

Worksheet 1

Cleaning Operative Training Plan introduction

Purpose : To develop the skills needed to gain permanent employment in the cleaning industry

By gaining:

- the employability skills employers are looking for
- specific cleaning skills and practise their use
- an understanding of what it is like to work in the cleaning sector
- language and number skills needed in the cleaning industry

2 Week Training Programme

- mixture of training sessions and work placement
- individual and group learning
- practical skills sessions
- work-related language and number skills development
- practising skills needed to work with others in the workplace
- feedback on performance
- support for further learning
- work placement with prospective employer
- job applications, job interviews final CV and skills profile

Work Placement

- expectations
- planning the placement
- company details
- contacts and support
- site visit
- 3 week work experience
- feedback from employers

Next Steps

- possible job offer
- training plan
- skills profile and CV
- exit interview
- further sources of support

Worksheet 2	
Cleaning Operative Training Plan	
Week 1	
Day 1	<ul style="list-style-type: none"> – getting to know each other – roles and responsibilities – understanding the cleaning industry – being at work
Day 2	<ul style="list-style-type: none"> – overview of the cleaning industry – basic cleaning skills – mop sweeping – employability skills
Day 3	<ul style="list-style-type: none"> – health and safety – signs, symbols and fire – single solution mopping – health and safety – equipment, policies and data sheets – suction cleaning – employer guest
Day 4	<ul style="list-style-type: none"> – looking for jobs – cleaning sanitary ware – terms and conditions of employment – application forms and interviews
Day 5	<ul style="list-style-type: none"> – mock interviews – making best use of time – working with others – review of the week
Activities	
<ul style="list-style-type: none"> – group and individual work – quizzes – videos – checklists – guest visitors – workshop demonstrations and practice – worksheets – mock interview – regular reviews of progress and issues 	

Week 2	
Day 6	<ul style="list-style-type: none"> – labels and measuring – dusting, damp wiping and polishing – CV writing – Careers in cleaning – Passing on information
Day 7	<ul style="list-style-type: none"> – wall washing – dilution of liquids – solving problems at work – planning for work placement – customer service – skill mix for cleaners – checking deliveries
Day 8	<ul style="list-style-type: none"> – check on skills learned – cleaning stairs, landings, balustrades and handrails – company visit
Day 9	<ul style="list-style-type: none"> – feedback on company visit – waste clearance, two-solution mopping, buffing and spray cleaning – machine scrubbing, spray extraction and shampooing – using IT in cleaning – creating your own CV – review of progress
Day 10	<ul style="list-style-type: none"> – individual skills practice and coaching – multi-task cleaning practice – communication in the workplace – preparing for work placement – review of programme
Activities	
<ul style="list-style-type: none"> – worksheets – workshop demonstrations and practice – skills checkers – discussions – reviews of progress – company visits – practice sessions and skills revision – planning and preparation 	

Worksheet 3

Cleaning Operative Roles and Responsibilities

Tutors

- manage the training programme
- conduct individual sessions
- provide training materials, equipment and consumables
- demonstrate cleaning skills
- supervise trainee use of equipment and materials
- monitor trainee progress
- provide one-to-one coaching
- liaise with employers and other agencies
- provide individual tutorial and support to trainees
- provide feedback and record progress
- show respect for the views and needs of others

Trainees

- attend the programme on a regular basis
- be punctual and keep to agreed times
- follow specified safety procedures including the correct use of personal protective equipment
- act responsibly when carrying out activities to ensure the safety and well being of others
- follow instructions during demonstrations and practice sessions
- respect the views and needs of other participants and tutors
- participate in activities to the best of their ability
- respect the property of others
- alert the tutors to problems and concerns

Employers

- provide a safe working environment during work placement
- ensure trainees have a nominated supervisor
- provide an induction into the workplace and essential training
- provide work experience of performing basic cleaning skills using modern equipment
- give feedback on performance and support for skills development

Worksheet 4

Perceptions of Cleaning

Write down 4 things you feel about cleaning as a job

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

Indicate whether you agree or not with the following statements
Tick box

Statement	Agree	Disagree
1. Cleaning doesn't need much skill – anyone can clean		
2. Cleaning is hard work		
3. There aren't many different kinds of cleaning		
4. Cleaning provides flexible working hours		
5. Cleaning is an important job		
6. There are few opportunities to progress in cleaning		
7. Most cleaners have to work on their own		
8. Cleaners don't need to talk to many people		

Worksheet 5

Cleaning Quiz

Question	Answer
<p>1. How many people do you think are employed in the cleaning industry?</p> <p>a) 100,000 b) 200.000 c) 300.000 d) 400,000</p>	
<p>2. What percentage of cleaners are employed full time?</p> <p>a) 10% b) 20% c) 30% d) 40% e) 50% f) 60% g) 70%</p>	
<p>3. What percentage of cleaners are women?</p>	
<p>4. What percentage of the industry is made up of very small companies (1-10 employees)?</p>	
<p>5. How much is the cleaning industry worth every year to the UK economy?</p> <p>a) 1 billion pounds b) 5 billion pounds c) 10 billion pounds d) 15 billion pounds</p>	
<p>6. How many companies are there in the cleaning industry?</p> <p>a) 2,000 b) 5,000 c) 7,000 d) 9,000 e) more than 10,000</p>	
<p>7. How much do basic cleaners earn a year?</p> <p>a) 8-10 thousand per year b) 10-12 thousand per year c) 12-14 thousand per year d) 14-16 thousand per year</p>	
<p>8. Many cleaners are paid by the hour. What is the average hourly rate?</p>	

Worksheet 6

Cleaning – What is Involved ?

