

Title	Clean a hard floor surface when working as a cleaner		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to clean a hard floor surface when working as a cleaner.
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Classification	Cleaning and Caretaking > Cleaning Skills
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Available grade	Achieved
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Guidance Information

- 1 **Assessment conditions**
All tasks must be carried out must be in accordance with own role and responsibilities, organisational policies and procedures, and industry best practice.
- 2 **Recommended skills and knowledge prior to attempting this unit standard:** Unit 28350, *Demonstrate knowledge of cleaning equipment and basic cleaning principles*; Unit 28351, *Identify, describe, and apply common cleaning products to different surfaces*; and Unit 28352, *Carry out core cleaning tasks*; or demonstrate equivalent skills and knowledge.
- 3 **Definitions**
Cleaning equipment may include floor cleaning equipment, bucket and mop, microfibre mop, brush and shovel, toilet brush, colour-coded cloth, disposable cloth, microfibre duster, spray bottle, vacuum cleaner (including parts), and caddies and/or single station units.
Cleaning products include substances used to remove foreign material (e.g. dirt, grease, oil, fat, dust), and organic material (e.g. blood, bacteria, fungi, viruses).
Client refers to the person or organisation who employ the candidate as a cleaner. It can also include individuals who interact with the cleaner as part of their duties (e.g. customers in a shop, residential care and hospital visitors, office staff).
Job brief refers to verbal and/or written communication about a job prior to work commencing. It can include work procedures, potential hazards and precautions against them, use of Personal Protective Equipment (PPE), and where required, recommendations for scrubbing, stripping, and polishing.
Industry best practice refers to guidelines, standards, and practices that represent the most efficient or sensible course of action in a given situation. Best practice can follow legal and regulatory requirements, industry standards, and may form part of the scope of organisational policies and procedures.

Organisational policies and procedures are the policies, procedures, and methodologies used in an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.

Personal Protective Equipment (PPE) refers to clothing or equipment used to protect against hazards (e.g. coveralls, protective eyewear, footwear, gloves, gowns, hearing protection, masks, uniform).

Waste can include co-mingled general waste; recyclables; sensitive waste such as personal or organisational documents; hazardous waste such as sharps, biohazards, infectious waste, and waste contaminated with chemicals, poisons, germs, or infected human products.

Outcomes and performance criteria

Outcome 1

Clean a hard floor surface when working as a cleaner.

Range two of – hardwood, veneer, laminate, vinyl, marble, stone, concrete, ceramic, tiling, resilient.

Performance criteria

- 1.1 The surface type is identified, and any specific cleaning requirements are described.
- 1.2 A risk assessment is undertaken.
- 1.3 A job brief is reviewed with the client and/or supervisor.
- 1.4 Cleaning products and equipment are selected for the site, cleaning requirements, and type of hard floor surface.
- 1.5 Actions are taken to avoid damage to the floor.
Range includes removal and replacement of furniture and fittings.
- 1.6 Appropriate PPE is used when cleaning the floor.
- 1.7 The floor is cleaned.
Range includes stain identification and spot removal where required, buffing where necessary.
- 1.8 Waste is disposed of.
- 1.9 Cleaning equipment is maintained.
- 1.10 All required tasks are completed in accordance with the job brief.

Replacement information	This unit standard and unit standard 29383 replaced unit standards 1570, 1572, 1576, and 13347.
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Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 April 2016	31 December 2023
Review	2	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.