

# ASTC214

## Clean and maintain soft floors and furnishings



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### Overview

This unit is about cleaning soft floors or furnishings, including the removal of stains and applying independent treatments to carpets and soft furnishings.

This unit covers a range of specialist methods including: dry suction, pile agitation, bonnet mopping absorption, dry powder extraction, water extraction, dry solvent application, shampooing, pile realignment

This unit consists of two elements:

1. Prepare to maintain soft floors or furnishings
2. Maintain soft floors and furnishings

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### Performance criteria

#### Prepare to maintain soft floors or furnishings

*You must be able to:*

- P1 ensure your level of personal hygiene meets the standards of the specification and is maintained throughout the cleaning process
- P2 identify the correct material for treatment and decide on the most effective and economical treatment to provide
- P3 examine the material to make sure that it is suitable for the planned treatment given the nature of the material and the type, position, form and amount of soiling
- P4 identify whether the material is colourfast and shrink-resistant
- 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 material
- 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 material you are to treat
- P8 make sure there is enough ventilation in the work area for your comfort when carrying out deep cleaning, and to aid any drying process
- P9 move portable objects which may get in the way while you are working
- P10 prepare your working area and your equipment so that you can do the job efficiently, correctly and safely

#### Maintain soft floors or furnishings

*You must be able to:*

- P11 remove dust and debris before you apply the cleaning agent or treatment
- P12 soften ground-in soil and stains before trying to remove them
- P13 apply the treatment safely, according to the manufacturer's instructions and without over wetting or damaging the material
- P14 examine the treated area and apply more treatment if it will help to remove the stain safely
- P15 make sure that surfaces have an even appearance when you have finished your work
- P16 leave the material free of excess moisture and ground-in soil when you have finished
- P17 put everything back as you found it
- P18 dispose of waste away according to workplace guidelines
- P19 tell the relevant person about any stains you cannot remove

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### Knowledge and understanding

*You need to know and understand:*

#### Prepare to maintain soft floors or furnishings

- K1 why it is important to have an up-to-date cleaning specification and from whom it can be obtained
- K2 the level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene
- K3 why it is necessary to remove your personal items and where they should be stored during cleaning
- K4 why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to
- K5 organisational Health and Safety instructions and why these should be checked against workplace procedures
- K6 the available methods of treatment and the most effective and economical to use
- K7 how to assess whether the material is suitable for the planned treatment and what factors to take into account

#### Maintain soft floors or furnishings

*You need to know and understand:*

- K8 why it is important to remove superficial dust and debris before commencing the deep cleaning process
- K9 how to soften ground-in soil and/or stains, when it is soft enough and why it is necessary and important to do this
- K10 how to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments
- K11 the circumstances under which equipment and surfaces should be pre-treated
- K12 why treatments should be applied to materials evenly and the effects of not doing this
- K13 how to clean methodically, how you can reduce spreading dust and why this is important
- K14 how to avoid damaging the surface and the possible results of damaging the surface
- K15 why it is important to take precautions in cleaning unsecured items such as rugs
- K16 the dangers of working at height using step ladders and how to do so safely
- K17 why it is important to remove any excess moisture

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