

WAMITAB Cleaning Highways and Land NVQ – Level 1 Qualification Structure

This Qualification is based on the Cleaning Industry National Training Organisation (CINTO) National Occupational Standards for Cleaning and Support Services at Level 1.

Below is a description of the NVQ at level 1

The candidate must complete six units in total.

Mandatory Units (all candidates for the N/SVQ must complete all of these)

- Unit 1 Maintain service delivery
- Unit 2 Ensure your own actions reduce risks to health and safety
(equivalent to Employment NTO Unit EMP6 (U0150647))
- Unit 3 Work as a member of a team

Option Units (All candidates for the N/SVQ must complete at least three of these)

- Unit 12 Clean toilets and washrooms manually
- Unit 20 Clear highways and land manually
- Unit 21 Clear spillages from highways and land manually
- Unit 22 Remove graffiti and fly-posters manually
- Unit 23 Manually clear snow and treat highways and land for ice.

Certificate title of the N/SVQ at level 1

When the candidate completes the qualification, their certificate will be called:

'Cleaning and Support Services - Level 1'.

Summary of Units and Elements

Unit 1 Maintain service delivery

- 1.1 Present a positive personal image
- 1.2 Carry out your duties as instructed
- 1.3 Maintain the security of the premises where you work and their contents

Unit 2 Ensure your own actions reduce risks to health and safety

(equivalent to Employment NTO Unit EMP6 (U1050647))

- 2.1 Identify the hazards and evaluate the risks in your workplace
- 2.2 Reduce the risks of health and safety in your workplace

Unit 3 Work as a member of a team

- 3.2 Maintain good working relationships with other staff
- 3.2 Develop yourself in your career

Unit 12 Clean toilets and washrooms manually

- 12.1 Prepare for cleaning toilets and washrooms manually
- 12.2 Clean fixtures and fittings in toilets and washrooms
- 12.3 Refill and replace consumables

Unit 20 Clear highways and land manually

- 20.1 Clear detritus and debris from highways and land
- 20.2 Empty waste containers at collection points

Unit 21 Clear spillages from highways and land manually

- 21.1 Clear spillages from highways and land

Unit 22 Remove graffiti and fly-posters manually

- 22.1 Remove graffiti manually
- 22.2 Remove fly-posters manually

Unit 23 Manually clear snow and treat highways and land for ice

- 23.1 Clear snow and ice from highways and land
- 23.2 Treat snow-covered and ice-covered highways and land

Mandatory Units

Unit 001 Maintain service delivery

Summary

About this unit

This unit is about being a good employee, presenting a positive image of your organisation and looking after the security of the premises where you work and their contents.

You have to do three things:

- 01.1 Present a positive personal image
- 01.2 Carry out your duties as instructed
- 01.3 Maintain the security of the premises where you work and their contents

Target Group

This unit is for you if you work in the cleaning and support services industry.

NVQs and SVQs

This unit is a core unit in the Cleaning and Support Services N/SVQ at level 1

Element 1.1

You must be able to:

Present a positive personal image

National standard of work

You must always:

- 1 make sure your appearance¹, behaviour and personal hygiene meet your employer's standards;
- 2 wear personal protective equipment when it is needed
- 3 deal with customers and members of the public in a way that encourages trust and goodwill to you and your employer;
- 4 provide help to customers and members of the public within the limits of your job role.
- 5 only provide authorised and up-to-date **information** to other people.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can provide all of the following types of **information**:

- 1 about work that is going on
- 2 about services your employer provides
- 3 whom they should refer to in the organisation when you cannot provide the information they need.

