

Cleaning Operative

Tutors' Notes for Two Week Off the Job Training Programme

Day 1		
Timing	Details	Learning Aims
10.00 – 10.30	<p>Welcome and Introductions (5 mins)</p> <p>Ice Breakers: Something in Common (10 mins) Participants chat to immediate neighbour to find out two things they have in common. Each person reports back to the whole group on what they have found out.</p> <p>Favourite Places in the World (15 mins) Spaces in the room are allocated to different parts of the world. Participants are asked to go to their favourite place. Each is asked to explain why they chose that place and what associations it has for them</p>	<p><i>The aim of this session is to relax participants who may be uncomfortable back in the learning environment and to help to get to know new people.</i></p> <p><i>You may wish to substitute alternative ice breakers you have found to be more effective.</i></p>
10.30 – 10.45	<p>Introduction to the Training Programme</p> <ul style="list-style-type: none"> - health, safety and domestic arrangements of building - start and finish times - breaks - arrangements for food - travel arrangements - funding support and payment (Local Sheet) <p>Questions and Answers</p>	<p><i>The aim of this session is to establish ways of working and tackle domestic issues.</i></p> <p><i>Your organisation will have its own H+S requirements, code of behaviour, etc.</i></p> <p><i>Start and finish times vary to reflect the working environment.</i></p> <p><i>Travel and funding arrangements will have to be negotiated with training funder who may well be present at this introductory session.</i></p>
10.45 – 11.00	Break	

Timing	Details	Learning Aims
11.00 – 11.45	<p>The Training Programme</p> <ul style="list-style-type: none"> - purpose and structure of training programme (Worksheet 1) - work placement <p>Questions and Answers</p>	<p><i>The aim of this session is to provide an overview of the whole programme. Learners should be fairly familiar with this following the selection process.</i></p>
11.45 – 12.00	<p>Details of the 5 Weeks Programme</p> <ul style="list-style-type: none"> - outline of 2 week training programme (Worksheet 2) - roles and responsibilities (Worksheet 3) - role of employer and 3 week work placement introduction to the Workbook 	<p><i>The aim of this session is to explain the structure of the ten day training programme and introduce its content. Learners need to see how hands-on practical skills are interwoven with employability skills bases on active learning.</i></p> <p><i>Roles and responsibilities is an informal learning contract with an emphasis on participation and your support for their learning.</i></p>
12.00 – 12.45	<p>Lunch</p>	
12.45 – 1.15	<p>What is Cleaning?</p> <ul style="list-style-type: none"> - perceptions of cleaning (Worksheet 4) - Cleaning Quiz I (Worksheet 5) - what is involved? (Worksheet 6) 	<p><i>The aim of this session is to flush out perceptions and levels of understanding about the cleaning industry. Answers to Worksheet 5 are: 1 d); 2 e); 3 59%; 4 86%; 5 b); 6 e); 7 c); 8 around the National Minimum Wage.</i></p> <p><i>Worksheet 6 has no fixed answers and is a lead into Worksheet 7.</i></p>
1.15 – 2.15	<p>Skills I Will Need</p> <ul style="list-style-type: none"> - your skills checklist - employers' skills checklist (Worksheet 7) <p>Group discussion and review of how training programme will deliver these skills</p>	<p><i>The aim of this session is to introduce learners to the full range of activities, skills and behaviours employers have defined as essential to cleaning.</i></p> <p><i>The content is drawn from employability checklists and forms the basis for all the activities on the programme.</i></p>
2.15 – 2.30	<p>Break</p>	

