

WAMITAB Cleaning Highways and Land NVQ – Level 2 Qualification Structure

This Qualification is based on the Cleaning Industry National Training Organisation (CINTO) National Occupational Standards for Cleaning and Support Services at Level 2.

Below is a description of the N/SVQ at level 2

The candidate must complete seven units in total: both mandatory units + at least one from Option Block 1 + at least three from Option Block 2. The Seventh unit could come from either Option Block 1 or Option Block 2.

Mandatory Units (All candidates for the N/SVQ must complete both of these)

Unit 2 Ensure your own actions reduce risks to health and safety
(equivalent to employment NTO Unit EMP6 (U1050647))

Unit 4 Promote and maintain service delivery

Option Block 1 (All candidates for the N/SVQ must complete no more than two of these)

Unit 5 Support the work of a team

Unit 6 Develop and maintain positive working relationships with customers
(equivalent to Customer Service Lead Body Unit 3L2 (U1026153))

Unit 7 Control the use of resources

Option Block 2 (All candidates must complete no more than four of these)

Unit 24 Clean streets using a driver controlled vehicle

Unit 25 Clean streets using a pedestrian controlled machine

Unit 26 Remove graffiti and fly-postings using pressure washing equipment

Unit 27 Clear drains and surface water gullies

Unit 54 Wash the outside of vehicles

Certificate title of the NVQ at level 2

The certificate will be called:

'Cleaning and Support Services – (Highways and Land) – Level 2

Summary of Units and Elements

Unit 2 Ensure your own actions reduce risks to health and safety

(equivalent to Employment NTO Unit EMP6 (U1050647))

- 2.1 Identify the hazards and evaluate the risks in your workplace
- 2.2 Reduce the risks of health and safety in your workplace

Unit 4 Promote and maintain service delivery

- 4.1 Present a positive image of yourself and your organisation
- 4.2 Carry out your duties at work
- 4.3 Maintain the security of your workplace and its contents
- 4.4 Handle information

Unit 5 Support the work of a team

- 5.1 Develop and maintain good working relationships with other people in the workplace
- 5.2 Help new staff to settle into the workplace
- 5.3 Support other members of staff in their work
- 5.4 Develop yourself in your career

Unit 6 Develop and maintain positive working relationships with customers

(equivalent to Customer Service Lead Body Unit 3L2 (U1026153))

- 6.1 Present positive personal image to customer
- 6.2 Balance needs of customer and organisation
- 6.3 Respond to feelings expressed by the customer
- 6.4 Adapt methods of communication to the customer

Unit 7 Control the use of resources

- 7.1 Maintain resource levels
- 7.2 Use resources effectively

Unit 24 Clean streets using a driver controlled vehicle

- 24.1 Prepare a driver-controlled street-cleaning vehicle for use
- 24.2 Remove detritus and spillages using a driver controlled vehicle

Unit 25 Clean streets using a pedestrian controlled machine

- 25.1 Prepare a pedestrian controlled machine for use
- 25.2 Remove detritus and spillages using a pedestrian controlled machine

Unit 26 Remove graffiti and fly-postings using pressure washing equipment

26.1 Prepare pressure-washing equipment for use

26.2 Remove graffiti and fly-postings using pressure washing equipment

Unit 27 Clear drains and surface water gullies

27.1 Clear drains

27.2 Clear surface water gullies

Unit 54 Wash the outside of vehicles

54.1 Hand wash vehicles

54.2 Operate a vehicle washing plant

Mandatory Units

Unit 2 Ensure your own actions reduce risks to health and safety (equivalent to Employment NTO Unit EMP6 (U10506471))

Summary

About this unit

This unit is about helping to make sure that your work is healthy and safe for yourself, your colleagues and customers. It covers your basic responsibilities under the Health and Safety at Work Act 1974 and other legislation and regulations that are relevant to the cleaning and support services industry.

You have to do two things:

- 2.1 Identify the hazards and evaluate the risks in your workplace
- 2.2 Reduce the risks to health and safety in your workplace

You have to show that you can deal correctly with hazards and risks to do with:

- ◆ machinery and equipment (including power sources)
- ◆ materials and substances (such as cleaning agents, sharps and drug related litter)
- ◆ unsafe working practices (such as not putting up warning notices when cleaning floors)
- ◆ unsafe behaviour (such as 'horse-play')
- ◆ accidental breakages and spillages
- ◆ environmental factors (such as disposing of hazardous substances correctly)

You must also show that you can follow your workplace policies for:

- ◆ the use of safe working methods and equipment
- ◆ the safe use of hazardous substances
- ◆ smoking, eating, drinking and drugs
- ◆ what to do in an emergency
- ◆ personal presentation (including wearing relevant personal protective equipment)

You also have to show that you have the necessary knowledge and understanding to protect the health and safety of yourself and others.

Target group

This unit is for all workers in the cleaning and support services industry.

NVQs and SVQs

This unit is a core unit in the Cleaning Support Services N/SVQs at Levels 1 and 2.

Element 2.1

You must be able to:

Identify the hazards and evaluate the risks in your workplace

National standard of work

You must always:

- 1 correctly name and locate the persons¹ responsible for health and safety in your workplace
- 2 identify which workplace policies are relevant to your working practices
- 3 identify those working practices in any part of your job role which could harm yourself or other persons
- 4 identify those aspects of the workplace which could harm yourself or others²
- 5 decide which of the potentially harmful aspects of the workplace are those with the highest **risk** to you or to others
- 6 report those hazards with a high **risk** to the persons responsible for health and safety in the workplace
- 7 deal with those hazards with low **risks** following workplace policies and legal requirements

Evidence requirements

Evidence from your work:

You must show your assessor that you can consistently meet the **National standard of work** opposite. When you do this, you must show that you can deal with at least two of the following **risks**:

- 1 the use and maintenance of machinery or equipment
- 2 the use of materials or substances³
- 3 working practices that do not conform to laid down policies⁴
- 4 unsafe behaviour⁵
- 5 accidental breakages or spillages
- 6 environmental factors⁶

Supplementary evidence

If you only deal with two of the types of risks listed above, you will have to tell your assessor how you would deal with the other four.

