

<b>Title</b>	<b>Restore hard floor surfaces</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	People credited with this unit standard are able to restore hard floor surfaces.
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<b>Classification</b>	Cleaning and Caretaking > Cleaning Skills
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<b>Available grade</b>	Achieved
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<b>Prerequisite</b>	Unit 29386, <i>Clean a hard floor surface when working as a cleaner</i> , or demonstrate equivalent knowledge and skills.
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### Guidance Information

- 1 Assessment conditions  
All tasks must be carried out 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 29382, *Work independently as a cleaner*, 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).

*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.

*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, and use of Personal Protective Equipment (PPE).

*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.

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## Outcomes and performance criteria

### Outcome 1

Restore hard floor surfaces.

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

### Performance criteria

- 1.1 A risk and hazard assessment is undertaken.
- 1.2 The cause and extent of damage to a hard floor is identified.
- 1.3 A job brief is reviewed with the client and/or supervisor.
- 1.4 Cleaning products and equipment are selected for the type of hard floor surface and cleaning requirements.
- 1.5 Appropriate PPE is used when restoring a hard floor surface.
- 1.6 A hard floor is machine-scrubbed.  
Range prepare, scrub, rinse.
- 1.7 A hard floor is stripped ready for treatment.
- 1.8 A hard floor treatment is applied.
- 1.9 A hard floor is polished.
- 1.10 Machinery is operated to deliver the required surface with no damage to any surfaces.
- 1.11 Waste is securely contained and disposed of.
- 1.12 An ongoing maintenance schedule is prepared.

1.13 All required tasks are completed in accordance with job brief.

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<b>Replacement information</b>	This unit standard replaced unit standard 17265 and unit standard 17266.
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<b>Planned review date</b>	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

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.