

U12401**Handle and store cleaning equipment and materials**

Unit Descriptor:

This unit describes the competence required to handle and store cleaning equipment and materials.

The unit describes the essential abilities of:

- How to handle and store cleaning equipment and materials in line with manufacturers' instructions and legal requirements
- How to handle cleaning equipment and materials safely and lift items using approved safe methods

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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|----|-------------------------------------|-----|--|
| 1. | Handle and store cleaning equipment | 1.1 | Cleaning equipment is stored in line with manufacturer's instruction and legal requirements. |
| | | 1.2 | Cleaning equipment is clean and in good working order. |
| | | 1.3 | Cleaning equipment is handled safely and lifted using approved safe methods. |
| | | 1.4 | Faulty cleaning equipment is clearly labelled and isolated to prevent use and reported to the appropriate person(s). |
| | | 1.5 | Storage areas are kept clean, tidy and free from rubbish and signs of pest infestation are immediately reported to the appropriate person(s). |
| | | 1.6 | Storage areas are secured from unauthorised access. |
| | | 1.7 | Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary. |
| | | 1.8 | All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |

2. Handle and store cleaning materials
- 2.1 **Cleaning materials** are stored in line with manufacturer's instructions and legal requirements.
 - 2.2 Stock rotation procedures are followed and cleaning materials are used in line with date order.
 - 2.3 Cleaning materials are handled with appropriate care and packaging remains undamaged.
 - 2.4 Any spillage of cleaning materials is removed safely at the earliest opportunity and floor surfaces left dry.
 - 2.5 Storage areas are kept clean, tidy and free from rubbish and signs of pest infestation are immediately reported to the appropriate person.
 - 2.6 Storage areas are secured from unauthorised access.
 - 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

RANGE STATEMENT

You must cover the items below:

Element 1: Handle and store cleaning equipment**A. Cleaning equipment:** *(Applies to Element 2 also)*

- (i) manually operated equipment
- (ii) power operated equipment

B. Unexpected situations: *(Applies to Element 2 also)*

- (i) problems with cleaning equipment
- (ii) storage area found unsecured
- (iii) customer incidents

UNDERPINNING KNOWLEDGE AND SKILLS**Health and safety**

1. Why storage areas should be kept secured from unauthorized access.
2. Why it is important to inspect cleaning equipment regularly.
3. What the approved, safe methods and techniques are for lifting heavy and bulk items and why it is important to use them.
4. Why manufacturer's instructions should be carefully followed in the operation, maintenance, cleaning and storage of equipment.
5. Why manufacturer's instructions should be carefully followed in the storage of cleaning materials.
6. Why is it necessary to deal with spillage of cleaning materials promptly.
7. Why it is important to follow stock rotation procedures when handling and storing cleaning materials.

Product Knowledge

8. How to store different types of cleaning equipment when not in use.
9. How to store the different range of cleaning materials when not in use.

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, 2, 3, 5, 6 and a minimum of one (1) item 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, 2, 3, 5, 6 and a minimum of four (4) 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.
- 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 assessor of how you handle and store cleaning equipment.
- Observation reports by the assessor of how you handle and store cleaning materials.

Examples of Supplementary Evidence

- Answers to oral or written questions from your assessors.
- Witness statements from colleagues, line managers that provide evidence of how you handle and store cleaning equipment.
- Witness statements from colleagues, line managers that provide evidence of how you handle and store cleaning materials.
- A personal statement describing how you handle and store cleaning equipment.
- A personal statement describing how you handle and store cleaning materials.

(3) Context of Assessment

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