Some examples of terms used - for guidance only, not part of the standards

¹ For example, wearing uniform (if uniform is required)

Element 1.2

You must be able to:

Carry out your duties as instructed

National standard of work

You must always:

- 1 carry out your work according to the work schedules given to you by your supervisor;
- 2 use equipment, materials and work methods that are right for the job you have to do;
- 3 prepare, carryout and complete the job you have to do in the right order, dealing correctly with any problems you may have;
- 4 report any problems that you cannot deal with yourself to the **appropriate person** and ask for their advice;
- 5 leave your work area in the condition that your supervisor expects;
- 6 promptly give your supervisor the information they need to have.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can report to at least two of the following types of **appropriate person**:

- 1 customers
- 2 colleagues
- 3 supervisor

Supplementary evidence

If you do not work with all of the types of appropriate person as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Element 1.3

You must be able to:

Maintain the security of the premises where you work and their contents

National standard of work

- 1 follow the instructions and procedures for entering and leaving the **premises** where you work¹;
- 2 report suspicious people and packages to the appropriate person;
- 3 report breaches of security and situations that could cause a breach of security to the appropriate person²;
- 4 not give anyone information about the premises they are not supposed to have;
- 5 return the equipment and materials you have used to the correct area and make sure they are safe and secure.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can maintain the security of at least one of the following types of **premises**

- 1 areas open to everyone
- 2 restricted areas³

Supplementary evidence

If you do not work with all of the types of premises as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers. You may also need to tell your assessor how you would cover items 2,3 and 4 under **National standard of work**, if this does not happen as part of your job.

Some examples of terms used - for guidance only, not part of the standards

¹For example, signing in when you arrive or turning off lights and locking up when you leave

²For example, a window or door left open or unlocked

³For example, stores, cash desks, offices etc.

Knowledge and Understanding

Presenting a positive image of yourself and your organisation

- K1 The standard of appearance, behaviour and hygiene that your employer expects
- K2 Why it is important to maintain this standard of appearance, behaviour and personal hygiene
- K3 How to deal with members of the public in a way that encourages their trust and goodwill
- K4 Why it is important to provide customers and members of the public with help as and when they need it.
- K5 The types of situations in which you should offer help and the limits of your job role when it comes to providing help.
- K6 Types of authorised information you should provide to customers and members of the public and why it has to be up-to-date.

Carrying out your duties as required

- K7 Your work schedules and why you have to keep to them
- K8 Why it is important only to choose the right equipment and cleaning agents and what might happen if you do not
- K9 Why it is important to prepare, carry out and complete the job in the right order and what might happen if you do not
- K10 The types of problems you might have as part of your work and what you should do about it
- K11 Why you should report any problems you cannot sort out for yourself to your supervisor
- K12 How to leave the work area in a condition that your supervisor expects
- K13 Why it is important to check the quality of your work as you go along
- K14 The types of information that you should give your supervisor.

Maintaining the security of the premises and their contents

- K15 The instructions and procedures for entering and leaving the premises where you work and why you should follow them
- K16 How to recognise suspicious people and packages, why you should report them and who you should report them to
- K17 What is a 'breach of security' and how to report one
- K18 The importance of protecting client information from people who should not have it and what may happen if you give such information away
- K19 The types of information you should not give to others
- K20 Correct areas for the return of equipment and materials
- K21 Why such equipment and materials should be kept safe and secure.

Unit 2 Ensure your own actions reduce risks to health and safety
(equivalent to Employment NTO Unit EMP6 (U10506471))

Summary

About this unit

This unit is about helping to make sure that your work is healthy and safe for yourself, your colleagues and customers. It covers your basic responsibilities under the Health and Safety at Work Act 1974 and other legislation and regulations that are relevant to the cleaning and support services industry.

You have to do two things:

02.1 Identify the hazards and evaluate the risks in your workplace

02.2 Reduce the risks to health and safety in your workplace

You have to show that you can deal correctly with hazards and risks to do with:

- ◆ machinery and equipment (including power sources)
- ◆ materials and substances (such as cleaning agents, sharps and drug related litter)
- ◆ unsafe working practices (such as not putting up warning notices when cleaning floors)
- ◆ unsafe behaviour (such as 'horse-play')
- ◆ accidental breakages and spillages
- ◆ environmental factors (such as disposing of hazardous substances correctly)

You must also show that you can follow your workplace policies for:

- ◆ the use of safe working methods and equipment
- ◆ the safe use of hazardous substances
- ◆ smoking, eating, drinking and drugs
- ◆ what to do in an emergency
- ◆ personal presentation (including wearing relevant personal protective equipment)

You also have to show that you have the necessary knowledge and understanding to protect the health and safety of yourself and others.

Target group

This unit is for all workers in the cleaning and support services industry.