Some examples of terms used - for guidance only, not part of the standards

¹for example, your supervisor, line manager or safety officer

²for example, other workers and customers

³for example, the risks involved in using cleaning agents or clearing up sharps and drug related litter.

⁴for example, not putting up warning notices when cleaning floors.

⁵For example, 'horse-play' that could cause accidents

⁶For example, disposing of hazardous substances incorrectly

Element 2.2

You must be able to:

Reduce the risks to health and safety in your workplace

National standard of work

You must always:

- 1 carry out your working practices in accordance with legal requirements
- 2 follow the most recent **workplace policies** for your job role
- 3 put right those health and safety risks that you are able to within the scope of your job responsibilities
- 4 pass on any suggestions for reducing risks to health and safety within your job role to the responsible persons
- 5 make sure your personal conduct in the workplace does not endanger the health and safety of yourself or others
- 6 follow the **workplace policies** and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 7 report any differences between **workplace policies** and suppliers' or manufacturers' instructions as appropriate
- 8 make sure your personal presentation at work
 - ◆ ensures the health and safety of yourself and others
 - ◆ meets any legal duties
 - ◆ is in accordance with **workplace policies**

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** opposite. When you do this, you must show that you can follow workplace policies covering at least four of the following:

- 1 the use of safe working methods and equipment
- 2 the safe use of hazardous substances
- 3 smoking, eating, drinking and drugs
- 4 what to do in an emergency
- 5 personal presentation

Supplementary evidence

If you only have to follow four of the types of workplace policies listed above as part of your job, you will have to tell your assessor how you would follow the other one shown in the list.

Knowledge and Understanding

For the Whole Unit

- K1 Your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974
- K2 Your duties for health and safety as defined by specific legislation covering your job role
- K3 What hazards may exist in your workplace
- K4 The particular health and safety risks which may be present in your own job role and the precautions you must take
- K5 The importance of remaining alert to the presence of hazards in the whole workplace
- K6 The importance of dealing with or promptly reporting risks
- K7 The requirements and guidance on the precautions

Identifying hazards and evaluating risks

- K8 Agreed workplace policies relating to controlling risks to health and safety
- K9 Responsibilities for health and safety in your job description
- K10 The responsible persons to whom to report health and safety matters

Reducing risks to health and safety in your workplace

- K11 The specific workplace policies covering your job role
- K12 Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
- K13 Safe working practices for your own job role
- K14 The importance of personal presentation in maintaining health and safety in the workplace
- K15 The importance of personal conduct in maintaining health and safety of yourself and others
- K16 Your scope and responsibility for putting right risks
- K17 Workplace procedures for handling risks which you are unable to deal with.

Unit 4 Promote and maintain service delivery

Summary

About this unit

This unit is about being a good employee, presenting a positive image of your organisation, looking after the security of the premises where you work and their contents and handling information correctly.

You have to do four things:

- 4.1 Present a positive image of yourself and your organisation
- 4.2 Carry out your duties at work
- 4.3 Maintain the security of your workplace and its contents
- 4.4 Handle information

Target group

This unit is for you if you work in the cleaning and support services industry.

NVQs and SVQs

This unit is a core unit in the Cleaning and Support Services N/SVQ at Level 2

Element 4.1

You must be able to:

Present a positive image of yourself and your organisation

National standard of work

You must always:

- 1 make sure your appearance, behaviour and personal hygiene meet your employer's standards;
- 2 wear personal protective clothing when necessary
- 3 politely deal with customer feedback on the services you provide and promptly pass these on to your supervisor
- 4 identify opportunities for improvements to services and promptly pass these on to your supervisor
- 5 give authorised information to other people in a way that gives them confidence in your organisation and encourages them to be co-operative.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can provide two of the following types of information:

- 1 about work that is going on
- 2 about services your employer provides
- 3 who they should refer to in the organisation when you cannot provide the information they need.

Supplementary evidence

If you do not work with all of the types of information as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Element 4.2

You must be able to:

Carry out your duties at work

National standard of work

You must always:

- 1 carry out your work according to the work schedules given to you by your supervisor;
- 2 choose equipment, materials and work methods that are right for the job you have to do;
- 3 prepare, carry out and complete the job you have to do in the right order dealing correctly with any problems you may have;
- 4 report any problems that you cannot deal with yourself to the appropriate person and ask for their advice;
- 5 make sure the quality of your work meets organisational standards;
- 6 promptly give your supervisor the information they need to have.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can report problems to at least two of the following types of appropriate person:

- 1 customers
- 2 colleagues
- 3 supervisor

Supplementary evidence

If you do not work with all of the types of appropriate person as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Element 4.3

You must be able to:

Maintain the security of your workplace and its contents

National standard of work

You must always:

- 1 follow the instructions and procedures for entering and leaving your workplace¹;
- 2 report suspicious situations to the appropriate person;
- 3 report breaches of security and situations that could cause a breach of security to the appropriate person²;
- 4 carry out emergency procedures correctly;
- 5 return the equipment and materials you have used to the correct area and make sure they are safe and secure.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can maintain the security of at least one of the following types of workplace:

- 1 areas open to everyone
- 2 restricted areas³

Supplementary evidence

If you only work in one of the types of workplace listed above, you will have to tell your assessor how you would maintain the security of the other one. You may also need to tell your assessor how you would cover items 2, 3 and 4 under Standard of work, if this does not happen as part of your job.

Some examples of terms used - for guidance only, not part of the standards

¹For example, signing in when you arrive or turning off lights and locking up when you leave

²For example, a window or door left open or unlocked

³For example, stores, cash desks, offices

Element 4.4

You must be able to:

Handle information

National standard of work

You must always:

- 1 Provide up-to-date, relevant and accurate information to other people
- 2 Pass any information that may benefit the organisation on to your supervisor
- 3 Provide information in a way that is suitable for the person receiving it
- 4 Respond promptly and positively to information that other people give you
- 5 make sure confidential information¹ is only available to the people who are authorised to have it.
- 6 Record information accurately and in a way that someone else will be able to understand
- 7 Maintain and store information in a good condition and in the right place

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can handle information about three of the following things:

- 1 the services your organisation provides
- 2 personnel information relevant to you²
- 3 your organisation's procedures that are relevant to your job³
- 4 legal requirements that are relevant to your job⁴

Supplementary evidence

If you only handle information about three of the things listed above, you will have to tell your assessor how you would handle the other one.