What sort of activities will you be performing when cleaning?

What skills will you need?

What personal qualities do you think employers are looking for?

Which of the above am I confident about?

Which of the skills do I feel less confident about?

Worksheet 7

Employers' Skill Checklist

Work Activities

- Mopping, cleaning, washing, dusting and suction cleaning of work areas and sanitary ware
- Materials and equipment preparation and checking
- Inspection and preparation of work area
- Preparation of consumables
- Safe handling of materials and equipment
- Post cleaning inspection
- Waste removal and safe disposal

Skills

- Understanding and following written and verbal standard operating procedures including preparation of consumables and equipment including mixing of solutions
- Working in a team and lone working as required by taking on specific cleaning activities
- Responding to customer and/or public needs eg passing on complaints and requests, and giving directions
- Following a schedule of work including cleaning activities by area
- Operating within tight time schedules including performing specific cleaning activities within specified times

Behaviours

- Be dependable in terms of time keeping and approach to work
- Work in a systematic way following instructions including sequence of cleaning activities and preparation of materials
- Learn from mistakes and accept feedback from team leaders, supervisors and clients
- Act responsibly at work following agreed health and safety practices, dressing and speaking appropriately and being the front line representative of the company
- Ask questions and seek help about processes, use of equipment, ratios and quantities of consumables to use and how to handle problems
- Dress appropriately for work in terms of shoes, protection of clothing, personal jewelry and public image of the company
- Ensuring personal cleanliness and hygiene
- Presenting a good image to customers and the public
- Being customer focused in terms of responding to requests, answering their questions and passing on information and requests to appropriate people

Attitudes and Personal Attributes

- Flexibility in terms of times of working, places of work, covering for absence and performing different cleaning tasks as requested
- Honesty in terms of respecting other people's property, performing tasks contracted for and working the full hours paid for
- Willingness to learn in terms of new processes, use of new equipment, adopting new working practices and responding to suggestions and criticisms
- Positive approach to others in terms of respecting other people's needs, wishes and personal preferences
- Taking an interest and pride in doing the job well in terms of performing

tasks thoroughly, inspecting final work surfaces and being anxious to preserve a clean and safe working environment for others

Worksheet 8

The Skills Planner

For each of the following skills, decide which skill you feel confident about and which you need to work on.

Be honest and realistic.

That means where you are confident then say so as well as identifying skills to be developed.

The training will provide plenty of chances to work on the skills you need.

The planner will help us to meet your individual needs.

Functional Skills

Skill	Confident	Not Confident	Not Sure
1. Understand and follow written and verbal instructions			
2. Respond to requests for information from others			
3. Following a series of instructions in the correct order			
4. Complete basic forms			

5. Read and understand information about quantities and amounts			
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Cleaning Operative Functional Skills			
Skill	Confident	Not Confident	Not Sure
6. Add, subtract, multiply and divide numbers			
7. Record information on forms			
8. Writing brief notes and messages			
Working With Others			
1. Working in a team			
2. Following instructions from others			
3. Engage in conversation with others including customers and fellow workers			
4. Sharing out work between the team			
5. Accepting feedback (good and bad) from others			
6. Solving immediate problems in the team			

7. Knowing when to seek help from others to solve problems			
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Attitudes and Behaviours

Skill	Confident	Not Confident	Not Sure
1. Turning up on time and regularly			
2. Carrying out work step by step and in the right order			
3. Accepting when you have made a mistake and learning from it			
4. Taking instructions from others			
5. Asking questions when you don't know or are unsure of something			
6. Being flexible about when and where you work			
7. Willing to learn new things			
8. Checking final work to make sure it is right			

Summary

List the **3** skills you are **least** confident about:

List the **3** skills you are **most** confident about:

Are there any other skills you would like to learn during the training?

Worksheet 9

Skilled Cleaners Shine Through

Importance of the Cleaning Industry

- How much is the cleaning industry worth each year?
- How many people are employed in the cleaning industry?
- How many companies are there in the cleaning industry?
- Are they all in the private sector?

The Cleaning Workforce

- What percentage of the workforce is male?
- What percentage of the workforce is female?
- How many cleaners work full time?
- How many work part time?

Changes in the Cleaning Industry

- What are the major factors influencing the cleaning industry?
- How is the cleaning industry changing to meet the new challenges?
- What are the major benefits of for cleaners of receiving training ?
- How do employers and customers benefit from trained cleaners?
- What happens when there is no training?

The Variety of Types of Cleaning

- Where have you seen cleaning taking place ?
- How many types of cleaning have you seen?
- What range of equipment was used?

From watching this, what is your overall impression of the cleaning industry?

Worksheet 10

Typical Job Roles - Cleaning

Types of cleaners

Carpet Cleaner

A Carpet Cleaner is a person who removes stains and dirt from carpets and upholstery using a variety of different methods. They may also apply protectors and anti-static treatments, renovate, clean offsite and make repairs.

Cleaner

A Cleaner is a person who removes everyday dirt and grime from buildings. You may also be called a Cleaning Operative, Housekeeping Assistant, Cleaning Ancillary or Domestic Service Assistant.

Food Premises Cleaner

Someone who cleans food premises and may carry out deep cleans when required.

Highways Cleaner

A Highways Cleaner is a person who removes litter, debris, dirt and grime from streets and public places.

Transport Cleaner

A Transport Cleaner works on any vehicle that carries passengers – making all of the internal and external parts clean, hygienic and safe for people to use.

