



CIWM

Qualifications

Version 1, December 2021

Qualification Code: 600/0033/8

CIWM Code: CP2

Maximum Guided Learning Hours: 50

Total Qualification Time: 110

CIWM (WAMITAB) Level 2 Certificate in Cleaning Principles

Together, we stand for
a world beyond waste

About CIWM and this Handbook

About CIWM

CIWM is an awarding organisation and charity that develops qualifications for those working in cleaning, street cleansing, facilities management, resource management, recycling and parking from operative through to management level.

As the leading professional body for resource and waste professionals, CIWM (Chartered Institution of Wastes Management) is the voice of the sector and represents over 5,500 individuals in the UK and overseas.

CIWM has a unique understanding of the sector. Our professional knowledge and trusted reputation enables us to inform and influence legislation and policy, playing a vital part in shaping the future role and reputation of the sector.

Equal Opportunities

CIWM supports the principles of equal opportunities, and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability, or sexual orientation.

The Purpose of this Qualification Handbook

Welcome to your CIWM Qualification Handbook. This will help you to complete your qualification. It contains:

- The units you need to achieve to complete your qualification.
- Information about your responsibilities as a candidate.
- Reference information covering each learning outcome and assessment criteria.

Candidate Information

Name

CIWM Learner Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

Tutor Name

Contents

About CIWM and this Handbook	2	Unit 207: Cleaning of glazed surfaces and facades.....	27
Candidate Information.....	3	Unit 208: Cleaning of high risk areas controlled environments...	29
Frequently Asked Questions.....	5	Unit 209: Cleaning of interiors and washrooms.....	31
Useful Words	8	Unit 210: Cleaning of specialist electronic equipment	33
Unit Terms.....	9	Unit 211: Deep cleaning of internal equipment, surfaces and areas	35
SECTION 1 – Mandatory Unit Group	12	Unit 212: Maintenance and minor repairs of property	38
Unit 201: Dealing with routine and non-routine waste.....	13	Unit 213: Manual Street Cleaning	40
Unit 202: Health and safety for the cleaning and support services industry.....	15	Unit 214: Mechanical Street Cleaning	42
Unit 203: Working with customers and others in the cleaning and support services industry	17	Unit 215: Periodic cleaning of hard and semi hard floors.....	44
SECTION 2 – Optional Unit Group	19	Unit 216: Periodic cleaning of soft floors and furnishings	47
Unit 204: Cleaning and maintenance of external surfaces and areas	20	Unit 217: Working safely at heights in the cleaning and support services industry.....	50
Unit 205: Cleaning of confined spaces.....	22	Unit 218: Cleaning with water-fed pole systems.....	51
Unit 206: Cleaning of food areas.....	24	Unit 219: Internal cleaning of passenger transport.....	53
		Appendix 1: Qualification Structure	56

Frequently Asked Questions

What is a regulated qualification?

A regulated qualification demonstrates that you have the knowledge, skills and/or understanding to meet the standards expected by employers in your industry. Your qualification is recognised by CIWM and one or more of the educational regulators across the UK.

What is the objective of this qualification?

Learners who complete this qualification will acquire the skills required by cleaning operatives to deliver a range of cleaning and support services safely and effectively. All learning during this qualification takes place naturally within a normal working environment. This ensures that professional development within the cleaning industry does not have a significant impact on the delivery of cleaning services for customers.

Who is it for?

- New entrants to the industry
- Pre and post gate prisoners
- Long-term unemployed who wish to retrain
- Experienced workers seeking a formal qualification
- Apprentices

What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking this qualification do not require any other qualifications or levels of attainment in order to take this qualification.

What job role could this qualification lead to or support?

This qualification could have significant benefits for the cleaning workforce as it will act as a gateway to opportunities for career progression or further education by building the confidence of employees and demonstrating that their skills have value. Cleaning is one of the largest business sectors in the UK, employing over 437,600 people in 30,800 workplaces during 2012 (Asset Skills, 2013). This qualification is ideal for those employed in elementary occupations (79%) in the following job roles:

- Domestic cleaning operative
- Street cleaning operative
- Commercial cleaning operative
- Window cleaner
- Industrial cleaning operative
- Cleaning supervisor/ team leader

What do I need to achieve?

You will need to achieve the three mandatory units and select at least one unit from the Optional Unit Group. Minimum number of units to achieve this qualification is four.

Mandatory Unit Group

- Dealing with routine and non-routine waste (201)
- Health and safety for the cleaning and support services industry (202)
- Working with customers and others in the cleaning and support services industry (203)

Optional Unit Group

- Cleaning and maintenance of external surfaces and areas (204)
- Cleaning of confined spaces (205)
- Cleaning of food areas (206)
- Cleaning of glazed surfaces and facades (207)
- Cleaning of high risk areas controlled environments (208)
- Cleaning of interiors and washrooms (209)
- Cleaning of specialist electronic equipment (210)
- Deep cleaning of internal equipment surfaces and areas (211)
- Maintenance and minor repairs of property (212)
- Manual street cleaning (213)
- Mechanical street cleaning (214)
- Periodic cleaning of hard and semi-hard floors (215)
- Periodic cleaning of soft floors and furnishings (216)
- Working safely at heights in the cleaning and support services industry (217)
- Cleaning with water-fed pole systems (218)
- Internal cleaning of passenger transport (219)

What is a unit?

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

- Learning outcomes: describe what tasks you will be able to do as a result of learning.
- Assessment criteria: describe what activities you will need to do and what you must know to complete each task.

What is a CIWM (WAMITAB) Qualifications Centre?

