony may be used and the centre can demonstrate that performance evidence has been impossible to obtain.

The underlying reasons for either simulation or witness testimony are:

- health and safety considerations
- activities that would cause serious inconvenience or loss to an employer if there was an undue delay in their being carried out
- infrequently occurring activities
- equality of access.

Simulation

Simulation may be necessary for specific elements of some units. Where simulation is necessary, demands on the candidate should be neither more nor less than they would encounter in a real work situation. In particular:

- simulations must be planned, developed and documented by the centre in a way that ensures the simulation accurately reflects what the unit seeks to assess
- simulations should follow the documented plans
- a centre's overall strategy for simulation must be examined and approved by the external verifier
- there should be a range of simulations to cover the same aspect of the standard so that the risk of candidates successfully colluding is reduced
- the nature of the contingency must be realistic
- the physical environment for the simulation must be as realistic as possible and draw on real resources that would be used in the industry

Witness Testimony

Witness testimony should not form the main source of evidence. Centres must comply with City & Guilds guidance over the occupational competence and briefing of witnesses in the use of witness testimony.

6.3 Recognition of prior learning and experience (RPL)

Recognition of Prior Learning (RPL) recognises where the candidate's previous experience could contribute to a qualification.

- Evidence from past achievement may be included as permissible evidence within assessment methods.
- Evidence of prior knowledge and understanding can be offered as supplementary evidence, as long as it is a measurable assessed outcome of learning which links to the unit of assessment.
- Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual circumstances.
- All candidates must demonstrate current competence with respect to recognition of prior learning (RPL).

7 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

These are:

Candidate job profile

You can use this form to record your personal details if you don't already have a Candidate résumé/ CV.

Skill scan/Initial assessment (Ref)

This can be used to record the skills and knowledge you may already have. This may be part of your initial assessment.

Expert/witness status list

This is used to record the details of staff that will provide you with witness testimony.

Assessment/Action Planning

You and your assessor will use this form to feedback after each session. It will also enable you and your assessor to plan what actions need to be done before the next session.

Candidate Progress

This form is used to show which units you have chosen and how many units you have completed. When you have completed all of the units and are ready to ask for your certificate, you and your assessor will sign this.

Please photocopy these forms as required.

Units (Section 12 of this document)

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence a portfolio reference number.

Observation report (Appendices 10 of this document)

Your assessor will complete during observation. You will both sign this as a true record.

Incident/Occurrence Log (Appendix 11 of this document)

This is for you to complete to record incidents or occurrences that occur during your normal working day.

Also available to download from www.cityandguilds.com are some standard forms that you might want to include in your portfolio.

8 Candidate job profile

If you already have your own CV you can use that instead of this form.

Name:

Place of Work:

Assessor:.....

Outline of job role

Previous roles & responsibilities relevant to the qualification:

Previous qualification and training relevant to the qualification:

9 Skill scan/Initial assessment

Level 1 Award/Certificate in Cleaning and Support Services Skills

Candidate name

Unit	Duties	Examples	Training Required
102	Maintain personal hygiene standards when cleaning		
	Do you understand the importance of being clean and hygienic at work?		
	Do you use PPE?		
	Do you understand the importance of PPE?		
103	Do your job in a customer friendly way		
	Are you aware of the importance of your company's uniform policy?		
	Do you understand the importance of customer service?		
105	Work with others and follow reporting procedures		
	Do you work with another colleague?		
	Do you know the importance of being able to work as part of a team?		
	Do you know what to do if a disagreement arises in your workplace?		
106	Work individually and follow reporting procedures in a cleaning environment		
	Do you work alone, without a supervisor or a customer?		
	Are you aware of the security arrangements in your workplace?		
	Do you deal with internal or external customers and are you aware of how you should interact with them?		
	Do you know the reporting procedures for health and safety, security and other workplace procedures?		

Skillscan/Initial assessment

Unit	Duties	Examples	Training Required
107	Work in an environmentally friendly way		
	Do you understand what working in an environmentally friendly manner means?		
	Are you aware of any types of pollution in your workplace?		
	Do you know your company's waste disposal procedure?		
108	Use and store cleaning equipment and agents		
	Do you understand how to prepare yourself and your working area?		
	Do you know how to select the correct equipment for your cleaning task?		
	Do you know how to correctly select, use and dispose of cleaning materials?		
	Are you aware of the importance of a safe, secure and clean storage area?		
109	Deal with waste, recyclables, lost property and suspicious packages when cleaning		
	Are you aware of the different types of waste in your workplace?		
	Do you understand the procedure for dealing with: <ul style="list-style-type: none"> • waste • recycling • lost property • suspicious packages in your workplace?		

Skillscan/Initial assessment

Unit	Duties	Examples	Training Required
110	Use electrical powered cleaning equipment effectively and safely		
	Are you aware of what you must do to prepare the work area when using electrical equipment?		
	Do you know how to prepare electrical equipment for use?		
	Do you know how to use electrical equipment safely?		
111	Clean surfaces using correct methods		
	Do you know how to prepare yourself and your working area?		
	Do you know how to select the correct equipment for your cleaning task?		
	Do you know how to correctly select, use and dispose of cleaning materials?		
	Are you aware of the importance of a safe, secure and clean storage area?		
201	Reduce risks to health and safety in the workplace		
	Are you aware that when you are working you should not create any health & safety hazards?		
	Do you know how to identify hazards and risks in your workplace?		
	Are you aware that you should not ignore risks in your workplace?		
	Are you aware of your workplace procedures to put things right, reporting situations and seeking advice?		
	Has your workplace a security policy and are you aware of it?		

Skillscan/Initial assessment

Unit	Duties	Examples	Training Required
202	Communicate effectively in the workplace		
	Are you aware of the importance of portraying a positive image when responding to, and dealing with, others in the workplace?		
	Do you know where to find information relevant to your job?		
	Do you know the organisational procedure for recording information?		
203	Develop yourself in the job role		
	Have you identified areas of further development for yourself?		
204	Follow the rules to deliver customer service		
	Do you understand the importance of customer service in your role?		
	Do you know what you can and cannot do under external regulations that affect your customer service work?		
205	Clean and maintain internal surfaces and areas		
	Do you clean in a low risk area; this could be an office area or a school area for example?		
	Do you carry out dry/damp dusting?		
206	Clean and maintain external surfaces and areas		
	Do you work outside using tools and machinery?		
	Do you adapt your working practices in line with available tools, equipment and environmental factors?		