Window Cleaner

A Window Cleaner is a person who removes dirt and grime from windows and facades and cleans to meet the required standard.

Qualities Needed**Carpet Cleaner**

Reliable and a good time keeper
Enjoy working with people
Aware of health, safety and hygiene issues
Able to work on team or on your own
Able to complete work within deadlines
Good knowledge of different types of carpets and the correct methods and chemicals to clean them with

Cleaner

Understand the need for confidentiality
Able to work to a high standard
Able to manage your own workload
Reliable and good time keeper
Enjoy working with and meeting new people
Able to work as part of a team or on your own
Aware of health and safety issues

Food Premises Cleaner

Reliable and good time keeper
Enjoy working with people
Able to work in a team or on your own
Able to get good results
Work in a safe, healthy and hygienic manner
Be aware of cross contamination procedures

Highways Cleaner

Reliable and good time keeper
Enjoy working with people
Able to work in a team or on your own
Able to manage own workload
Aware of health, safety and hygiene issues
Work to a high standard

Transport Cleaner

Reliable and a good time keeper
Able to work within a team and on your own
Pride in the results of your work
Know about health, safety and hygiene issues
Able to manage your own workload
Be security conscious and deal with lost property
Enjoy working with people

Typical Day

Carpet Cleaner

In my job as a carpet cleaner I travel a lot and carry my equipment with me in my van. I sometimes work unsociable hours when I'm cleaning empty buildings at night. I may also need to clean during the day or at weekends. I also have to remember to test for shrinkage and colourfastness before I start to clean. It is important that carpets are cleaned correctly using the right chemicals and equipment.

Cleaner

I work as a cleaner for a large company along with 20 other people. I arrive early and work for 2 hours each day. I thought that being a cleaner was easy; that's not the case. You have to be able to organise yourself, be competent in the tasks to be carried out and work to the standard required. If I don't clean properly and safely, people could be put at risk from accidents and infections.

Food Premises Cleaner

I work shifts in a kitchen or a large works canteen and my job includes such things as collecting and emptying waste bins and generally keeping the area clean. At the end of the shift I may have to deep clean food preparation, cleaning equipment or walls, ceilings, floors or drainage systems. My job is extremely important and I need to know how to clean systematically to prevent cross – contamination of germs from dirty to clean areas.

Highways Cleaner

I work as a Highways Cleaner for a local council. I start work early in the morning. When I arrive at work I meet up with the rest of the team. I probably won't see them again, it depends what time I finish work. I work with a mate and we take it in turns to drive a large street cleaning vehicle. We have to clean our vehicle daily before the end of each shift.

Transport Cleaner

I work as a Transport cleaner for a national rail company. There are different types of cleaning to do everyday, such as - Collecting litter and removing spillages while the train is moving, cleaning the train at the end of each journey. I work shifts and have different time of the day to start and finish throughout the week.

Window Cleaner

I work as a window cleaner for a small firm, with just 10 employees, although I have a regular working partner. I arrive early and work full days. I used to think that being a window cleaner was easy but I've found that's not the case. I have to work to a high standard and be highly organised. We clean commercial and domestic windows and need to be very health and safety conscious, especially when working at heights. We may have to collect money and get new business.

Working Hours

Carpet cleaner

Being a Carpet Cleaner means I work varied hours. On a typical day I could work a 9-5 shift however sometimes I have to work over the weekend or at nights when people are not there. This suits me as it means I get to have days off in the week and regular lie ins!

Cleaner

As a cleaner I can work part time either in the morning - before people get to work, during the day or at night when people have left the office – it all depends on who you work for. Cleaning in the day requires me to be smart, polite and friendly as I often get asked questions by the public.

Food Premises Cleaner

As a Food Premises Cleaner I work in a busy kitchen and this requires me to work shifts. I prefer to work in the morning so I can leave early but sometimes I work in the day or even on the night shift. There's also an option to work on a split shift which runs from 11 – 3 and then 6- close.

Highways Cleaner

Working as a Highways Cleaner means getting up early to start work but also means I get to go home early too! We have to work early in the morning while there are only a few other vehicles on the road to make our job easier.

Transport Cleaner

I work shifts as a Transport Cleaner and the shifts can change each week on a rota system. This works out well as it means I never get bored and sometimes get to have lie ins and sometimes the whole day off!

Window Cleaner

Working for myself as a Window Cleaner, I get to choose how many hours and when I want to work. Some days I will not have any work on at all and others I may work all day and then collect money at night from the houses. I especially like these days as they

Worksheet 11

Cleaning and the Workplace

Health, safety and environmental protection

All companies will have a formal health and safety (HSE) policy document and set of procedures.

There are some sample documents available and you will study one in detail during your work placement.

Policies and procedures normally cover:

- **your responsibility to be safe and ensure the safety of others**
- **the company's responsibility to ensure your safety at all times**
- **health and safety personnel**
- **site safety procedures**
- **safety signs and their meaning**
- **reporting arrangements**
- **lines of responsibility in work environment for safety**
- **use of materials and equipment**
- **sources of first aid**
- **personal action in the event of a fire**
- **evacuation procedures and assembly points**
- **hygiene and cleanliness in the workplace**
- **personal protective equipment (PPE) and its use**
- **colour coding, storage and handling**
- **safe condition of materials and equipment**

	<p>We will cover all of the above during the training.</p>
<p>Roles, responsibilities and reporting</p>	<p>Following the company’s line management and reporting system is very important.</p> <p>Each company will have its own structure and names for different people – supervisors, team leaders, line managers etc.</p> <p>The main things involved are:</p> <ul style="list-style-type: none"> – knowing who your immediate line manager is – following given instructions as requested – asking about things you don’t understand before doing things – seeking help from the right person if you’re not sure – reporting faulty equipment to the right person – requesting more materials in good time to the right person – passing on information from customers and colleagues to the right person – knowing the limits of your responsibility and not going beyond them – filling in company documents at the right time accurately <p>We will cover all of the above during the training.</p>

Terms and Conditions of Employment

You will have a formal contract of employment with the company which sets out the terms and conditions of employment.