Some examples of terms used - for guidance only, not part of the standards

¹ For example, information about a client's business that you may find out.

² For example, your contract of employment. information about holidays etc.

³ For example, health and safety procedures, procedures for signing in etc.

⁴ For example, relevant parts of the Health and Safety at Work Act, relevant parts of the COSHH regulations etc.

Knowledge and Understanding

Presenting a positive image of your organisation

- K1 The standard of appearance, behaviour and personal hygiene that your employer expects
- K2 Why it is important to maintain this standard of appearance, behaviour and personal hygiene
- K3 Why it is important to wear personal protective clothing when necessary and for customers, members of public and colleagues to see you wearing it
- K4 Why it is important to deal with customer feedback politely and pass it on to your supervisor
- K5 Other services that your organisation could provide to customers and how to identify when there could be a need for these
- K6 Why it is important for you and your organisation to identify opportunities for additional services
- K7 How to communicate with members of the public and customers in a way that gives them confidence and encourages them to be co-operative.

Carrying out your duties as instructed

- K8 Your work schedules and why you have to keep to them
- K9 Why it is important only to choose the right equipment and cleaning agents and what might happen if you do not
- K10 Why it is important to prepare, carry out and complete the job in the right order and what might happen if you do not.
- K11 Why you should report any problems you cannot sort out for yourself to your supervisor
- K12 How to leave the work area as your supervisor expects
- K13 Why it is important to check the quality of your work as you go along
- K14 The types of information that you should give your supervisor.

Maintaining the security of your workplace and its contents

- K15 The instructions and procedures for entering and leaving the premises where you work and why you should follow them
- K16 How to recognise suspicious situations, why you should report them and who you should report them to
- K17 What is a 'breach of security' and how to report one
- K18 Correct areas for the return of equipment and materials
- K19 The emergency procedures for your workplace
- K20 Why such equipment and materials should be kept safe and secure.

Handling information

- K21 Why it is important to handle information correctly
- K22 How to make sure the information you provide to other people is accurate and up-to-date
- K23 The types of information that could be of benefit to your organisation and why you should pass it on
- K24 The importance of providing information in a way that is suitable for the people receiving it and how to choose the right way for the situation
- K25 Types of information that could be confidential, who would be the people authorised to have it and why only they should have it
- K26 How to protect confidential information
- K27 Why you should record information accurately and in a way that someone else can understand
- K28 The proper procedures for storing information safely and in good condition

Option Block 1

Option Block 1

Unit 5 Support the work of a team

Summary

About this unit

This unit is about working well as a member of a team, helping new and existing staff and developing yourself in the job you do or get ready for new responsibilities.

You have to do four things:

- 5.1 Develop and maintain good working relationships with other people in the workplace
- 5.2 Help new staff to settle into the workplace
- 5.3 Support other members of staff in their work
- 5.4 Develop yourself in your career

You have to show you maintain good relationships with:

- Your supervisor, and
- Your colleagues

You also have to show you develop yourself by:

- Taking part in training programmes, or
- Working with more experienced colleagues

Target group

This unit is for all staff who work in cleaning and support services and work as part of a team of other operatives.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 2

Element 5.1

You must be able to:

Develop and maintain good working relationships with other people in the workplace

National standard of work

You must always:

- 1 deal with requests from other people promptly;
- 2 give other people the information they need when they need it;
- 3 ask for help from other people when you need it;
- 4 agree how to share work with other people in a way that helps the team to work effectively
- 5 handle disagreements with other people in a way that does not harm the work of the team or the reputation of the organisation
- 6 report disagreements with other people that you cannot handle to your supervisor or other manager

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can maintain good working relationships with: two of the following types of other people:

- 1 supervisor
- 2 colleagues
- 3 other people working on the same site

Supplementary Evidence

If you do not work with all of the types of other people as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Element 5.2

You must be able to:

Help new staff to settle into the workplace

National standard of work

You must always:

- 1 Welcome new staff to the workplace and show them all the facilities¹ they need to know about
- 2 Clearly explain the basic work routines² and the procedures³ that apply to your workplace
- 3 Encourage new staff to ask relevant questions and be clear about things they are not sure about
- 4 Show new staff how to do any jobs they may not be familiar with

Evidence requirements

Evidence from your work

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can help one of the following types of new staff:

- 1 new recruits
- 2 staff moved to new areas of work within the organisation

Supplementary Evidence

If you do not work with all of the types of new staff as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Some examples of terms used - for guidance only, not part of the standards

¹For example, toilets, restrooms, storage areas etc.

²For example, what they have to do, when, where and how

³For example, fire exits, fire procedures, first aid procedures, evacuation procedures, entry and exits, introduction to relevant people.

Element 5.3

You must be able to:

Support other members of staff in their work

National standard of work

You must always:

- 1 provide help to other members of staff within the limits of your job role¹
- 2 provide help that is appropriate to member of staff and the work they are doing
- 3 encourage other members of staff to think about how well they do their jobs and the skills they need to do their jobs to the right standard
- 4 make constructive contributions to work-related discussions

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can in both of the following types of work:

- 1 routine
- 2 non-routine

Some examples of terms used - for guidance only, not part of the standards

¹ For example, not doing something that is not in your job description or that you know your supervisor would not approve of, especially if it meant you did not finish your own work as planned.

Element 5.4

You must be able to:

Develop yourself in your career

National standard of work

You must always:

- 1 co-operate with your supervisor to agree areas where you could develop yourself further;
- 2 agree targets¹ for your development with your supervisor that you can achieve;
- 3 agree with your supervisor how much time and support² you will need to achieve these targets;
- 4 take part in activities to develop yourself;
- 5 regularly check your progress with your supervisor;
- 6 ask for and use feedback on your performance from your supervisor and colleagues
- 7 use this feedback to develop yourself further.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can:

- a) develop yourself in one of the following areas:
 - 1 carrying out your present duties to the organisation's standards
 - 2 getting ready to take on new duties
- b) by taking part in one of the following types of activities:
 - 1 training
 - 2 working with other people who are more experienced

Supplementary evidence

If you only develop yourself in one of the areas above and/or only take part in one of the types of activities listed, you will have to tell your assessor how you would deal with the others.

