

NCFE Level 2 Certificate in Cleaning Knowledge and Skills

Candidate Assessment

Part B

Candidate Details

Please complete all of the following in **BLOCK CAPITALS** and in **BLACK PEN**

Name: _____

Address: _____

Post Code: _____

Mobile Number: _____ Work Number: _____

Home Number: _____ Preferred Number: _____

Preferred contact time(s):
Morning: Late afternoon: Anytime:
Early afternoon: Evening:

Email (please print clearly): _____

Employer: _____

College: _____

(If you do not know your college please contact The Skills Network Student Support Team on 0845 177 0047 / 01757 210 522)

Candidate Statement

I have completed the following assessment and confirm all the work is my own.

Signed: _____

Date: _____

ASSESSMENT QUESTIONS

Please complete **ALL** the answers to the questions in each of the sections and submit these together.

This assessment workbook contains questions in relation to the information provided in your learning resource pack.

Please:

- Read your learning resource before attempting to answer these assessment questions
- Fully complete, sign and date the candidate information on the front sheet overleaf
- Answer **ALL** questions **IN FULL**
- Do not copy text directly from the resource. The answers you provide should be in your own words
- Check you have answered each question fully before submitting to your tutor for marking
- Make sure you supply any research material together with your assessment.

(Please note: read each question carefully as there may be more than one answer required.)

Tips for understanding how to answer the questions

Describe

If you are asked to describe something you should state the features in such a way that another person could recognise what you are describing if they saw it.

An example might be: **Describe a donkey.** It would be insufficient to state “has four legs and a back” as this could be a chair. A description stating “a four legged animal, long tail, mane, similar to a horse but generally smaller, makes a unique sound like “eeyor” often repeatedly.” would probably allow another person to recognise your description as a donkey.

Explain/discuss

Give details which make what you are trying to say clear to the reader. As a general rule, this type of question requires the most in-depth answer.

State

Usually requires a shortened answer, which could be a list or a single sentence. Several questions take the form of “state what the letters ‘BBC’ stand for”. The answer would simply be “British Broadcasting Corporation”.

Identify

This means to give sufficient detail so that someone else can recognise your description. This is sometimes used instead of “state”, so think what the question is asking for.

List

If you are asked to list information you will need to write it in numbered or bulleted points, possibly to indicate an order or a multi-step process.

Classify

This style of question will provide categories and options which will need to be correctly assigned to them.

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

(Please note: the numbers in brackets refer to the assessment criteria for each activity and are for your tutor's use.)

Q1. Describe the importance of communicating with others. (1.1)

SAMPLE

Q2. Describe appropriate ways of communicating with customers, including: (1.2)