Skillscan/Initial assessment

Unit	Duties	Examples	Training Required
207	Deal with routine waste		
	Do you handle waste while carrying out your cleaning duties?		
	Do you support waste collection?		
208	Clean washrooms and replenish supplies		
	Do you clean washrooms?		
	Do you replenish disposables?		
209	Clean high risk areas		
	Do you clean areas which have a high risk of infection or contamination?		
210	Clean confined spaces		
	Do you work in areas where access is restricted and an atmospheric test is required?		
211	Clean food areas		
	Do you clean in a kitchen, food service area, food manufacturing premises, food production or food retailing?		
	Do you clean in line with the 'food safety management procedure'?		
	Do you have to dismantle any food production equipment and clean it?		
212	Deep clean equipment and surfaces		
	Do you carry out specialised cleaning, using non routine or specialist equipment?		
	Do you carry out specialised cleaning, using specialist chemicals and treatments?		

Skillscan/Initial assessment

Unit	Duties	Examples	Training Required
213	Clean, maintain and protect semi-hard and hard floors		
	Do you clean hard and semi-hard floors using brushes, mops and vacuum cleaners?		
	Do you remove ground in soil, protective coatings, and spillages from floors?		
	Do you apply protective coatings to floors?		
214	Clean and maintain soft floors and furnishings		
	Do you cosmetic clean carpets and soft furnishings, i.e. use of dry granule cleaning, bonnet mopping absorption or dry solvent application?		
	Do you remove ground in soil from carpets and soft furnishings, i.e. use of water extraction machines or shampooing?		
215	Clean glazed surfaces and facades		
	Do you clean windows, facades, marble or cladding?		
	Review assessment guidelines and add in as appropriate		
216	Deal with non-routine waste		
	Do you deal with hazardous waste, i.e. clinical waste or sharps?		
	Do you label all non routine waste?		
217	Carry out maintenance and minor repairs		
	Do you carry out maintenance and minor repairs inside and outside of buildings?		
	Do you use hand tools and other equipment?		

Skillscan/Initial assessment

Unit	Duties	Examples	Training Required
218	Perform street cleansing manually		
	Do you clean outside areas using a brush and a barrow or cart?		
	Do you remove litter and other items from public places, including grounds, streets, pavements, pedestrianised areas and car parks?		
	Do you transfer litter to the correct collection areas?		
219	Perform street cleansing mechanically		
	Do you carry out street cleansing using a vehicle or automated equipment?		
	Do you have responsibility for a vehicle or machine?		
	Do you remove litter and other items from public places, including grounds, streets, pavements, pedestrianised areas and car parks?		
220	Work safely at heights (a height is defined as a place from which a person could be injured by falling, regardless of whether it is above, at or below ground level)		
	Do you work at a height?		
221	Use a water-fed pole system to clean windows and facades		
	Do you operate a water-fed pole system?		
	Do you maintain a water-fed pole system?		

10 Expert/Witness Status list

Candidate name.....			
Name and Witness Signature	Status *	Professional relationship to candidate **	Outcomes witnessed
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
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_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

*** Status**

- | | |
|--|--|
| 1 Occupational expert meeting specific requirements for role of expert witness | 3 Non expert familiar with the standards |
| 2 Occupational expert not familiar with the standards | 4 Non expert not familiar with the standards |

**** Professional relationship to candidate**

Manager = M Supervisor = S Colleague = Coll Customer = Cus Other (please specify)

11 Assessment/Action Planning

Candidate Name _____ Assessor Name _____ Date _____

Review of previous plan

Record of session

Feedback on session

Actions to be reviewed at next session	Date
--	------

Units/Outcomes completed

--	--	--	--	--	--

Signature of candidate

Signature of assessor

12 Summary of Achievement

Candidate name: _____

Candidate enrolment number: _____

Unique candidate number: _____

Centre number: _____

Assessor(s) and Internal Verifier(s) must print their name and provide a sample signature in the table below. This is necessary for validating the signature provided by the Assessor/Internal Verifier to confirm that the candidate has met all of the necessary requirements to complete the specified unit.

Please see unit achievement list on the next page.

Assessor(s)

Assessor(s) Name (print) 1. _____ 2. _____ 3. _____

Signature: _____

Countersigning Assessor(s) Name (print) 1. _____ 2. _____ 3. _____

Signature: _____

Internal Verifier(s)

Internal Verifier(s) Name (print) 1. _____ 2. _____ 3. _____

Signature: _____

Countersigning Internal Verifier(s) (print) 1. _____ 2. _____ 3. _____

Signature: _____

13 Qualification structure, units and evidence requirements

Level 1 Award in Cleaning and Support Services Skills

To achieve the Award you must achieve a minimum of 7 credits.

Unit Number	Unit Title	Unit accreditation number	Credit value
Mandatory units (5 credits):			
201	Reduce risks to health and safety in the workplace	M/600/2775	3
102	Maintain personal hygiene standards when cleaning	T600/6276	2
Optional units (a minimum of 2 credits):			
108	Use and store cleaning equipment and agents	J/600/6282	3
109	Deal with waste, recyclables, lost property and suspicious packages when cleaning	Y/600/6285	2
110	Use electrical powered cleaning equipment effectively and safely	M/600/6292	3
111	Clean surfaces using correct methods	T/600/6312	3

Qualification structure, units and evidence requirements

Level 1 Certificate in Cleaning and Support Services Skills

To achieve the Certificate you must achieve a minimum of 18 credits.