Some examples of terms used - for guidance only, not part of the standards

¹ For example, working more efficiently, working more safely, gaining a qualification or learning a new way of doing something.

² For example, training or working closely with a more experienced colleague.

Knowledge and Understanding

For the whole unit

- K1 The importance of effective team work to yourself, your colleagues and the organisation you work for

Maintaining good working relationships with other people

- K2 The importance of dealing with requests from other members of staff promptly
K3 Types of information that other members of staff may need
K4 Types of help you may need from other members of staff and why it is important to ask for it promptly
K5 How to share work with other members of the team to achieve better results
K6 Types of disagreements that could happen with other members of staff and why it is important that you do not let these disagreements harm the work of the team.
K7 Why you should report disagreements that you cannot handle to your supervisor
K8 Situations where you should report disagreements to another manager.

Helping new staff to settle into the workplace

- K9 Why it is important to help new staff to settle in and what might happen if you do not
K10 How to make new staff feel welcome
K11 The basic work routines and procedures that apply to your workplace and how to explain them clearly to someone new
K12 Why it is important to encourage new members of staff to ask questions and be clear about things
K13 Jobs that new members of staff might not be familiar with and how to show them how to do these

Supporting other members of staff in their work

- K14 Help that you should and should not provide to other members of staff
K15 Why it is important to encourage other staff to think about their jobs and the skills they have
K16 What are constructive contributions to work-related discussions and why it is important to make them when appropriate.

Developing yourself in your career

- K17 The importance of continuing to develop yourself in the job role
K18 Areas of work where you could develop further and why
K19 Why it is important to discuss your development with your supervisor and agree targets that you can achieve

K20 The types of support and development activities you may need to achieve these targets
K21 Why it is important to check with your supervisor how well you are progressing
K22 Why it is important to ask for feedback from your supervisor and colleagues on your performance and how to do this
K23 How to use this feedback to develop yourself further

Unit 6 Develop and maintain positive working relationships with customers
(equivalent to Customer Service Lead Body Unit 3L2 (U1026153))

Summary

About this unit

This unit is about working well with customers, giving them a good impression of you and your organisation, doing your best to meet their needs and communicating clearly with them. 'Customers' in this unit could be your organisation's clients or they could be someone from a different department in your organisation.

You have to do four things:

- 6.1 Present positive personal image to customer
- 6.2 Balance needs of customer and organisation
- 6.3 Respond to feelings expressed by the customer
- 6.4 Adapt methods of communication to the customer

Target group

This unit is for you if you work in the cleaning and support services industry and you come into regular contact with customers, clients or people working in other departments in your organisation.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 2.

Element 6.1

You must be able to:

Present positive personal image to customer

National Standard of work

You must always:

- 1 treat customers¹ courteously and helpfully, especially when you are working under pressure
- 2 keep up your organisation's standards of personal appearance and behaviour
- 3 have the equipment and supplies you use with customers available, up-to-date and in good order.
- 4 Actively look for opportunities to improve working relationships with customers²
- 5 Make sure your own behaviour conveys a positive image of your organisation to current and possible future customers, and to colleagues

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can have available at least three of the following types of equipment and supplies:

- 1 literature
- 2 stationery
- 3 forms
- 4 mechanical
- 5 electronic
- 6 consumables

Supplementary evidence

If you do not work with all of the types of equipment and supplies as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Some examples of terms used - for guidance only, not part of the standards

¹'Customers' means anyone that receives a service from you. It could be someone in your organisation as well as a client from outside.

²For example, by saying 'good morning', by offering to open doors or move equipment that is in the customer's way.

Element 6.2

You must be able to:

Balance needs of customer and organisation

National standard of work

You must always:

- 1 make determined attempts to meet your customers' needs within the limits of your own authority
- 2 explain any organisational limitations¹ clearly and positively to the customer
- 3 take all possible action to make sure there is as little conflict as possible between customers' needs and your organisational limitations
- 4 recognise your organisational limitations and seek assistance from other people
- 5 record and proposals you put to customers and store these in an appropriate place.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can make:

- a) both of the following types of determined attempts:
 - 1 by involving managers
 - 2 by involving other people
- b) dealing with at least two of the following types of organisational limitations:
 - 1 cost
 - 2 time
 - 3 resources
- c) taking both of the following types of actions:
 - 1 on your own initiative
 - 2 on request

Supplementary evidence

If you do not work with all of the types of organisational limitations as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Element 6.3

You must be able to:

Respond to feelings expressed by the customer

National standard of work

You must always:

- 1 accurately judge your customers' feelings by checking their behaviour and tone of voice, and by asking them sensitive questions
- 2 acknowledge your customers' feelings and change your own behaviour accordingly
- 3 regularly check to make sure your customers' feelings are how you thought they were
- 4 operate the relevant procedures to respond to customers' complaints

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can respond to all of the following types of customers' feelings:

- 1 anxiety
- 2 anger
- 3 confusion

Element 6.4

You must be able to:

Adapt methods of communication to the customer

National standard of work

You must always:

- 1 choose appropriate ways of communicating with customers about what you are doing, or about to do
- 2 make sure that your written or spoken language is suited to the customer
- 3 make sure your way of communicating is suited to customers with individual needs
- 4 regularly check that your customer understands what you are communicating
- 5 openly acknowledge any difficulties in communicating with customers and get appropriate help to deal with these

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can deal with:

- a) at least two of the following ways of communicating:
 - 1 face-to-face
 - 2 written
 - 3 by telephone/radio
 - 4 body language
- b) and at least one of the following types of individual needs:
 - 1 physical disabilities
 - 2 learning disabilities
 - 3 language differences (including dialects and accents)

Supplementary evidence

If you do not work with all of the types of ways of communicating and individual needs as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Knowledge and Understanding

Presenting a positive personal image to customer

- K1 Your organisation's service standards and code of practice
- K2 Your organisation's standards for appearance and behaviour
- K3 Your organisation's procedures for the storage, safety, display, maintenance and replacement of equipment and supplies in your area of responsibility
- K4 Relevant legislation and regulations relating to work with customers
- K5 How to manage stressful situations
- K6 How to apply relevant legislation relating to equipment and people
- K7 How to set an example of positive behaviour for others
- K8 Ways of creating opportunities to enhance working relationships with customers

