



Level 2 Certificate In
CLEANING PRINCIPLES

Evidence Logbook

Qualification recognition number: 601/3024/6

Qualification Reference: L2CCP

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Assessment Principles

1. Assessment Principles

1.1 Assessment decisions for competence based learning outcomes (e.g. those beginning with 'to be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

1.2 Assessment decisions for competence based learning outcomes must be made by an assessor qualified to make assessment decisions.

1.3 Competence based assessment must include direct observation as the main source of evidence.

1.4 Simulation may only be utilised as an assessment method for competence based learning outcomes if specified in the assessment requirements of the component.

1.5 Expert witnesses can be used for direct observation if they have occupational expertise for specialist areas or, if the observation is of a particularly sensitive nature. The use of expert witnesses should be determined and agreed by the assessor.

1.6 Assessment of knowledge based learning outcomes (e.g. those beginning with 'know' or 'understand') may take place in or outside of a real work environment.

1.7 Assessment decisions for knowledge based learning outcomes must be made by an occupationally knowledgeable assessor.

1.8 Assessment decisions for knowledge based learning outcomes must be made by an assessor qualified to make assessment decisions. Where assessment is electronic or undertaken according to a set grid, the assessment decisions are made by the person who has set the answers.

2. Internal Quality Assurance

2.1 Internal quality assurance is key to ensuring that the assessment of evidence for component is of a consistent and appropriate quality. Those carrying out internal quality assurance must be occupationally knowledgeable in the area they are assuring and be qualified to make quality assurance decisions.

3. Definitions

3.1 Occupationally competent:

This means that each assessor must be capable of carrying out the full requirements within the competency components they are assessing. Being occupationally competent means they are also occupationally knowledgeable. This occupational competence should be maintained annually through clearly demonstrable continued learning and professional development.

3.2 Occupationally knowledgeable:

This means that each assessor should possess relevant knowledge and understanding and be able to assess this in components designed to test knowledge and understanding. This occupational knowledge should be maintained annually through clearly demonstrable continued learning and professional development.

3.3 Qualified to make assessment decisions:

This means that each assessor must hold a qualification suitable to support the making of appropriate and consistent assessment decisions. Awarding organisations will determine what qualifies those making assessment decisions according to the competency components under assessment. In any case of significant uncertainty, the Sector Skills Council will be consulted.

3.4 Qualified to make quality assurance decisions:

Awarding organisations will determine what qualifies an assessor undertaking internal quality assurance to make decisions about quality assurance.

3.5 Expert witness:

An expert witness must:

- have a working knowledge of the components on which their expertise is based
- be occupationally competent in their area of expertise
- have EITHER any qualification in assessment of workplace performance OR a professional work role which involves evaluating the everyday practice of staff

Evidence Requirements for Cleaning Principles

You must meet all the learning outcomes and assessment criteria identified in each component to achieve the full component. Evidence should be developed over a period of time using diverse assessment methods.

How Your Evidence is Checked

After your Assessor has assessed your work, another member of staff - the Internal Quality Assurer - will review it. An External Quality Assurer from Future (Awards and Qualifications) will visit your assessment centre.

Certificate Claims

Once you've built up your portfolio of evidence, your assessor will sign off your component declaration and present your portfolio to the Internal Quality Assurer. Once the portfolio has passed the internal quality assurance process, the centre can claim your certificate.

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Component 1: Dealing with routine and non-routine waste

Component Reference Number: R/502/2250

Level: 2

Credit: 4

GL: 35

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Understand procedures for handling routine and non-routine waste			
1.1 Describe different types of waste, including: <ul style="list-style-type: none"> • Routine • Non-routine • Hazardous • Non-hazardous • Clinical 			
1.2 Explain the importance of following a regular process for clearing waste			
1.3 Explain the importance of maintaining personal hygiene when handling waste			
1.4 List types of waste which can be recycled			
1.5 Explain the importance of recycling			
1.6 Describe procedures for handling and disposing of hazardous and non-hazardous waste			
1.7 Describe the actions to take when dealing with a risk of infection			
1.8 Explain the importance of using personal protective equipment when handling			