Unit Number	Unit Title	Unit accreditation number	Credit value
Mandatory units (5 credits):			
201	Reduce risks to health and safety in the workplace	M/600/2775	3
102	Maintain personal hygiene standards when cleaning	T/600/6276	2
103	Do your job in a customer friendly way	A/601/1205	5
204	Follow the rules to deliver customer service	L/601/1604	4
A minimum of 2 credits from:			
105	Work with others and follow reporting procedures	J/600/6279	2
106	Work individually and follow reporting procedures in a cleaning environment	A/600/6280	3
A minimum of 7 credits from the following: (Candidates that have not chosen Unit 204 from the above suite, may complete a maximum of 3 credits from Level 2 units 205-221)			
107	Work in an environmentally friendly way	F/600/6281	2
108	Use and store cleaning equipment and agents	J/600/6282	3
109	Deal with waste, recyclables, lost property and suspicious packages when cleaning	Y/600/6285	2
110	Use electrical powered cleaning equipment effectively and safely	M/600/6292	3
111	Clean surfaces using correct methods	T/600/6312	3
205*	Clean and maintain internal surfaces and areas	K/600/6324	4
206*	Clean and maintain external surfaces and areas	M/600/6325	4
207*	Deal with routine waste	T/600/6326	3
209*	Clean washrooms and replenish supplies	J/600/6329	3
209*	Clean high risk areas	A/600/6330	5
210*	Clean confined spaces	F/600/6331	4
211*	Clean food areas	J/600/6332	4
212*	Deep clean equipment and surfaces	L/600/6333	6
213*	Clean, maintain and protect semi-hard and hard floors	D/600/6336	4
214*	Clean and maintain soft floors and furnishings	H/600/6337	4
215*	Clean glazed surfaces and facades	M/600/6342	3
216*	Deal with non-routine waste	T/600/6343	3
217*	Carry out maintenance and minor repairs	A/600/6344	3
218*	Perform street cleansing manually	F/600/6345	3
219*	Perform street cleansing mechanically	J/600/6346	4
220*	Work safely at heights	R/600/6348	3
221*	Use a water-fed pole system to clean windows and facades	L/600/6350	4

* Units 205-221 can be found in the 7648 Level 2 Candidate Logbook. Unit 204 cannot be taken with Level 2 units 205-221.

Unit 201 Reduce risks to health and safety in the workplace

Level: 2

Credit value: 3

Recommended guided learning hours: 25

Unit aim

This unit is about reducing risks to health and safety in the workplace. It is about appreciating significant risks in the workplace and knowing how to identify and deal with them.

Learning outcomes

- know about your organisation’s health and safety procedures (1)¹
- be able to identify the hazards and risks in the workplace (4)¹
- know how to identify the hazards in the workplace (2)¹
- be able to reduce the risks to health and safety in the workplace (5)¹
- know how to evaluate risks in the workplace (3)¹

Assessment

The ‘What you must know’ learning outcomes (beginning with the word ‘know’) will normally be covered by your assessor asking you questions.

‘What you must do’ learning outcomes (which begin ‘be able to’), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the ‘what you must do’ learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

201 Be able to identify the hazards in the workplace (4) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓	✓	
3.	✓	✓	
4.	✓	✓	
5.	✓	✓	

201 Be able to reduce the risks to health and safety in the workplace (5) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓	✓	
5.		✓	
6.		✓	

O = Observation Q = Question & answer S = Simulation/RWE
 (see page 16 of the Qualification Handbook for more details)

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 201 Reduce risks to health and safety in the workplace

Know about your organisation's health and safety procedures ⁽¹⁾¹		
You must be able to:		PRN
1	describe your responsibilities and legal duties for health and safety in the workplace	
2	identify responsibilities and legal duties for health and safety specific to your own job role	
3	name and locate the person responsible for health and safety in your area of work	
4	describe where and when to get additional health and safety assistance	
5	give reasons why it is important to follow manufacturer's instructions for the safe use of equipment, materials and products	

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to identify the hazards and risks in the workplace ⁽⁴⁾¹							
1	select the workplace instructions, which are relevant to your job						
2	identify aspects of the workplace which could pose a danger to yourself or others						
3	give examples of working practices in the job which could pose a danger to people in the workplace						
4	assess which aspects of the workplace and working practices pose the highest risk and report them to the relevant person						
5	deal with hazards in accordance with instructions and legal requirements						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to identify the hazards in the workplace ⁽²⁾¹		
You must be able to:		PRN
1	define the term 'hazard'	
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 your job role	
3	give reasons why it is important to remain alert to the presence of hazards in the whole workplace	
4	describe why personal presentation and behaviour is important in maintaining health and safety in the workplace	

Unit 201 Reduce risks to health and safety in the workplace

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to reduce the risks to health and safety in the workplace (5) ¹							
1	perform duties in accordance with workplace instructions, manufacturers instructions and legal requirements						
2	use equipment, materials and products safely and in accordance with instructions						
3	use relevant equipment to control risks to health and safety						
4	make suggestions on how to reduce risks to health and safety in the workplace to the relevant person						
5	describe any differences between workplace instructions and manufacturer's instructions and report these to the relevant person						
6	describe how your personal presentation and behaviour at work could cause risks to the health and safety of yourself and others						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to evaluate risks in the workplace (3) ¹		
You must be able to:		PRN
1	define the term 'risk'	
2	give reasons why they should deal with or report risks	
3	describe procedures for reporting risks which they are unable to deal with	
4	describe the risks to the environment which may be present in the workplace and your own job	

Confirm completion of this Unit on the Summary of Achievement page.

Unit 102 Maintain personal hygiene standards when cleaning

Level: 1

Credit value: 2

Recommended guided learning hours: 15

Unit aim

This unit is about the standards of personal hygiene which are required when cleaning, and how to report skin conditions and illnesses. It is also personal protective equipment and how to select and use it according to the task being carried out.

Learning outcomes

- be able to keep clean and hygienic in the workplace (5)¹
- know why it is important to keep clean and hygienic in the workplace (1)¹
- know how to report skin conditions and illnesses (3)¹
- know how to cover cuts and skin conditions (4)¹
- be able to select and use personal protective equipment appropriately (6)¹
- know how to select and use personal protective equipment (2)¹

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

102 Keep clean and hygienic in the workplace (5)¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		

102 Select and use personal protective equipment appropriately (6)¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		

O = Observation Q = Question & answer S = Simulation/RWE
 (see page 16 of the Qualification Handbook for more details)

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 102 Maintain personal hygiene standards when cleaning

Performance evidence required		Portfolio Reference Number (PRN)						
Be able to keep clean and hygienic in the workplace ⁽⁵⁾¹								
1	follow organisational requirements for jewellery and accessories							
2	store jewellery and accessories following organisational requirements							
3	follow organisational requirements for hand hygiene							
			Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know why it is important to keep clean and hygienic in the workplace ⁽⁴⁾¹		PRN
You must be able to:		
1	state the importance of wearing clean clothes when cleaning	
2	list types of jewellery and accessories which may not be worn	
3	state why some types of jewellery and accessories may not be worn	
4	state the importance of keeping hair, skin and nails clean and hygienic	
5	describe why it is important to follow the organisational requirements for hand hygiene	
6	describe the difference between washing and decontaminating hands	

Know how to report skin conditions and illnesses ⁽³⁾¹		PRN
You must be able to:		
1	state why it is important to report cuts, grazes, skin conditions or illnesses	
2	state how to report cuts, grazes, skin conditions or illnesses	

Know how to cover cuts and skin conditions ⁽¹⁾¹		PRN
You must be able to:		
1	list different types of treatments for cuts, grazes or skin conditions	
2	explain why it is important to cover cuts, grazes or skin conditions when cleaning	

Unit 102 Maintain personal hygiene standards when cleaning

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to select and use personal protective equipment appropriately (2)¹									
1	select appropriate personal protective equipment								
2	check that the selected personal protective equipment is clean and fit for use								
3	wear personal protective equipment in line with health and safety requirements								
4	change personal protective equipment when necessary								
5	dispose of used personal protective equipment correctly								
		Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Know how to select and use personal protective equipment appropriately (6)¹		PRN
You must be able to:		
1	list different types of personal protective equipment which are available	
2	state why it is important to wear personal protective equipment	
3	state where and how to dispose of used personal protective equipment	

Confirm completion of this Unit on the Summary of Achievement page.

Unit 103 Do your job in a customer friendly way

Level: 1

Credit value: 5

Recommended guided learning hours: 33

Unit aim

The customer service that your organisation gives is affected by the way you do your job. Whatever job you are doing, customers expect you to do it properly. Customers also expect you to consider their wishes and feelings while you are doing it. Doing the job properly involves following procedures and doing the tasks in your job correctly, as well as having the appropriate relationship with customers. This unit covers how you do your job with the customer in mind, in a way that the organisation and supervisors find acceptable. This unit will help you to understand the parts of your job that are most important to good customer service.

Learning outcomes

- Do your job in a customer friendly way (1)¹
- know and understand how to do your job in a customer friendly way (2)¹

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

103 Do your job in a customer friendly way (1)¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓		
5.	✓		
6.	✓		
7.	✓		
8.	✓		

O = Observation Q = Question & answer S = Simulation/RWE
(see page 16 of the Qualification Handbook for more details)

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 103 Do your job in a customer friendly way

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to do your job in a customer friendly way (1)¹							
1	make a good first impression						
2	follow the organisation's dress code and present the right personal image to their customers						
3	do the tasks that make up your job correctly, in a way that shows you know what customers expect and what the organisation offers						
4	show consideration to customers when carrying out the tasks required in your job						
5	respond willingly to routine requests and questions from customers, and recognise when to pass a request on to an appropriate colleague						
6	share information with customers about how delivery of the service or product is going						
7	work flexibly to help individual customers without reducing the level of service you give to others						
8	share information with colleagues when they need it to provide good customer service						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know and understand how to do your job in a customer friendly way (2)¹		
You must be able to:		PRN
1	describe your organisation's dress code	
2	describe how to do the tasks that make up your job	
3	identify how long parts of the job take to do and how this may affect your customers	
4	describe how to do your work in an organised way	
5	identify what their customers expect of you and your work	
6	identify the organisation's service offer and how this affects the way you do your work	
7	state what you are allowed to do and not allowed to do for customers	
8	state how to do your job in a way that is healthy and safe for you, the customers and your colleagues	

Confirm completion of this Unit on the Summary of Achievement page.

Unit 204 Follow the rules to deliver customer service

Level: 2

Credit value: 4

Recommended guided learning hours: 30

Unit aim

This unit requires you to understand all the rules that apply to customer service delivered by your organisation and how they apply you and your job.

Learning outcomes

- follow your organisation's customer service practices and procedures (1)¹
- know how to follow the rules to deliver customer service (2)¹

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Evidence of following the rules to deliver customer service must be provided:

- during routine delivery of customer service
- during a busy time in your job
- during a quiet time in your job
- when people, systems or resources have let you down.

204 Follow your organisation's customer service practices and procedures (1)¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓		
5.	✓		

O = Observation Q = Question & answer S = Simulation/RWE

(see page 16 of the Qualification Handbook for more details)

Unit 204 Follow the rules to deliver customer service

Performance evidence required		Portfolio Reference Number (PRN)					
Follow your organisation's practices and procedures ⁽¹⁾ ¹							
1	follow organisational practices and procedures that relate to your customer service work						
2	recognise the limits of what they are allowed to do when delivering customer service						
3	refer to somebody in authority when they need to						
4	work in a way that protects the security of customers and the customers' property						
5	work in a way that protects the security of information about customers						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to follow the rules to deliver customer service ⁽²⁾ ¹		
You must be able to:		PRN
1	describe organisational practices and procedures that relate to your customer service work	
2	identify the limits of what they are allowed to do when delivering customer service	
3	explain when and how they should refer to somebody in authority about the rules for delivering customer service	
4	explain how you protect the security of customers and their property	
5	describe your health and safety responsibilities as they relate to your customer service work	
6	explain your responsibilities to deliver customer service, treating customers equally	
7	explain why it is important to respect customer and organisation confidentiality	
8	list the main things you must do and not do in your job under legislation that affects your customer service work	
9	list the main things that you must do and not do in your job under external regulations that affect your customer service work.	

Confirm completion of this Unit on the Summary of Achievement page.

Unit 105 Work with others and follow reporting procedures

Level: 1

Credit value: 2

Recommended guided learning hours: 17

Unit aim

This unit is about working with others with the same occupation as yourself in your organisation and following the correct reporting procedures. It is about giving help to others when they need it and responding appropriately when incidents or disagreements arise.

Learning outcomes

- know the organisational requirements before starting work (1)¹
- be able to work as part of a team (4)¹
- know how to work as part of a team (2)¹
- be able to record and report any incidents or disagreements (5)¹
- know how to resolve difficult situations and who to report them to (3)¹.