Balancing needs of customer and organisation

- K9 Relevant products of services of your organisation
- K10 Your organisation's procedures for the storage, security and confidentiality of records
- K11 Your organisation's service standards and code of practice
- K12 Formal and informal channels of communication in your organisation
- K13 Ways of involving others in meeting your customers' needs
- K14 How to use formal and informal methods to satisfy customer needs within the resources available
- K15 When to seek assistance and when to use your own initiative

Responding to feelings expressed by the customer

- K16 Your organisation's complaints procedures
- K17 Relevant products or services relating to your own area of responsibility
- K18 Different ways of responding to customer feelings
- K19 Putting into practice ways of judging customers' feelings: body language, sensitive questioning, observation, listening
- K20 How to change own behaviour to respond positively to the feelings of the customer

Adapting methods of communication to the customer

- K21 Ways of communicating verbally and non-verbally in working with customers
- K22 Other colleagues able to assist in communicating with customers with specific individual needs
- K23 Procedures for keeping customers informed
- K24 Choosing what and when to tell customers about ongoing service issues
- K25 How to sense - and get right - different ways of getting through to customers
- K26 How to check understanding with customers by reading a variety of signals from them
- K27 Ways of seeking help from others to resolve communication difficulties.

Unit 7 Control the use of resources

Summary

About this unit

This unit is about making sure you have enough tools, equipment and materials for the current and anticipated caretaking work, and that these resources are used properly.

It involves monitoring, ordering and storing resources as well as ensuring their safe and efficient use.

You have to do two things:

- 7.1 Maintain resource levels
- 7.2 Use resources effectively

You must deal with the following resources:

- Tools (for example brushes, mops, repair tools, gardening tools)
- Equipment (for example powered cleaning equipment, lawnmowers, ladders)
- Materials (for example cleaning materials, building maintenance materials, documentation)

Target group

This unit is for you if you work in the cleaning and support services industry and you have responsibility for looking after equipment and materials.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 2.

Element 7.1

You must be able to:

Maintain resource levels

National standard of work

You must always:

- 1 accurately monitor resource levels at appropriate intervals
- 2 correctly identify the type and amount of resources you need to order to enable you to carry out your job
- 3 follow approved procedures for ordering resources
- 4 correctly identify any discrepancies between orders placed and resources received
- 5 take appropriate action to deal with any discrepancies you identify
- 6 handle and store resources in accordance with their nature and characteristics
- 7 store resources securely
- 8 follow approved stock rotation practices
- 9 keep accurate records of resources issued from storage

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can maintain all of the following resources:

- 1 tools¹
- 2 equipment²
- 3 materials³

Some examples of terms used - for guidance only, not part of the standards

¹ For example, mops, brushes, maintenance tools

² For example, powered cleaning equipment, ladders, lawnmowers

³ For example, cleaning materials, building materials, documentation

Element 7.2

You must be able to:

Use resources effectively

National standard of work

You must always:

- 1 have the necessary authority to use the resources that are needed for you to do your work
- 2 use resources for their approved purposes only
- 3 minimise wastage of resources
- 4 prepare and use resources in accordance with health and safety requirements and the requirements of your organisation
- 5 carry out routine maintenance of tools and equipment in accordance with manufacturers' instructions
- 6 dispose of unwanted resources correctly
- 7 return unused and reusable resources to the right place(s) promptly

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can use all of the following resources:

- 1 tools¹
- 2 equipment²
- 3 materials³

Some examples of terms used - for guidance only, not part of the standards

¹ For example, mops, brushes, maintenance tools

² For example, powered cleaning equipment, ladders, lawnmowers

³ For example, cleaning materials, building materials, documentation

Knowledge and Understanding

Maintaining resource levels

- K1 how to monitor resource levels, the importance of monitoring them and when it is appropriate to monitor them
- K2 the purpose(s) for which different types of resources are needed within your job role and what to take into account when calculating the amounts that need to be ordered
- K3 what the approved procedures are for ordering resources, and why it is important that these are followed
- K4 the types of discrepancies that might occur between resources received and orders placed, and how such discrepancies should be dealt with
- K5 how the nature and characteristics of different types of resources affect the way in which they are handled and stored
- K6 why it is important that resources should be handled and stored correctly (NB relevant legislation including COSHH)
- K7 how to handle resources correctly and how to store them securely and correctly (NB relevant legislation including COSHH)
- K8 what the approved stock rotation practices are, and the importance of keeping to these practices
- K9 why it is important to keep accurate records of resources issued, and how the records should be kept.

Using resources effectively

- K10 how the effective use of resources can benefit the organisation as a whole
- K11 which resources require authorisation for use, and the possible consequences of using them without authorisation
- K12 the purpose(s) for which resources should be used
- K13 how to minimise wastage, and why it is important to minimise wastage
- K14 what the relevant health and safety and organisational requirements are regarding the preparation and use of resources, and the possible consequences of failing to comply with these requirements
- K15 the benefits of routine maintenance of tools and resources, and where to get manufacturers' maintenance instructions from
- K16 how and where unwanted resources should be disposed of
- K17 why it is important to return unused and reusable resources to the right place(s) and where these places are.

Option Block 2

Unit 24 Clean streets using a driver controlled vehicle

Summary

About this unit

This unit is about operating a driver controlled street cleaning vehicle and its equipment correctly and using it to remove detritus and spillages.

You have to do two things:

- 24.1 Prepare a driver controlled street cleaning vehicle for use
- 24.2 Remove detritus and spillages using a driver controlled vehicle

You have to show you can clear:

- loose detritus (such as litter and leaves)
- hard detritus (such as dried mud)
- solid spillages (such as gravel), and
- semi-solid spillages (such as wet mud)

Target group

This unit is for you if you are street cleaning operative and you use driver controlled vehicles as part of your normal duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 2

Element 24.1

You must be able to:

Prepare a driver controlled street cleaning vehicle for use

National standard of work

You must always:

- 1 choose working methods and a vehicle and equipment that are right for the job
- 2 have the correct legal and organisational authorisation to use the vehicle¹ before beginning work
- 3 make sure that the vehicle and its equipment are suitable and safe for the planned job, following relevant legislation, manufacturer's instructions and organisational policies
- 4 identify and report any reasons for not using the vehicle and its equipment to the relevant person
- 5 take action to protect yourself and other people from harm

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can take both of the following actions:

- 1 wear personal protective clothing
- 2 give warnings

Some examples of terms used - for guidance only, not part of the standards

¹ For example, suction, sweeping or suction-sweeping vehicles.