a) Verbal communication

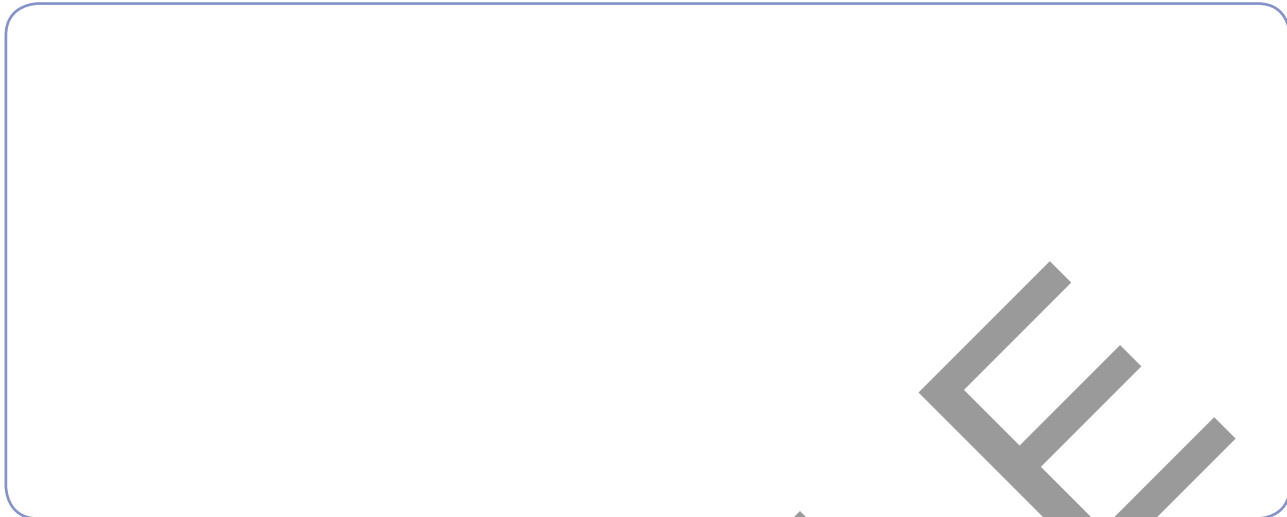
b) Non-verbal communication

c) Body language

d) Active listening

SAMPLE

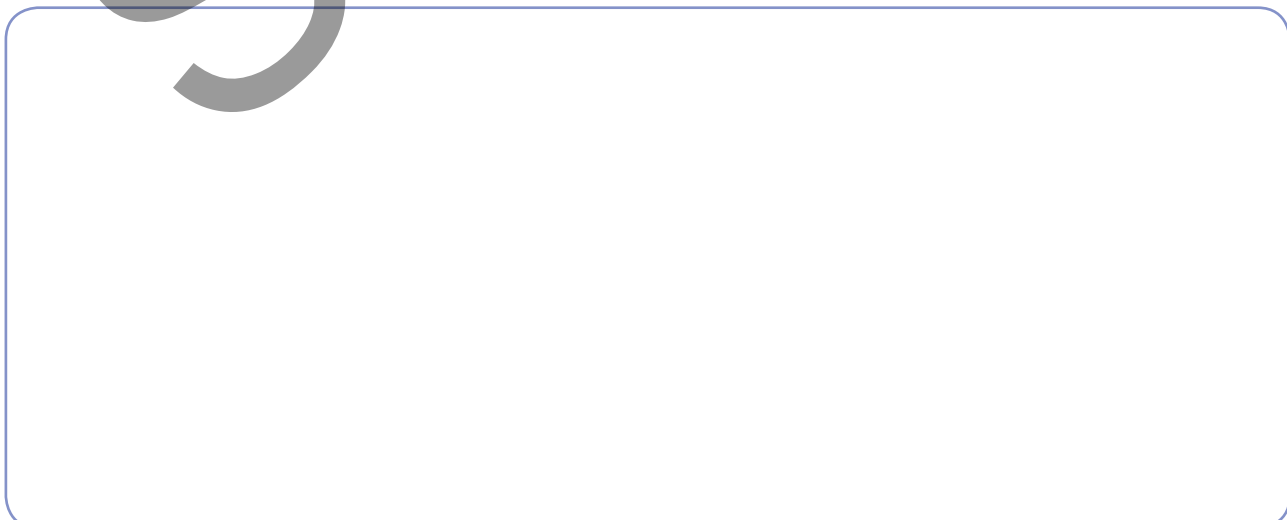
Q3. State the importance of up-to-date, accurate and clear information. (1.3)



Q4. State key sources of job-related information. (1.4)



Q5. State reasons for adapting communication to different audiences. (1.5)



Q6. State procedures for acknowledging, responding to and recording customer communication: (1.6)

a) Acknowledging

b) Responding

c) Recording

Q7. State the limits of your authority for dealing with different types of customer communication by giving examples of issues that you can deal with and issues that you cannot deal with. (1.7)

| Can deal with | Cannot deal with |
|---------------|------------------|
| | |

Q8. Explain the importance of positive behaviour and attitudes. (2.1)

SAMPLE

Q9. Describe examples of positive behaviour and attitudes. (2.2)

SAMPLE

Q10. Explain the benefits of creating a positive impression. (2.3)

SAMPLE

Q11. Describe different types of customer. (2.4)

SAMPLE

Q12. Describe procedures for handling difficult customer situations. (2.5)

SAMPLE

Q13. Explain the importance of teamwork. (3.1)

SAMPLE

Q14. Describe roles and responsibilities within teams. (3.2)

SAMPLE

Q15. List the factors that contribute to effective teamwork. (3.3)

SAMPLE

Q16. Describe the key personal behaviours of team members. (3.4)

SAMPLE

Q17. Describe how to respond to disagreements in a team. (3.5)

SAMPLE

Unit 4: Infection control, RIDDOR and COSHH in cleaning settings

Q1a. Identify situations that could present a risk when cleaning, giving four examples. (1.1)

1.