This normally covers:

- eligibility to work in the UK
- working hours and overtime
- timesheets
- payment for work
- disciplinary and grievance procedures
- job description and work activities
- holidays
- sickness
- absence from work
- retirement
- termination of employment
- employee relations
- personal and company property
- right of search
- workwear
- vehicles
- keys
- behaviour and language
- training policy
- personnel and record keeping
- standards of performance
- performance review and appraisal
- period of notice

We will cover all of the above during the training.

<p>Work Patterns and Requirements</p>	<p>There is great flexibility in patterns of working depending upon whether you are working full time or part time.</p> <p>The following ways of working are common across the industry:</p> <ul style="list-style-type: none"> - cleaners are often one of a large team but have to work on their own cleaning specific areas within a fixed time eg 10 minutes per room - shift work is common with shift requirements changing and sometimes involving unsocial hours - part time working is common which allows people to fit work around other commitments they may have eg children at school or caring responsibilities - cleaners can be responsible for vehicles and equipment and their movement from work site to work site - cleaners are often the front line contact with the company's customers which means they have a customer service role - when working in a team of cleaners you must be able to carry out a range of cleaning duties in order to cover for absence or changes to routines <p>We will cover all of the above during the training.</p>
<p>Career Structure and Progression</p>	<p>The usual pattern of career development for cleaners involves:</p> <p>basic skills cleaner</p> <ul style="list-style-type: none"> ▫ multi-skilled or specialist cleaner ▫ team leader <ul style="list-style-type: none"> ▫ supervisor <ul style="list-style-type: none"> ▫ contract manager <ul style="list-style-type: none"> ▫ senior manager

Worksheet 12	
Application Forms	
Structure	<p>While individual application forms vary slightly, they all seek the same basic information.</p> <p>Companies place great store on the first impression you make through the application form.</p> <p>Spending time on getting it right is essential to get to the interview stage.</p> <p>Application forms often cover the following:</p> <ul style="list-style-type: none">– Position applied for– Where you saw the post <p>Personal Details</p> <ul style="list-style-type: none">– Title : Mr/Mrs/Ms/Miss– Surname– First Name– Address– Postcode– Telephone Number (home and mobile)– National Insurance Number <p>Qualifications</p> <ul style="list-style-type: none">– Subjects– Type of qualification– Grade– Year– Where obtained (school etc) <p>Relevant Training Courses</p> <p>Include all training however short</p> <ul style="list-style-type: none">– Course– Subject

- **Provider**
- **Length of Course**
- **Year**

Employment History

It's usual to with latest employer first

- **Employer name and address**
- **Job held (title)**
- **Main duties**
- **Start and Finish dates**
- **Salary**
- **Reason for Leaving**

You need to provide a complete list with no gaps.

If there are gaps you need to give a reason for this.

Relevant Knowledge, Experience and Skills

This is not always asked for.

Important to focus on relevant experience and skills here.

Don't forget to include part-time and voluntary work here – you have more skills and experience than you think you have!

Criminal Convictions

Any convictions must be recorded with details.

Some offences you do not have to declare depending upon when they happened and how serious they were. This is covered under the Rehabilitation of Offenders Act 1974.

Some jobs require automatic Criminal Record Checks before you can work in certain settings.

Talk to your tutor if you have any specific issues about this.

Health/Medical Information

Some forms are more detailed than others.

Most employers will ask how many days absence you have had from work due to illness in the last 12 months and may ask for some details.

You might well be asked if you smoke

There will probably be a section asking about any major health problems.

If you have a registered disability it will be important to provide details.

This will enable the employer to consider whether or not they need to make “reasonable adjustments” to the working environment – meaning changes to the place or work or equipment that will help you.

General Information

This can obviously cover a wide range of additional information that will have an influence on the job. For example whether you have a full driving licence and access to a car.

References

Two references are normally required, one usually being your last employer (some companies insist on this).

You need to give a full name and postal address as well as a telephone contact number.

You also need to indicate the job role of the person or state their occupation.

One reference could be a “personal reference” – someone who knows you well outside work in a responsible position. This could be a teacher, community leader, youth club worker etc

You will normally be asked if you are happy to have the references taken up immediately or wait until an offer of employment has been made.

Eligibility to Work

You might well be asked to prove that you are entitled to be resident and work in the United Kingdom.

Proof of identity, national insurance number, work permits and other eligibility checks can be asked for.

County Court Judgements and Bankruptcy

Employers sometimes ask for details of these but not always

Declaration

There is normally a statement that failure to declare any relevant information or giving false information could lead to dismissal if you get the job.

You then have to give permission for the company to obtain references.

The final part of the form involves a signed statement that the information you have provided is true to the best of your knowledge.

You normally have to also give permission for the company to keep and process your information for the purposes of the application.

It all sounds very complicated but most of it quite routine.

You will have the chance to practise completing some typical application forms.

Your workbook will help you collect all the information you will need to fill up any application form.

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Worksheet 13

Cleaning Operative Job Interviews

The interview is your chance to impress the employer.