You will gain your qualification through a CIWM (WAMITAB) Qualifications Centre. It may be your place of work, a local college or training provider. Assessment of your qualification will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

- Register you with CIWM.
- Provide a registration number.
- Apply for your certificate when you have completed your qualification or units.

How long will it take?

You have two years to complete your qualification from the date of registration, but your centre may have some requirements that they will explain to you.

Who will help me achieve my qualification?

The following people at the CIWM (WAMITAB) Qualifications Centre will help you to achieve your qualification:

Your Tutor

The tutor is the person you will have the most contact with as you work towards your qualification. They will provide the training.

Internal Quality Assurer

The internal quality assurer maintains the quality of assessment within the centre.

External Quality Assurer

An external quality assurer is employed by CIWM to ensure that your centre meets the required national standards for quality and assessment.

What are my responsibilities as a learner?

You will need to:

- Provide your centre with your personal details so they can register you with CIWM
- Comply with health and safety law and regulations

What steps will I need to take to complete my qualification?

1. **Planning:** Your tutor will tell you how you will learn and be assessed. You will be given the right to request reasonable adjustments if needed.

2. **Learning:** You will spend time with your tutor and this workbook developing your knowledge of the sector.
3. **Assessment:** Your centre will set assignments or exams.
4. **Achievement:** Once you have completed all the units and gathered all the evidence you need, your centre will apply for your CIWM certificate.

What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification will be the results from your exams or assignments.

Where do I go if I need more information about my qualification and assessments?

- Your tutor
- Your qualification workbook
- CIWM

Useful Words

Instructional verbs	Definition
Assessment Criteria	These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.
Awarding Organisation	To have a qualification recognised in the UK it must be accredited through an awarding body. These organisations are regulated by Ofqual in England, Qualifications Wales, CCEA in Northern Ireland and SQA in Scotland to ensure that you receive a high quality, recognised qualification upon completion of the course.
CIWM	An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management, and parking. CIWM is responsible for ensuring the on-going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training, and course materials.
CIWM (WAMITAB) Qualifications Centre	These centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers, and prisons.
Competence	Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.
Learner	A person who is registered to work towards achievement of a qualification – i.e. you!
Learning Outcome	These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.
Multiple Choice Tests	A form of assessment where learners are asked to select the best possible answer from the list provided.
Tutor	A person employed to instruct an individual or small group on a particular topic. Tutors that deliver knowledge and understanding qualifications and units should have relevant competence and experience in the subject that they are delivering and have experience of delivering vocational learning.
Units – Mandatory and Optional	Units form the building blocks of all qualifications that are nationally regulated on the Qualification Credit Framework. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.
Vocational	A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

Unit Terms

Instructional verbs	Definition
Adapt	To change something to make suitable for new purpose.
Advise	To inform someone about a fact or situation formally or officially.
Analyse	To look at something (e.g. a process) and use given classifications or principles to gain a further understanding.
Apply	To put something into action. A “doing” task which requires “real” evidence from a workplace scenario.
Assess	To offer a reasoned judgement of the standard, quality of situation or ability informed by relevant facts.
Brief	To instruct or inform someone thoroughly to prepare them.
Carry out	To undertake an activity of a practical nature.
Check	To verify or establish. To examine something in order to confirm its accuracy, quality or condition.
Collect	To bring or gather together.
Communicate	To share or exchange information, news or ideas by speech, writing etc
Compare	To look at the characteristics of an item or activity and note the similarities and differences.
Complete	To finish.
Comply	To act in accordance with specified standards or requirements.
Conduct	To do or carry out.
Confirm	To check if something is true, correct, completed or in place.
Consult	To seek information or advice from an expert or professional. To have discussions with someone before undertaking a course of action.
Critically Compare	To look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, this can include the use of the comparison in context as the basis for decision making.
Define	Provide a generally recognised or accepted definition.
Demonstrate	To clearly show e.g. by practical exhibition (in real time) and/or historic evidence. These would normally be accompanied by an explanation.
Describe	Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.
Determine	To find out or decide e.g. what is relevant. To find a solution by following a set of procedures. To calculate a numeric value.
Develop	Build a process or activity or understanding either from scratch or using an existing product to create something workable.
Differentiate/ Distinguish	To look at the characteristics of an item or situation/activity and explain the differences.

Discuss	To give an account that addresses a range of ideas and arguments.
Ensure	To make certain that something will occur or is the case.
Establish	To set up.
Evaluate/ Justify	To look at whatever the required content/process is and suggest other relevant, significant or possible outcomes. It is the process of exploring, checking and suggesting a likely outcome with reasons.
Examine	To look at, inspect or scrutinise carefully.
Explain	To provide a comprehensive answer that shows an understanding of the content/process mentioned. The answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.
Follow	To be guided by instructions.
Give	To supply/provide without explanation.
Identify	This requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At Level 4, this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.
Implement	To put something into practice after the development process has taken place. This ensures that the product/process is actually employed and/or used by self and others during work activities.
Inform	To give someone facts or information.
Keep	To have or retain possession of something.
List	To produce a number of relevant items which apply to the question. Further description is not required.
Maintain	To enable something to continue. To keep something in good condition.
Make	To create, produce or form something.
Manage	After a development process ensure that the product/process works using relevant management techniques.
Minimise	To reduce something to the smallest possible amount or degree.
Monitor	To check if a process or activity is carried out correctly.
Notify	To inform someone of something in a formal or official manner.
Obtain	Acquire.
Organise	To arrange systematically. To coordinate activities. To make arrangements or preparations.
Outline	A description setting out main characteristics or points.
Plan	To consider, set out and communicate what needs to be done.
Prepare	To make ready for use or consideration. To create in advance.
Process	A systematic series of actions.
Produce	To create, manufacture or make something.
Promote	To support or actively encourage. To further progress.
Propose	To put forward an idea, plan or suggestion for consideration.

