

Unit	ICT 1	Prepare to carry out cleaning operations on information communication technology (ICT) equipment
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ICT 1.1	Get and confirm instructions and specific details of ICT cleaning operations to be carried out
ICT 1.2	Collect equipment, tools and materials required
ICT 1.3	Confirm the state of the ICT equipment and prepare it for cleaning

Element	ICT 1.1	Get and confirm instructions and specific details of ICT cleaning operations to be carried out
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Performance criteria: -

- 1) have sufficient correct **details** about the cleaning operations that you are required to carry out;
- 2) have sufficient **instructions or specific information** that could affect cleaning operations;
- 3) have the **authority** to carry out the cleaning operations;
- 4) clarify any details, instructions or specific information that you do not understand.

Knowledge criteria: -

- a) what information, instruction and other information you might need to carry out cleaning operations;
- b) how to get more information when you need it;
- c) specific information about ICT equipment that could affect how you carry out cleaning operations;
- d) what authority is needed to carry out cleaning operations, why it is needed and from where to get this authority.

Range statement: -

1. **details** of: location of equipment; type of equipment; access to and availability of equipment
2. **instructions or specific information** from: your client; your own organisation's procedures
3. **instructions or specific information** about: access; security; equipment availability
4. **authority** from: client; own organisation e.g. access to sensitive or restricted areas.

Element	ICT 1.2	Collect equipment, tools and materials required
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Performance criteria: -

- 1) have sufficient details about what **equipment, tools and materials** you might need;
- 2) confirm that equipment, tools and materials are available when you need them;
- 3) confirm that equipment is operating properly and is safe to use;
- 4) confirm that tools are safe to use;
- 5) confirm that you have sufficient materials;
- 6) confirm that all materials are stored according to suppliers' instructions and are still within use by date;
- 7) confirm that any **instructions** for use of equipment, tools or materials are up to date and provide the information you need where appropriate.

Knowledge criteria: -

- a) the types of equipment, tools and materials you need and from where to get them;
- b) where to get instructions on the proper operation of equipment, tools and materials when you need them
- c) why it is important to confirm the proper operation of equipment;
- d) the safety requirements for using equipment, tools and materials, including the Health and Safety at Work Act (HASAW) and Control of Substances Hazardous to Health (COSHH) requirements;

Range statement: -

1. **equipment:** protective clothing; warning signs as required by client or own organisation's procedures
2. **tools:** hand tools; power tools; specialist tools
3. **materials:** cloths; disposable wipes and tissues; cotton buds; cleaning agents; cleaning solutions.
4. **instructions** from: the manufacturer; your own organisation; your client

Element	ICT 1.3	Confirm the state of the ICT equipment and prepare it for cleaning
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Performance criteria: -

- 1) make sure that the **equipment** is available for the duration of the cleaning operation;
- 2) confirm that all equipment is present and free from damage;
- 3) comply with the relevant health and safety guidelines and requirements whilst inspecting equipment;
- 4) make sure that the equipment is **safe** to clean.

Knowledge criteria: -

- a) what action to take if the equipment is not available;
- b) who is responsible or available to make the equipment safe to clean and how to contact them;
- c) what procedures to follow if you are responsible for making the equipment safe to clean and why you must follow them;
- d) the current health and safety guidelines for cleaning ICT equipment;
- e) the procedure for recording missing or damaged items of equipment and why you must follow them.

Range statement: -

1. **equipment:** computers; printers, scanners; keyboards; mice; headsets; telephones; speakers; fax machines; photocopiers.
2. **safe** to clean: unplug from power source; all parts of the equipment are accessible.

Unit	ICT 2	Carry out information communication technology (ICT) equipment cleaning operations
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ICT 2.1	Carry out cleaning operations on ICT equipment
ICT 2.2	Store equipment and materials in the correct location
ICT 2.3	Remove and Dispose of waste

Element	ICT 2.1	Carry out cleaning operations on ICT equipment
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Performance criteria: -

- 1) select the correct equipment, tools and materials for the **surface**, type of **dirt** and equipment to be cleaned;
- 2) use the equipment, tools and materials following **instructions and** the correct **procedures**;
- 3) carry out the cleaning process in line with instructions and the correct procedures;
- 4) take prompt action to deal with any accidental damage to ICT equipment caused through cleaning processes;
- 5) make sure that all surfaces are left dry and free of smears and dirt when you have finished.

Knowledge criteria: -

- a) where to get the information on how to select the appropriate equipment, tools and materials;
- b) the processes you should use to clean ICT equipment;
- c) why it is important to follow the manufacturers' instructions when you use the equipment, tools and materials and understand the consequences of not doing so;
- d) what action to take if a cleaning operation cannot be completed;
- e) what action to take if any damage occurs during the cleaning process and why it is important to take this action.

Range statement: -

1. **surface** type: glass; plastics; rubber; metals; cloths; paints.
2. type of **dirt**: dust; skin; hair; liquids; insects; food debris; residue from stick ons.
3. **instructions and procedures** from: manufacturers your organisation; your clients.

