

Cleaning Operative – Training Workbook

Name:

Introduction

- This workbook will help you pull together all the skills you will gain during the training and the work placement.
- As you go through each activity, or at the end of each day, take time to write down activities and achievements in the workbook.
- It will build up into a full record of what you have learned, which can be useful for job applications, interviews and for your CV.
- Above all, it will show an employer that you have the skills needed at work.
- It can also be used to help you when on work placement as it provides a checklist of the things you need to do.
- It does not involve a lot of writing but if you complete it regularly you will have a clear picture of what you have achieved.
- Each section of the workbook is based on the training sessions
- You should talk through what you have achieved with your tutor to make sure that you tick off a skill only when you are competent in it
- Show the logbook to your supervisor at work as this will help the company structure your work placement
- Make sure that you add skills gained while in the workplace as well as on the training programme
- Don't worry if you don't start completing the Training Log for a couple of days as the early part of the training is an introduction to cleaning
- The work placement employer and your tutor will provide a statement at the end of the workbook as a form of testimonial
- Think about the workbook as your certificate of achievement

Training Programme

Tick these off as they are covered during the training programme:

- understanding the cleaning industry
- basic cleaning skills
- employability
- health and safety
- conditions of employment
- literacy and numeracy skills
- job applications, interviews and CVs
- careers in cleaning
- materials and equipment preparation
- preparation and inspection of work area
- preparation of consumables
- safe handling of materials and equipment
- waste removal and safe disposal

Add any additional activities

You can use this list when preparing job applications and during interviews if asked for examples about the skills and experience you have.

Training Skills Log

Fill in the completion box after you have been through the training for each of the following Skill Sets. Add any additional cleaning skills you perform. Use this list in interviews on when applying for jobs.

Cleaning Skill	Dates Completed			
Skills Set 1: Mop Sweeping				
Skills Set 2: Single Solution Mopping				
Skills Set 3: Suction Cleaning				
Skills Set 4: Cleaning Sanitary Ware				
Skills Set 5: Dusting				
Skills Set 5: Damp Wiping				
Skills Set 5: Polishing				
Skills Set 6: Wall washing				
Skills Set 7: Cleaning Stairs, Landings, Balustrades and Handrails				
Additional Cleaning Skills: Waste Clearance				
Additional Cleaning Skills: Two Solution Mopping				
Additional Cleaning Skills: Buffing				
Additional Cleaning Skills: Spray Cleaning				
Additional Cleaning Skills: Machine Scrubbing and Drying				
Additional Cleaning Skills: Spray Extraction				
Additional Cleaning Skills: Dry Foam Shampooing				
Additional Cleaning Skills: Wet Shampooing				

Employability Skills

Tick these off when you and your tutor agree you have the skills. Your Skills Planner (Worksheet 8) will help you to do this.

For each one give one example of how you demonstrated the skill.

1.	<input type="checkbox"/> Understand and follow written instructions Example:
2.	<input type="checkbox"/> Respond to requests for information Example:
3.	<input type="checkbox"/> Follow instructions in the correct order Example:
4.	<input type="checkbox"/> Complete basic forms Example:
5.	<input type="checkbox"/> Understand quantities and amounts Example:
6.	<input type="checkbox"/> Add, subtract, multiply and divide numbers Example:
7.	<input type="checkbox"/> Write brief notes and messages Example:

8.	<input type="checkbox"/> Work in a team Example:
9.	<input type="checkbox"/> Follow instructions from others Example:
10.	<input type="checkbox"/> Share out work in a team Example:
11.	<input type="checkbox"/> Accept feedback from others Example:
12.	<input type="checkbox"/> Solve immediate problems Example:
13.	<input type="checkbox"/> Know when to seek help Example:
14.	<input type="checkbox"/> Turn up on time regularly Example:
15.	<input type="checkbox"/> Check work carefully Example:
16.	<input type="checkbox"/> Pass on information to others Example:

Daily Log

Write down a brief summary of what you did on each day.

List the positive things you did.

List at least one thing you would like to do better.

Day One

Day Two

Day Three

Day Four

Day Five

Day Six

Day Seven

Day Eight

Day Nine

Day Ten

Induction/Placement Checklist

Use the following checklist during your time in the company. Tick off items as they are covered and tell your supervisor of those that have not been covered. The activities may not happen in the order they are found in the checklist so you may have to build up the checklist slowly.

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Introduction to the workplace	Nature of company business	
	Health and safety policy	
	Terms and conditions of employment	
	Roles and responsibilities	
	Who you report to	
	Where to get help if needed	
Company safety procedures	Health and safety personnel	
	Site safety procedures	
	Safety signs and their meaning	
	Reporting arrangements	
	Sources of first aid	
	Personal action in event of fire	
	Evacuation procedures and assembly point	
	Hygiene and cleanliness	
	Personal protective equipment	
	Colour coding systems	
	Safe manual handling	
	Storage and use of materials	
	Safe operation of equipment	
	Induction training	Use of specific equipment
Safe working practices		
Working with others		
The working environment		
Customer care		
Job role and main duties		
Demonstration of tasks		
Skills practice		
Work experience	Cleaning tasks performed (list)	
Review of progress	Supervisor feedback	
	Additional skills training /practice	
	Skills assessment	
	Further reviews of progress	
	End of placement review/exit interview	

Statements of Achievements and Progress

Employer statement of achievements and progress

Name:

Job Title:

Company:

Signed:

Date:

Tutor statement of achievements and progress

Name:

Job Title:

Company:

Signed:

Date:

Any additional comments: