

SFHSS20

Clean furniture, fittings and vertical surfaces manually



Overview

This standard is about cleaning furniture, fittings and vertical surfaces, such as walls, windows, glass partitions and doors. For this standard you do not have to work above hand reach height, apart from removing dust using reach poles. You have to clean the following types of surfaces:

1. soft (for example, curtains and upholstery)
2. hard (for example, wood, metal, plastic etc)
3. glass (for example, windows, mirrors and glass doors)

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 remove loose dust and debris first
- P3 choose a cleaning agent and equipment that are right for the surface and type of dirt
- P4 follow manufacturer's instructions correctly when you mix and apply the cleaning agent
- P5 apply the cleaning solution smoothly and evenly
- P6 leave the surfaces dry and free of smears and dirt, when you have finished
- P7 dispose of the left-over cleaning solution correctly
- P8 put everything back in the right place when you have finished
- P9 prepare your work area and equipment so that you can do the job efficiently, correctly and safely
- P10 remove loose dust, making sure it spreads as little as possible
- P11 make sure the surface is washable
- P12 choose a cleaning agent and equipment that are right for the marks and the surface
- P13 mix and apply the cleaning agent according to the manufacturer's instructions
- P14 avoid over-wetting and damaging the surface
- P15 leave the surface clear of the marks that can be reached and spot cleaned
- P16 report any marks that cannot be reached or spot cleaned to the person in charge
- P17 prepare your work area and equipment so that you can do the job efficiently, correctly and safely
- P18 choose a cleaning agent and equipment that are right for the surface and type of dirt
- P19 scrape off anything that is stuck on to the surface without causing damage
- P20 remove the soil systematically without damaging the surface
- P21 leave the surface dry and free of smears when you have finished
- P22 leave the area around the surface dry
- P23 put everything back in the right place when you have finished
- P24 wear the correct personal protective equipment as required for the waste involved
- P25 empty all waste from the bins in your area of responsibility
- P26 reline or clean bins as instructed
- P27 check with the appropriate person if you are not sure if something should be removed

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- P28 remove the waste according to regulations and instructions using the right containers
- P29 handle the waste safely and according to instructions
- P30 make sure that waste containers are taken safely to the right collection point and secured if necessary

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Knowledge and understanding

You need to know and understand:

- K1 why it is important to follow manufacturers' instructions when you mix and apply cleaning agents and what might happen if you do not
- K2 why it is important to dispose of left over cleaning agents correctly and how to do so
- K3 why it is important to put things back in the right place
- K4 how to prepare your working area so that you can work efficiently, safely and correctly and what might happen if you do not
- K5 why you should remove loose dust and debris first and what might happen if you do not
- K6 the range of cleaning agents and equipment available to you and how to choose the right one for different types of soil and surfaces
- K7 how to prepare your working area so that you can work efficiently, safely and correctly and what might happen if you do not
- K8 why you should remove loose dust and debris first and what might happen if you do not
- K9 why you should not allow dust to spread and how to do this
- K10 the range of cleaning agents available for spot cleaning and how to choose the right one for the type of mark and the surface you are cleaning
- K11 why you should not try to spot clean non-washable surfaces and what might happen if you do
- K12 why you should avoid over-wetting the surface
- K13 why you should report any marks that cannot be reached or spot cleaned and who you should report to
- K14 how to prepare your working area so that you can work efficiently, safely and correctly and what might happen if you do not
- K15 the range of cleaning agents available for glass surfaces and how to choose the right one for the type of soil and the surface you are cleaning
- K16 why you should scrape off paint or anything else that is stuck on the glass first
- K17 how to scrape without damaging the surface
- K18 why the area around the glass should be left dry
- K19 why it is important to clean or reline the bins
- K20 how to tell if something should not be thrown away, why it is important to check and who to check with
- K21 regulations and instructions you should follow
- K22 why waste should be taken to the right collection point in the right containers

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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 011.
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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
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