

ASTC213

Clean, maintain and protect hard floors



Overview

This unit is about cleaning hard and semi-hard floors using manual equipment such as brushes, mops and vacuum cleaners. It covers assessing the amount of cleaning that is required, the most suitable cleaning agents and the necessary cleaning equipment.

It is also about employing the correct process when cleaning by removing ground-in dirt before applying the appropriate treatment and ensuring, when your work is complete, that the area is left dry.

It also covers the application of protective coatings, burnishing the floor using appropriate electrical equipment and then reinstating the work area when you have finished.

This unit consists of three elements:

1. Prepare to maintain hard floors
2. Clean hard floors
3. Protect hard floors

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Performance criteria

Prepare to maintain hard floors

You must be able to:

- P1 prepare your working area and your equipment so that you can do the job efficiently, correctly and safely
- P2 ensure your level of personal hygiene meets the business' standards and is maintained throughout the cleaning process
- P3 ensure that the required personal protective equipment is available for use and is used when undertaking cleaning of floors
- P4 identify the correct equipment/work area for treatment and decide on the most effective and economical treatment to provide
- P5 identify and report damaged or deteriorating surfaces and/or those which may require restorative work
- P6 look for and note any factors that will affect how you clean the floor
- P7 note any standards that need to be applied to the work other than your supervisor's instructions, for example instructions held by the customer relative to the surface you are to treat or any slip resistance factor you must restore
- P8 make sure there is enough ventilation in the work area for your comfort when carrying out cleaning, and to aid any drying process
- P9 choose equipment and cleaning agents that are right for the floor, the amount of ground in soil and the protective coating

Clean hard floors

You must be able to:

- P10 safely clear any large items of debris by hand first of all
- P11 remove the loose dust and debris carefully and safely without causing the dust to spread
- P12 report any bodily fluid or other spillages that you cannot identify to the person in charge, and only clear them up when they tell you
- P13 choose a method of clearing up the spillage that is right for the floor and the size and type of spillage
- P14 soften ground-in soil and stains before trying to remove them
- P15 carry out test cleans in an area where marks are least likely to be noticed
- P16 apply the treatment safely, according to the manufacturer's instructions and without over wetting or damaging the surface
- P17 report any stains that you cannot remove
- P18 leave the floor free of ground-in soil and protective coating, neutralised, dry and free of smears
- P19 put the area back as you found it
- P20 dispose of any unused cleaning treatments and waste products according to workplace guidelines

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Protect hard floors

You must be able to:

- P21 choose a protective coating and equipment that is right for the floor surface
- P22 apply the required number of protective coatings evenly and systematically, following manufacturer's instructions
- P23 leave the floor dry, with an even finish
- P24 leave the floor free of dust
- P25 dispose of any unused materials correctly and put everything back in the right place

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Knowledge and understanding

You need to know and understand:

Prepare to maintain hard floors

- K1 examples of hard and semi-hard floors
- K2 how to prepare for cleaning hard floors
- K3 the level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene
- K4 why it is necessary to remove your personal items and where they should be stored during cleaning
- K5 organisational Health and Safety instructions and why these should be checked against workplace procedures
- K6 why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to
- K7 what might happen if you do not take the right safety measures
- K8 what colour coding means and why it is important
- K9 the factors that will affect how you clean the floor

Clean hard floors

You need to know and understand:

- K10 why you should clear large items of debris by hand first of all
- K11 safe handling techniques for large items of debris
- K12 different methods of removing loose dust and debris and how to choose the right one
- K13 the correct container in which to put dust and debris
- K14 how to identify different types of spillage
- K15 why it is important to report any spillages you cannot identify and body fluids and not clear these up until you have instructions
- K16 different methods of removing spillages and how to choose the right one
- K17 the available methods of treatment and the most effective and economical to use
- K18 how to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments
- K19 the circumstances under which equipment and surfaces should be pre-treated
- K20 why treatments should be applied to surfaces evenly and the effects of not doing this
- K21 why it is important to report any stains that cannot be removed
- K22 why it is important to dispose of left-over cleaning solutions correctly and how to do so
- K23 why the floor must be left free of ground-in soil and protective coatings and what might happen if it is not
- K24 the importance of leaving the floor neutralised and what might happen if it is not

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Knowledge and understanding

Protect hard floors

You need to know and understand:

- K25 the range of protective coatings available and how to choose one that is right for the floor surface
- K26 how to decide what is the right number of protective coatings
- K27 how to apply the coating evenly and systematically and why
- K28 how to burnish the floor systematically, obtaining the required degree of shine
- K29 how to dispose of unused protective coatings correctly
- K30 the importance of putting things back as you found them

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