

# Unit 29: Principles of Cleaning Windows From the Inside

**Unit code:** D/502/8326

**QCF Level 1:** BTEC Specialist

**Credit value:** 1

**Guided learning hours:** 6

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## Unit aim

The aim of this unit is to enable learners to gain knowledge of how to prepare to clean windows from the inside, the appropriate cleaning equipment and materials to use and how to clean the inside surface of windows.

## Unit introduction

Windows are a key component in the construction of all kinds of commercial or private buildings. An attractive appearance attracts visitors, and modern architecture uses glass to enhance and highlight the aesthetics of buildings. Windows in hotels and other residential buildings come in all shapes and sizes and require not only initial high investment but also ongoing maintenance. Regular cleaning, both inside and outside, is necessary to ensure that windows achieve their purpose and that the glass is kept in a pristine condition.

Learners will be introduced to the process and techniques of cleaning windows from the inside. The importance of preparation and the choice of appropriate tools and materials to remove loose and hard dirt will be explored. The correct use of each piece of cleaning equipment and material will be explained, and a range of possible problems will be identified and solutions presented.

Learners will gain knowledge of cleaning standards for the inside surfaces of windows, including the frequency of cleaning required. They will consider the safety equipment and range of protective clothing used and gain awareness of the need to report to the appropriate authority when dirt cannot be removed by routine cleaning.

## Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

### On completion of this unit a learner should:

Learning outcomes	Assessment criteria
<p>1 Know how to prepare to clean windows from inside</p>	<p>1.1 State the importance of preparing windows and surrounding areas before cleaning</p> <p>1.2 Identify types of equipment and cleaning materials that should be used for:</p> <ul style="list-style-type: none"> <li>- loose dirt</li> <li>- dirt that is hard to remove</li> </ul> <p>1.3 State the importance of following manufacturers' instructions when using cleaning equipment and materials</p> <p>1.4 Identify types of problems that might occur when cleaning windows</p>
<p>2 Know how to clean the inside surface of windows</p>	<p>2.1 State the standards for cleaning windows</p> <p>2.2 State the required frequency for cleaning windows</p> <p>2.3 Identify the appropriate safety equipment and personal protective clothing to use when cleaning windows</p> <p>2.4 Describe the importance of reporting any dirt that cannot be removed to the relevant person</p> <p>2.5 Describe the importance of leaving frames and sills dry at the end of cleaning</p>

## Unit content

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### 1 Know how to prepare to clean windows from inside

*Importance of preparing windows and surrounding areas before cleaning:* window types (sliding, sliding with hooks, tilting, storm windows, large panel or picture windows, small pane); taking a damp cloth and running it around the outside edge of windows and surrounding areas ensures removal of cobwebs and debris to avoid them ending up on the window during cleaning

*Equipment and cleaning materials to remove loose and hard dirt:* equipment (vacuum cleaner, upholstery attachments); materials (colour-coded cloths, mop and bucket); chemicals (multi-surface cleaner, polish, glass cleaner and detergents)

*Importance of following manufacturer's instructions:* achieving required standards; safety and accident prevention (to include correct dilution)

*Types of problems that might occur when cleaning windows:* spillages; accidents; shortages of cleaning materials (responding appropriately, reporting to supervisor); not being able to remove obstacles by one's self (contacting supervisor, requesting assistance); mixing chemical incorrectly or wrong dilutions causing damage to materials

### 2 Know how to clean the inside surface of windows

*Standards for cleaning windows:* gathering all necessary equipment and materials; filling a bucket with warm water and adding a small amount of detergent; laying a towel on the floor before starting to clean the windows; removing any cobwebs and debris with a damp cloth around the outside edge of windows and surrounding areas; cleaning the window frames thoroughly with a soaked sponge; soaking a sponge in water and cleaning the windows; drying the window frames

*Required frequency for cleaning windows:* at least once a month; according to appearance/need

*Safety equipment and personal protective clothing to use when cleaning windows:* equipment provided must be suitable and safe for use; equipment must be maintained in an efficient state with the appropriate certification; having adequate information, instructions and training in its use; sill pads or special slippers when working from polished or slippery interior sills or ledges; gloves; eye protection; safety belt/ harness, ropes and clips

*Importance of reporting any dirt that cannot be removed:* procedures for reporting to maintenance (line manager, limit of authority); describing problem (importance – urgent, non-urgent)

*Importance of leaving frames and sills dry at end of cleaning:* preventing the growth and spread of mould and mildew; avoiding attraction of dirt

## Essential guidance for tutors

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### Delivery

This unit introduces learners to the principles of cleaning windows from the inside.