Timing	Details	Learning Aims
2.30 – 3.15	<p>Being At Work</p> <ul style="list-style-type: none"> - what I like about work - what I don't like about work - what I will find most difficult <p>Flipchart group activity</p>	<p><i>The aim of this session is to explore concerns and issues about returning to work.</i></p> <p><i>You may wish to structure it as an open discussion or paired/group work with feedback</i></p>
3.15 – 3.45	<p>What Do I Want to Learn?</p> <ul style="list-style-type: none"> - Skills Planner (Worksheet 8) <p>Individual interviews to check out individual feelings and reactions to the programme whilst others are completing their Skills Planner</p>	<p><i>The aim of this session is to explore is to provide self-evaluation based on the skills identified by employers. You may want to supplement with your own diagnostic tools.</i></p> <p><i>One to one interviews are designed to gauge levels of comfort with the programme.</i></p>
3.45 – 4.00	<p>Review of the Day</p> <p>Outline of Tomorrow's Activities and Start Time</p>	<p><i>The aim of this session is to allow learners to give you feedback about their feelings and reactions to the learning programme.</i></p>

Day 2		
Timing	Details	Learning Aims
9.30 – 9.40	Thoughts and Feelings About <ul style="list-style-type: none"> - yesterday - the rest of the week 	<p><i>The aim of this session is to provide another opportunity to check out levels of comfort and set the scene for the day.</i></p> <p><i>Also an opportunity to explain the programme again.</i></p>
9.40 – 10.30	What is the Cleaning Industry? Skilled Cleaners Shine Through (CDRom -15 mins) Group Discussion using (Worksheet 9 - Questionnaire) and open discussion Typical Job Roles (Worksheet 10) Discussion	<p><i>The aim of this session is to provide a good general introduction to the skills involved in the cleaning industry and to emphasise the importance of the industry.</i></p> <p><i>The job profiles are taken from existing career materials and emphasise the generic employability skills as well as providing a picture of what the job is like.</i></p> <p><i>Complete sets of these are available from Asset Skills.</i></p>
10.30 – 11.00	Cleaning and the Workplace <ul style="list-style-type: none"> - health, safety and environmental protection - roles, responsibilities and reporting - terms and conditions of employment - work patterns and requirements - career structure and progression (Worksheet 11) Questions and Answers	<p><i>The aim of this session is to cover the main aspects of employment in the cleaning industry normally covered in an induction programme.</i></p>
11.00 – 11.15	Break	

Timing	Details	Learning Aims
11.15 – 12.00	<p>Introduction to Basic Cleaning Skills I</p> <ul style="list-style-type: none"> - materials and equipment - consumables and their preparation - safe handling of materials and equipment <p>Workshop Demonstration and Practice</p>	<p><i>The aim of this session is to provide a demonstration of how to handle and use basic cleaning materials and equipment.</i></p> <p><i>As a minimum this should include: relevant risk assessment sheets; basic personal protective equipment; warning signs; mops and buckets; protective sheets; two items of machinery (such as mop and suction cleaners); measuring and dispensing bottles; jugs and pumps; two different types of cleaning agents.</i></p> <p><i>The process should be largely demonstrated but there may be opportunities to allow learners to carry out certain procedures provided all health and safety requirements can be maintained.</i></p>
12.00 – 12.45	<p>Lunch</p>	
12.45 – 1.15	<p>Introduction to Basic Cleaning Skills II</p> <ul style="list-style-type: none"> - inspection and preparation of work area - post cleaning inspection - re-establishment of work area - waste removal and safe disposal <p>Workshop Demonstration and Practice</p>	<p><i>The aim of this session is to introduce learners to the processes involved in preparing the work area, making it safe and restoring it for use.</i></p> <p><i>A simple cleaning activity can be used to demonstrate the process such as single solution mopping.</i></p>
1.15 – 1.45	<p>Developing Employability Skills</p> <ul style="list-style-type: none"> - Skills Checklist (CI 1:0) - You and your Job (CI 1:1) - Information at Work (CI 1:4) 	<p><i>The aim of this session and subsequent Employability Skills sessions is to develop both employability and literacy and numeracy skills through the use of tailored materials for embedded learning within the cleaning industry – references to the materials are given in brackets after each skill development exercise. These are available via the Excellence Gateway website (further details from: http://rwp.gia.oxi.net/embeddedlearning/searchresults.cfm?setting=cleaning)</i></p>