Assessment

The ‘What you must know’ learning outcomes (beginning with the word ‘know’) will normally be covered by your assessor asking you questions.

‘What you must do’ learning outcomes (which begin ‘be able to’), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the ‘what you must do’ learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

105 Be able to work as part of a team (4) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓	✓	
5.	✓	✓	✓
6.	✓	✓	
7.	✓		

105 Be able to record and report any incidents or disagreements (5) ¹			
PC ref.	O	Q	S
1.	✓	✓	
2.	✓	✓	
3.	✓	✓	

O = Observation Q = Question & answer S = Simulation/RWE
 (see page 16 of the Qualification Handbook for more details)

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 105 Work with others and follow reporting procedures

Know the organisational requirements before starting work (1)¹		
You must be able to:		PRN
1	state the procedures for entering and leaving the workplace	
2	state the importance of following procedures for entering and leaving the workplace	
3	state the standards of behaviour expected in the workplace	
4	state the importance of giving a positive impression to others	
5	state where to obtain the work schedule and instructions.	

Performance evidence required	Portfolio Reference Number (PRN)							
Be able to work as part of a team (4)¹								
1	follow the correct procedure for entering and leaving the workplace							
2	use the work schedule to complete the work as a team							
3	agree with colleagues how to share work so that the team works effectively							
4	welcome new colleagues to the team							
5	show others how to do any tasks they may not have done before, within the limits of own responsibility							
6	answer work related questions from other members of the team							
7	communicate with customers and others in a professional manner to provide any information needed.							
		Type of evidence →						

O = Observation Q = Question & answer S = Simulation/RWE

Know how to work as part of a team (2)¹		
You must be able to:		PRN
1	list different ways of communicating with others in the team	
2	state why it is important to check that you have been understood	
3	list tasks that may be shared in the team	
4	state the limits of own responsibility in demonstrating tasks to others	
5	list the types of assistance that may be offered to colleagues	
6	state how to ask for help in carrying out work.	

Unit 105 Work with others and follow reporting procedures

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to record and report any incidents or disagreements (5) ¹							
1	report any problems which:						
	• you are unable to deal with alone						
	• affect health and safety						
	• affect the reputation of the workplace						
2	record any breakages, damage and disruption in the workplace						
3	report any work that is incomplete and agree arrangements for finishing the work.						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to resolve difficult situations and who to report them to (3) ¹		
You must be able to:		PRN
1	describe ways to handle disagreements so that it does not affect the work of the team	
2	state the importance of resolving disagreements as soon as possible	
3	state when and to whom disagreements should be reported	
4	describe risks and problems that may be encountered and how they can be dealt with	
5	state the organisational requirements for recording damage, breakages and disruption	
6	state the importance of reporting any damage, breakages and disruption caused.	

Confirm completion of this Unit on the Summary of Achievement Form on page 24.

Unit 106 Work individually and follow reporting procedures in a cleaning environment

Level: 1

Credit value: 3

Recommended guided learning hours: 19

Unit aim

This unit is about working individually without the presence of a supervisor or other team members in a cleaning environment. This unit is also suitable for lone workers.

When working individually you might have to deal with team workers from other occupational areas or the general public by providing them with information, or interacting with them in another way. In these situations it is important to act appropriately to create a positive impression of your employer and/or workplace.

Learning outcomes

- be able to ensure own safety when working individually when cleaning (5)¹
- know how to ensure own safety when working individually when cleaning (1)¹
- know expected standards of behaviour in the workplace (2)¹
- be able to carry out work individually (6)¹
- know how to follow procedures when working individually (4)¹
- know how to carry out work individually (3)¹

Assessment

The ‘What you must know’ learning outcomes (beginning with the word ‘know’) will normally be covered by your assessor asking you questions.

‘What you must do’ learning outcomes (which begin ‘be able to’), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the ‘what you must do’ learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

106 Be able to ensure own safety when working individually when cleaning (5)¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓		
5.	✓		
6.	✓	✓	

106 Be able to carry out work individually (6)¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓	✓	
4.	✓	✓	
5.	✓	✓	

O = Observation Q = Question & answer S = Simulation/RWE
 (see page 16 of the Qualification Handbook for more details)

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 106 Work individually and follow reporting procedures in a cleaning environment

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to ensure own safety when working individually when cleaning (5)¹							
1	maintain agreed levels of contact with the appropriate person when carrying out work						
2	follow the correct procedure for entering and leaving the workplace						
3	identify risks present in the workplace						
4	take action to reduce risks in the workplace						
5	control access to the workplace within the limits of own responsibility						
6	respond to customers and others and provide information that meets their needs						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to ensure own safety when working individually when cleaning (1)¹		
You must be able to:		PRN
1	state the arrangements for contacting the appropriate person	
2	state how often contact should be made when carrying out work	
3	state the procedures for entering the workplace	
4	state types of risks present in the workplace	
5	state the importance of taking action to reduce risks in the workplace	
6	define own level of responsibility for controlling access to the workplace	
7	state the importance of following procedures for access to the workplace	
8	list types of other authorised persons who can enter the workplace	

Know expected standards of behaviour in the workplace (2)¹		
You must be able to:		PRN
1	state the standards of behaviour expected in the workplace	
2	state the importance of giving a positive impression to others	
3	list different ways of communicating with others	
4	state why it is important to check that you have been understood	

Unit 106 Work individually and follow reporting procedures in a cleaning environment

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to carry out work individually ⁽⁶⁾ ¹							
1	use the work schedule to complete work						
2	identify tasks you are not able to complete individually and report to the appropriate person						
3	report any problems to the appropriate person which:						
	• you are unable to deal with alone						
	• affect health and safety						
	• affect the reputation of the workplace						
4	record and report any breakages, damage and disruption in the workplace						
5	report any work that is incomplete and agree arrangements for finishing the work with the appropriate person.						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to follow procedures when working individually ⁽⁴⁾ ¹		
You must be able to:		PRN
1	state the organisational requirements for reporting to own employer or customer	
2	state employer procedures and rules, including emergency procedures and contacts that apply to the work area	
3	state the organisational requirements for recording damage, breakages and disruption	
4	state the importance of reporting any damage, breakages and disruption caused	
5	state the organisational requirements for leaving the workplace	
6	state the importance of leaving the workplace secure	

Know how to carry out work individually ⁽³⁾ ¹		
You must be able to:		PRN
1	state where to obtain the work schedule and instructions	
2	define the areas in which you are authorised to carry out work	
3	state the importance of assessing how own work is progressing	
4	state the importance of identifying any tasks that you will be unable to complete individually	

Confirm completion of this Unit on the Summary of Achievement Form on page 24.