Provide	To make available or supply.
Recognise	To be aware of, familiar with and able to identify an activity or product.
Recommend	To suggest or put something forward as being suitable for a particular purpose or role with reasons why.
Rectify	To correct or put right.
Refer	To pass the matter to the responsible person for a decision.
Reflect	To look back upon and appraise.
Report	To prepare a detailed account or statement about an event or topic.
Request	To formally ask for something.
Research	To investigate/study to establish facts and reach a conclusion.
Resolve	To settle or find a solution to a problem.
Respond	To react quickly or positively to something.
Review	To formally assess something with the intension of instituting change if required.
Secure	To obtain something e.g. commitment from colleagues.
Seek	To ask for something from someone.
Select	To carefully choose the most suitable option for a task/purpose.
Set up	To prepare a system or set of equipment for operation.
Specify	To state a fact or requirement clearly and precisely.
State	To express something definitely or clearly in speech or writing.
Suggest	To give possible alternatives, produce or put forward an idea/plan.
Summarise	To give a brief statement in your own words of the main points.
Take action/ measures/ steps	To do something to achieve an aim or deal with a problem.
Train	To teach a person a particular skill or type of behaviour through practice and instruction.
Undertake	To take part in or carry out an activity/task.
Use	To apply information or prior learning. To put into service or action. To employ for a given purpose.

SECTION 1 – Mandatory Unit Group

Unit 201: Dealing with routine and non-routine waste

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Understand procedures for handling routine and non-routine waste	1.1 Describe different types of waste, including: <ul style="list-style-type: none"> • Routine • Non-Routine • Hazardous • Non-Hazardous • Clinical 			
	1.2 Explain the importance of following a regular process for clearing waste			
	1.3 Explain the importance of maintaining personal hygiene when handling waste			
	1.4 List types of waste which can be recycled			
	1.5 Explain the importance of recycling			
	1.6 Describe procedures for handling and disposing of hazardous and non-hazardous waste			
	1.7 Describe the actions to take when dealing with a risk of infection			
	1.8 Explain the importance of using personal protective equipment when handling waste			
	1.9 Describe how to prepare self and work areas prior to handling routine and non-routine waste			
	1.10 Explain the importance of correct segregation of waste			
	1.11 Describe how to deal with incorrectly segregated waste			
	1.12 Explain the importance of marking, labelling and recording non-routine waste			
	1.13 Describe correct procedures for disposing of sharps			
	1.14 Explain the importance of reporting waste which looks suspicious			
2. Understand how to handle and transfer routine and non-routine waste	2.1 Describe safe methods for transferring waste			
	2.2 Describe different types of waste container			
	2.3 Explain the importance of having suitable locations for holding areas and collection bins			
	2.4 Explain the importance of keeping holding areas clean			



	2.5 Describe the implications of broken or damaged waste containers			
	2.6 Describe procedures for dealing with broken or damaged waste containers			
	2.7 State when waste containers should be double bagged			
	2.8 Describe the principles of dealing with routine and non-routine waste spillages			

Unit 202: Health and safety for the cleaning and support services industry

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Understand the health and safety legislation which applies to the Cleaning and Support Services Industry	1.1 Describe the health and safety legislation and regulations which apply to the cleaning and support services industry			
	1.2 Describe employees responsibilities			
	1.3 Describe employers responsibilities			
	1.4 Explain the appropriate codes of behavior in relation to health and safety			
2. Understand how to work in a safe manner	2.1 State job roles within organisations responsible for health and safety			
	2.2 Explain the importance of correct use of equipment, materials and chemicals			
	2.3 Explain the importance of the correct use of personal protective equipment			
	2.4 Describe types of security requirements when working on customer sites			
	2.5 Describe techniques for safe lifting and handling			
	2.6 Explain the need for colour coding systems			
	2.7 Describe recommended procedures in the event of a fire			
	2.8 Describe the recommended procedures in the event of an accident			
	3.1 Explain the importance of personal hygiene in the workplace			

3. Understand how to control risks in the workplace	3.2 Outline the required personal hygiene standards			
	3.3 Define the terms 'risk', 'hazard' and 'risk assessment'			
	3.4 Identify the types of hazards which might occur in the workplace			
	3.5 Describe health and safety procedures relating to controlling risks			
	3.6 Describe the procedures for reporting hazards			
	3.7 Explain the importance of following manufacturer's instructions			
	3.8 Explain the importance of clear communication in relation to risk assessment			
	3.9 Explain the importance of risk control measures			

Unit 203: Working with customers and others in the cleaning and support services industry

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Understand how to communicate effectively with customers	1.1 Describe the importance of communicating with others			
	1.2 Describe appropriate ways of communicating with customers			
	1.3 State the importance of up-to-date, accurate and clear information			
	1.4 State key sources of job related information			
	1.5 State reasons for adapting communication to different audiences			
	1.6 State procedures for acknowledging, responding to and recording customer communication			
	1.7 State the limits of authority for dealing with different types of customer communication			
2. Understand how to meet customers' needs	2.1 Explain the importance of positive behavior and attitudes			
	2.2 Describe examples of positive behavior and attitude			
	2.3 Explain the benefits of creating a positive impression			
	2.4 Describe different types of customer			
	2.5 Describe procedures for handling difficult customer situations			
	3.1 Explain the importance of teamwork			
	3.2 Describe roles and responsibilities within teams			



3. Understand how to contribute to effective team working	3.3 List factors that contribute to effective teamwork			
	3.4 Describe key personal behaviours of team members			
	3.5 Describe how to respond to disagreements in a team			