NVQs and SVQs

This unit is a core unit in the Cleaning Support Services N/SVQs at Levels 1 and 2.

Element 2.1

You must be able to:

Identify the hazards and evaluate the risks in your workplace

National standard of work

You must always:

- 1 correctly name and locate the persons¹ responsible for health and safety in your workplace
- 2 identify which workplace policies are relevant to your working practices
- 3 identify those working practices in any part of your job role which could harm yourself or other persons
- 4 identify those aspects of the workplace which could harm yourself or others²
- 5 decide which of the potentially harmful aspects of the workplace are those with the highest **risk** to you or to others
- 6 report those hazards with a high **risk** to the persons responsible for health and safety in the workplace
- 7 deal with those hazards with low **risks** following workplace policies and legal requirements

Evidence requirements

Evidence from your work:

You must show your assessor that you can consistently meet the **National standard of work** above. When you do this, you must show that you can deal with at least two of the following **risks**:

- 1 the use and maintenance of machinery or equipment
- 2 the use of materials or substances³
- 3 working practices that do not conform to laid down policies⁴
- 4 unsafe behaviour⁵
- 5 accidental breakages or spillages
- 6 environmental factors⁶

Supplementary evidence

If you only deal with two of the types of risks listed above, you will have to tell your assessor how you would deal with the other four.

Some examples of terms used - for guidance only, not part of the standards

¹for example, your supervisor, line manager or safety officer

²for example, other workers and customers

³for example, the risks involved in using cleaning agents or clearing up sharps and drug related litter.

⁴for example, not putting up warning notices when cleaning floors.

⁵For example, 'horse-play' that could cause accidents

⁶For example, disposing of hazardous substances incorrectly

Element 2.2

You must be able to:

Reduce the risks to health and safety in your workplace

National standard of work

You must always:

- 1 carry out your working practices in accordance with legal requirements
- 2 follow the most recent **workplace policies** for your job role
- 3 put right those health and safety risks that you are able to within the scope of your job responsibilities
- 4 pass on any suggestions for reducing risks to health and safety within your job role to the responsible persons
- 5 make sure your personal conduct in the workplace does not endanger the health and safety of yourself or others
- 6 follow the **workplace policies** and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 7 report any differences between **workplace policies** and suppliers' or manufacturers' instructions as appropriate
- 8 make sure your personal presentation at work
 - ◆ ensures the health and safety of yourself and others
 - ◆ meets any legal duties
 - ◆ is in accordance with **workplace policies**

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above.

When you do this, you must show that you can follow workplace policies covering at least four of the following:

- 1 the use of safe working methods and equipment
- 2 the safe use of hazardous substances
- 3 smoking, eating, drinking and drugs
- 4 what to do in an emergency
- 5 personal presentation

Supplementary evidence

If you only have to follow four of the types of workplace policies listed above as part of your job, you will have to tell your assessor how you would follow the other one shown in the list.

Knowledge and Understanding

For the Whole Unit

- K1 Your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974
- K2 Your duties for health and safety as defined by specific legislation covering your job role
- K3 What hazards may exist in your workplace
- K4 The particular health and safety risks which may be present in your own job role and the precautions you must take
- K5 The importance of remaining alert to the presence of hazards in the whole workplace
- K6 The importance of dealing with or promptly reporting risks
- K7 The requirements and guidance on the precautions

Identifying hazards and evaluating risks

- K8 Agreed workplace policies relating to controlling risks to health and safety
- K9 Responsibilities for health and safety in your job description
- K10 The responsible persons to whom to report health and safety matters

Reducing risks to health and safety in your workplace

- K11 The specific workplace policies covering your job role
- K12 Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
- K13 Safe working practices for your own job role
- K14 The importance of personal presentation in maintaining health and safety in the workplace
- K15 The importance of personal conduct in maintaining health and safety of yourself and others
- K16 Your scope and responsibility for putting right risks
- K17 Workplace procedures for handling risks which you are unable to deal with.

Unit 3 Work as a member of a team

Summary

About this unit

This unit is about working well as a member of a team and developing yourself in the job you do or getting ready for new responsibilities.

