

U11402

Clean soft floor coverings and soft furnishings

Unit Descriptor:

This unit describes the competence required to cleaning soft floor coverings and soft furnishings.

The unit describes the essential abilities of:

- Knowing why it is important to understand the reasons for testing for the colour fastness and possible consequences of failing to test
- Knowing why manufacturers' instructions should be followed when applying stain remover and the possible consequences of not following them
- Knowing what stain removal process to use to avoid damage to surface and surrounding areas

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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| 1. Remove stains from soft floor coverings and soft furnishings | <p>1.1 Notifiable and unidentifiable stains and damage are reported to the designated persons prior to the commencement of treatment.</p> <p>1.2 Colourfastness of area to be cleaned is established.</p> <p>1.3 Correct proprietary stain remover is applied according to manufacturers' instructions.</p> <p>1.4 Stain removal process is used to avoid damage to surface and surrounding areas.</p> <p>1.5 Outcomes of stain removal process are evaluated for effectiveness.</p> <p>1.6 Irremovable stains are reported to the designated person.</p> <p>1.7 Items removed for safekeeping or convenience are replaced in the correct location.</p> <p>1.8 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.</p> |
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2. Remove impacted soil from soft floor coverings and soft furnishings
- 1.9 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
 - 2.1 Work area is prepared for the **removal** of impacted soil.
 - 2.2 Colourfastness and shrinkage resistance of area to be cleaned is established.
 - 2.3 Loose dirt and debris is removed prior to the application of cleaning agents.
 - 2.4 Cleaning agent is applied according to manufacturers' instructions.
 - 2.5 Area is left free of soil and excess moisture and is of uniform appearance.
 - 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

RANGE STATEMENT

You must cover the items below:

Element 1: Remove stains from soft floor coverings and soft furnishings**A. Stains:**

- (i) food and beverage
- (ii) body emissions
- (iii) biro and ink
- (iv) oil-based and grease-based substances
- (v) chewing gum

Element 2: Remove impacted soil from soft floor coverings and soft furnishings**B. Removal is by:**

- (i) steam-cleaning
- (ii) shampooing
- (iii) water extraction
- (iv) application of dry cleaning granules
- (v) bonnet mopping – floor coverings only

C. Soft floor coverings and soft furnishings:

- (i) natural, synthetic

D. Preparation:

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

UNDERPINNING KNOWLEDGE AND SKILLS**Product Knowledge**

1. What constitutes a notifiable stain.
2. Why it is important to report unidentifiable and notifiable stains and irremovable stains.
3. Why it is important to understand the reasons for testing for the colourfastness and possible consequences of failing to test.
4. Locations where colourfastness tests should and should not be carried out.
5. What are the reasons for testing for colourfastness and shrinkage resistance, and possible consequences of failing to test.
6. Why it is important to understand the locations where colourfastness and shrinkage resistance tests should and should not be carried out.
7. Why it is important to remove loose dust and debris prior to the application of cleaning agent.
8. What are the reasons why manufacturer's instructions should be followed when applying cleaning agent and possible consequences of not following them.
9. What are the factors influencing choice of machinery, equipment, materials and removal process.
10. Why manufacturers' instructions should be followed when applying stain remover, and the possible consequences of not following them.
11. What are the methods of avoiding damage to surface and surrounding area during the stain removal process

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 2, 3, 4 and a minimum of all items from the range of A **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 - 5 and a minimum of three (3) items from range A, one (1) item from range B and (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 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 stain from soft floor coverings and soft furnishing.
- Observation reports by the assessor of how you remove impacted soil from soft floor coverings and soft furnishings.

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 stains from soft floor coverings and soft furnishings.
- Witness statement from colleagues, line managers that provide evidence of how you remove impacted soil from soft floor coverings and soft furnishings.
- A personal statement describing how you remove stains from soft floor coverings and soft furnishings.
- A personal statement describing how you remove impacted soil from soft floor coverings and soft furnishings.

(3) Context of Assessment

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