SECTION 2 – Optional Unit Group

Unit 204: Cleaning and maintenance of external surfaces and areas

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning and maintenance of external surfaces and areas	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 State why permits and checks may be required for external cleaning			
	1.6 Explain the process for reporting damaged or deteriorating surfaces.			
	1.7 Describe the correct cleaning method, equipment and materials to use for different soil types, surfaces and environmental conditions			
	1.8 Select cleaning methods, equipment and materials to use			
	1.9 Explain the importance of following manufacturers' recommendations and instructions.			
	1.10 List personal protective equipment for cleaning of external surfaces and areas			
	1.11 Describe the effect environmental conditions can have on the cleaning and maintenance of external surfaces and areas			
2. Be able to carry out cleaning and	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct methods to clean and maintain external surfaces and areas			

maintenance of external surfaces and areas	2.3 Describe correct methods for cleaning and maintenance of external surfaces and areas			
	2.4 Explain the importance of cleaning to prescribed standards			
	2.5 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.6 Explain the importance of completing work in a timely manner			
	2.7 Explain the importance of minimizing the inconvenience to colleagues, customers and the general public			
	2.8 Describe procedures that can be taken to minimize inconvenience			
	2.9 Describe procedures for dealing with lost property and unattended items			
3. Be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check external cleaning and take any necessary actions			
	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Explain why equipment and material should be returned in good order to a secure storage area.			
	3.5 Describe how to dispose of waste correctly			
	3.6 Dispose of waste correctly			
	3.7 Describe the procedures for ordering and replacing resources.			

Unit 205: Cleaning of confined spaces

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning confined spaces.	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Explain the importance of having procedures for entering and leaving confined spaces			
	1.4 Assess the area and items to be cleaned			
	1.5 Describe how to prepare work areas			
	1.6 Describe different types of confined space			
	1.7 State the safety procedures for working in a confined space.			
	1.8 Describe how atmospheric conditions can affect working in confined spaces.			
	1.9 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces.			
	1.10 Select correct cleaning method, equipment and materials to use.			
	1.11 Explain the importance of manufacturer's recommendations and instructions			
	1.12 List personal protective equipment for cleaning confined spaces.			
2. Be able to carry out cleaning in a confined space	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for confined spaces			
	2.3 Describe correct cleaning methods for confined spaces			

	2.4 Outline the procedures in the event of an emergency.			
	2.5 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.6 Explain the importance of completing work in a timely manner			
	2.7 Explain the importance of minimizing inconvenience to colleagues, customers and members of the public			
	2.8 Describe procedures that can be taken to minimize inconvenience			
3. Be able to check cleaning, resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check cleaning and take any necessary actions			
	3.3 Describe the procedures for reporting damage to equipment and surfaces			
	3.4 Describe the importance of ensuring the work area is safe after cleaning			
	3.5 Explain why equipment and materials should be returned in good order to a secure storage area.			
	3.6 Return equipment in good order to storage areas.			
	3.7 Describe how to dispose of waste correctly			
	3.8 Dispose of waste correctly			
	3.9 List documents that must be completed after cleaning			
	3.10 Describe procedures for ordering and replacing resources			

Unit 206: Cleaning of food areas

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of food areas.	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Explain the importance of having procedures for entering and leaving food areas			
	1.4 Assess the area and items to be cleaned			
	1.5 Describe how to prepare work areas			
	1.6 Explain the process for reporting damaged equipment and surfaces.			
	1.7 Explain the importance of maintaining personal hygiene			
	1.8 State correct procedures for dealing with food items prior to cleaning			
	1.9 Describe types of pest infestation common in food production areas			
	1.10 Describe recommended procedures for dealing with pest infestations			
	1.11 Explain the importance of isolating powered equipment			
	1.12 State why it is important to ventilate cleaning areas			
	1.13 Describe the correct cleaning method, equipment and materials to use for different soil types, surfaces and equipment			

	1.14 Select correct cleaning method, equipment and materials to use.			
	1.15 Explain the importance of following manufacturers' recommendations and instructions			
	1.16 List personal protective equipment for cleaning food areas.			
2. Be able to carry out cleaning of food areas.	2.1 Explain the importance of cleaning procedures.			
	2.2 Use correct cleaning methods to clean food areas			
	2.3 Describe correct cleaning methods for food areas			
	2.4 Explain the importance of cleaning to prescribed standards			
	2.5 Explain the possible consequences of using incorrect solutions, equipment and cleaning methods.			
	2.6 State why it is important to leave the food area free of deposits, residue and foreign objects.			
	2.7 State why surfaces and vents should be left dry on completion of cleaning			
	2.8 Explain the importance of completing work in a timely manner			
	2.9 Explain the importance of minimising the inconvenience to colleagues, customers and the general public			
	2.10 Describe procedures that can be taken to minimise inconvenience			
3. Be able to check cleaning and resources, dispose of waste and	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check the cleaning and take any necessary actions.			
	3.3 Describe the procedures for reporting damage to equipment surfaces and premises			

return equipment and items	3.4 Explain the importance of returning all items after cleaning to their original position.			
	3.5 Return items to the original position.			
	3.6 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.7 Return equipment in good order to storage areas			
	3.8 Describe how to dispose of waste correctly			
	3.9 Dispose of waste correctly			
	3.10 Describe the procedures for ordering and replacing resources.			