You have to do two things:

- 3.1 Maintain good working relationships with other staff
- 3.2 Develop yourself in your career

You have to show you maintain good relationships with:

- ◆ Your supervisor, and
- ◆ Your colleagues

You also have to show you develop yourself by:

- ◆ Taking part in training programmes, or
- ◆ Working with more experienced colleagues

Target group

This unit is for you if you work in the cleaning and support services industry.

NVQs and SVQs

This unit is a core unit in the Cleaning and Support Services N/SVQ at Level 1

Element 3.1

You must be able to:

Maintain good working relationships with other staff

National standard of work

You must always:

- 1 deal with requests from **other members of staff** promptly;
- 2 give **other members of staff** the information they need when they need it;
- 3 give **other members of staff** help when they need it within the limits of your job role;
- 4 ask for help from **other members of staff** when you need it;
- 5 handle disagreements with **other members of staff** in a way that does not harm the work of the team or the reputation of the organisation;
- 6 report disagreements with **other members of staff** that you cannot handle to your supervisor or other manager.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can maintain good working relationships with both of the following types of **members of staff**

- 1 supervisor
- 2 colleagues

Element 3.2

You must be able to:

Develop yourself in your career

National standard of work

You must always:

- 1 co-operate with your supervisor to agree **areas** where you could develop yourself further
- 2 agree targets¹ for your development with your supervisor that you can achieve;
- 3 agree with your supervisor how much time and support² you will need to achieve these targets;
- 4 take part in **activities** to develop yourself:
- 5 regularly check your progress with your supervisor;
- 6 ask for and use feedback on your performance from your supervisor and colleagues
- 7 use this feedback to develop yourself further.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above.

When you do this, you must show that you can develop yourself in:

a) one of the following **areas**:

- 1 carrying out your present duties to the organisation's standards
- 2 getting ready to take on new duties

b) by taking part in one of the following types of **activities**:

- 1 taking part in training
- 2 working with other people who are more experienced

Supplementary evidence

If you do not work with all of the types of areas and activities as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Some examples of terms used - for guidance only, not part of the standards

¹For example, working more efficiently, working more safely, working to national standards, gaining a qualification or learning a new way of doing something.

²For example, training or working closely with a more experienced colleague.

Knowledge and Understanding

For the whole unit

K1 The importance of effective team work to yourself, your colleagues and the organisation you work for.

Maintaining good working relationships with other staff

K2 The importance of dealing with requests from other members of staff promptly

K3 Types of information that other members of staff may need

K4 Types of help that other members of staff may need and the help you can give them within the limits of your job role

K5 Types of help you may need from other members of staff and why it is important to ask for it promptly

K6 Types of disagreements that could happen with other members of staff and why it is important that you do not let these disagreements harm the work of the team and/or the reputation of the organisation

K7 Why you should report disagreements that you cannot handle to your supervisor

K8 Situations where you should report disagreements to another manager.

Developing yourself in your career

K9 The importance of continuing to develop yourself in the job role

K10 Areas of work where you could develop further and why

K11 Why it is important to discuss your development with your supervisor and agree targets that you can achieve

K12 The types of support and development activities you may need to achieve these targets

K13 Why it is important to check with your supervisor how well you are progressing

K14 Why it is important to ask for feedback from your supervisor and colleagues on your performance and how to do this

K15 How to use this feedback to develop yourself further

Option Units

Unit 12 Clean toilets and washrooms manually

Summary

About this unit

This unit is about cleaning toilets and washrooms using manual equipment only. It also covers replacing items such as toilet paper and towels.

You have to do three things:

12.1 Prepare for cleaning toilets and washrooms

12.2 Clean fixtures and fittings in toilets and washrooms

12.3 Refill and replace consumables

Target group

This unit is for you if you work in the Cleaning and Support Services Industry and you clean toilets and washrooms regularly as part of your duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 1

Element 12.1

You must be able to:

Prepare for cleaning toilets and washrooms

National Standards of Work

You must always:

- 1 follow any special procedures for entering the toilets and washrooms;
- 2 make sure that there is enough ventilation in the area while you are cleaning;
- 3 follow the relevant codes of practice to make sure you protect yourself and others throughout the process;
- 4 choose **equipment** and **cleaning agents** that are suitable for the surface and the dirt being removed.

Evidence Requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can correctly choose at least two of the following types of **cleaning agents**:

- 1 neutral detergents
- 2 hard surface cleaning agents
- 3 toilet cleaning agents
- 4 lime scale removers

Supplementary evidence

If you do not work with all of the types of cleaning agents as part of your job, you will have to prove to your assessor that you could deal competently with the one you have not worked with. This will usually be done by questions and answers.

Element 12.2

You must be able to:

Clean fixtures and fittings in toilets and washrooms

National Standard of Work

You must always:

- 1 use the right equipment and colour coded cloths for the area you are cleaning;
- 2 mix and apply **cleaning agents** according to the manufacturer's instructions;
- 3 clean the fixtures and fittings in an order that is least likely to spread infection;
- 4 leave the waste outlets and overflows free from dirt and debris;
- 5 leave the fixtures and fittings clean and free of smears;
- 6 dispose of slurry correctly;
- 7 report any faults and problems that you notice to the appropriate person

Evidence Requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can remove dirt and stains from sanitary fixtures and fittings using at least two of the following types of **cleaning agents**:

- 1 neutral detergents
- 2 hard surface cleaning agents
- 3 toilet cleaning agents
- 4 lime scale removers

Supplementary evidence

If you do not work with all of the types of cleaning agents as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Element 12.3

You must be able to:

Refill and replace consumables

National Standard of Work

You must always:

- 1 check that holders contain the correct amount of **consumables**;
- 2 follow the manufacturer's instructions correctly when refilling or replacing items;
- 3 leave the items that have to be collected in the right place;
- 4 take waste materials safely to the correct collection point;
- 5 make sure the area has the right amount of **consumables** when you have finished;
- 6 report faults and problems to the appropriate person.

Evidence Requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can refill or replace at least two of the following types of **consumables**:

- 1 soaps
- 2 paper towels
- 3 continuous roller towels
- 4 toilet paper

Supplementary evidence

If you do not work with all of the types of consumables as part of your job, you will have to prove to your assessor that you could deal competently with the one you have not worked with. This will usually be done by questions and answers.

Knowledge and Understanding

For the Whole Unit

- K1. The importance of preparing correctly before cleaning toilets and washrooms and what may happen if you do not
- K2. Who you should report faults and problems to
- K3. Why it is important to follow manufacturers instructions and what could happen if you do not

Preparing to clean toilets and washrooms

- K4. Why it is important to make sure there is enough ventilation in the area being cleaned
- K5. How you would protect yourself and others throughout the cleaning process and why these measures are important before during and after cleaning

Cleaning toilets and washrooms

- K6. What colour coding means
- K7. Why you must use the correct equipment and colour coded cloths
- K8. How to clean sanitary items in an order that is least likely to encourage the spread of infection
- K9. The dangers of sharps and other drug related litter and how to deal with these correctly

Refilling and replacing consumables

- K10. Why you should check to make sure that holders contain the correct amount of consumables
- K11. The types of faults and problems that you are likely to find in these areas and how to deal with them

Unit 20 Clear highways and land manually

Summary

About this unit

This unit is about clearing litter and other debris from highways and land. You only need to use hand equipment, such as brushes, rakes, tongs and litter pickers.

You have to do two things:

- 20.1 Clear detritus and debris from highways and land
- 20.2 Empty waste containers at collection points

You have to show that you can clear:

- ◆ artificial surfaces (for example, roads and pavements)
- ◆ natural surfaces (for example, grounds and grass verges).

Target group

This unit is for you if you work in the Cleaning and Support Services Industry and you clear roads, pavements, grounds etc as part of your duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 1

Element 20.1

You must be able to:

Clear detritus and debris from highways and land

National standard of work

You must always:

- 1 confirm the area that needs to be cleared¹;
- 2 choose the equipment and clearing methods that are suitable for the **detritus and debris** and the **surface**;
- 3 follow legal and workplace requirements to protect yourself and others while you are working²;
- 4 work methodically and according to legal requirements and workplace policy;
- 5 use the correct waste containers and keep **detritus and debris** separate according to legal and workplace guidelines;
- 6 clear as much **detritus and debris** as you can, given the working conditions³;
- 7 Follow your workplace policy when you come across any problems during your work.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can:

a) clear at least three of the following types of **detritus and debris**:

- 1 litter
- 2 leaves
- 3 fouling⁴
- 4 animal carcasses
- 5 sharps

b) from both of the following types of **surfaces**

- 1 natural surfaces (for example, grass verges)
- 2 artificial surfaces (for example, roads and pavements)

c) using all of the following **methods**:

- 1 sweeping
- 2 shovelling
- 3 litter picking
- 4 raking
- 5 manual handling

Supplementary evidence

If you do not work with all of the types of detritus as part of your job, you will have to prove to your assessor that you could deal competently with the one you have not worked with. This will usually be done by questions and answers.

Some examples of terms used - for guidance only, not part of the standards

¹for example, by looking at work instructions or by checking the area before you start

²for example, use of personal protective equipment or by putting out warning signs for others

³for example, weather conditions or objects preventing you reaching the area to be cleaned

⁴for example, dog mess

Element 20.2

You must be able to:

Empty waste containers at collection points

National standard of work

You must always:

- 1 confirm the number and location of the containers that you must empty¹;
- 2 follow your workplace procedures if you find containers that have unacceptable types of **detritus and debris** in them²;
- 3 choose equipment that is suitable for the **detritus and debris** and your working conditions³;
- 4 use this equipment safely and according to legal and workplace requirements;
- 5 completely empty the containers and replace them as necessary⁴;
- 6 make sure the area around the container is clean and tidy;
- 7 take the collected **detritus and debris** to the correct collection point;
- 8 promptly report any problems that you come across to your supervisor.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can: empty waste containers of at least three of the following types of **detritus and debris**:

- 1 litter
- 2 leaves
- 3 fouling
- 4 animal carcasses
- 5 sharps

Supplementary evidence

If you do not work with all of the types of detritus as part of your job, you will have to prove to your assessor that you could deal competently with the one you have not worked with. This will usually be done by questions and answers.

Some examples of terms used - for guidance only, not part of the standards

1for example, by looking at work instructions or by on-site inspections

2for example, suspicious waste or trade waste

3for example, personal protective equipment or tongs

4for example, replacing black bags

Knowledge and Understanding

For the whole unit

- K1 Why it is important to make sure that you work according to health and safety, legal and organisational guidelines when collecting debris from land
- K2 Legal and organisational requirements in relation to the use of equipment
- K3 The correct procedures for dealing with drug related litter
- K4 Who and where to get work instructions from

Removing debris and detritus from highways and land

- K5 The legal and organisational requirements relating to the separating of different types of debris and what might happen if you do not follow them
- K6 The different types of surfaces that you will need to work with and how these would affect your cleaning methods and choice of equipment
- K7 The measures that need to be taken to protect yourself and others throughout the cleaning process
- K8 The correct containers for disposing of different types of debris

Emptying waste containers at collection points

- K9 Why it is important to be clear about the number and location of waste containers
- K10 What can be done to avoid the spread of debris to surrounding areas
- K11 Where to find the collection points for the debris being collected
- K12 The types of suspicious items, special or trade waste which you may find in containers
- K13 Organisational guidelines for dealing with different types of problems

Unit 21 Clear spillages from highways and land manually

Summary

About this unit

This unit is about clearing spillages (such as sand, gravel, mud and oil) from highways and land, using manual equipment only

You have to do one thing:

21.1 Clear spillages from highways and land

To achieve this unit you have to use the following clearing methods:

- ◆ Sweeping
- ◆ Shovelling
- ◆ Manual handling

You do not need to use machines for this unit.

Target group

This unit is for you if you work in the Cleaning and Support Services Industry and you clear spillages as part of your duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 1

Element 21.1

You must be able to:

Clear spillages from highways and land

National standard of work

You must always:

- 1 check the type and amount of spillage if you can¹;
- 2 tell the person in charge, as quickly as possible, if you are concerned about a spillage²;
- 3 choose suitable clearing methods for the type and amount of spillage;
- 4 follow legal and workplace guidelines to protect yourself and others during your work;
- 5 stop the spillage spreading;
- 6 soak up any liquid and semi-solids before clearing the spillage;
- 7 clear the spillage as soon as possible, leaving the area clear and safe;
- 8 dispose of any debris from the clearing process according to workplace guidelines.