Timing	Details	Learning Aims
1.45 – 2.45	<p>Skills Set 1 – Mop Sweeping</p> <ul style="list-style-type: none"> - equipment required - safety checks - warning signs - personal protective equipment - correct preparation of equipment and consumable - mop sweeping technique - coverage of work area - cleaning of equipment - waste removal - post cleaning inspection - storage of equipment and materials - re-instatement of work area <p>Workshop Demonstration and Practice</p>	<p><i>The aim of this session is to introduce learners to one of the basic cleaning operations.</i></p> <p><i>Tutors should be expert trainers in cleaning operations in order to deliver this and all subsequent practical sessions.</i></p> <p><i>As a minimum, it is recommended that the training provider is recognised to deliver the British Institute of Cleaning Science’s “Cleaning Operators Proficiency Certificate Scheme” or be a recognised centre to deliver Level 1 or 2 NVQ/SVQ in Cleaning and Support Services.</i></p>
2.45 – 3.00	<p>Break</p>	
3.00 – 3.15	<p>Developing Employability Skills</p> <ul style="list-style-type: none"> - Using Your Time Efficiently (CI 1:6) - Dealing with People (CI 1:8) - Giving Information to Others (CI 1:10-1:12) 	<p><i>As above.</i></p>
3.15 – 3.30	<p>Review of the Day</p> <p>Outline of Tomorrow’s Activities and Start Time</p>	<p><i>As above.</i></p>

Day 3		
Timing	Details	Learning Aims
9.00 – 9.15	Thoughts and Feelings About <ul style="list-style-type: none"> - yesterday - the rest of the week 	<i>As above.</i>
9.15 – 9.45	Developing Employability Skills - Health and Safety <ul style="list-style-type: none"> - Skills Checklist (CI 2:0) - Signs and Symbols (CI 2:1-2:3) - Fire extinguishers (CI 2:4-2:7) - Fire! (CI 2:8-2:10) 	<i>As above.</i>
9.45 – 10.45	Skill Set 2 – Single Solution Mopping <ul style="list-style-type: none"> - equipment required - safety checks - warning signs - personal protective equipment - preparation of cleaning solutions - single solution mopping technique - coverage of work area - cleaning of equipment - condition of final surface - post cleaning inspection - storage of equipment and materials - re-instatement of work area <p>Workshop Demonstration and Practice</p>	<i>As above.</i>
10.45 – 11.00	Break	

Timing	Details	Learning Aims
11.00 – 11.45	<p>Developing Employability Skills</p> <ul style="list-style-type: none"> - Choosing the Correct Equipment (CI 2:11-2:15) - Health and Safety Policies (CI 2:18-2:19) - Safety Data Sheets (CI 2:20) - Reporting Accidents (CI 2:22-2:26) 	As above.
11.45 – 12.30	Lunch	
12.30 – 1.15	<p>Check It Assessment</p> <ul style="list-style-type: none"> - individual answers - group review and discussion 	<p>See Embedded Materials – Module 1: Maintaining Service Delivery http://rwp.qia.oxi.net/learning_material/portal/CI_module1.pdf Pages 105-107.</p>
1.15 – 2.15	<p>Skill Set 3 – Suction Cleaning</p> <ul style="list-style-type: none"> - equipment required - safety checks - warning signs - personal protective equipment - adjustment of brush/beater - surface checks and preparation - suction cleaning technique - safe use of equipment - systematic coverage of work area - correct position and recoil of cable - condition of final surface - post cleaning inspection - storage of equipment and materials - reinstatement of work area <p>Workshop Demonstration and Practice</p>	As above.