Unit 207: Cleaning of glazed surfaces and facades

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of glazed surfaces and facades	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces.			
	1.7 Select correct cleaning method, equipment and materials to use			
	1.8 Explain the importance of following manufacturers' recommendations and instructions.			
	1.9 List personal protective equipment for cleaning of glazed surfaces and facades			
	1.10 Describe recommended procedures in case of emergencies			
2. Be able to carry out cleaning of glazed surfaces and facades.	2.1 Explain the importance of cleaning procedures			
	2.2 Explain how pre-treating of surfaces can help cleaning			
	2.3 Use correct cleaning methods to clean glazed surfaces and facades			

	2.4 Describe correct cleaning procedures for glazed surfaces and facades			
	2.5 Apply surface treatments			
	2.6 Describe the advantages of applying surface treatments			
	2.7 Explain the importance of cleaning to prescribed standards			
	2.8 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.9 Explain the importance of completing work in a timely manner			
	2.10 Explain the importance of minimizing inconvenience to colleagues, customers and the general public			

Unit 208: Cleaning of high risk areas controlled environments

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of high risk areas	1.1 Describe different types of high risk area			
	1.2 Explain the purpose of a work schedule			
	1.3 Explain the importance of having procedures for entering and leaving high risk areas			
	1.4 Explain the importance of thorough preparation before cleaning			
	1.5 Assess the area before cleaning			
	1.6 Describe how to prepare work areas			
	1.7 Explain the process for reporting damaged or deteriorating surfaces.			
	1.8 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces.			
	1.9 Select correct cleaning method, equipment and materials to use			
	1.10 Outline the safe use of cleaning agents and chemicals in a high risk area.			
	1.11 Explain the importance of following manufacturers' recommendations and instructions			
	1.12 List personal protective equipment for cleaning high risk areas			
	1.13 Explain the importance of locating facilities for conducting cleaning			

2. Be able to carry out cleaning in high risk areas	2.1 Explain the importance of cleaning procedures			
	2.2 State signage required for high risk areas.			
	2.3 Use correct cleaning methods for high risk areas			
	2.4 Describe correct cleaning methods for high risk areas			
	2.5 Explain the importance of minimizing inconvenience to colleagues, customers and general public			
	2.6 Describe procedures that can be taken to minimize inconvenience			
3. Be able to prevent the spread of infection	3.1 Explain the importance of hand hygiene in a high risk area			
	3.2 Describe the procedures for reporting conditions that may cause infection in high risk areas			
	3.3 Explain why damaged items of furniture or equipment may pose a risk			
	3.4 Describe procedures for reporting unidentifiable soiling			
4. Be able to check cleaning and resources, dispose of waste and return equipment and items	4.1 Explain the importance of checking area and items after cleaning			
	4.2 Check cleaning and take any necessary actions			
	4.3 Describe the procedures for reporting damage to equipment and premises			
	4.4 Explain why equipment and materials should be returned in good order to a secure storage area			
	4.5 Return equipment in good order to storage areas			
	4.6 Describe how to dispose of waste correctly			
	4.7 Dispose of waste correctly			
	4.8 Describe the procedures for ordering and replacing resources.			

Unit 209: Cleaning of interiors and washrooms

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. be able to prepare for cleaning of interiors and washrooms	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.7 Select correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.8 Explain the importance of following manufacturers' recommendations and instructions			
	1.9 List personal protective equipment for cleaning of interiors and washrooms			
	1.10 Explain the importance of colour coding when cleaning washrooms and kitchens			
2. be able to carry out cleaning of interiors and washrooms	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for interiors and washrooms			
	2.3 Explain the importance of cleaning to prescribed standards			

	2.4 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.5 Explain the importance of completing work in a timely manner			
	2.6 Explain the importance of minimising the inconvenience to colleagues, customers and the general public			
	2.7 Describe procedures that can be taken to minimise inconvenience			
3. be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check cleaning of interiors and washrooms and take any necessary action			
	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Explain the importance of returning all items after cleaning to their original position			
	3.5 Return items to original positions			
	3.6 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.7 Return equipment in good order to storage areas			
	3.8 Describe how to dispose of waste correctly			
	3.9 Dispose of waste correctly			
	3.10 Describe the procedures for ordering and replacing resources			

Unit 210: Cleaning of specialist electronic equipment

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of specialist electronic equipment	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.7 Select correct cleaning method, equipment and materials to use			
	1.8 Explain the importance of following industry specific recommendations and instructions when cleaning specialist electronic equipment.			
	1.9 State the possible consequences of not following instructions when dealing with specialist electronic equipment.			
	1.10 List personal protective equipment for cleaning of specialist electronic equipment			
2. Be able to carry out cleaning of specialist electronic equipment	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for specialist electronic equipment			
	2.3 Describe correct cleaning methods for specialist electronic equipment			

	2.4 Explain the importance of cleaning to prescribed standards			
	2.5 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.6 Explain the importance of completing work in a timely manner.			
	2.7 Explain the importance of minimising the inconvenience to colleagues, customers and the general public.			
	2.8 Describe procedures that can be taken to minimise inconvenience			
3. Be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check cleaning and take necessary actions			
	3.3 Describe the procedures for reporting accidental damage to equipment			
	3.4 Explain the importance of returning all items after cleaning to their original position			
	3.5 Return items to their original position			
	3.6 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.7 Return equipment in good order to storage areas			
	3.8 Describe how to dispose of waste correctly			
	3.9 Dispose of waste correctly			
	3.10 Describe the procedures for ordering and replacing resources			