Element 24.2

You must be able to:

Remove detritus and spillages using a driver controlled vehicle

National standard of work

You must always:

- 1 operate the vehicle and its equipment safely and efficiently following the manufacturer's instructions and legal and organisational requirements
- 2 follow the correct procedures if there is a fault with the vehicle or its equipment
- 3 make sure that spillages have been treated correctly before you remove them
- 4 remove all detritus and spillages in a systematic and safe way avoiding damage to the surrounding area according to organisational specifications
- 5 discharge and dispose of the waste according to legal and organisational requirements and leave the hopper free of waste
- 6 deal with any problems following organisational procedures
- 7 clean the vehicle and its equipment thoroughly and return them to the correct storage area, making sure they are secure
- 8 complete all records accurately

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can remove:

- a) both of the following types of detritus:
 - 1 loose
 - 2 hard
- b) and both of the following types of spillage:
 - 1 solid
 - 2 semi-solid

Knowledge and Understanding

Preparing driver controlled vehicles

- K1 The range of vehicles and equipment available and how to choose a vehicle and equipment that are right for different types of detritus and spillages
- K2 The authorisation that you need to drive a vehicle of this kind, how to get this authorisation and what might happen if you do not have it
- K3 How to make sure the vehicle and its equipment are safe and suitable for the work that you will be doing
- K4 The legal requirements, manufacturer's instructions and organisational policies for using the vehicle and its equipment
- K5 Reasons for not using the vehicle and equipment and who to report these to
- K6 Why you need to take acting to protect yourself and others when using the vehicle
- K7 How to give warnings and the types of personal protective clothing you should wear

Removing debris and spillages using a driver controlled vehicle

- K8 Different types of spillages and how to treat them correctly
- K9 Your organisation's specifications for clearing detritus and spillages
- K10 How to dispose of different types of waste correctly and why you should do so
- K11 The types of problems that might occur when you are clearing detritus and spillages and how to deal with these
- K12 Procedures to follow if there is a fault with the vehicle and its equipment and what might happen if you do not follow these
- K13 Why the vehicle must be thoroughly cleaned after use and how to do so
- K14 The correct storage areas for the vehicle and why the vehicle must be left secure
- K15 The records you have to complete, how to complete them and why.

Unit 25 Clean streets using a pedestrian controlled machine

Summary

About this unit

This unit is about operating a pedestrian controlled power driven suction-sweeping machine correctly and using it to remove detritus and spillages.

You have to do two things:

- 25.1 Prepare a pedestrian controlled machine for use
- 25.2 Remove detritus and spillages using a pedestrian controlled machine

You have to show you can clear:

- Loose detritus (such as leaves and litter)
- Hard detritus (such as dried mud)
- Solid spillages (such as gravel) and
- Semi-solid spillages (such as wet mud).

Target group

This unit is for you if you work in the cleaning and support services industry and regularly use a pedestrian controlled vehicle as part of your duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 2

Element 25.1

You must be able to:

Prepare a pedestrian controlled machine for use

National standard of work

You must always:

- 1 Choose working methods and a machine that are right for the job
- 2 Have the correct legal and organisational authorisation to use the machine before beginning work
- 3 Make sure that the machine is suitable for the planned job, following relevant legislation, manufacturer's instructions and organisational policies
- 4 Identify and report any reasons for not using the machine to the relevant person
- 5 Take action to protect yourself and other people from harm

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can prepare:

a) one or the following types of machine:

- 1 suction
- 2 suction/sweeping
- 3 spray equipment

b) taking both of the following actions:

- 1 wear personal protective clothing
- 2 give warnings

Supplementary evidence

If you do not work with all of the types of machines as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Element 25.2

You must be able to:

Remove detritus and spillages using a pedestrian controlled machine

National standard of work

You must always:

- 1 operate the machine safely and efficiently following the manufacturer's instructions and legal and organisational requirements
- 2 follow the correct procedures if there is a fault with the machine
- 3 remove detritus and spillages in a systematic and safe way, avoiding damage to the surrounding area
- 4 leave the area free of detritus and spillages according to your organisation's specifications
- 5 dispose of the waste according to legal and organisational requirements
- 6 deal with any problems following organisational procedures
- 7 clean the machine thoroughly and return it to the correct storage area, making sure it is secure
- 8 complete all records accurately

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can use:

- a) one of the following types of machine:
 - 1 suction
 - 2 suction/sweeping
 - 3 spraying equipment
- b) remove both of the following types of detritus:
 - 1 loose
 - 2 hard
- c) and both of the following types of spillage:
 - 1 solid
 - 2 semi-solid

Supplementary evidence

If you do not work with all of the types of machines as part of your job, you will have to prove to your assessor that you could deal competently with the one you have not worked with. This will usually be done by questions and answers.

Knowledge and Understanding

Preparing a pedestrian controlled machine

- K1 The range of machines available and how to choose a machine that is right for different types of debris and spillages
- K2 The authorisation that you need to operate a machine of this kind, how to get this authorisation and what might happen if you do not have it
- K3 How to make sure the machine is safe and suitable for the work that you will be doing
- K4 The legal requirements, manufacturer's instructions and organisational policies for using the machine
- K5 Reasons for not using the machine and who to report these to
- K6 Why you need to take action to protect yourself and others when using the machine
- K7 How to give warnings and the types of personal protective clothing you should wear

Removing debris and spillages using a pedestrian controlled machine

- K8 Procedures to follow if there is a fault with the machine and what might happen if you do not follow these
- K9 Your organisation's specifications for clearing detritus and spillages
- K10 How to dispose of different types of waste correctly and why you should do so
- K11 The types of problems that might happen when you are clearing detritus and spillages and how to deal with these
- K12 Why the machine must be thoroughly cleaned after use and how to do so
- K13 The correct storage areas for the machine and why the machine must be left secure
- K14 The records you have to complete, how to complete them and why
- K15 Different types of spillages and how to deal with them correctly

Unit 26 Remove graffiti and fly-postings using pressure washing equipment

Summary

About this unit

This unit about using pressure washing equipment to remove graffiti and fly-postings. The equipment must be capable of delivering up to 100 pounds per square inch of pressure.

You have to do two things:

- 26.1 Prepare pressure washing equipment for use
- 26.2 Remove graffiti and fly-postings using pressure washing equipment

You have to show you can remove graffiti and fly-postings from:

- Porous surfaces
- Non-porous surfaces, and
- Sensitive surfaces

using the following types of equipment

- Pressure washing equipment
- Extension poles
- Step ladders, and
- Ladders

using the following types of cleaning agents:

- Abrasive materials, and
- Proprietary graffiti removers

Target group

This unit is for you if you work in the cleaning and support services industry and you remove graffiti and fly-postings as part of your duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 2

Element 26.1

You must be able to:

Prepare pressure washing equipment for use

National standard of work

You must always:

- 1 have the correct authorisation to use the pressure washing equipment before beginning work
- 2 choose cleaning agents and pressure washing equipment that are suitable for the type of surface and the graffiti and fly-postings
- 3 make sure you can remove surplus water and cleaning agents according to legal and organisational requirements
- 4 make sure that the pressure washing equipment is in safe working order before beginning work
- 5 identify and report any reasons for not using the pressure washing equipment to the relevant person
- 6 take action to protect yourself and other people from harm

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can choose:

- a) one or the following types of cleaning agents:
 - 1 abrasive materials
 - 2 proprietary graffiti removers
- b) to clean two of the following types of surfaces:
 - 1 porous
 - 2 non-porous
 - 3 sensitive
- c) taking both of the following actions:
 - 1 wear personal protective clothing
 - 2 give warnings

Supplementary evidence

If you do not work with all of the types of agents and surfaces as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Element 26.2

You must be able to:

Remove graffiti and fly-postings using pressure washing equipment

National standard of work

- 1 use all equipment safely and efficiently following the manufacturer's instructions and legal and organisational requirements
- 2 remove the graffiti and fly-postings systematically using enough pressure but without causing damage to the surface
- 3 follow the correct procedures if there is a fault with the equipment
- 4 rinse the treated area and leave it free of graffiti, fly-postings, residue and slurry
- 5 clean the equipment thoroughly
- 6 return the equipment and cleaning agents to the correct storage area, making sure they are secure

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can remove graffiti and fly-postings:

- a) from two of the following types of surfaces:
 - 1 porous
 - 2 non-porous
 - 3 sensitive

- b) using three of the following types of equipment:
 - 1 pressure washing equipment
 - 2 step ladders
 - 3 ladders
 - 4 extension poles

Supplementary evidence

If you do not work with all of the types of surfaces and equipment as part of your job, you will have to prove to your assessor that you could deal competently with the one you have not worked with. This will usually be done by questions and answers.

Knowledge and Understanding

Preparing pressure washing equipment for use

- K1 The authorisation that you need to operate equipment of this kind, how to get this authorisation and what might happen if you do not have it
- K2 The range of equipment and cleaning agents available to you and how to choose equipment and agents that are right for different types of surfaces
- K3 How to make sure the equipment is in safe working order
- K4 The legal requirements, manufacturer's instructions and organisational policies for using the equipment
- K5 Reasons for not using the equipment and who to report these to
- K6 The importance of having adequate drainage and what might happen if you do not
- K7 The amount of drainage you need for the equipment available to you and how to check there is enough drainage
- K8 Why you need to take action to protect yourself and others when using the equipment
- K9 How to give warnings and the types of personal protective clothing you should wear

Using pressure washing equipment to remove graffiti and fly-postings

- K10 Procedures to follow if there is a fault with the equipment and what might happen if you do not follow these
- K11 Other types of problems that might happen when you are using pressure washing equipment and how to deal with these
- K12 The dangers of using ladders and step ladders and how to set these up correctly and use them safely
- K13 How to work from a ladder or step ladder safely
- K14 Why the equipment must be thoroughly cleaned after use and how to do so
- K15 The correct storage areas for the equipment and cleaning agents and why these must be left secure

Unit 27 Clear drains and surface water gullies

Summary

About this unit

This unit is about clearing drains and surface water gullies.

You have to do two things:

- 27.1 Clear drains
- 27.2 cleanse surface water gullies

You have to show you can use the following clearing processes:

- manual removal
- rodding
- jetting
- flushing, and
- suction clearing

Target group

This unit is for you if you work in the cleaning and support services industry and you clear drains and surface water gullies as part of your duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 2

Element 27.1

You must be able to:

Clear drains

National standard of work

You must always:

- 1 have available the full range of equipment that may be needed and make sure it is in good working order
- 2 choose clearing processes and equipment that are appropriate to the drain and the obstruction
- 3 take the correct action to protect yourself and other people
- 4 establish the location of drains and their inlets and outlets
- 5 use your equipment following organisational and legal requirements
- 6 clear the drains systematically as instructed, leaving them free from obstructions and excess sediment
- 7 remove the remaining debris, put it in a suitable container and remove it to the correct collection location, if required.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can use:

a) two of the following clearing processes:

- 1 rodding
- 2 jetting
- 3 manual removal
- 4 suction clearing

b) taking all of the following actions:

- 1 personal hygiene practices
- 2 wear personal protective clothing
- 3 dispose of personal protective clothing
- 4 give warnings to others of hazardous conditions

Supplementary evidence

If you do not work with all of the types of clearing processes as part of your job, you will have to prove to your assessor that you could deal competently with the one you have not worked with. This will usually be done by questions and answers.

