

Unit PPL1HK4 (HL2V 04) Help to Clean and Maintain Furnished Areas

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 preparing and cleaning surfaces such as wood, plastic and fabric. It also covers cleaning floors and floor coverings such as carpets, vinyl and cork. Finally the unit deals with servicing furnished areas, for example checking heating/lighting and emptying bins. It is for housekeeping assistants and cleaners who regularly clean these areas. The cleanliness and appearance of areas in all types of establishments plays a key part of ensuring guest satisfaction. Guests or customers can be very quick to comment particularly on social media platforms. This could be a lobby in a hotel, a guest area in a residential home, the dining room in a bed and breakfast as well as bedrooms.  When you have completed this unit you will be able to demonstrate your understanding of and ability to:   * Help to clean and maintain furnished areas |

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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) 1–20 by directly observing the candidate’s work. | | |
| **Clean surfaces, furnishings, fixtures and fittings**  1 Check timescales for planned workload.  2 Prepare the work area for cleaning.  3 Check and prepare cleaning equipment in line with the manufacturers' instructions prior to use.  4 Clean surfaces, furnishings and fittings so that they are free from dust, debris and removable marks.  5 Follow the manufacturers' instructions when using equipment and materials.  6 Deal with cleaning equipment correctly after use.  7 Convey a positive image of the organisation when coming into contact with customers and other members of staff. | **Clean floors and floor coverings**  8 Check timescales for planned workload.  9 Prepare the work area for cleaning.  10 Check and prepare cleaning equipment and materials in line with the manufacturers' instructions prior to use.  11 Clean floor and floor coverings safely and systematically.  12 Check finished floors and floor coverings are dry and free from dust, dirt debris and removable marks.  13 Dispose of waste and dirty water correctly and safely.  14 Clean and store cleaning equipment and materials correctly after use.  15 Convey a positive image of the organisation when coming into contact with customers and other members of staff. | **Service furnished areas**  16 Check that heating, lighting and ventilation systems are set correctly.  17 Check that furnished areas are free from unpleasant smells.  18 Empty waste bins and leave them clean and ready for use.  19 Prepare waste for collection, sorting it in line with environmental and sustainability procedures.  20 Convey a positive image of the organisation when coming into contact with customers and other members of staff. |

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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** | **13** | **14** | **15** | **16** | **17** | **18** | **19** | **20** |
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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 work area**:  a use of personal protective equipment  b putting up hazard warning signs  c protecting surrounding areas | **three** from:  d wood  e plastic or vinyl or linoleum or laminate  f glass  g ceramic or stone or marble or granite  h metal  i painted surfaces  j fabric | **two** from:  k manual equipment  l powered equipment  m cleaning chemicals | **one** from:  n hazardous waste  o non-hazardous waste | **two** from:  p external collection  q incineration or compression  r recycling |
| 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** | **Scope/Range** | | | | | | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** | **p** | **q** | **r** |
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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). | |
| **Clean surfaces, furnishings, fixtures and fittings** | | |
| 1 | Why it is important to consider timescales when cleaning and maintaining furnished areas. |  |
| 2 | Why it is important to convey a positive image of your organisation to customers and other staff whilst working. |  |
| 3 | Why you should wear personal protective equipment when cleaning. |  |
| 4 | Why you should not mix cleaning materials. |  |
| 5 | Why you should put up hazard signs and protect surrounding areas. |  |
| 6 | Why you should get rid of all traces of cleaning materials from interior surfaces, furnishings, fixtures and fittings. |  |
| 7 | What precautions you should take when using ladders or moving furniture during cleaning. |  |
| 8 | Why you should protect surrounding areas when cleaning interior surfaces, furnishings, fixtures and fittings. |  |
| 9 | Why you should follow the manufacturer's instructions when using cleaning equipment and materials. |  |
| 10 | How to deal with equipment when you have finished using it. |  |
| 11 | How to identify and report equipment that needs repair or servicing. |  |
| 12 | Basic legal requirements about the use of cleaning equipment and materials. |  |
| 13 | What precautions should you take when working above hand height level. |  |
| **Clean floors and floor coverings** | | |
| 14 | What dangers are caused by water coming into contact with electricity supplies or batteries when cleaning floors and floor coverings. |  |
| 15 | What precautions you should take to avoid electrocution when cleaning floors and floor coverings. |  |
| 16 | Why you should follow manufacturers' instructions when using cleaning equipment and materials to clean floors and floor coverings. |  |
| 17 | How to avoid causing slips when cleaning floors and floor coverings. |  |
| 18 | How to dispose of used cleaning materials safely and correctly. |  |

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| 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). | |
| **Service furnished areas** | | |
| 19 | What the different environmental conditions are and why it is important to maintain them appropriately. |  |
| 20 | Why waste should be handled and disposed of correctly. |  |
| 21 | What the different ways of dealing with waste and why it is important to use the appropriate one. |  |
| 22 | Why it is important to correctly identify waste and how you can identify hazardous waste. |  |

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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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