Unit 211: Deep cleaning of internal equipment, surfaces and areas

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for deep cleaning of internal equipment, surfaces and areas	1.1 Describe what is meant by deep cleaning			
	1.2 Explain the purpose of a work schedule			
	1.3 Explain the importance of thorough preparation before cleaning			
	1.4 Assess the area and items to be cleaned			
	1.5 Describe how to prepare work areas			
	1.6 Explain the process for reporting damaged or deteriorating surfaces			
	1.7 Describe correct cleaning methods, equipment and materials to use for different soil types and surfaces			
	1.8. Select the cleaning method, equipment and materials to use			
	1.9. Explain the importance of pre-testing areas to be cleaned			
	1.10. List the factors that might affect the cleaning method			
	1.11 Explain the importance of isolating appropriate powered equipment before cleaning			
	1.12 Explain the importance of ventilating the work area			
	1.13 List personal protective equipment for deep cleaning			
2. Be able to carry out deep cleaning of internal	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for deep cleaning internal equipment, surfaces and areas			

equipment, surfaces and areas	2.3 Describe correct cleaning methods for deep cleaning internal equipment, surfaces and areas			
	2.4 Explain the importance of removing dust and debris before deep cleaning			
	2.5 Use correct procedures for pre-treating an area for heavy soiling or stains			
	2.6 Explain the importance of cleaning to prescribed standards			
	2.7 Explain the consequences of using incorrect solution, equipment and cleaning methods			
	2.8 Explain the importance of completing work in a timely manner			
	2.9 Explain the importance of minimising the inconvenience to customers, colleagues and the general public			
	2.10 Describe procedures that can be taken to minimise inconvenience			
3. Be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after deep cleaning			
	3.2 Check deep cleaning and take any necessary actions			
	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Explain the importance of returning all items after cleaning to their original position in a timely manner.			
	3.5 State procedures for reinstating rooms			
	3.6 Return items to their original position			
	3.7 Explain why equipment and materials should be returned in good order to a secure storage area			



	3.8 Return equipment in good order to storage areas			
	3.9 Describe how to dispose of waste correctly			
	3.10 Dispose of waste correctly			
	3.11 Describe the procedures for ordering and replacing resources			

Unit 212: Maintenance and minor repairs of property

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for carrying out maintenance and minor repairs	1.1 Explain the importance of thorough preparation before starting work			
	1.2 Assess the area and items to be repaired			
	1.3 Describe how to prepare work areas			
	1.4 Describe how environmental conditions affect maintenance and minor repairs			
	1.5 Explain the process for reporting damaged or deteriorating internal and external surfaces			
	1.6 State importance of reporting jobs outside of employee's personal capabilities and remit			
	1.7 Describe safe working practices			
	1.8 Describe correct methods, equipment and materials to use for different types of maintenance and minor repairs			
	1.9 Explain the importance of following manufacturers' recommendations and instructions.			
	1.10 List personal protective equipment for different types of maintenance and repairs			
2. Be able to carry out maintenance and minor repairs	2.1 Explain the importance of following recommended procedures			
	2.2 Use appropriate methods for the maintenance and minor repair of fixtures and fittings			

	2.3 Explain the importance of working to the prescribed standards			
	2.4 Explain the consequences of using the wrong equipment and materials.			
	2.5 Explain the importance of completing work in a timely manner.			
	2.6 Explain the importance of minimizing inconvenience to colleagues, customers and the general public.			
	2.7 Describe procedures that can be taken to minimize inconvenience			
3. Be able to check maintenance and minor repairs, resources and return equipment and items	3.1 Explain importance of checking area and items after maintenance and minor repairs			
	3.2 Check maintenance and minor repairs and take any necessary action			
	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Return items to their original position			
	3.5 Explain why equipment and materials should be returned in good order to a secure storage area			
	3.6 Return equipment in good order to storage areas			
	3.7 Describe how to dispose of waste correctly			
	3.8 Describe the procedures for ordering and replacing resources.			

Unit 213: Manual Street Cleaning

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for manual street cleaning	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area to be cleaned			
	1.4 List the equipment and materials required for manual street cleaning			
	1.5 Select the correct equipment for the type of litter and surface			
	1.6 List personal protective equipment for manual street cleaning			
	1.7 Describe appropriate actions to take to reduce risks to health and safety			
	1.8 Explain the importance of working safely with regard to members of the public			
	1.9 Check equipment before starting cleaning			
	1.10 State why it is important to secure mobile equipment			
2. Be able to carry out manual street cleaning	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods to clean streets manually			
	2.3 Describe correct cleaning methods for cleaning streets manually			
	2.4 Explain the importance of cleaning to prescribed standards			
	2.5 List types of litter that should be segregated			
	2.6 Outline procedures for dealing with segregated litter			

	2.7 State the importance of the location of containers provided for litter			
	2.8 Describe procedures for emptying containers			
	2.9 Explain the importance of completing work in a timely manner			
	2.10 Explain the importance of minimising the inconvenience to the general public			
3. Be able to check cleaning and resources, maintain waste collection points and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check street cleaning and take any necessary actions			
	3.3 Describe procedures for dealing with different types of debris and detritus			
	3.4 Operate equipment used at waste collection points safely			
	3.5 Describe how to identify containers that need replacing			
	3.6 State procedures for reporting problems			
	3.7 Explain why equipment and material should be returned in good order to a secure storage area			
	3.8 Describe the procedures for ordering and replacing resources			

Unit 214: Mechanical Street Cleaning

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for mechanical street cleaning	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area to be cleaned			
	1.4 List equipment and materials required for mechanical street cleaning			
	1.5 Select the appropriate equipment for the type of litter and surface			
	1.6 List personal protective equipment for mechanical street cleaning			
	1.7 Describe appropriate actions to take to reduce risks to health and safety			
	1.8 Explain the legal and organisational guidelines with regard to using mechanical equipment.			
	1.9 Check equipment before starting cleaning			
2. Be able to carry out mechanical street cleaning	2.1 Explain the importance of cleaning procedures			
	2.2 Use correct cleaning methods for mechanical street cleaning			
	2.3 Describe correct cleaning methods for mechanical street cleaning			
	2.4 Operate the mechanical equipment in a safe and responsible manner			

