

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning windows and other highly polished façade surfaces. It is for cleaning operatives who use different cleaning methods to suit the job: traditional window cleaning, use of water-fed poles and abseiling. The surfaces could also be other glass surfaces, laminates, façades, other highly polished surfaces, frameworks, curtain walling, windowsills, fascias, guttering or decorative cladding. You must be fully trained and competent in using the relevant types of access equipment, such as portable ladders and gantries, mobile elevated working platforms (MEWPs), suspended access equipment (SAE), cradles and rope access. You must ensure that a suitable fall prevention, fall arrest equipment and high visibility clothing are worn. These types of equipment used should conform to relevant standards. It is important to assess the risks to yourself, team members and the general public. You must operate equipment safely minimising the risk to yourself, team members and the general public.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow the agreed safe systems of work 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 fall prevention, fall arrest equipment and high visibility clothing while carrying out cleaning
6. follow organisational procedures for reusing or disposing of personal protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment

Controlling the risk of infection

9. follow your organisation's requirements for mitigation of risk of infection in the workplace
10. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems, where required
11. use biocides safely and in line with manufacturer and organisational requirements
12. follow the cleaning procedures depending on environment, weather conditions and identified risks
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment

Clean windows and other highly polished façade surfaces

14. dispose of used cleaning and protective equipment in accordance with specified safety procedures

15. clean and disinfect reusable cleaning equipment

Prepare to clean the windows or other highly polished surfaces

16. ensure your compliance with safety procedures for carrying out the work

17. ensure any site-specific training is provided by the building owner or your organisation

18. examine areas for cleaning, identify whether working at height is required

19. choose the relevant access equipment in accordance with type of cleaning work

20. ensure you have received site specific instructions on accessing the equipment safely

21. carry out the visual check of access equipment, inspect and test it prior use

22. confirm emergency procedures for working on site

23. select and display the appropriate signage before commencing cleaning

24. note and be aware of any potential obstacles such as loose, overhanging and protruding objects, power lines

25. ensure all safety equipment is used in line with instructions, including measures to prevent tools falling to the ground

26. take precautions to ensure that the vehicle carrying the cleaning systems is not overloaded

27. take appropriate measures to reduce risks associated with working on access equipment

Operate window cleaning equipment

28. identify the relevant tools and access equipment for carrying out the cleaning job

Clean windows and other highly polished façade surfaces

29. employ the relevant manual handling techniques when using backpack sprayers
30. select a telescopic cleaning equipment that does not overreach the surface to be cleaned
31. ensure distilled or de-ionised water is used to leave the windows free of smears or streaks
32. carry out cleaning the windows or other highly polished surfaces and deal with different types of soiling
33. ensure that a regular contact is maintained with the relevant member of staff when working alone
34. follow agreed procedures for reporting any incidents, faulty and damaged equipment
35. follow the organisational risk assessment and method statement (RAMS) for window cleaning

Maintain window cleaning equipment

36. ensure that the tank systems, tools and access equipment comply with the relevant legislation
37. take the relevant action to prevent build-ups in the water tank
38. replace water filters at the regular intervals and follow the manufacturer's instructions for servicing
39. drain the tank and filters when the window cleaning equipment has been idle for an extended period
40. ensure the cleaning equipment is stored in a designated place when not in use
41. comply with relevant legislation for window cleaning

Knowledge and understanding

You need to know and understand:

Preparation and protection

1. the health checks and the agreed safe systems of work 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 infection control
5. the relevant fall prevention, fall arrest equipment and high visibility clothing
6. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
7. your organisation's requirements for minimising risk of infection while working on premises
8. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

9. your organisation's procedures for mitigating the risk of infection
10. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
11. the use of biocides and required training for it
12. the range of specialist cleaning products and how to use them safely and effectively
13. the cleaning procedures to follow, depending on the environment, weather conditions and risks identified
14. your organisation's procedures for cleaning and disinfection of reusable equipment

15. your organisation's procedures for disposing of used cleaning equipment and protective equipment

Prepare to clean the windows or other highly polished surfaces

16. your organisation's instructions and safety procedures for carrying out the work

17. the appropriate signage to display and the reasons for doing so

18. the relevant qualifications or training to use the access equipment

19. how to visually assess the areas for cleaning

20. the relevant access equipment in accordance with type of cleaning work, including working at height

21. the site-specific instructions on accessing the equipment safely

22. the importance of visual checks, testing and inspecting the access equipment prior using it

23. the emergency procedures for working on site

24. how to be aware of any potential obstacles

25. how to conduct a risk assessment and why it is important to carry out a site visit

26. why it is important to adhere to the working procedures for cleaning job

27. the instructions for using the access equipment and tools

28. the preventative measure to avoid tools falling to the ground

29. the safety procedures when using vehicles and why it is important to ensure the payload capacity of the vehicle is not overloaded

Operate window cleaning equipment

30. the relevant tools and access equipment for carrying out the cleaning job

31. why defective or faulty equipment must not be used and the signs of this

32. when it is necessary to use a backpack spray system and how to use it safely
33. the risks associated with operation of a window cleaning equipment and how they can be reduced
34. why it is important to select the correct length of telescopic equipment
35. the relevant handling techniques for portable systems
36. the different materials used for window cleaning equipment and when their use is applicable
37. how to clean the windows or other highly polished surfaces and deal with different types of soiling
38. with whom contact should be maintained when working alone
39. your organisation's procedures for reporting any incidents, faulty and damaged equipment
40. the organisational risk assessment and method statement (RAMS) for window cleaning

Maintain window cleaning equipment

41. the relevant legislation with which the cleaning tools and access equipment should comply
42. why it is important to keep the water tank clean and free from build-ups
43. how and when it is necessary to replace water filters
44. why it is important that the tank system is drained and the equipment is stored within your organisation's procedures
45. how to maintain the window cleaning equipment that has been idle for an extended period
46. the relevant legislation for window cleaning

Clean windows and other highly polished façade surfaces

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 ASTC221

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, polished surfaces, risks, personal protection equipment