Timing	Details	Learning Aims
2.15 – 2.30	Preparing for Employer Visit <ul style="list-style-type: none"> - individual and group identification of questions 	<i>The aim of this sessions and the next session is to provide an opportunity for an employer from the cleaning industry to reinforce the key messages about employment in the industry. Learners should be encouraged to build their questions around the skills already identified.</i>
2.30 – 2.45	Break	
2.45 – 3.45	Employer Guest Visit <ul style="list-style-type: none"> - presentation on work of company - employability skills - questions from participants - discussion 	<i>As above. You will need to identify an employer and brief them on the nature of the programme.</i> <i>Sight of the employability skills list would be useful in advance.</i>
3.45 – 4.00	Review of the Day Outline of Tomorrow's Activities and Start Time	<i>As above.</i>

Day 4		
Timing	Details	Learning Aims
9.30 – 9.45	Thoughts and Feelings About <ul style="list-style-type: none"> - yesterday - the rest of the week - pace and balance of activities - issues 	<i>As above.</i>
9.45 – 10.45	Getting The Job <ul style="list-style-type: none"> - where to look for jobs - review of local papers and logging details of jobs (Local Sheet) 	<p><i>The aim of this session is to introduce learners to basic job search skills using local newspapers. You may need to collect a series of these from a number of local papers over a period of time to get a sufficient number. You may wish to give them a pro forma to collect the information.</i></p> <p><i>The session also provides a useful opportunity to pool information and review key information such as rates of pay, terms and conditions, etc.</i></p>
10.45 – 11.00	Break	

Timing	Details	Learning Aims
11.00 – 11.45	<p>Skill Set 4 – Cleaning Sanitary Ware</p> <ul style="list-style-type: none"> - equipment required - warning signs - personal protective equipment - procedures to control of flushing system - clear outlets and channels - waste bin clearance - adjustment of water levels - application of cleaning solutions for correct time - correct use of coloured cloths - correct sequence of cleaning - attention to problem areas - cleaning and drying of sanitary appliances - cleaning of mirrors, cubicles, dispensers and bins - check and replenish toilet paper, soap and towels - reporting of faults and damage - rinsing and cleaning of equipment - post cleaning inspection - storage of equipment and materials - reinstatement of area <p>Workshop Demonstration and Practice</p>	As above.
11.45 – 12.30	Lunch	
12.30 – 1.15	<p>Developing Employability Skills</p> <p>Carrying Out Duties as Instructed (CI 1:13-1:16) Terms and Conditions of Employment (CI 1:17-1:18)</p>	As above.

Timing	Details	Learning Aims
1.15 – 2.15	<p>Getting the Job</p> <ul style="list-style-type: none"> - application forms (Worksheet 12) - job descriptions (CI 0:05) <p>Practice completion of Application Forms (Local Sheet)</p>	<p><i>The aim of this session is to help learners to understand the structure of application forms and how best to complete them in a systematic way. Learners should then be given the chance to complete at least one real application form, preferably from a cleaning company.</i></p> <p><i>Job Description material available via the Excellence Gateway http://rwp.qia.oxi.net/learning_material/portal/CI_assign_source_glos.pdf</i></p>
2.15 – 2.45	<p>Break</p>	
2.45 – 3.45	<p>Getting the Job</p> <ul style="list-style-type: none"> - job interviews (Worksheet 13) - job advertisement (Local Sheet) - preparation for Mock Interviews (Worksheet 14) <p>Group Practice</p>	<p><i>The aim of this session is to help learners prepare for a real job interview.</i></p> <p><i>You will need to provide a job advertisement, preferably a real one from a cleaning company</i></p>
3.45 – 4.00	<p>Review of the Day</p> <p>Outline of Tomorrow's Activities and Start Time</p>	<p><i>As above.</i></p>

Day 5		
Timing	Details	Learning Aims
9.30 – 9.45	Thoughts and Feelings About <ul style="list-style-type: none"> - yesterday - rest of the programme 	<i>As above.</i>
9.45 – 11.45	Mock Interviews 15 minute interviews with employer and tutor. Timings assume 8 participants in the group with 15 mins break included Remainder of group: <ul style="list-style-type: none"> - preparing for interview - completion of post interview questionnaire (Worksheet15) 	<i>The aim of this session is to give the learner experience of a real job interview.</i> <i>Having an employer present to lead the interview would be ideal but you may wish to run the interview yourself or bring in another tutor unknown to the learner to enhance authenticity.</i>
11.45 – 12.30	Feedback to group from employer and tutor on interviews Individual participant feedback on interview	<i>The aim of this session is to provide construction feedback on both individual and collective performance in the interview.</i> <i>General points on interview skills should be emphasised using the structured evaluation sheet (Worksheet 15) and Worksheet 13 should be re-visited to reinforce learning.</i>
12.30 – 1.15	Lunch	
1.15 – 1.45	Developing Employability Skills <ul style="list-style-type: none"> - Using Your Time Efficiently (CI 1:6) - Dealing with People (CI 1:8) - Giving Information to Others (CI 1:10-1:12) 	<i>As above.</i>