2.

3.

4.

Q1b. Identify objects or substances that could present a risk of infection when cleaning, giving four examples. (1.1)

1.

2.

3.

4.

Q2. Describe the infection control principles that apply in cleaning settings, with reference to: (1.2)

a) Standards of personal hygiene

b) Hand washing techniques

c) Use of PPE

d) Risk assessments

SAMPLE

Q3a. Describe the role of policies and procedures in controlling infection. (1.3)

Q3b. Identify two examples of policies or procedures and describe their specific role in controlling infection when cleaning. (1.3)

| Policy/procedure | Role in controlling infection |
|--------------------------|-------------------------------|
| <p>Example 1:</p> | |
| <p>Example 2:</p> | |

Q4a. Identify the roles and responsibilities of employees regarding the RIDDOR. (2.1)

SAMPLE

Q4b. Identify what must be reported and recorded under the RIDDOR. (2.1)

SAMPLE

Q4c. Describe types of injuries, diseases and dangerous occurrences that need to be reported under the RIDDOR, giving three examples of each. (2.1)

| Reportable injuries | Reportable diseases | Dangerous occurrences |
|---------------------|---------------------|-----------------------|
| 1. | 1. | 1. |
| 2. | 2. | 2. |
| 3. | 3. | 3. |

Q5. Describe what records need to be kept under the RIDDOR. (2.2)

SAMPLE

Q6a. Identify the roles and responsibilities of employees regarding the COSHH Regulations. (3.1)

SAMPLE

Q6b. Describe what constitutes a substance hazardous to health. (3.1)

Blank response area for Q6b. A large, faint watermark reading "SAMPLE" is overlaid diagonally across the entire page.

Q6c. Identify different forms of hazardous substances you might encounter when carrying out cleaning tasks, giving four examples. (3.1)

Blank response area for Q6c, featuring a numbered list structure:

- 1.
- 2.
- 3.
- 4.

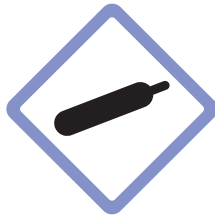
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Q6d. Classify different hazardous substances by inserting the correct meaning of each pictogram from the list at the bottom. (3.1)

a)



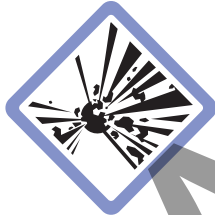
b)



c)



d)



e)



f)



- Oxidising gases, liquids and solids • Explosive, self-reactive, organic peroxide
- Harmful to the environment • Gases under pressure • Acute toxicity, very toxic (fatal), toxic • Harmful skin irritation, serious eye irritation

Q7. Describe what records need to be kept under the COSHH Regulations. (3.2)

SAMPLE

Q8a. Describe the role of risk assessment in preventing injuries, the spread of disease and infection and dangerous occurrences. (4.1)

SAMPLE

Q8b. Describe how to carry out a risk assessment. (4.1)

SAMPLE

Assessment Checklist

Now you have completed this assessment booklet, please complete this final checklist:

I have answered all of the assessment questions

I can confirm all the work in the assessment is my own

Name:

Signed:

CONGRATULATIONS!

You have now completed your Part B Assessment. Please make sure you have completed all questions fully and you have filled in the front cover page with your personal details.

You now need to submit your answers to be marked. Please follow the instructions as detailed in your induction.

Your tutor will mark your work and provide robust feedback. Should your paper be referred, you will be required to resubmit answers until you have passed.

Please contact our support team if you require any further advice or guidance.

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