

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning hard and semi-hard floors. It is for cleaning operatives who need to assess the amount of cleaning that is required, the most suitable cleaning agents and the required cleaning equipment, such as brushes, mops and vacuum or suction cleaners. The standard addresses applying the correct process when cleaning by removing ingrained dirt before applying the appropriate treatment and ensuring, when your work is complete, the area is left dry. The standard also covers the application of protective coatings, burnishing the floor using appropriate electrical equipment and then reinstating the work area when you have finished.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Controlling the risk of infection

10. follow your organisation's requirements for mitigation of risk of infection in the workplace
11. follow the cleaning procedures depending on environment and identified risks
12. examine areas for cleaning and identify any high contact touch points
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals

Clean and protect hard and semi-hard floors

15. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
16. follow the enhanced cleaning, decontamination and disinfection procedures for suspected or confirmed virus contamination
17. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
18. dispose of used cleaning and protective equipment in accordance with specified safety procedures
19. clean, decontaminate and disinfect reusable cleaning equipment
20. wash and dry your hands thoroughly and safely in accordance with organisational requirements
21. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Prepare to provide maintenance to hard and semi-hard floors

22. prepare your working area and identify the relevant equipment for cleaning tasks
23. ensure your level of personal hygiene meets the operator's standards and is adhered to throughout the cleaning process
24. identify the relevant equipment or work areas for treatment and decide on the most effective treatment to use
25. identify and report damaged or deteriorating surfaces to the relevant member of staff
26. identify any factors that will affect cleaning the floor
27. identify any additional standards applied to the work other than your supervisor's instructions, for example instructions held by the customer relative to the surface you are to clean
28. ensure there is enough ventilation in the work area when carrying out cleaning,

and to aid any drying process

Clean hard and semi-hard floors

29. clear any large items of debris by hand carefully and safely before commencing the work
30. remove the loose dust and debris carefully and safely without spreading the dust
31. identify the size and type of spillage and choose the relevant method of clearing up it from the floor
32. report any fluids or spillages that you cannot identify to the relevant member of staff, and only clear them up if instructed to do so
33. soften ingrained soil and stains with relevant agent or solution before trying to remove them
34. carry out test cleans in an area where marks are least likely to be noticed
35. apply the treatment safely, in accordance with the manufacturer's instructions and without over wetting or damaging the surface
36. report any stains that you cannot remove to the relevant member of staff
37. ensure the floor is free of ingrained soil and protective coating, neutralised, dry and free of smears
38. dispose of any unused cleaning treatments and waste products according to the organisation's workplace guidelines
39. restore the area into its initial arrangement

Protect hard floors

40. choose a protective coating and equipment that is suitable for the type of floor surface
41. prepare to protect a hard floor with relevant materials such as semi-permanent seal or polish

Clean and protect hard and semi-hard floors

42. apply the required number of protective coatings evenly and systematically, following the manufacturer's instructions
43. leave the floor dry, with an even finish
44. leave the floor free of dust
45. dispose of any unused materials correctly and put everything back in the designated area

Knowledge and understanding

You need to know and understand:

Preparation and protection

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

10. your organisation's procedures for mitigating the risk of infection
11. the frequency of routine cleaning in communal areas, facilities and high-contact areas
12. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
13. the areas for cleaning and how to identify high contact touch points

Clean and protect hard and semi-hard floors

14. the range of specialist cleaning products and how to use them safely and effectively
15. the cleaning procedures to follow, depending on the environment and risks identified
16. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
17. your organisation's procedures for cleaning and disinfection of reusable equipment
18. your organisation's procedures for disposing of used cleaning equipment and protective equipment
19. the duration of hand washing procedures after the protective equipment is removed

Prepare to clean hard and semi-hard floors

20. the relevant equipment for cleaning tasks
21. how to prepare the floors for cleaning
22. the level of personal hygiene required for the area in which you are working and why it is important to maintain it
23. why it is necessary to remove your personal items and where these should be stored during cleaning
24. your organisation's health and safety instructions and why these should be checked against workplace procedures
25. why there are checks and restrictions for the use of cleaning equipment and why these must be adhered to
26. the factors that will affect how you clean the floor
27. why it is important to have the working area ventilated

Clean hard and semi-hard floors

28. why you should clear large items of debris by hand before commencing the work
29. the safety handling techniques for large items of debris
30. the different methods of removing loose dust and debris and how to choose the right one
31. the designated containers for putting dust and debris
32. how to identify different types of fluids or spillage
33. why it is important to report any spillages and body fluids you cannot identify and not clear these up until you are instructed to do so
34. the different methods of removing spillages and how to choose the suitable one
35. the available methods of treatment and the most suitable to use
36. how to identify the place for carrying out test cleans and why this should be done before applying treatments
37. the circumstances under which floor surfaces should be pre-treated
38. why treatments should be applied to surfaces evenly and the effects of not doing this
39. why it is important to report any stains that cannot be removed
40. why it is important to dispose of left-over cleaning solutions correctly and how to do so
41. why the floor must be left free of ingrained soil and protective coatings and what might happen if it is not
42. the importance of leaving the floor neutralised, dry and free of smears and what might happen if it is not

Protect hard floors

43. the range of protective coatings available and how to choose the suitable one for the type of floor surface

44. how to decide what is the right number of protective coatings
45. how to apply the coating evenly and systematically and why
46. how to burnish the floor systematically, obtaining the required degree of shine
47. how to dispose of unused protective coatings correctly
48. the importance of putting things back into their initial arrangement

Clean and protect hard and semi-hard floors

Developed by	Skills CFA
Version Number	2
Date Approved	23 Dec 2021
Indicative Review Date	01 Mar 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC213
Relevant Occupations	Cleaning Services Operations, Cleaning Support Operations, Elementary Cleaning Occupations, Elementary Occupations, Retail and Commercial Enterprise, Service Enterprises
Suite	Cleaning and Support Services
Keywords	cleaning, semi hard, hard, manual equipment, cleaning agents, treatment