

Unit PPL1HK2 (HL2X 04) Clean Windows from the Inside

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about cleaning the inside surfaces of windows, using appropriate cleaning equipment and materials. The unit does not require you to work above hand reach height. It is for room attendants or cleaners that regularly clean windows. A clean window in a room helps to further demonstrate a high level of cleanliness across the establishment.  When you have completed this unit you will be able to demonstrate your understanding of and ability to:   * Clean windows from the inside. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** | |
| **You must do:** | |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess Performance Criteria (PC) 1, 2, 5–8 and 10–12 by directly observing the candidate’s work. PC 3, 4 and 9 may be assessed by alternative methods if observation is not possible. | |
| **Prepare to clean windows from the inside**  1 Prepare your working area and equipment in line with the health and safety requirements of your workplace.  2 Inspect the surface to be cleaned.  3 Identify any damaged or loose surfaces.  4 Report damaged or loose surfaces to the relevant person.  5 Choose cleaning materials and methods that are appropriate to your work schedule, the type of dirt and the surface you are going to clean. | **Clean the inside surfaces of windows**  6 Apply the cleaning agent to the surface in a controlled way, following the manufacturer's instructions and recommendations.  7 Loosen dirt that is stuck on to the surface without causing damage.  8 Rub the dirt thoroughly and remove it without damaging the surface.  9 Report any dirt that you cannot remove to the relevant person.  10 Leave windows and glass dry and smear free.  11 Check that frames and sills are dry.  12 Put the work area back as you found it. |

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| **Scope/Range** | | | |
| **What you must cover:** | | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | | |
| **all** from **preparation of the work area**:  a use of personal protective equipment  b putting up hazard warning signs  c protecting surrounding areas  d placing of chemicals and equipment safely | **two** from:  e windows  f window frames  g sills | **three** from:  h cloths  i cleaning chemicals  j manual equipment  k electronic equipment | **both:**  l loose dirt  m dirt that is hard to remove |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | | | |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| **For the whole unit** | | |
| 1 | Your organisation's standards for cleaning windows. |  |
| 2 | How frequently windows should be cleaned in your organisation. |  |
| 3 | Why you should wear personal protective equipment when cleaning. |  |
| 4 | Why you should not mix cleaning materials. |  |
| 5 | Why you should follow manufacturers' instructions when using cleaning equipment and materials. |  |
| 6 | The types of problems you might come across when cleaning windows how to deal with these. |  |
| 7 | What to do if window areas are above hand reach height. |  |
| 8 | What the environmental/sustainability implications are for products and materials used to clean windows. |  |
| **Prepare to clean windows from the inside** | | |
| 9 | Why it is important to prepare windows and surrounding areas for cleaning. |  |
| 10 | Why you should identify and report any loose or damaged surfaces. |  |
| 11 | The types of equipment and materials you should use for loose dirt and dirt that is hard to remove. |  |
| **Clean the inside surfaces of windows** | | |
| 12 | Why you should report any dirt that you cannot remove. |  |
| 13 | Why you should leave frames and sills dry. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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