Element 27.2

You must be able to:

Cleanse surface water gullies

National standard of work

You must always:

- 1 have available the full range of equipment that may be needed and make sure it is in good working order
- 2 choose cleansing processes and equipment that are appropriate to the surface water gully and the debris to be removed
- 3 take the correct action to protect yourself and other people
- 4 use your equipment following organisational and legal requirements
- 5 cleanse the water gully systematically as instructed, leaving it and the surrounding area free from debris and excess sediment
- 6 remove the debris, put it in a suitable container and remove it to the correct collection point, if required
- 7 prime the gully with clean water and fix the gratings back correctly

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can:

a) use all of the following types of cleansing processes:

- 1 manual removal
- 2 suction clearing
- 3 flushing
- 4 rodding

b) taking all of the following actions:

- 1 personal hygiene practices
- 2 wear personal protective clothing
- 3 dispose of personal protective clothing
- 4 give warnings to others of hazardous conditions

Knowledge and Understanding

Clearing drains

- K1 The full range of equipment you might need and why you need to have this available at all times
- K2 The advantages and disadvantages of the clearing processes available for different situations and how to choose the most effective one
- K3 How to make sure the equipment is in safe working order
- K4 The legal requirements, manufacturer's instructions and organisational policies for using the equipment
- K5 Reasons for not using the equipment and who to report these to
- K6 Why you need to take action to protect yourself and others when using the equipment
- K7 The health hazards involved in cleansing drains
- K8 How to give warnings and the types of personal protective clothing you should wear
- K9 The situations in which you would have to put the debris in a container and remove it to a collection point
- K10 The types of problems that may arise when clearing off-lets and land-drains and how to deal with these

Cleansing surface water gullies

- K11 The full range of equipment you might need and why you need to have this available at all times
- K12 The advantages and disadvantages of the cleansing processes available for different situations and how to choose the most effective one
- K13 How to make sure the equipment is in safe working order
- K14 The legal requirements, manufacturer's instructions and organisational policies for using the equipment
- K15 Reasons for not using the equipment and who to report these to
- K16 Why you need to take action to protect yourself and others when using the equipment
- K17 How to give warnings and the types of personal protective clothing you should wear
- K18 Personal hygiene practices you must follow
- K19 Why personal protective clothing should be disposed of and how to do so
- K20 The situations in which you would have to put the debris in a container and remove it to a collection point
- K21 The types of problems that may arise when cleansing gullies and how to deal with these

Unit 54 Wash the outside of vehicles

Summary

About this unit

This unit is about cleaning the outside surfaces of vehicles.

You have to do two things:

- 54.1 Hand wash vehicles
- 54.2 Operate a vehicle washing plant

You have to wash the following outside surfaces:

- Bodywork
- Windows

You need to use the following cleaning methods

- High pressure washing equipment
- Mechanical vehicle washing plant/car wash
- Long-handled brushes/pads
- Solution containers
- Hose pipe
- Cleaning agent(s)

Target group

This unit is for you if you work in the cleaning and support services industry and clean vehicles as part of your normal cleaning duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 2

Element 54.1

You must be able to:

Hand wash vehicles

National standard of work

You must always:

- 1 find out the details of what you need to do before you start your work;
- 2 correctly follow any special procedures for getting into the work area;
- 3 check that your cleaning equipment is safe and follow workplace procedures and health and safety guidelines to protect yourself and others throughout the cleaning process;
- 4 do your cleaning in one of the named areas for this purpose;
- 5 choose cleaning equipment and dilute cleaning agents in a way that is suitable for the type of surface and the amount of dirt being removed;
- 6 put the cleaning solution on in a methodical way, rubbing hard enough to remove dirt, but without causing damage to the surface;
- 7 remove any remaining cleaning agent and dirt on the surface by thorough rinsing and leave surrounding areas free from excess residue;
- 8 report any defects or damage to the outside surface of vehicles to the correct person.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can clean:

- a) both of the following surfaces:
 - 1 bodywork
 - 2 windows
- b) using at least three of the following types of cleaning equipment:
 - 1 high pressure washing equipment
 - 2 long-handled brushes/pads
 - 3 chemical containers
 - 4 hose pipes
 - 5 cleaning agent(s)

Supplementary evidence

If you do not work with all of the types of cleaning equipment as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Element 54.2

You must be able to:

Operate a vehicle washing plant

National standard of work

You must always:

- 1 Find out exactly what you need to do before starting to clean;
- 2 Correctly follow any special procedures for getting into the work area;
- 3 Take care to protect yourself and others and follow relevant health and safety guidelines throughout your work;
- 4 Make sure that there is sufficient cleaning solution of the correct type in the plant;
- 5 Use the wash programme that you have been told to, carrying out your work according to workplace guidelines;
- 6 Carry on cleaning until you have cleaned the required number of vehicles;
- 7 Stop the washing plant according to workplace procedures if you need to;
- 8 Clear up any debris from the cleaning process;
- 9 Deal with problems according to workplace policy.
- 10 Report any defects or damage to the outside surface of vehicles to the right person.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work opposite. When you do this, you must show that you can deal with all of the following problems:

- 1 plant malfunction
- 2 freezing conditions
- 3 inadequate cleanliness of vehicle

Knowledge and Understanding

For the Whole Unit

- K1 Where or from whom you can find out work details and instructions and why these should be checked before starting work;
- K2 What the workplace procedures are for getting into the work area, and the possible results of not following these procedures;
- K3 Who the appropriate person to make reports to is and how this could vary in different circumstances;

Hand washing vehicles

- K4 How to check whether cleaning materials and equipment are i) safe and ii) suitable and why these checks must be done;
- K5 What you can do to protect yourself and others through the cleaning process, what the workplace guidelines are concerning this matter and what the possible results could be if these measures are not taken;
- K6 Where the named places for cleaning vehicles are, why cleaning must only take place in these areas, and what procedures must be followed when vehicles are being moved to or from these areas;
- K7 How the type of surface and the amount of dirt can affect i) the choice of cleaning equipment ii) how the cleaning solution is mixed;
- K8 How to put on cleaning solution methodically and how and how long it should be given to loosen soil;
- K9 How to remove dirt without causing damage to surfaces;
- K10 What types of defects or damage to look for, who they should be reported to and the possible results of not reporting them;

Operating a vehicle washing plant

- K11 The type of cleaning solution that the washing plant should be filled with;
- K12 Why it is important to follow workplace procedures when using washing programmes and the possible results of not following these procedures;
- K13 The number of vehicles that need to be cleaned within the work schedule;
- K14 What the workplace procedures are for stopping the washing plant and what might happen if you did not follow these procedures;
- K15 What type of debris might result from the cleaning process;
- K16 What the organisational policy for dealing with problems and what might happen if policy is not followed.