This unit can be delivered through supervised practical activities, as well as through simulated classroom-based work.

Tutors should introduce learners to the relevant equipment, materials and standards and give learners opportunities to develop basic competency in the practical application and use of all practices and materials.

Audiovisual materials, as well as input from experienced practitioners, can be used to help deliver some aspects of this unit. Examples of professionals cleaning windows can be accessed on the internet (YouTube). Tutors can provide examples of scenarios that can be used to illustrate unexpected situations that can occur when cleaning windows from the inside for learners to discuss. Peer observations can also be used in providing feedback on practical activities.

### Outline learning plan

The outline learning plan has been included in this unit as guidance and can be used in conjunction with the delivery of multiple choice tests.

The outline learning plan demonstrates one way of planning the delivery and assessment of this unit.

Topic and suggested activities
Introduction to unit.
Group discussion about the principles of cleaning windows from the inside.
Tutors to introduce learners to how to prepare to clean windows from inside and clean the inside surface of windows.
Visits to hospitality businesses – learners find out about the importance of preparing windows and surrounding areas before cleaning, and of following manufacturers' instructions when using cleaning equipment and materials, the types of equipment and cleaning materials that should be used for loose dirt and dirt that is hard to remove, and types of problems that might occur when cleaning windows.
Visits to hospitality businesses – learners identify the standards for cleaning windows, the required frequency for cleaning, the appropriate safety equipment and personal protective clothing to use when cleaning, the importance of reporting any dirt that cannot be removed to the relevant person, and of leaving frames and sills dry at the end of cleaning.
Tutorial support and feedback.
Self-initiated learning time.

**Assessment**

Tutors should ensure that learners cover all the unit content.

**Essential resources**

Although this is a knowledge-based unit, learners should have access to a range of industrial window-cleaning equipment and materials in an appropriate facility, and to relevant experienced staff and safety equipment such as ladders, including step ladders. Learners will also need access to current resource materials and, where necessary, instructional materials such as DVDs, training videos or online materials. Tutors should know the professional cleaning associations and their roles.

**Indicative resource materials****Textbooks**

Health and Safety Executive – *Essentials of Health and Safety at Work, 4th Edition* (HSE Books, 2006) ISBN 9780717661794

Jones T – *Professional Management of Housekeeping Operations, 5th Edition* (John Wiley and Sons, 2007) ISBN 9780471762447

Nitschke A and Frye W – *Managing Housekeeping Operations, 3rd Edition* (Educational Institute of the American Hotel, 2008) ISBN 9780866123365

**Leaflet**

Health and Safety Executive – *Safety in Window Cleaning using Portable Ladders* (HSE Information Sheet MISC 613, 2003)

**Journal**

Cleaning Matters – *Progressive Media UK*

**Websites**

<a href="http://www.bics.org.uk/cleaning-standards.aspx">www.bics.org.uk/cleaning-standards.aspx</a>	BICSc – The British Institute of Cleaning Science: Cleaning Standards
<a href="http://www.britishcleaningcouncil.org/bcc_manifesto.pdf">www.britishcleaningcouncil.org/bcc_manifesto.pdf</a>	British Cleaning Council – manifesto
<a href="http://www.bwca.co.uk">www.bwca.co.uk</a>	BWCA – British Window Cleaning Academy
<a href="http://www.cleaningindustry.org">www.cleaningindustry.org</a>	CSSA – Cleaning and Support Services Association
<a href="http://www.cleaning-matters.co.uk">www.cleaning-matters.co.uk</a>	Cleaning Matters – cleaning products, cleaning product news
<a href="http://www.cleaning-matters.co.uk/stories/articles/-/window_cleaning/waterfed_pole_systems/its_the_future_simple_as_that">www.cleaning-matters.co.uk/stories/articles/-/window_cleaning/waterfed_pole_systems/its_the_future_simple_as_that</a>	Cleaning Matters – ionic systems window cleaning training
<a href="http://www.people1st.co.uk">www.people1st.co.uk</a>	People 1st – Sector Skills Council for Hospitality, Leisure, Travel and Tourism
<a href="http://www.youtube.com/watch?v=NSLu2uPxN84&amp;feature=related">www.youtube.com/watch?v=NSLu2uPxN84&amp;feature=related</a>	YouTube – cleaning tips