Timing	Details	Learning Aims
1.45 – 2.15	<p>The Cleaning Quiz II (Worksheet 16)</p> <ul style="list-style-type: none"> - individual responses - group discussion 	<p><i>The aim of this session is to consolidate learning across both the technical cleaning skills and the generic employability skills.</i></p> <p><i>The emphasis should be less on right and wrong answers and more on group review to reinforce learning and perhaps to identify areas to revisit in the learning programme.</i></p>
2.15 – 2.30	<p>Break</p>	
2.30 – 3.00	<p>Review of the First Week</p> <ul style="list-style-type: none"> - feelings and reactions - content - pace of delivery - levels of confidence - issues to address collectively and individually - areas to concentrate on <p>Outline of Next Week's Activities and Start Times</p>	<p><i>The aim of this session is to provide learners with an opportunity to review their progress during the first week and identify both individual and collective areas which need to be further developed.</i></p>
3.00 onwards	<p>Individual 10 minute review interviews, as required</p>	<p><i>The aim of this session is to provide an opportunity to check on individual confidence levels.</i></p>

Day 6		
Timing	Details	Learning Aims
9.30 – 9.45	Thoughts and Feelings About <ul style="list-style-type: none"> - last week - the coming week 	<i>As above.</i>
9.45 – 10.30	Developing Employability Skills <ul style="list-style-type: none"> - Skills Checklist (CI 3:0) - Labels (CI 3:1-3:4) - Liquid Measures (CI 3:5-3:6) - Measuring Water with a Bucket (CI 3:7-3:8) - Measuring water with a Jug (CI 3:9-3:10) 	<i>As above.</i>
10.30 – 10.45	Break	
10.45 – 11.45	Skill Set 5 – Dusting, Damp Wiping and Polishing <ul style="list-style-type: none"> - equipment required - safety checks - warning signs - personal protective equipment - systematic process for dusting - containment of dust - replacement of duster as required - correct preparation of cleaning solution - maintain clean damp cloth - surface drying - correct application of polish - buffing process - condition of final surface - post cleaning inspection - storage of equipment and materials - reinstatement of work <p>Workshop Demonstration and Practice</p>	<i>As above.</i>

Timing	Details	Learning Aims
11.45 – 12.30	Getting the Job <ul style="list-style-type: none"> - CV writing (Worksheet 17) - writing own CV (Local Sheet of CV Examples and Pro Forma to select from) 	<i>The aim of this session is to develop CV writing skills and to produce their own CV for future use. You will need to provide at least one standard pro forma for learners to use. You may wish to provide this electronically to develop basic IT skills.</i>
12.30 – 1.15	Lunch	
1.15 – 1.45	Getting the Job <ul style="list-style-type: none"> - completing own CV (Pro Forma) 	As above.
1.45 – 2.15	Careers in Cleaning <ul style="list-style-type: none"> - different jobs - progression - skill requirements - training and qualifications (Worksheet 18) 	<i>The aim of this session is to explore different types of cleaning jobs and the skills required as well as explain the different types of qualifications available which recognise competence.</i>
2.15 – 2.30	Break	
2.30 – 3.00	How am I Doing? <ul style="list-style-type: none"> - skills checker - personal skills plan (Worksheet 19) 	<i>The aim of this session is to help learners to assess their own progress and levels of confidence both in terms of technical skills and the underpinning employability skills.</i> <i>You may wish to build in an individual review session with learners here.</i>
3.00 – 3.30	Developing Employability Skills Develop yourself within your career (CI 1:19-1:22)	As above.
3.30 – 3.45	Review of the Day Outline of tomorrow's activities and Start Time	As above.

Day 7		
Timing	Details	Learning Aims
9.30 – 10.30	<p>Skill Set 6 – Wall Washing</p> <ul style="list-style-type: none"> - equipment required - safety checks - warning signs - personal protective equipment - correct erection of access equipment - protection of other surfaces - protection of electrical services - correct preparation of cleaning solution - correct sequence of wall cleaning - surface drying - process avoids damage to other areas - systematic coverage of work area - condition of final surface - post cleaning inspection - storage of equipment and materials - reinstatement of work area <p>Workshop Demonstration and Practice</p> <ul style="list-style-type: none"> - 	<i>As above.</i>
10.30 – 11.00	<p>Developing Employability Skills</p> <ul style="list-style-type: none"> - Using Ratios on Product Labels (CI 3:13-3:14) - Using a Dilution Chart (CI 3:15-3:16) - Converting Millilitres and Litres (CI 3:17-3:18) 	<i>As above.</i>
11.00 – 11.15	Break	

Timing	Details	Learning Aims
11.15 – 11.45	<p>Developing Employability Skills</p> <ul style="list-style-type: none"> - solving problems at work - problem situations: what would you do? (Worksheet 20) <p>Group Discussion</p>	<p><i>The aim of this session is to help learners think about commonly occurring work issues and develop strategies to cope with them.</i></p> <p><i>The emphasis is on the group exploring the issues and coming up with agreed solutions.</i></p>
11.45 – 12.30	Lunch	
12.30 – 1.15	<p>Planning for the Work Placement</p> <ul style="list-style-type: none"> - what are your expectations? - what will employers expect of you? (Worksheet 21) 	<p><i>The aim of this session is to help learners think about the forthcoming work placement and to plan for it in order to maximise the benefit from the placement. The emphasis is on exploring expectations and concerns and is best done via a group discussion.</i></p>
1.15 – 2.00	<p>Developing Employability Skills – Customer Service</p> <ul style="list-style-type: none"> - what is customer service? - why cleaners need good customer service? - scenarios and solutions (Worksheet 22) 	<p><i>The aim of this session is to stress the importance of customer service in the cleaning industry and to show how cleaners can contribute to good customer service.</i></p>
2.00 – 2.45	<p>A Broader Skills Mix for Cleaners</p> <ul style="list-style-type: none"> - future of the industry - skills needs - personal qualities (Worksheet 23) 	<p><i>The aim of this session is to show the breadth of skills needed in the modern cleaning industry and what this means for cleaners.</i></p>
2.45 – 3.00	Break	
3.00 – 3.45	<p>Developing Employability Skills</p> <ul style="list-style-type: none"> - Checking Deliveries (CI 3:19-3:20) - Leaving Messages (CI 3:21-3:23) 	<p><i>As above.</i></p>
3.45 – 4.00	<p>Review of the Day</p> <p>Outline of tomorrow's activities and Start Time</p>	<p><i>As above.</i></p>

Day 8		
Timing	Details	Learning Aims
9.30 – 10.15	What Have I learned? <ul style="list-style-type: none"> - Check It Test – individual - Group discussion 	See Embedded Materials – Module 1: Maintaining Service Delivery Pages 105-107. http://rwp.qia.oxi.net/learning_material/portal/CI_module1.pdf
10.15 – 11.15	Skill Set 7 – Cleaning Stairs, Landings, Balustrades and Handrails <ul style="list-style-type: none"> - equipment required - safety checks - warning signs - personal protective equipment - conduct checks for chewing gum, sharps, etc - correct sweeping from top to bottom - correct collection of soil rubbish and its safe disposal - correct use of equipment to remove soil on balustrades and handrails - correct use of static duster for removal of dry dust - correct preparation of cleaning solution for damp cleaning - positioning of buckets behind the line of work - correct use of mopping action using correct cleaning solution - cleaning of edges, corners and risers - protection of surrounding work area - systematic coverage of work area - condition of final surface - post cleaning inspection - storage of equipment and materials - reinstatement of work area <p>Workshop Demonstration and Practice</p>	As above.