Evidence requirements

Evidence from your work;

You must show your assessor that you can meet the National standard of work above. When you do this, you must show that you can clear:

a) at least two of the following types of spillages:

- 1 solid³
- 2 semi-solid⁴
- 3 liquid⁵

b) using at least two of the following clearing methods:

- 1 sweeping
- 2 shovelling
- 3 manual handling

Supplementary evidence

If you do not work with all of the types of spillages and methods as part of your job, you will have to prove to your assessor that you could deal competently with the one you have not worked with. This will usually be done by questions and answers.

Some examples of terms used - for guidance only, not part of the standards

¹ For example by looking at work instructions or by on-site visit

² For example, if you cannot clear up a spillage, if you are uncertain about the nature of the spillage or if the spillage may cause an unacceptable risk to people

³ For example, sand or gravel

⁴ For example, mud

⁵ For example, oil or paint.

Knowledge and Understanding

For the Whole Unit

- K1 Who is the appropriate person to get instructions from and report problems to in different circumstances

Removing spillages

- K2 Why you must check the type and amount of spillage
- K3 What the various removal processes are and how they may vary according to the type, and amount of spillage being dealt with
- K4 Safe handling techniques for removing large items of debris
- K5 The type of precautions that must be taken, why they must be taken and why they are important
- K6 How you can absorb spillages and ways that you can prevent them spreading further
- K7 How you can remove spillages safely and systematically and why you should do it this way
- K8 The procedures that you would use for throwing away any waste, materials or debris from the cleaning process and why these procedures are important

Unit 22 Remove graffiti and fly-posters manually

Summary

About this unit

This unit is about cleaning off graffiti and fly-posters. You do not have to use ladders or step ladders for this unit, although you may use extension poles to reach high places. You do not have to use machines.

You have to do two things:

22.1 Remove graffiti manually

22.2 Remove fly-posters manually

To achieve this unit you have to clean the following surfaces:

- porous (for example, wood)
- non-porous (for example, glass or metal)
- sensitive (for example, soft plastic)

Target group

This unit is for you if you work in the Cleaning and Support Services Industry and you have to remove graffiti and fly-posters as part of your duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQs at Level 1

Element 22.1

You must be able to:

Remove graffiti manually

National standard of work

You must always:

- 1 check the type and amount of graffiti and the working area before starting work;
- 2 choose cleaning agents and equipment that are suitable for the surface, the graffiti and the working area;
- 3 follow legal and workplace guidelines to protect yourself and others while you work;
- 4 follow manufacturer's instructions when using cleaning agents;
- 5 remove the graffiti methodically in a way which avoids damage to the surface;
- 6 tell the appropriate person about any graffiti that you cannot remove;
- 7 rinse treated surfaces and leave them and the surrounding area clean;
- 8 dispose of slurry in as instructed;
- 9 put away cleaning agents securely when you have finished with them.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work above. When you do this, you must show that you can remove graffiti:

a) from at least two of the following types of surfaces:

- 1 porous²
- 2 non-porous³
- 3 sensitive⁴

b) using at least two of the following cleaning agents

- 1 detergents
- 2 proprietary graffiti removers
- 3 hard surface cleaners

c) using at least four of the following types of equipment:

- 1 cloths
- 2 brushes
- 3 abrasive pads
- 4 scrapers
- 5 hand sprayers
- 6 extension poles

Supplementary evidence

If you do not work with all of the types of surfaces, agents and equipment as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Some examples of terms used - for guidance only, not part of the standards

¹ For example, the graffiti will not come off using traditional methods or is above hand reach height

² For example, wood

³ For example, glass or metal

⁴ Any surface that could be scratched or damaged by chemicals, for example, soft plastic.