waste			
1.9 Describe how to prepare self and work areas prior to handling routine and non-routine waste			
1.10 Explain the importance of correct segregation of waste			
1.11 Describe how to deal with incorrectly segregated waste			
1.12 Explain the importance of marking, labelling and recording non-routine waste			
1.13 Describe correct procedures for disposing of sharps			
1.14 Explain the importance of reporting waste which looks suspicious			
2. Understand how to handle and transfer routine and non-routine waste			
2.1 Describe safe methods for transferring waste.			
2.2 Describe different types of waste container			
2.3 Explain the importance of having suitable locations for holding areas and collection bins			
2.4 Explain the importance of keeping holding areas clean			
2.5 Describe the implications of broken or damaged waste containers.			
2.6 Describe procedures for			

dealing with broken or damaged waste containers.			
2.7 State when waste containers should be double bagged			
2.8 Describe the principles of dealing with routine and non-routine waste spillages			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 2: Health and Safety for the cleaning and support services industry

Component Reference Number: Y/502/2251

Level: 2

Credit: 4

GL: 35

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Understand the health & safety legislation which applies to the Cleaning & Support Services industry			
1.1 Describe the health & safety legislation and regulations which apply to the cleaning and support services industry.			
1.2 Describe employees responsibilities			
1.3 Describe employers responsibilities			
1.4 Explain the appropriate codes of behaviour in relation to health and safety			
2. Understand how to work in a safe manner.			
2.1 State job roles within organisations responsible for health and safety			
2.2 Explain the importance of correct use of equipment, materials and chemicals			
2.3 Explain the importance of the correct use of personal protective equipment			
2.4 Describe types of security requirements when working on customer sites.			

2.5 Describe techniques for safe lifting and handling			
2.6 Explain the need for colour coding systems			
2.7 Describe recommended procedures in the event of a fire			
2.8 Describe the recommended procedures in the event of an accident			
3. Understand how to control risks in the workplace			
3.1 Explain the importance of personal hygiene in the workplace			
3.2 Outline the required personal hygiene standards			
3.3 Define the terms 'risk', 'hazard' and 'risk assessment'			
3.4 Identify the types of hazards which might occur in the workplace.			
3.5 Describe health and safety procedures relating to controlling risks.			
3.6 Describe the procedures for reporting hazards			
3.7 Explain the importance of following manufacturers' instructions			
3.8 Explain the importance of clear communication in relation to risk assessment.			
3.9 Explain the importance of risk control measures			

Learner declaration of authenticity:

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Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 3: Working with customers and others in the cleaning and support services industry

Component Reference Number: D/502/2252

Level: 2

Credit: 2

GL: 18

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Understand how to communicate effectively with customers			
1.1 Describe the importance of communicating with others			
1.2 Describe appropriate ways of communicating with customers			
1.3 State the importance of up to date, accurate and clear information			
1.4 State key sources of job-related information			
1.5 State reasons for adapting communication to different audiences			
1.6 State procedures for acknowledging, responding to and recording customer communication			
1.7 State the limits of authority for dealing with different types of customer communication			
2. Understand how to meet customers' needs			
2.1 Explain the importance of positive behaviour and attitudes			

2.2 Describe examples of positive behaviour and attitude			
2.3 Explain the benefits of creating a positive impression			
2.4 Describe different types of customer			
2.5 Describe procedures for handling difficult customer situations			
3. Understand how to contribute to effective team working			
3.1 Explain the importance of teamwork			
3.2 Describe roles and responsibilities within teams			
3.3 List factors that contribute to effective teamwork			
3.4 Describe key personal behaviours of team members			
3.5 Describe how to respond to disagreements in a team			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Level Certificate in Cleaning Principles
Summary of Achievement

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
R/502/2250	Dealing with routine and non-routine waste						
Y/502/2251	Health and Safety for the cleaning and support services industry						
D/502/2252	Working with customers and others in the cleaning and support services industry						

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature

Date

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