It requires careful preparation.

Before the Interview

- **Check on location and time needed to get there**
- **Plan on arriving early**
- **Try to find out something about the company (they might ask you what you know at the interview)**
- **Prepare some questions about the job in case you are asked if you have any**
- **Go over your application form and “guess” the questions they will ask about each part of it (a likely question is “Tell us more about your last job and what you did”)**
- **Look through your Workbook and make sure you are able to describe the skills you have developed and the experience you have gained**
- **Make sure you have all the documents/information you are likely to need eg National Insurance Number, Certificates**
- **Practise giving answers to questions. Get someone to listen to your answers and give you feedback.**

Typical questions to practise answers to:

- **Why did you apply for the job?/What attracted you to the job?**
- **What relevant experience or training have you got?**
- **What did your last job involve?**
- **What sort of training have you been on**

The more you go through the event before it happens the easier the actual interview will be.

On the Day of Interview

- **Dress smartly**
- **Arrive early**
- **Have all the documents you are likely to be asked for to hand**
- **Have your Workbook ready as a reference/reminder**
- **Smile!**
- **Be prepared for some general “icebreaking” questions to put you at your ease**
- **Answer the questions you’re asked clearly and briefly**
- **Don’t “tip out” everything whether it’s relevant or not**
- **Be prepared to “go with the flow” even if the interview isn’t as you expected**
- **Don’t give up if you think you have answered one question badly – the employer is looking at your overall performance**
- **Be ready to perform a physical task if asked**
- **Be ready for a written activity**
- **If there is more than one interviewer always look at the person who asked you the question**
- **Sit upright and face the person directly**
- **Don’t fidget or move around too much**

- **Maintain concentration and focus**
- **Be honest in your answers**
- **Make sure you ask the questions that you need answers to**
- **Thank the interviewer at the end of the session**

Worksheet 14

Preparing for the Mock Interview

Study the job advertisement

- 1. Identify the skills the employer is likely to be looking for**
- 2. Make a list of the information and documents you will need for the interview**
- 3. Make a list of questions you are likely to be asked**
- 4. Make note on how you would answer each question**
- 5. Make a list of questions you want to ask**

6. Identify the skills you have that are relevant to the job

7. Identify things from your past experience that are relevant to the job

Worksheet 15

Cleaning Operative After the Interview

- 1. Which things do you think went well in your interview?**
- 2. Were you surprised by any of the questions?**
- 3. Which questions did you find most difficult to answer?**
- 4. Which things do you think went badly in your interview?**
- 5. What would you do differently if you had a second chance?**

6. Are you more or less confident about interviews now than before?

Worksheet 16

The Cleaning Quiz

Question	Answer
1. Name 3 things you should always do before beginning any cleaning process?	<ol style="list-style-type: none"> 1. 2. 3.
2. What is mop sweeping?	
3. Name 4 things you would expect to find in your contract of employment?	<ol style="list-style-type: none"> 1. 2. 3. 4.
4. I have between 3.30pm and 5.00pm to clean 5 classrooms. How long do I have to clean each room?	
5. If a sign is in blue, what does that mean?	
6. Which colour is used to give information about fire equipment?	
7. Which colour and symbol is used to show that a liquid can irritate the skin and/or eyes?	
8. What is the best way of covering the work area when single solution mopping?	

Question	Answer
9. Name 2 things you will find on a data safety sheet	<ol style="list-style-type: none"> 1. 2.
10. How many millilitres are there in a litre?	
11. Name 3 things you must do after you have cleaned a surface before it is safe for the public to use	<ol style="list-style-type: none"> 1. 2. 3.
12. What information do you need to provide on a job application form?	
13. Name 3 things to do before a job interview	<ol style="list-style-type: none"> 1. 2. 3.
14. Name 2 things you can do to keep yourself and others safe at work	<ol style="list-style-type: none"> 1. 2.
15. What is suction cleaning?	
16. What have you learned about having a job interview?	

Worksheet 17

Writing a CV

CV means Curriculum Vitae which is Latin for the course of a life or a career.

It is a brief account of your career and training prepared when applying for a job.

It will contain much of the same information as in a job application.

The difference is that you are in control of what you put in and how you present it.

Sometimes employers will ask you to include your CV along with an application form.

You can use your CV to search for jobs by sending it out to companies even if they have not advertised a job.

Your CV has to stand out. Therefore:

- keep the layout clear and simple**
- keep it short and focused on what an employer wants to know**
- make sure you keep to main points which are relevant to employment**
- help the reader to find the keywords they are looking for**
- stress positive things and present yourself positively**
- guide the reader to relevant skills and experience**
- be honest about your experience and what you can do**
- get at least one other person to check the spelling and content**

Once you have a good CV you can use it over and over again, so spending time getting it right now will help you in the future.