	2.5 State the procedures for reporting potentially hazardous litter and detritus			
	2.6 State the procedure to be followed for vehicle faults			
3. Be able to check cleaning and resources, transfer of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check street cleaning and take any necessary actions			
	3.3 Describe procedures for dealing with different types of spillages			
	3.4 State procedures for reporting problems			
	3.5 Transfer of collected waste correctly			
	3.6 Describe importance of reporting completion of work			
	3.7 Use appropriate methods to clean vehicles and mechanical equipment after use			
	3.8 Explain why equipment and material should be returned in good order to a secure storage area			
	3.9 Describe the procedures for ordering and replacing resources			

Unit 215: Periodic cleaning of hard and semi hard floors

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of hard and semi-hard floors	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.7 Select correct cleaning method, equipment and materials to use for periodic cleaning			
	1.8 Explain the importance of following manufacturers' recommendations and instructions			
	1.9 List personal protective equipment for periodic cleaning of hard and semi-hard floors			
	1.10 Explain importance of pre-testing areas to be cleaned			
2. Be able to carry out cleaning of hard and semi-hard floors	2.1 State reasons for removing dust and debris before periodic cleaning			
	2.2 Define the term neutralize when cleaning hard and semi hard floors			
	2.3 Explain the importance to leaving floors clean, dry and neutral			

	2.4 Use correct cleaning methods for hard and semi-hard floors			
	2.5 Describe cleaning methods for hard and semi-hard floors			
	2.6 Explain the importance of cleaning to prescribed standards			
	2.7 Explain the consequences of using incorrect solutions, equipment and cleaning methods			
	2.8 Explain the importance of completing work in a timely manner			
	2.9 Explain the importance of minimising the inconvenience to colleagues, customers and the general public			
	2.10 Describe procedures that can be taken to minimise inconvenience			
3. Be able to apply protective coating to hard and semi-hard floors	3.1 Describe types of protective coatings			
	3.2 Describe the correct application of different types of protective coating			
	3.3 Explain the importance of following manufacturers' instructions for different types of protective coating			
	3.4 Use correct methods for applying protective coatings			
4. Be able to check cleaning and resources, dispose of waste and return equipment and items	4.1 Explain the importance of checking area and items after cleaning			
	4.2 Check periodic cleaning and take any necessary actions.			
	4.3 Describe the procedures for reporting damaged or deteriorating surfaces.			
	4.4 Explain the importance of returning all items after cleaning to their original position in a timely manner			
	4.5 State procedures for reinstating rooms			
	4.6 Return items to original positions			



	4.7 Explain why equipment and materials should be returned in good order to a secure storage area			
	4.8 Return equipment in good order to storage areas			
	4.9 Describe how to dispose of waste correctly			
	4.10 Dispose of waste correctly			
	4.11 Describe the procedures for ordering and replacing resources			

Unit 216: Periodic cleaning of soft floors and furnishings

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning of soft floors and furnishings	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area and items to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 Explain the process for reporting damaged or deteriorating surfaces			
	1.6 Describe the correct cleaning method, equipment and materials to use for different soil types and surfaces			
	1.7 Select correct cleaning method, equipment and materials to use for periodic cleaning			
	1.8 Explain the importance of following manufacturers' recommendations and instructions			
	1.9 List personal protective equipment for periodic cleaning of soft floors and furnishings			
	1.10 State procedures for pre-testing areas to be cleaned			
	1.11 Explain importance of pre-testing areas to be cleaned			
2. Be able to carry out cleaning of soft floors and furnishings	2.1 State reasons for removing dust and debris before periodic cleaning			
	2.2 Explain how and when to pre-treat an area for heavy soiling or stains			

	2.3 State materials which are colourfast & shrink-resistant				
	2.4 Use correct cleaning methods for soft floors and furnishings				
	2.5 Describe cleaning methods for soft floors and furnishings				
	2.6 Explain the importance of cleaning to prescribed standards				
	2.7 Explain the consequences of using incorrect solutions, equipment and cleaning methods				
	2.8 Explain the importance of completing work in a timely manner				
	2.9 Explain the importance of minimising the inconvenience to colleagues, customers and the general public				
	2.10 Describe procedures that can be taken to minimise inconvenience				
	3. Be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
		3.2 Check periodic cleaning and take any necessary actions			
3.3 Describe the procedures for reporting damaged or deteriorating surfaces.					
3.4 Explain the importance of returning all items after cleaning to their original position in a timely manner					
3.5 State procedures for reinstating rooms					
3.6 Return items to original positions					
3.7 Explain why equipment and materials should be returned in good order to a secure storage area					
3.8 Return equipment in good order to storage areas					
3.9 Describe how to dispose of waste correctly					

	3.10 Dispose of waste correctly			
	3.11 Describe the procedures for ordering and replacing resources			

Unit 217: Working safely at heights in the cleaning and support services industry

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for working at heights	1.1 Describe how the Health and Safety at Work Act supports and regulates working practices			
	1.2 Describe risks associated with working at heights.			
	1.3 Carry out a risk assessment			
	1.4 Describe how to carry out a risk assessment			
	1.5 Describe procedures for reporting risks			
	1.6 Explain the importance of control measures and the need for compliance.			
	1.7 Outline industry guidance for working at heights			
2. Be able to work safely at heights	2.1 Explain the importance of safe working practices			
	2.2 List personal protective equipment for working at heights			
	2.3 Explain correct procedures for carrying and handling objects			
	2.4 Use fall protection equipment correctly			
	2.5 Describe the correct use of fall protection equipment			
	2.6 Explain the importance of complying with an organisation's policies and procedures			

