

U11302

Clean and protect hard and semi-hard floor surfaces

Unit Descriptor:

This unit describes the competence required to cleaning and protecting hard and semi-hard floor surfaces.

The unit describes the essential abilities of:

- Knowing what factors influences choice of cleaning solutions, machines, accessories and removal process
- Knowing what constitutes a hard floor and a semi-hard floor surface; knowing why manufacturers' instructions should be followed when preparing and applying cleaning solution
- Ensuring that cleaning techniques are appropriate to the cleaning of hard and semi-hard floor surfaces

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

- | | |
|--|--|
| 1. Remove impacted soil and protective coating from hard and semi-hard floor surfaces with the aid of machines | 1.1 Work area is prepared for the removal of impacted soil.
1.2 Cleaning solution, appropriate to the nature of the impacted soil and the protective coating is prepared and applied according to manufacturer' instructions.
1.3 Machine accessories are appropriate for the removal of impacted soil and protective coating, and are attached correctly.
1.4 Cleaning operation is carried out systematically and safely.
1.5 Floor surface is left free from impacted soil and protective coating, neutralised, dry and smear free.
1.6 Residue from the cleaning operation is disposed of according to instructions.
1.7 Items removed for safekeeping or convenience are replaced in the correct location. |
|--|--|

-
- | | | |
|--|-----|---|
| | 1.8 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | 1.9 | Work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures. are referred to the appropriate person. |
| 2. Provide a burnished finish to hard and semi-hard floor surfaces | 2.1 | Work area is prepared for burnishing . |
| | 2.2 | Cleaning solution, appropriate to the floor surface is prepared and applied according to manufacturers' instructions. |
| | 2.3 | Machine accessories are appropriate for burnishing and are correctly fitted. |
| | 2.4 | Floor surface is burnished to remove marks and achieve the required degree of sheen. |
| | 2.5 | Burnished surface is free from loose dust generated by the burnishing process. |
| | 2.6 | Items removed for safekeeping or convenience are replaced in the correct location. |
| | 2.7 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | 2.8 | All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |
| 3. Apply protective coatings to hard and semi-hard floor surfaces | 3.1 | Work area is prepared for the application of protective coating. |
| | 3.2 | Required number of appropriate protective coatings is applied evenly and systematically to floor surface, in accordance with manufacturers' instructions. |
| | 3.3 | Floor is left dry and of a uniform appearance. |

- 3.4 Items are removed for safekeeping or convenience and replaced in the correct location.
- 3.5 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 3.6 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Remove impacted soil and protective coating from hard and semi-hard floor surfaces with the aid of machines**A. Machines:**

- (i) scrubbing
- (ii) wet suction

B. Accessories:

- (i) abrasive pads
- (ii) brushes

C. Preparation: (*Applies to Element 2 also*)

- (i) access to work areas
- (ii) protection of surrounding areas
- (iii) selection and checking of machinery
- (iv) equipment and materials
- (v) obstructions to cleaning
- (vi) cautionary measures:
 - verbal warnings
 - warning signs
 - cones
 - cordons
 - protective clothing

Element 2: Provide a burnished finish to hard and semi-hard floor surfaces**D. Burnishing is achieved by:**

- (i) spray cleaning
- (ii) buffing

E. Machines:

- (i) ultra high-speed rotary machines
- (ii) high-speed rotary machines
- (iii) standard speed rotary machines

F. Accessories:

- (i) dry plates
- (ii) spray cleaning pads
- (iii) buffing pads
- (iv) brushes

Element 3: Apply protective coatings to hard and semi-hard floor surfaces**G. Protective coatings:**

- (i) polishes
- (ii) water-based seals

H. Preparation:

- (i) access to work area
- (ii) removal of protective coatings
- (iii) neutralising of floor surface
- (iv) selection and checking of machinery
- (v) equipment and materials
- (vi) obstructions to cleaning
- (vii) cautionary measures:
 - verbal warnings
 - warning signs
 - cones
 - cordons
 - protective clothing

UNDERPINNING KNOWLEDGE AND SKILLS**Product Knowledge**

1. What constitutes a hard floor, a semi-hard floor.
2. What the factors are influencing choice of cleaning solution, machines, accessories and removal process.
3. Why manufacturer's instructions should be followed when preparing and applying cleaning solution.
4. What the reasons are for neutralising floor surface.
5. Why instructions should be followed regarding the disposal of residue.
6. How to operate alternative machines within the range.

Chemicals

7. What are the consequences of over burnishing.

Health and Safety

8. What are the factors influencing choice of protective coatings, applicators and process used.

EVIDENCE GUIDE**(1) Critical Aspect of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1 - 5 and a minimum of one (1) item from range A, one (1) item from range B, three (3) items from range C **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1-5 and a minimum of one (1) item from range A, one (1) from range B, two (2) items from range C, two (2) items from range D **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the range and performance criteria.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1, 2, 3 and a minimum of one (1) item from range A, three (3) items from range B **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the range and performance criteria.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.
- Performance evidence should be demonstrated on at least two (2) occasions.

(2) Method of Assessment

The following are examples of the types of evidence you could collect to prove your competence:

Examples of Performance Evidence

- Observation reports by the assessor of how you remove impacted soil and protective coating from hard and semi-hard floor surfaces with the aid of machines.
- Observation reports by the assessor of how you provide a burnished finish to hard and semi-hard floor surfaces.
- Observation reports by your assessor of how you apply protective coatings to hard and semi-hard floor surfaces.

Examples of Supplementary Evidence

- Answers to oral or written question from your assessor.
- Witness statements from colleagues, line managers that provide evidence of how you remove impacted soil and protective coating from hard and semi-hard floor surfaces with the aid of machines.
- Witness statement from colleagues, line managers that provide evidence of how you provide a burnished finish to hard and semi-hard floor surfaces.
- Witness statements from colleagues, line managers that provide evidence of how you apply protective coatings to hard and semi-hard floor surfaces
- A personal statement describing how you remove impacted soil and protective coating from hard and semi-hard floor surfaces with the aid of machines.
- A personal statement describing how you provide a burnished finish to hard and semi-hard floor surfaces.
- A personal statement describing how you apply protective coatings to hard and semi-hard floor surfaces.

(3) Context of Assessment

Evidence for this unit may come from assessment on-the-job or in a realistic working environment.