There are many ways of setting the information out but the main things to cover are:

Personal Details

- **full name**
- **date of birth**
- **status (optional but employers often ask for this)**
- **contact address**
- **telephone number(s)**

Profile

- **a brief summary about yourself where you highlight 2-3 major skills and abilities**
- **this may be the only thing the reader will consider when deciding to go on to the detail**

Skills and Experience/Work History

- **start with last job first and work backwards**
- **give job title with start and finish dates and a brief summary of what you did and the skills you used**
- **include all relevant experience**

Education and Training

- **give name of school, college etc with start and finish dates**
- **list qualifications achieved with dates and grades**
- **list training courses with start and finish dates and provide brief details of content and skills gained**

Interests

- **activities and experience outside work which will mark you out**

from
 other applicants and give a sense of the sort of person you are
 eg
 sports, voluntary work, hobbies, interests and enthusiasms
 You can have a look at different layouts and then prepare your own CV

Worksheet 18

Careers in Cleaning

Worksheet 18 - Careers in Cleaning

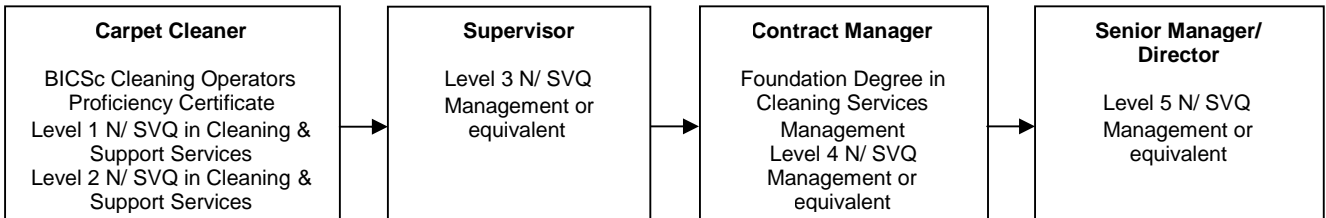
Carpet Cleaner

A Carpet Cleaner is a person who removes stains and dirt from carpets and upholstery using a variety of different methods.

Skill Requirements

- Reliable and a good time keeper
- Enjoy working with people
- Aware of health, safety and hygiene issues

Progression = Training and qualifications



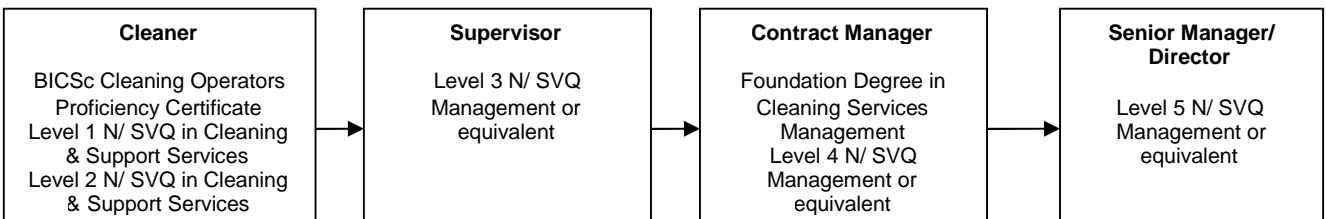
Cleaner

A Cleaner is a person who removes everyday dirt and grime from buildings.

Skill Requirements

- Able to work to a high standard
- Able to manage your own workload
- Reliable and good time keeper

Progression = Training and qualifications



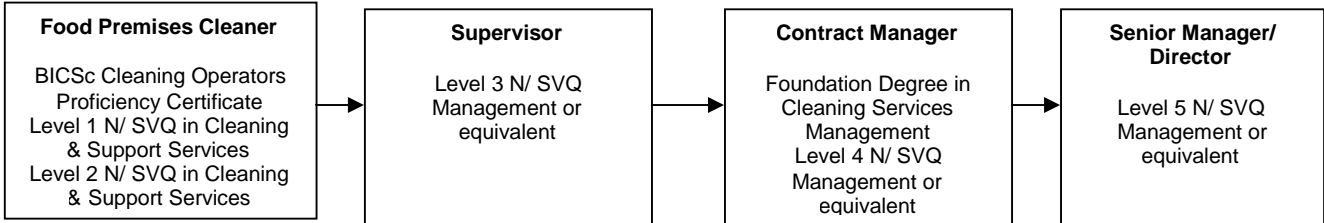
Food Premises Cleaner

Someone who cleans food premises.

Skill Requirements

- Reliable and good time keeper
- Enjoy working with people
- Able to work in a team or on your own

Progression = Training and Qualifications



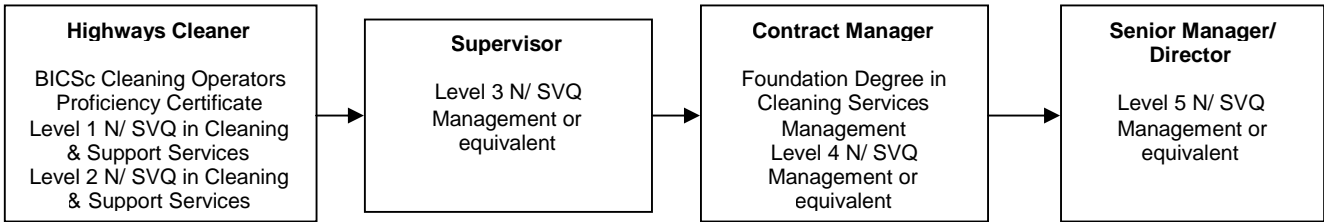
Highways Cleaner

A Highways Cleaner is a person who removes litter, debris, dirt and grime from streets and public places.