Unit 218: Cleaning with water-fed pole systems

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for cleaning with water-fed pole systems	1.1 Describe ways to reduce risks when working with water-fed poles			
	1.2 State the importance of using control measures derived from a risk assessment			
	1.3 Explain the effects of different payloads on vehicles used in cleaning with water-fed pole systems, including overloading			
	1.4 Assess the area to be cleaned			
	1.5 Select correct cleaning methods and materials for water-fed pole systems			
	1.6 Describe correct cleaning methods, equipment and materials for different soil types and surfaces			
	1.7 List personal protective equipment for cleaning with water-fed pole systems			
	1.8 State the importance of using appropriate hazard warning signs			
2. be able to carry out cleaning with water-fed pole systems	2.1 State the importance of conducting regular checks on all equipment.			
	2.2 Check equipment prior to cleaning.			
	2.3 State the importance of and process for reporting damaged equipment.			
	2.4 Explain the importance of not using faulty equipment			
	2.5 Identify different surfaces and soil types.			

	2.6 Explain the importance of selecting the correct length of water-fed pole.			
	2.7 Select the correct length of water-fed pole.			
	2.8 Use correct cleaning methods to clean with water-fed pole systems			
	2.9 Describe correct cleaning methods for cleaning with water-fed pole systems			
	2.10 Describe the construction of water-fed poles, including materials and equipment			
	2.11 State the uses of different types of water-fed poles			
	2.12 State the importance of using purified water rather than cleaning materials when cleaning with water-fed pole systems			
	2.13 State the importance of having a designated contact person when working alone.			
3. be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of keeping the water tank free of soil and build up of residues.			
	3.2 Clean water tanks to remove residue build-up			
	3.3 Describe how to clean water tanks to remove residue build up			
	3.4 Replace water filters.			
	3.5 State the importance of replacing water filters in a timely manner.			
	3.6 Explain the importance of preventing the spread of Legionella and other bacteria.			
	3.7 State the importance of correct storage of tank systems			
	3.8 Describe the procedures for ordering and replacing resources			

Unit 219: Internal cleaning of passenger transport

Level: 2		Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for valeting internal surfaces and furnishings	1.1 Explain the purpose of a work schedule			
	1.2 Explain the importance of thorough preparation before cleaning			
	1.3 Assess the area to be cleaned			
	1.4 Describe how to prepare work areas			
	1.5 State the importance of and process for reporting defects in surfaces			
	1.6 Describe the cleaning method, equipment and materials to use for different soil types and surfaces.			
	1.7 Select the cleaning method, colour coded equipment and materials to use.			
	1.8 Explain the importance of following manufacturers' recommendations and instructions			
	1.9 List personal protective equipment			
	1.10 State recommended procedures in case of emergencies			
	2.1 Explain the importance of cleaning procedures			

2. Be able to carry out internal valeting of surfaces and furnishings.	2.2 Use the correct cleaning methods for - food areas - soft furnishings and carpets - semi-hard floors - Furniture, fixture and fittings. - internal glazing - sanitary fittings			
	2.3 Explain the importance of cleaning to prescribed standards			
	2.4 Explain the possible consequences of using incorrect solutions, equipment and cleaning methods			
	2.5 Explain the importance of completing work in a timely manner			
	2.6 Explain the importance of minimising the inconvenience to colleagues, customers and the general public.			
	2.7 Describe the range of procedures that can be taken to minimise inconvenience			
3. Be able to check cleaning and resources, dispose of waste and return equipment and items	3.1 Explain the importance of checking area and items after cleaning			
	3.2 Check general cleaning and take any necessary actions			
	3.3 Describe the procedures for reporting damage to equipment, surfaces and premises			
	3.4 Explain why equipment and materials, should be returned in a working, clean and safe order to storage areas			
	3.5 Return equipment in a clean, safe and working order.			
	3.6 Describe how to dispose of waste			

	3.7 Dispose of waste correctly			
	3.8 Describe the procedures for ordering and replacing resources			

Appendix 1: Qualification Structure

Learners must achieve the three mandatory units, and select at least one unit from the Optional Unit Group. Minimum number of units to achieve this qualification is four.

Mandatory Group

Ofqual Code	Unit Title	Level	CIWM Code
R/502/2250	Dealing with routine and non-routine waste	2	201
Y/502/2251	Health and Safety for the cleaning and support services industry	2	202
D/502/2252	Working with customers and others in the cleaning and support services industry	2	203

Optional Units

Ofqual Code	Unit Title	Level	CIWM Code
K/502/2268	Cleaning and maintenance of external surfaces and areas	2	204
T/502/2273	Cleaning of confined spaces	2	205
L/502/2277	Cleaning of food areas	2	206
L/502/2280	Cleaning of glazed surfaces and facades	2	207
H/502/2284	Cleaning of high risk areas - controlled environments	2	208
K/502/2285	Cleaning of interiors and washrooms	2	209
M/502/2286	Cleaning of specialist electronic equipment	2	210
T/502/2287	Deep cleaning of internal equipment surfaces and areas	2	211
A/502/2288	Maintenance and minor repairs of property	2	212
F/502/2289	Manual street cleaning	2	213
T/502/2290	Mechanical street cleaning	2	214
J/502/2293	Periodic cleaning of hard and semi hard floors	2	215
L/502/2294	Periodic cleaning of soft floors and furnishings	2	216
R/502/2295	Working safely at heights in the cleaning and support services industry	2	217
Y/502/2296	Cleaning with water fed pole systems	2	218
F/502/3071	Internal cleaning of passenger transport	2	219

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