Element 22.2

You must be able to:

Remove fly-posters manually

National standard of work

You must always:

- 1 Find the fly-posting that needs removing;
- 2 choose methods and equipment that are suitable for the surface and the paste/glue
- 3 follow legal and workplace guidelines to protect yourself and others throughout your work
- 4 use the chemicals according to manufacturer's instructions;
- 5 remove fly-postings methodically and completely without damaging the surface;
- 6 leave the surface and the surrounding area free from rubbish when you have finished;
- 7 deal with any problems according to workplace guidelines.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work above. When you do this, you must show that you can remove fly-posters:

a) from at least two of the following surfaces:

- 1 porous
- 2 non-porous
- 3 sensitive

b) using all of the following methods:

- 1 tearing off
- 2 scraping
- 3 cutting
- 4 using chemicals

Supplementary evidence

If you do not work with all of the types of surfaces as part of your job, you will have to prove to your assessor that you could deal competently with the ones you have not worked with. This will usually be done by questions and answers.

Knowledge and Understanding

For the Whole Unit

- K1 Who is the appropriate person to get instructions from and report problems to in different circumstances
- K2 Why you must check the location, type and amount of material to be removed before starting work and the methods that you would use to check
- K3 Why it is important to follow manufacturer's instructions when using removal agents
- K4 What type of precautions you should take and what might happen if you do not take them
- K5 Ways that you can carry out the removal process without causing damage to surfaces

Removing graffiti manually

- K6 What type of cleaning agents and equipment are available to you and how you would need to vary these with different types of surface and environments
- K7 Legal and organisational guidelines relating to the protection of yourself and others throughout the cleaning process
- K8 Why you must rinse surfaces to make sure that they are free from slurry

Removing fly-posters manually

- K9 The types of problems that might crop up and how to deal with these
- K10 How the type of surface and adhesive will affect your choice of removal method.

Unit 23 Manually clear snow and treat highways and land for ice

Summary

About this unit

This unit is about clearing snow and ice from highways and then treating them for ice.

You have to do two things:

23.1 Clear snow and ice from highways and land

23.1.1 Treat snow-covered and ice-covered highways and land

You do not need to use machines for this unit. You will need to use:

- brushes, and
- shovels

Target group

This unit is for you if you work in the cleaning and support services industry and you clear snow and ice as part of your duties.

NVQs and SVQs

This unit is an optional unit in the Cleaning and Support Services N/SVQ at Level 1

Element 23.1

You must be able to:

Clear snow and ice from highways and land

National standard of work

You must always:

- 1 check the type and amount of clearance that is needed ¹;
- 2 choose methods and equipment that are right for job ²;
- 3 clear loose snow to an appropriate place;
- 4 leave the finished area in a condition that is as safe as possible for other users of the highway/land
- 5 deal with any problems according to workplace policy.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the **National standard of work** above. When you do this, you must show that you can clear highways and land:

a) using both of the following methods:

- 1 sweeping
- 2 shovelling

b) and both of the following pieces of equipment:

- 1 brushes
- 2 shovels

Some examples of terms used - for guidance only, not part of the standards

¹ For example by looking at work instructions or by on-site visit

² For example, methods suitable for type and amount of treatment required.

Element 23.2

You must be able to:

Treat snow-covered and ice-covered highways and land

National standard of work

You must always:

- 1 check the condition of the area that needs to be treated¹;
- 2 chose methods and equipment that are right for job;
- 3 scatter the treatment evenly in a way that will prevent freezing;
- 4 avoid scattering the treatment beyond the area to be treated;
- 5 leave the finished area in a condition that is as safe as possible for other users of the highway/land;
- 6 deal with any problems according to workplace policy.

Evidence requirements

Evidence from your work:

You must show your assessor that you can meet the National standard of work above. When you do this, you must show that you can clear highways and land using both of the following methods:

- 1 salting
- 2 gritting

Some examples of terms used - for guidance only, not part of the standards

¹ For example, by looking at work instructions or by on-site visit

² For example, methods suitable for type and amount of treatment required.

Knowledge and Understanding

For the Whole Unit

- K1 Who is the appropriate person to get instructions from and report problems to in different circumstances
- K2 Why you must check the type and amount of treatment required
- K3 What the various removal processes are and how they may vary according to the type and amount of snow or ice
- K4 Where loose snow should and should not be cleared to
- K5 The different methods for gritting and salting
- K6 The types of risks that users of surfaces could be faced with and how to decide how much treatment is necessary to reduce these risks
- K7 The types of problems that you may find during treatment and what you should do about them.