Skill Requirements

- Reliable and good time keeper
- Enjoy working with people
- Able to work in a team or on your own

Progression - Training and Qualifications



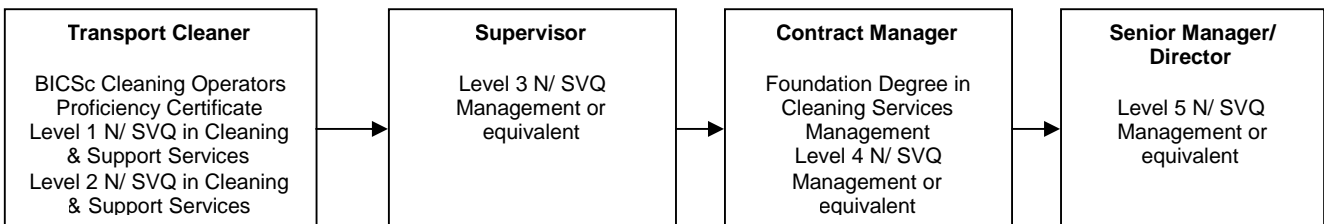
Transport Cleaner

A Transport Cleaner works on any vehicle that carries passengers – making all of the internal and external parts clean, hygienic and safe for people to use.

Skill Requirements

- Reliable and good time keeper
- Able to work in a team or on your own
- Know about health, safety and hygiene rules

Progression = Training and qualifications



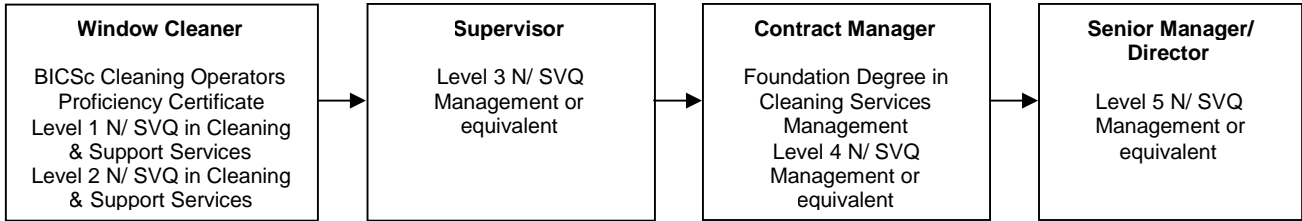
Window Cleaner

A Window Cleaner is a person who removes dirt and grime from windows.

Skill Requirements

- Reliable and good time keeper
- Ability to communicate
- Able to work in a team or individually

Progression = Training and Qualifications



Worksheet 19

Skills Checker and Personal Skills Plan

You are now 6 days into the training programme. Time to take stock of the skills you have and which ones you want to develop.

**Indicate your level of confidence in each of the following groups of skills:
 1 = fully confident that you have the skill and could use it in the workplace
 2 = confident using the skill in training course but not yet in the workplace
 3 = not confident that have the skill and need more practice**

Work Activities

1 2 3

- Mop sweeping
- Single solution mopping
- Suction cleaning
- Cleaning sanitary ware
- Dusting, damp wiping and polishing
- Materials and equipment preparation and checking
- Inspection and preparation of work area
- Preparation of consumables
- Safe handling of materials and equipment
- Post cleaning inspection

<ul style="list-style-type: none"> • Waste removal and safe disposal 			
<p>Functional Skills</p>	1	2	3
<ul style="list-style-type: none"> • Understanding and following written instructions • Using datasheets to prepare for cleaning • Following verbal instructions from trainers • Preparing consumables and equipment • Mixing of solutions • Working in a team to perform tasks • Working alone unsupervised • Keeping to time schedules • Filling out forms and timesheets • Responding to customers and the public • Passing on complaints and requests to others • Carrying out cleaning tasks within set times • Adding and subtracting numbers • Measuring amounts and quantities • Multiplying and dividing numbers 			

Behaviours	1	2	3
<ul style="list-style-type: none"> • Turn up on time on a regular basis • Approach work in a positive manner • Work in a systematic way and do things in the correct order • Learn from mistakes • Accept feedback from others • Act responsibly at work following agreed health and safety practices • Ask questions and seek help about activities you are not sure about • Dress appropriately for work in terms of shoes, protection of clothing, personal jewelry and image • Ensure personal cleanliness and hygiene • Presenting a good image to customers and the public • Being customer focused • Willingness to learn new processes and activities • Positive approach to others in terms of respecting other people’s needs, wishes and personal preferences 			

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Worksheet 20

Solving Problems at Work

Some golden rules:

- raise problems early with the right person
- don't assume that it's your fault
- make sure you know the right person to deal with the issue
- always go through your team leader/supervisor
- never take action on your own without checking on things first
- be clear about what the problem is and what you would like to see happen
- you will still be working with the same people after the problem has been solved

Problem Situations – What would you do?

- 1. You are new to the cleaning team but seem to be getting all the hard or difficult jobs all the time. What do you do?**
- 2. You are finding it difficult to fill in your time sheets as you don't really understand the form. What do you do?**
- 3. A long standing members of the team you have just joined seems to have taken a dislike to you and is making critical and really quite unpleasant comments about you. What do you do?**
- 4. You are finding it difficult to keep up with the pace required, especially the amount of time you have to complete cleaning in each room. What do you do?**

5. Equipment that other people have used is often returned to the store are either broken or in a condition which makes it unusable. What do you do?

6. You think that you have been underpaid for the hours you have worked. What do you do?

Worksheet 21

Work Placement

What do you want to get out of the 3 weeks?

Which parts of the 3 weeks are most looking forward to?

Which parts are you most concerned about?

What do think employers are expecting from you during the 3 weeks ?

What do you need to know before you begin your work placement?

What do you need to plan before the work placement?

Some things to consider:

- how do I get there?
- how long will it take?
- who do I report to?
- have I got the right clothes?
- who will be my supervisor?
- how do I contact my tutor?

Worksheet 22

Customer Service

Cleaning companies put great emphasis on customer service as the competition for contracts is fierce. Customer Service regularly appears as one of the top ten issues for employers.

