

# Unit C21 Help to maintain facility areas

## Introduction

### Summary

Sport and recreation areas must be clean and tidy. Customers expect this and will not come back to a facility which is dirty and untidy. Above all, the facility must be safe. This is a legal requirement, and all employees – including yourself – are responsible for looking for and reporting hazards.

This unit assumes that you will be working under the direct supervision of a more experienced colleague and that you check what you have done with them.

The unit is divided into three parts. The first part (page 2) gives some examples and explanations of some words we use in the unit. The second part (pages 3-5) describes the three things you have to do. These are:

- C21.1      Check facility areas
- C21.2      Tidy facility areas
- C21.3      Clean facility areas

The third part (page 6) describes the knowledge and understanding you must have.

### Target Group

This unit is for junior staff working in a sport and activity environment.

### Linked Units

This unit links closely with unit C35.

### Place in the NVQ/SVQ Framework

This unit is mandatory in the level 1 Sport and Recreation NVQ/SVQ.

### Links to Key and Core Skills

*This unit will provide some evidence for the following QCA Key Skills:*

Communication 1.1, 1.2, 1.3  
Application of Number 1.1, 1.2, 1.3  
Working with Others 1.1, 1.2, 1.3  
Problem Solving 1.1, 1.2, 1.3

*and the following SQA Core Skills:*

Communication Access 3  
Numeracy Access 3  
Working with Others Access 3  
Problem Solving Access 3

# Unit C21 Help to maintain facility areas

## What We Mean By Some of the Words Used in this unit

Activity areas

*areas where sport and recreation activities take place*

Non-activity areas

*for example, reception areas, corridors, changing rooms*

Manual equipment

*for example, mops and buckets*

Powered equipment

*for example, an electric floor cleaner*

Responsible colleague

*for example, your supervisor or a more senior colleague*

## C21.1

### Check facility areas

#### The National Standard

##### What you must do

*To meet the national standard, you must:*

- 1 check the **areas** you have been asked to, following the correct procedures
- 2 identify possible **problems**
- 3 take the correct **action** to deal with these problems, according to your instructions
- 4 report the **problems** you have found clearly and accurately to the responsible person

##### What you must cover

*From your work you must show that you have checked at least two of the following types of:*

###### a area

- 1 activity areas
- 2 non-activity areas
- 3 outdoor areas

*identified and dealt with at least three of the following types of:*

###### b problem

- 1 health and safety hazards
- 2 faulty equipment
- 3 damage
- 4 dirt and untidiness
- 5 security hazards

*and taken at least one of the following types of:*

###### c action

- 1 dealing with the problem yourself
- 2 reporting the problem

*However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.*

## C21.2

### Tidy facility areas

#### The National Standard

##### What you must do

*To meet the national standard, you must:*

- 1 deal with waste and rubbish without delay, following your organisation's procedures
- 2 identify and report any hazardous waste and rubbish to the responsible colleague
- 3 dispose of waste and rubbish safely and hygienically
- 4 leave the **area** in a safe and tidy condition
- 5 follow the correct procedures for dealing with customers' **property**

##### What you must cover

*From your work you must show that you have tidied at least two of the following types of:*

###### **a area**

- 1 activity areas
- 2 non-activity areas
- 3 outdoor areas

*and dealt with at least one of the following types of:*

###### **b property**

- 1 clothing
- 2 valuables
- 3 suspicious objects

*However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.*

## C21.3

### Clean facility areas

#### The National Standard

##### What you must do

*To meet the national standard, you must:*

- 1 cause as little disruption as possible to other people in the **area**
- 2 wear the correct protective clothing
- 3 set up warning notices in the **area** you are cleaning
- 4 use the **equipment and materials** you have been asked to
- 5 use the **equipment and materials** safely, efficiently and correctly
- 6 make sure the **area** meets your organisation's standards for cleanliness when you have finished
- 7 leave the **equipment and materials** in a condition fit for future use when you have finished

##### What you must cover

*From your work you must show that you have cleaned both of the following types of:*

##### a **area**

- 1 activity areas
- 2 non-activity areas

*and used all of the following types of:*

##### b **equipment and materials**

- 1 manual equipment
- 2 powered equipment
- 3 cleaning agents

# Unit C21 Help to maintain facility areas

## What you must know and understand

*To be competent in this unit, you must know and understand the following*

### For the whole unit

K1 the importance of health, safety, cleanliness and tidiness in a sport and recreation facility

### For C21.1 Check facility areas

K2 your responsibilities under the Health And Safety At Work Act

K3 the procedures you must follow for checking facility areas and dealing with the problems you find

K4 the types of problems that you are likely to find: how to look for and identify them

K5 the types of problems you are allowed to deal with yourself and those that you should report to others

K6 who you should report problems to

K7 why reports should be made clearly and quickly

### For C21.2 Tidy facility areas

K8 the types of waste and rubbish you may find in the facility and how to deal with each type correctly

K9 the types of waste that are hazardous and how you should deal with these

K10 the procedures you should follow when dealing with customers' property

K11 the procedures you should follow if you think an object is suspicious

### For C21.3 Clean facility areas

K12 why it is important to disrupt other people as little as possible when you are cleaning

K13 why you should display warning notices and where you should position them

K14 your organisation's standards of cleanliness

K15 how to leave cleaning equipment and materials in a fit state for future use

K16 appropriate clothing to wear when cleaning and why it is necessary

K17 the manufacturers' guidelines for the cleaning agents you are using