

U12201**Clean doors, windows, walls, ceiling, fixtures and fittings**

Unit Descriptor:

This unit describes the competence required to effectively clean doors, windows, walls, ceilings, fixtures and fittings.

The unit describes the essential abilities of:

- Correctly prepare work area ready for cleaning
- Knowing why manufacturers' instructions should be followed when using cleaning equipment/tools
- Knowing what factors influence choice of cleaning materials and equipment/tools

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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| 1. Clean doors, windows, walls, ceilings and fixtures | <p>1.1 Preparation of work area has been correctly carried out ready for cleaning.</p> <p>1.2 Cleaning materials and equipment/tools are correctly prepared ready for use and are appropriate for cleaning.</p> <p>1.3 Doors and windows are free from dirt, dust, smears and stains.</p> <p>1.4 Gloss finished surfaces are of high luster.</p> <p>1.5 Doors and window fixtures are clean, polished and free of scratches, marks and tarnish.</p> <p>1.6 Glass doors and windows are free from streaks and fingerprints.</p> <p>1.7 Waste or dirty water is disposed of correctly, and kept away from electricity.</p> <p>1.8 Cleaning equipment is cleaned and appropriately stored after use.</p> <p>1.9 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.</p> |
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2. Clean walls
- 1.10 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 **Preparation of work area** has been correctly carried out ready for cleaning.
 - 2.2 Cleaning materials and equipment/tools are correctly prepared ready for use and are appropriate for cleaning.
 - 2.3 **Walls (interior)** are free from dust, cobwebs, dirt, grease, spots and stains.
 - 2.4 Light fixtures are clean and workable.
 - 2.5 Waste or dirty water is disposed of correctly and kept away from electricity.
 - 2.6 **Cleaning equipment** is cleaned and appropriately stored after use.
 - 2.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) 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. Clean ceilings and fixtures
- 3.1 **Preparation of work area** has been correctly carried out ready for cleaning.
 - 3.2 **Cleaning materials** and equipment/tools are correctly prepared ready for use and are appropriate for cleaning.
 - 3.3 **Ceilings** are free from dust, cobwebs, dirt, grease, spots and stains.
 - 3.4 Light **fixtures** are clean and workable.
 - 3.5 Waste or dirty water is disposed of correctly, and kept away from electricity.

- 3.6 **Cleaning equipment** is cleaned and appropriately stored after use.
- 3.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
- 3.8 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures

RANGE STATEMENT

You must cover the items below:

Element 1: Clean doors, windows, walls, ceilings and fixtures**A. Preparation of work area :**

- (i) protective clothing worn
- (ii) hazard warning signs used
- (iii) protection of surrounding area

B. Cleaning equipment/tools:

- (i) duster
- (ii) hand vacuum
- (iii) broom
- (iv) scaffolding
- (v) paint brushes
- (vi) stepladders

C. Cleaning materials:

- (i) detergents
- (ii) disinfectants
- (iii) polish

D. Doors and windows:

- (i) painted
- (ii) metal
- (iii) glass
- (iv) polished

Element 2: Clean walls**E. Walls (Interior):**

- (i) wood
- (ii) concrete
- (iii) dry

F. Preparation of work area: (Applies to Element 3 also)

- (i) protective clothing worn
- (ii) hazard warning signs used
- (iii) protection of surrounding area

G. Cleaning equipment/tools: *(Applies to Element 3 also)*

- (i) cobweb broom
- (ii) hand-held vacuum
- (iii) paint brush
- (iv) dust cloth
- (v) ladder

H. Unexpected situations: *(Applies to Element 3 also)*

- (i) construction defects
- (ii) defaced ceiling

Element 3: Clean ceilings and fixtures**I. Ceilings:**

- (i) wood
- (ii) concrete

J. Fixtures:

- (i) lights
- (ii) fans

K. Cleaning materials:

- (i) neutral detergents (general purpose cleans)
- (ii) polishes

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why it is important to place hazard signs.
2. Why protective clothing should be worn at all times.
3. What dangers are caused by water coming into contact with electricity supplies or batteries when cleaning doors, windows, walls, ceilings and fixtures.
4. What precautions to take to reduce the risk of electrocution when cleaning doors, windows, walls, ceilings and fixtures.
5. Why manufacturer's instructions should be followed when using cleaning equipment/tools.
6. Why waste or dirty water should be disposed of correctly.

Product Knowledge

7. What factors influence choice of cleaning materials and equipment/tools.

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 - 7 and a minimum of two (2) items from the range of A, three (3) items from the range of B, two (2) items from the range of C, two (2) items from the range of D **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.
- Performance evidence in the form of observation to cover performance criteria 1 – 6 and a minimum of two (2) items from the range of A, two (2) items from the range of B, two (2) items from the range of 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.
- Performance evidence in the form of observation to cover performance criteria 1 – 6 and a minimum of all items from the range of A, one (1) item from the range of B, two (2) items from the range of C, two (2) items from the range of D, two (2) items from the range of E **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the performance criteria and range.
- 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 your assessor of how you clean doors, windows, walls, ceilings and fixtures.

Examples of Supplementary Evidence

- Answers to oral or written questions from your assessor.
- Witness statements from colleagues, line managers that provide evidence of how you can clean doors, windows, walls, ceilings and fixtures.
- A personal statement describing how you can clean doors, windows, walls, ceilings and fixtures.

(3) Context of Assessment

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