Element	ICT 2.2	Store equipment and materials in the correct location
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Performance criteria: -

- 1) make sure that sites of cleaning operations are clear of equipment, tools and materials that are not to be left at the site;
- 2) make sure that the equipment and tools are not damaged or **unserviceable**;
- 3) take the correct **action** to deal with unserviceable equipment;
- 4) make the appropriate arrangements to maintain stocks of consumable materials;
- 5) return the equipment, tools and materials to the correct storage location.

Knowledge criteria: -

- a) what equipment, tools and materials you took and used on the site of the cleaning operation;
- b) what action to take if any of the equipment, tools and materials are damaged or unserviceable and why it is important to take this action;
- c) why it is important to maintain stocks of consumable materials, and at what level these stocks should be;
- d) **who to ask** to confirm the correct storage location for the equipment, tools and materials.

Range statement: -

1. **unserviceable** because: does not operate properly; requires emptying, servicing or cleaning
2. **action:** report details of unserviceable equipment to the relevant person; take equipment to the relevant person; carry out emptying, servicing or cleaning where authorised
3. **who to ask:** management; members of your team; your client.

Element	ICT 2.3	Remove and Dispose of waste
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Performance criteria: -

- 1) wear the correct **personal protective equipment** as required for the **waste** involved;
- 2) make sure that sites of cleaning operations are clear of waste that is not to be left at the site;
- 3) use the correct **containers** for disposable waste;
- 4) handle and remove the waste safely and according to regulations, instructions and good practice;
- 5) make sure that waste containers are taken safely to the allocated collection point and made secure where necessary.

Knowledge criteria: -

- a) what personal protective equipment is required for the waste involved, where it can be obtained and why you should use it;
- b) the hazards associated with typical waste from cleaning operations;
- c) who to ask or where to find out what and where are the correct containers for the waste involved and why this is important;
- d) why it is important to handle and dispose of the waste safely according to regulations and instructions and where to access this information;
- e) where the allocated collection point for waste containers is;
- f) why waste containers should be made secure.

Range statement: -

1. **personal protective equipment** type: gloves; masks; goggles; clothing
2. **waste** type: chemicals; dirt; cloths and disposable wipes; disposable personal protective items; empty cleaning agent containers
3. correct **containers** suitable for waste that is: hazardous; non hazardous; recyclable

Unit	ICT 3	Contribute to the security of the premises
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ICT 3.1	Follow procedures for entering premises
ICT 3.2	Follow procedures for leaving premises

Element	ICT 3.1	Follow procedures for entering premises
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Performance criteria: -

- 1) confirm the **location** of the site before entry;
- 2) have the required **authorisation** to enter sites;
- 3) have the required **means** to enter sites;
- 4) enter the site through the correct **entry point** following approved procedures, including disabling **security systems** where these are installed;
- 5) secure the premises against unauthorised access, if required.

Knowledge criteria: -

- a) where you will get the details of sites and how to confirm their location when necessary;
- b) where to get the required authorisation to enter sites, and why authorisation is necessary;
- c) what means are required to enter the site, where to get them and how to use them correctly;
- d) how to operate security systems, particularly for entering and securing premises;
- e) what action to take if you are unable to gain access to premises;
- f) how to secure the premises against unauthorised access, if required and why this is important.

Range statement: -

1. details of the **location** of sites: building name or number; room name or number; site map; entry requirements and procedures
2. **authorisation** from: client; site security team; supervisor or manager; own organisation
3. **means** to enter the site: keys; pass or I.D. cards; swipe cards; smart cards; proximity cards; pin codes; sign in books
4. **entry point**: doors; gates; barriers
5. **security systems**: building alarms; door entry systems

Element	ICT 3.2	Follow procedures for leaving premises
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Performance criteria: -

- 1) confirm that all potential **points of access** except for your exit point are secured as necessary to maintain the safety and security of the premises;
- 2) make sure that the **utilities** at the premises are left in the required **state**;
- 3) set **security systems** where installed, as required;
- 4) make sure your **exit point** is closed and secured;
- 5) report to the relevant person any problems you have in securing premises;
- 6) return the **means of entry** to their correct location.

Knowledge criteria: -

- a) where all the potential points of access are, how to secure them and why this is important;
- b) the required state for the utilities when you leave the premises and how to set them;
- c) how to set the security systems on site and why this is important;
- d) how to close and secure your exit point and why this is important;
- e) what action to take if you are unable to secure the premises, including setting security systems and why it is important to take this action;

- f) what action to take if you are unable to return the means of entry to the correct location and why it is important to take this action.

Range statement: -

1. potential **points of access**: doors; windows; vents; shutters
2. **utilities**: lighting; heating; water; air conditioning; ventilation
3. **state** of utilities: on; off; temperature setting; open; closed
4. **security systems**: building alarms; door entry systems
5. **exit point**: door; gate; barrier
6. **means of entry**: keys; pass or I.D. cards; swipe cards; smart cards; proximity cards; pin codes; sign in books