

Overview

This standard is about cleaning all types of floors using manual equipment such as brushes, mops and vacuum cleaners. You have to clean the following types of floors:

1. soft (for example, carpets)
2. semi-hard (for example, vinyl and wood)
3. hard (for example, marble, concrete or quarry tiles)

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 prepare your work area and equipment so that you can do the job efficiently, correctly and safely
- P2 choose a method of removing the dust and debris that is right for the floor and the amount of dust and debris involved
- P3 safely clear any large items of debris by hand first of all
- P4 remove the loose dust and debris carefully and safely without causing the dust to spread
- P5 put the dust and debris into the correct container for disposal
- P6 leave the floor clear of dust and debris
- P7 put everything back in the right place when you have finished
- P8 prepare your work area and equipment so that you can do the job efficiently, correctly and safely
- P9 choose equipment and cleaning agents that are right for the floor and the amount of ground-in soil
- P10 mix and apply the cleaning solution following the manufacturer's instructions
- P11 remove the ground-in soil without damaging the floor surface
- P12 leave the floor and the surrounding area dry and free of smears
- P13 dispose of the left-over cleaning solution correctly
- P14 put everything back in the right place when you have finished
- P15 prepare your working area and your equipment so that you can do the job efficiently, correctly and safely
- P16 identify the type of spillage, if you can
- P17 report any spillages that you cannot identify and any bodily fluids to the person in charge, and only clear them up when they tell you to
- P18 choose a method of clearing up the spillage that is right for the floor and the size and type of spillage
- P19 remove the spillage safely and as soon as possible, and leave the floor surface dry
- P20 put any debris and materials that you cannot use again in the correct container
- P21 report any stains that you cannot remove to your line manager

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Knowledge and understanding

You need to know and understand:

- K1 common examples of soft, semi-hard and hard floors
- K2 how to prepare for cleaning floors
- K3 what might happen if you do not take the right safety measures
- K4 what colour coding means and why it is important
- K5 why it is important to put everything back in the right place
- K6 different methods of removing loose dust and debris and how to choose the right one
- K7 why you should clear large items of debris by hand first of all
- K8 the correct container in which to put dust and debris
- K9 safe handling techniques for large items of debris
- K10 different methods of removing ground-in soil by hand and how to choose the right one
- K11 how to mix cleaning solutions correctly and safely
- K12 why it is important to follow manufacturers' instructions
- K13 how to remove ground-in dirt without damaging the surface
- K14 why the floor and surrounding area should be left dry and free of smears
- K15 why it is important to dispose of left-over cleaning solutions correctly and how to do so
- K16 different methods of removing spillages and how to choose the right one
- K17 how to identify different types of spillage
- K18 why it is important to report any spillages you cannot identify and body fluids and not clear these up until you have instructions
- K19 the correct container for debris and materials you cannot use again
- K20 why it is important to report any stains that cannot be removed

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: EF2 Environments and Buildings

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Originating organisation	This NOS was originally developed by the Cleaning Industry National Training Organisation as Unit 010.
Original URN	SS19
Relevant occupations	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
Suite	Support Services
Key words	Portering, Cleaning, Housekeeping, Laundry, Health Records, Mail, Security