Unit 107 Work in an environmentally friendly way

Level: 1

Credit value: 2

Recommended guided learning hours: 12

Unit aim

This unit is about contributing to the protection of the environment by completing tasks and activities in a manner that minimises harm and causes as little damage or disturbance as possible.

Learning outcomes

- be able to work in an environmentally friendly way (2)¹
- know how to work in an environmentally friendly way (1)¹

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

107 Be able to work in an environmentally friendly way (2)¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		✓
4.	✓		

O = Observation Q = Question & answer S = Simulation/RWE
(see page 16 of the Qualification Handbook for more details)

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 107 Work in an environmentally friendly way

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to work in an environmentally friendly way ⁽²⁾ ¹							
1	carry out work in a way which minimises environmental damage						
2	use tools and materials in a way which minimises environmental damage						
3	care for equipment and materials to minimise wastage						
4	dispose of waste in a way which minimises environmental damage						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to work in an environmentally friendly way ⁽¹⁾ ¹		
You must be able to:		PRN
1	state how to recognise potential wastage of energy, water, equipment and materials	
2	state the organisational requirements to prevent wastage	
3	state types of pollution in the workplace	
4	state types of environmental damage and describe the impact that could occur	
5	describe the corrective actions that would need to be taken if environmental damage occurs	
6	state working methods to minimise pollution and the waste of resources	
7	state methods of dealing with waste disposal	

Confirm completion of this Unit on the Summary of Achievement page.

Unit 108 Use and store cleaning equipment and agents

Level: 1

Credit value: 3

Recommended guided learning hours: 24

Unit aim

This unit is about the use and storage of equipment and cleaning agents in line with organisational procedures and health and safety.

This unit is **not** suitable for cleaning washrooms.

Learning outcomes

- be able to prepare for cleaning the work area (5)¹
- know how to prepare for cleaning the work area (1)¹
- be able to prepare cleaning equipment and agents (6)¹
- know how to prepare cleaning equipment and agents (2)¹
- be able to use cleaning equipment and agents correctly and safely (7)¹
- know how to use cleaning equipment and agents correctly and safely (3)¹
- be able to store cleaning equipment and agents correctly and safely (8)¹
- know how to store cleaning equipment and agents correctly and safely (4)¹

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts overleaf give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 108 Use and store cleaning equipment and agents

Evidence requirements

108 Be able to prepare for cleaning the work area (5) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		

108 Be able to prepare cleaning equipment and agents (6) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓	✓	
4.	✓	✓	
5.	✓	✓	

108 Be able to use cleaning equipment and agents correctly and safely (7) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓		
5.	✓		
6.	✓		

108 Be able to store cleaning equipment and agents correctly and safely (8) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓		
5.	✓	✓	
6.	✓		

O = Observation Q = Question & answer S = Simulation/RWE
 (see page 16 of the Qualification Handbook for more details)

Unit 108 Use and store cleaning equipment and agents

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to prepare for cleaning the work area (5) ¹							
1	select and wear appropriate personal protective equipment for the cleaning task						
2	ventilate the area as appropriate						
3	select and display appropriate warning signs						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to prepare for cleaning the work area		(1) ¹
You must be able to:		PRN
1	state the uses of different types of personal protective equipment	
2	state the importance of ventilating the area	
3	state the meaning of different warning signs	

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to prepare cleaning equipment and agents (6) ¹							
1	select the appropriate equipment for the task						
2	carry out safety checks on the equipment						
3	report any faults and problems with the equipment						
4	select an appropriate cleaning agent for the task						
5	prepare a cleaning solution						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to prepare cleaning equipment and agents		(2) ¹
You must be able to:		PRN
1	state the location of the storage area(s) and how to gain access	
2	state the location of the nearest water and electricity supplies to the storage area	
3	state the importance of colour coding	
4	describe how to check that equipment is safe for use	
5	state the organisational requirements for reporting faults	
6	state the correct method for preparing cleaning solutions	
7	state the meanings of warning signs used on cleaning agent containers	

Unit 108 Use and store cleaning equipment and agents

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to use cleaning equipment and agents correctly and safely (7)¹							
1	use different types of equipment correctly						
2	clean surfaces systematically						
3	carry out a post-cleaning check of the surface						
4	dispose of left over cleaning agents correctly						
5	reinstate the work area						
6	clean used equipment and return it to the correct storage area						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to use cleaning equipment and agents correctly and safely (3)¹		
You must be able to:		PRN
1	state the health and safety legislation which applies to the use of cleaning equipment and agents	
2	describe what might happen if relevant legal requirements are not followed	
3	describe the correct technique for using different types of equipment	
4	state why it is dangerous to mix certain types of cleaning agents	
5	state the importance of following manufacturer's instructions when dealing with cleaning agents	
6	state types of problems that could occur when preparing and using cleaning agents	
7	state how to deal with problems that could occur when preparing and using cleaning agents	
8	state why work routines and sequences need to be followed	
9	state what to look for when performing a post-cleaning inspection of the surface	
10	state how to reinstate the work area	

Unit 108 Use and store cleaning equipment and agents

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to store cleaning equipment and agents correctly and safely⁽⁸⁾¹							
1	make sure the storage area is clean and tidy						
2	store cleaning agents in line with health and safety requirements						
3	store equipment in line with health and safety requirements						
4	check stock levels of cleaning agents						
5	report any shortages of cleaning agents						
6	secure the storage area						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to store cleaning equipment and agents correctly and safely⁽⁴⁾¹		
You must be able to:		PRN
1	identify where equipment should be stored	
2	describe the correct procedures for the storage of cleaning agents	
3	state the importance of the correct storage of cleaning agents	
4	describe the correct method for storing equipment	
5	state the importance of securing the storage area	

Confirm completion of this Unit on the Summary of Achievement page.

