

# SFHSS30

## Clean and service a range of areas



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### Overview

This standard describes the competence required to clean the toilet and bathroom areas and any floors, walls and mirrors and fill in any appropriate documentation. The standard also covers cleaning furnished areas and disposing of both hazardous and non hazardous waste.

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 plan your work routine effectively, allowing time for disruptions to your schedule
- P2 carry out the appropriate preparations for cleaning the toilet and bathroom area
- P3 select and use the correct cleaning equipment and materials for each part of the toilet and bathroom area
- P4 clean the toilet and surrounding areas correctly
- P5 clean the bathroom appliances and surrounding areas correctly
- P6 clean the floors, walls, mirrors and other areas correctly, and leave the whole area tidy
- P7 complete any documentation in line with suitable workplace procedures and pass any information relevant to your organisation to the appropriate person to department
- P8 treat any customers you encounter politely, and deal with any requests that they make promptly
- P9 deal with unexpected situations effectively, and inform the proper person where necessary
- P10 prioritise work and carry it out in an efficient manner, in line with legal requirements and suitable workplace procedures
- P11 plan your work routine effectively, allowing time for disruptions to your schedule
- P12 carry out the appropriate preparations for cleaning furnished areas
- P13 use the correct cleaning equipment and materials for each part of the furnished
- P14 clean the floor covering according to workplace procedures
- P15 clean the furniture according to workplace procedures
- P16 clean mirrors, wall coverings and any other surfaces where appropriate, and leave the whole area tidy
- P17 complete any documentation in line with suitable workplace procedures and pass information relevant to your organisation to the appropriate person or department
- P18 treat any customers you encounter politely, and deal with any requests that they make promptly
- P19 deal with unexpected situations effectively and inform the proper person where necessary
- P20 prioritise work and carry it out in an efficient manner, in line with legal requirements and suitable workplace procedures
- P21 plan your work routine effectively, allowing time for disruptions to your schedule
- P22 carry out the appropriate preparations for disposing of waste in your work area

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- P23 prepare the waste for the appropriate dispatch method, ensuring that you always handle it carefully
- P24 sanitise the waste containers as appropriate, in line with suitable workplace procedures
- P25 treat any customers you encounter politely, and deal with any requests that they make promptly
- P26 deal with unexpected situations effectively and inform the proper person where necessary
- P27 prioritise work and carry it out in an efficient manner, in line with legal requirements and suitable workplace procedures

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### Knowledge and understanding

*You need to know and understand:*

- K1 why hazard signs are sometimes needed in preparing the work area
- K2 what the safe methods for lifting and carrying are
- K3 why it is important to lift heavy or bulky items using approved safe methods
- K4 what the essential information requirements are relating to security
- K5 why designated areas need to be secured from unauthorised access
- K6 what the limits of individual responsibility are
- K7 what the essential information requirements are relating to cleaning the toilet and bathroom area; the cleaning of furnished areas
- K8 how to identify different sorts of waste and how they should be disposed of
- K9 the contact points for communication of essential information
- K10 what materials and equipment are used for cleaning different areas and waste disposal
- K11 why the work area needs to be inspected on completion

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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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<b>Originating organisation</b>	This NOS was originally developed by the Hospitality Training Foundation as Unit 2HK1
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<b>Relevant occupations</b>	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
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