Clients judge a company by the quality of the staff as much as by the quality of the cleaning done.

What is Customer Service?

“Customer service is the sum total of what an organisation does to meet customer expectations and produce customer satisfaction”

Institute of Customer Service

For the company, this translates into:

- knowing which services the customer wants
- listening to what the customer says
- doing things right first time
- dealing with complaints when things go wrong
- thinking about other services and products the company could provide

Why do cleaners need good Customer Service ?

You are the face of the company on a daily basis.

10 things you can do to ensure satisfied customers:

- courtesy
- reliability
- appearance
- competence

- good timekeeping
- efficiency
- consistency
- honesty
- response to queries and requests
- passing on complaints

Situations and Solutions

1. You have been cleaning in a banking company for the last four months. They want to change your hours to fit around their overseas banking hours.

What do you say to the customer?

2. The store manager wants to have the display windows cleaned as well as the shop floors in future.

What do you say to the customer?

3. The cleaning superintendent at the hospital does not like the way you dress

when cleaning the waiting room areas and tells you this.

What do you say to the customer?

4. The station superintendent complains to you about the cleanliness of the toilets

as she has had lots of complaints from customers over the last two weeks.

What do you say to the customer?

**5. A member of the public in the shopping mall comes up to you and complains of feeling unwell.
What do you do?**

Worksheet 23

A Broader Skills Mix for Cleaners

The cleaning industry is changing rapidly:

- **new machinery and equipment**
- **changes in legislation**
- **new working practices including full-time day-time cleaning**
- **changing demands of customers**
- **cleaning as one a set of integrated services (facilities management)**
- **cleaning and support services and environmental protection**
- **increased focus on productivity and efficiency in terms of cost reduction and best use of equipment**

This demands a new skills mix for cleaners:

- **greater levels of autonomous working (working alone) requiring more self management of time and resources**
- **delivering multi-service contracts requiring cleaners to be multi-skilled across a broader range of cleaning skills**
- **increased contact by cleaners with clients and their customers**

in shopping malls, airports and hospitals

- **increased role for cleaners in front line security in airports, train stations, the underground and in shopping malls**
- **increased demand for specialist cleaning functions such as infection control and clean room operations**

Cleaners in the future will need:

- **good self management skills in terms of planning, sequencing and pacing of work**
- **improved customer care skills to communicate with clients and their customers**
- **a broad mix of cleaning skills including some specialisms capacity to take on new and broader range of functions**

Worksheet 24

Site Visit to Work Placement

You need to gather the following information during your visit.

You may want to make notes or ask for documents and then complete the sheet afterwards.

Name and address of the company

Company's main business activity

Contact telephone number in company

Name and job title of company contact

Start and finish times for the 3 weeks

Place you will be working if different from main company	
Name of supervisor for the 3 weeks and contact telephone number	
Main activities you will be performing	
Equipment and materials you will be using	
Who you will be working with	
Details of training you will be given	
Company's: Health and Safety Policy Terms and Conditions	
Support the company will provide during 3 weeks placement	

Your travel plan for getting to place of work	
Any other comments	

Worksheet 25

Worksheet 25

Individual Feedback on Site Visit to Work Placement

Did you gather all the information you needed ?	If NO what information do you need?
Did you meet all the people you needed to?	If NO who else do you need to meet?
Have you got all the contact details you need?	If NO which details do you need to get?
Have you got a clear idea of the work you will be doing?	What will you be doing at work?
Are all the details of start and finish times clear to you?	Do you have any issues about times and place of work?
Did you meet the	If NO who do still need to meet?

people you will be working with?	
Did you get details of the training you will receive?	If YES what will the training consist of?
Do you have any remaining issues or concerns about the work placement arrangements ?	If YES what are they?
First impressions?	

Worksheet 26

Cleaning and IT

Cleaning is not usually associated with computers and technology – but that is changing.

The sort of equipment you may well be using in the future includes:

Company mobile telephone to:

- keep in touch with office
- contact your supervisor or other team member
- phone in requests
- contact customers
- deal with emergencies or changes to schedule
- send and receive text messages

Hand-held logging devices to:

- show where you are
- log in and out from work
- respond to queries and requests

Computer terminals to:

- update resource records
- place orders for supplies
- complete timesheets

Common IT skills you may need in the future include:

- understand and use the 24 hour and 12 hour clock
- select from menus using icons
- use passwords and PINs
- use touch screens
- input data using keyboard
- use correct start up and shut down procedures
- put in codes and reference numbers
- access, read and respond to emails
- enter and edit simple information (name, PIN, reference code)
- check content and correct errors

Worksheet 27

Team Assignment

The Task

To clean an office area including:

- hard floor surface,
- desks,
- computer screens,
- windows,
- kitchen area
- toilet.

Plan the activity

- 1. Decide who will act as team leader**
- 2. Decide which equipment you will need to carry out all tasks**
- 3. Identify consumables and quantities needed**
- 4. Identify and collect personal protective equipment for all parts of the task**
- 5. Decide on the order in which tasks will be performed and who will do them**
- 6. Work out a sensible time for each task and a total time for the whole**

activity

7. Agree between you how you will check that each area and surface has been cleaned properly

Carry out the cleaning activity

8. As a team decide which things you did well and what less well

9. Listen to the feedback on your performance from your tutor

10. Decide how you would go about doing the task next time

Decide which team performed best

11. Identify why they were the best team

12. What have you learned ?

These materials have been developed by **Asset Skills** in conjunction with employers from the sector and are available free of charge for use in supporting training programmes.