Unit 109 Deal with waste, recyclables, lost property and suspicious packages when cleaning

Level: 1

Credit value: 2

Recommended guided learning hours: 13

Unit aim

This unit is about ensuring that waste, recyclables and lost property are dealt with in an appropriate manner and in line with health and safety and organisational procedures. It is also about dealing with packages that may be considered suspicious.

Learning outcomes

- be able to prepare to dispose of waste (3)¹
- know how to prepare to deal with waste (1)¹
- be able to dispose of waste safely and deal with lost property (4)¹
- know the procedures for dealing with waste, recycling, lost property and suspicious packages (2)¹

Assessment

The ‘What you must know’ learning outcomes (beginning with the word ‘know’) will normally be covered by your assessor asking you questions.

‘What you must do’ learning outcomes (which begin ‘be able to’), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the ‘what you must do’ learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

109 Be able to prepare to dispose of waste (3) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		

109 Be able to dispose of waste safely and deal with lost property (4) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓	✓	
5.	✓	✓	

O = Observation Q = Question & answer S = Simulation/RWE

(see page 16 of the Qualification Handbook for more details)

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 109 Deal with waste, recyclables, lost property and suspicious packages when cleaning

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to prepare to dispose of waste (3) ¹							
1	prepare self and working area in order to dispose of waste efficiently and safely						
2	use the correct personal protective equipment required when disposing of waste						
3	identify different categories of waste						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to prepare to deal with waste (1) ¹		
You must be able to:		PRN
1	state the requirements for preparing self and the work area when dealing with waste	
2	state the uses of different types of personal protective equipment	
3	state the importance of wearing personal protective equipment	
4	state the importance of maintaining personal hygiene when handling waste	

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to dispose of waste safely and deal with lost property (4) ¹							
1	handle waste bags and receptacles safely and securely						
2	identify waste which needs to be transferred to a collection point						
3	clean and reline waste receptacles						
4	identify potential lost property and take it to the correct collection point						
5	report and record items of lost property which have been found according to requirements						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Unit 109 Deal with waste, recyclables, lost property and suspicious packages when cleaning

Know the procedures for dealing with waste, recycling, lost property and suspicious packages ⁽²⁾ ¹		
You must be able to:		PRN
1	describe the procedure for handling and disposing of the type of waste you are dealing with	
2	state the importance of checking with the appropriate person and following procedures before removing unidentified or hazardous waste	
3	state the organisational requirements for cleaning and relining waste receptacles	
4	state the organisational requirements for dealing with lost property	
5	state the organisational requirements for dealing with suspicious items	
6	state types of equipment used for handling and disposing of waste	
7	state the organisational requirements for transferring waste	
8	state the arrangements for recycling in the workplace	

Confirm completion of this Unit on the Summary of Achievement page.

Unit 110 Use electrically powered cleaning equipment effectively and safely

Level: 1

Credit value: 3

Recommended guided learning hours: 13

Unit aim

This unit is about the safe and effective use of electrical or battery powered equipment. This could be any type of electrical or battery powered equipment including suction cleaners, spray cleaners and rotary floor buffers although this is not an exhaustive list.

In the context of this unit, electrical equipment means that the equipment plugs into the mains and has a cord. Battery powered means that the equipment does not have a cord.

Learning outcomes

- be able to prepare for cleaning the work area (5)¹
- know how to prepare for cleaning the work area (1)¹
- be able to prepare electrically powered cleaning equipment for use (6)¹
- know how to prepare electrical cleaning equipment for use (4)¹
- be able to use equipment and cleaning agents effectively and safely (7)¹
- know how to use electrical cleaning equipment correctly and safely (3)¹
- know how to reinstate the work area (4)¹

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 110 Use electrically powered cleaning equipment effectively and safely

Evidence requirements

110 Be able to prepare for cleaning the work area (5) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓		

110 Be able to prepare electrically powered cleaning equipment for use (6) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓	✓	
3.	✓	✓	

110 Be able to use equipment and cleaning agents effectively and safely (7) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓		
5.	✓		
6.	✓	✓	
7.	✓		
8.	✓		
9.	✓		

O = Observation Q = Question & answer S = Simulation/RWE
 (see page 16 of the Qualification Handbook for more details)

Unit 110 Use electrically powered cleaning equipment effectively and safely

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to prepare for cleaning the work area (5) ¹							
1	select and wear the appropriate personal protective equipment for the task						
2	ventilate the area as appropriate						
3	select and display appropriate warning signs clearly						
4	prepare the surface for cleaning						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to prepare for cleaning the work area		(1) ¹
You must be able to:		PRN
1	state the uses of different types of personal protective equipment	
2	state the importance of ventilating the work area	
3	state the meaning of different warning signs	
4	describe how to prepare the surface for cleaning	

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to prepare electrically powered cleaning equipment for use (6) ¹							
1	perform safety checks on the cleaning equipment						
2	adjust equipment safely before use						
3	report any faults following organisational requirements						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Unit 110 Use electrically powered cleaning equipment effectively and safely

Know how to prepare electrical cleaning equipment for use ⁽⁴⁾¹		
You must be able to:		PRN
1	state the location of the storage area and how to gain access to it	
2	state the location of the electrical or charging point	
3	identify cleaning equipment that is suitable for the task	
4	describe how to check that cleaning equipment is safe for use	
5	state the organisational requirements for reporting faults	
6	describe how to adjust cleaning equipment safely	

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use equipment and cleaning agents effectively and safely ⁽⁷⁾¹							
1	ensure that any electrical cable is correctly positioned						
2	ensure that the equipment has power						
3	use the correct technique for the cleaning equipment						
4	clean the surface in a way which ensures full coverage						
5	carry out post-cleaning check of the surface						
6	dispose of leftover cleaning agents correctly						
7	reinstate the work area						
8	clean and test used equipment						
9	return equipment to the correct storage area						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Unit 110 Use electrically powered cleaning equipment effectively and safely

Know how to use electrical cleaning equipment correctly and safely ⁽³⁾¹

You must be able to:		PRN
1	state the organisational requirements for:	
	<ul style="list-style-type: none"> the charging of battery packs 	
	<ul style="list-style-type: none"> dealing with trailing cords 	
2	describe the correct technique for using the type of electrical or battery powered cleaning equipment for the task	
3	state the importance of following manufacturer's instructions when dealing with cleaning agents	
4	state the importance of cleaning and testing equipment before returning it to the storage area	

Know how to reinstate the work area ⁽⁴⁾¹

You must be able to:		PRN
1	state what to look for when carrying out a post-cleaning inspection of the surface	
2	state the organisational requirements for disposing of leftover cleaning agents	
3	identify where cleaning equipment should be stored	

Confirm completion of this Unit on the Summary of Achievement page.

Unit 111 Clean surfaces using correct methods

Level: 1

Credit value: 3

Recommended guided learning hours: 18

Unit aim

This unit is about applying various cleaning methods to different surfaces. It is designed for cleaning operatives undertaking basic tasks. It is suitable for cleaning furniture, floors, fixtures and fittings.

This unit is **not** suitable for cleaning washrooms.

Learning outcomes

- be able to prepare for cleaning the work area (3)¹
- know how to prepare for cleaning the work area (1)¹
- be able to prepare equipment and surfaces for cleaning (5)¹
- know how to prepare equipment and surfaces for cleaning(2)¹
- be able to clean surfaces and reinstate the work area (6)¹
- know how to clean surfaces and reinstate the work area (3)¹

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

¹ The bracketed number is the Learning Outcome number in the Framework unit.

Unit 111 Clean surfaces using correct methods

Evidence requirements

111 Be able to prepare for cleaning the work area (4) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		

111 Be able to prepare equipment and surfaces for cleaning (5) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓	✓	
5.	✓	✓	

111 Be able to clean surfaces and reinstate the work area (6) ¹			
PC ref.	O	Q	S
1.	✓		
2.	✓		
3.	✓		
4.	✓	✓	
5.	✓		
6.	✓		
7.	✓		

O = Observation

Q = Question & answer

S = Simulation/RWE

(for more details on assessment, see page 16 of the Qualification Handbook)

Unit 111 Clean surfaces using correct methods

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to prepare for cleaning the work area (3) ¹							
1	select and wear appropriate personal protective equipment for the task						
2	ventilate the area as appropriate						
3	select and display appropriate warning signs clearly						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to prepare for cleaning the work area (1) ¹		PRN
You must be able to:		
1	state the uses of different types of personal protective equipment	
2	state the importance of ventilating the work area	
3	state the meaning of different warning signs	
4	describe how to prepare the surface for cleaning	

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to prepare equipment and surfaces for cleaning (5) ¹							
1	select appropriate equipment for the task						
2	perform safety checks on the cleaning equipment						
3	prepare the surface for cleaning						
4	select the appropriate cleaning agent for the task						
5	prepare a cleaning solution						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to prepare equipment and surfaces for cleaning (2) ¹		PRN
You must be able to:		
1	identify equipment that is suitable for cleaning different types of surfaces	
2	state the importance of using the correct colour coded equipment	
3	state how to check that equipment is safe for use	
4	identify cleaning agents that are suitable for different types of surfaces	
5	state the correct method for preparing cleaning solutions	

Unit 111 Clean surfaces using correct methods

Performance evidence required		Portfolio Reference Number (PRN)					
Be able to clean surfaces and reinstate the work area ⁽⁶⁾ ¹							
1	use correct techniques to clean different types of surface and soiling						
2	clean the surface in a way which ensures full coverage						
3	carry out a post-cleaning check of the surface						
4	dispose of left over cleaning agents correctly						
5	reinstate the work area						
6	clean and test used equipment						
7	return equipment to the correct storage area						
		Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Know how to clean surfaces and reinstate the work area ⁽³⁾ ¹		
You must be able to:		PRN
1	describe the correct technique for using different types of equipment	
2	state how to ensure full coverage of the surface to be cleaned	
3	state what to look for when carrying out a post-cleaning inspection of the surface	
4	describe how to reinstate the work area	
5	identify where equipment should be stored	

Confirm completion of this Unit on the Summary of Achievement page.

Appendix 1 City & Guilds assessment policies summary

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for training, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

You are responsible for making sure that you understand, and comply with, the health and safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds Framework qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan.

City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website www.cityandguilds.com, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Appendix 2 General Report

Level 1 Award/Certificate in Cleaning Support Services Skills (7648) – General Report

Candidate:	Assessor:	PRN:
Applicable Units:		

Report

Learning Outcome ref.

Questions asked with answers:

Learning Outcome ref.

Assessor feedback:-

Candidate signature..... Date:

Assessor signature..... Date:

Appendix 3 Incident/Occurrence Log

Candidate Name: _____ signature _____

Date	INCIDENT / OCCURRENCE	PRN
<u>Outcome</u>		
If incident/occurrence is witnessed please complete below		
Witness name:	Position:	Signature:

Date	INCIDENT / OCCURRENCE	PRN
Outcome		
If incident/occurrence is witnessed please complete below		
Witness Name	Position	Signature

Date	INCIDENT / OCCURRENCE	PRN
Outcome		
If incident/occurrence is witnessed please complete below		
Witness Name	Position	Signature

Appendix 4 Incident/Occurrence Log Sample

Candidate: _____

Date 1/4/10	INCIDENT / OCCURRENCE	PRN 1
<p>using colour coded damp mopping equipment. Mop head fell off.</p>		
<p>Outcome Picked it up. With mop handle went to see supervisor for a new mop head.</p>		
<p>If incident/occurrence is witnessed please complete below</p>		
Witness Name	Position	Signature
Date 1/6/10	INCIDENT / OC	PRN 2
<p>Went to work- security code for front door did not work.</p>		
<p>Outcome Rang supervisor on mobile, got told code had been changed- they forgot to tell me. Used new code and got in.</p>		
<p>If incident/occurrence is witnessed please complete below</p>		
Witness Name	Position	Signature
Date 1/6/10	INCIDENT / OCCURRENCE	PRN 3
<p>New member of staff started, he spent 2 days with me, I showed him what to do, the workplace routine and procedures.</p>		
<p>Outcome After the 2 days he went to work on a new area.</p>		
<p>If incident/occurrence is witnessed please complete below</p>		
Witness Name	Position	Signature

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, GOLLA, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business_unit@cityandguilds.com

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F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

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