Timing	Details	Learning Aims
11.15 – 11.30	Break	
11.30 – 12.30	Preparing for Company Visit <ul style="list-style-type: none"> - company fact sheet (Local Sheet) - hours of working - conditions of employment - company contacts 	<i>The aim of this session is to prepare learners for the site visit. Previous arrangements with employers will ensure that learners are guided through the information they need to gather. It would be best if the employer supplied the company fact sheet or selected induction materials for the fact sheet and completion of the information gathering (Worksheet 24).</i>
12.30 – 1.00	Lunch	
1.00 – 2.00	Travel to Work Placement Company	
2.00 – 4.00	Site Visit to Work Placement <ul style="list-style-type: none"> - information gathering (Worksheet 24) 	<i>As above.</i>

Day 9		
Timing	Details	Learning Aims
9.30 – 10.45	Feedback on Company Visit <ul style="list-style-type: none"> - individual feedback (Worksheet 25) - group discussion - individual planning 	<i>The aim of this session is to check if learners have gathered the required information and to help them assess how effective they have been. This is best done by individual feedback to the group. Individuals should then plan how they will gather the rest of the information needed on the work placement.</i>
10.45 – 11.00	Break	
11.00 – 12.30	Additional Cleaning Skills I <ul style="list-style-type: none"> - waste clearance - two solution mopping - buffing - spray cleaning <p>Workshop Demonstration</p>	<i>The aim of this session and the next session is to demonstrate a range of additional cleaning skills they may have the opportunity to develop later.</i> <p><i>The emphasis should be on demonstrating these skills only.</i></p>
12.30 – 1.15	Lunch	
1.15 – 2.30	Additional Cleaning Skills II <ul style="list-style-type: none"> - machine scrubbing and drying - spray extraction - dry foam shampooing - wet shampooing <p>Workshop Demonstration</p>	<i>As above.</i>
2.30 – 3.00	Cleaning and IT <ul style="list-style-type: none"> - Introduction (Worksheet 26) 	<i>The aim of this session is to identify the types of IT skills cleaners may require now, or in the future. It would be helpful to have examples of the equipment referred to in Worksheet 26 and to signpost learners to where they might be able to develop the skills listed.</i>
3.00 – 3.15	Break	

Timing	Details	Learning Aims
3.15 –4.15	<p>Creating My Own CV</p> <ul style="list-style-type: none"> - individual pro forma (Local Sheet) - skills - equipment and materials used - final draft of IT based CV for printing 	<p><i>The aim of this session is to create an electronic version of each learner’s CV for them to take with them.</i></p> <p><i>You will need to have a CV pro forma and get learners to complete either in hand or electronically. Each learner should have one or more printed copies of the final version for future use.</i></p> <p><i>This may involve you inputting the data for learners with limited IT skills.</i></p>
4.15 –4.30	<p>Review of the Programme</p> <ul style="list-style-type: none"> - areas to revisit - strengths - areas for further practice - issues and concerns 	<p><i>The aim of this session is to provide learners with an opportunity to review their individual progress and to identify areas for further work – perhaps through additional study outside the programme.</i></p>

Day 10		
Timing	Details	Learning Aims
9.30 –9.45	Review of Final Day’s Programme <ul style="list-style-type: none"> - areas to revisit - areas for further practice - activities during placement 	<i>As before.</i>
9.45 –10.45	Employability Skills Booster <ul style="list-style-type: none"> - individual skills practice (Local Sheet) - one-to-one coaching 	<p><i>The aim of this session is to provide an opportunity for learners to identify skills they wish to revisit and practise outside the programme.</i></p> <p><i>You may wish to build in individual interviews/coaching sessions linked to an individual learning plan for the future.</i></p>
10.45 – 11.00	Break	
11.00 –12.30	Integrated Team Skills Set Assignment <ul style="list-style-type: none"> - 2 teams with multi-task cleaning specification (Worksheet 27) - tutor assessment and feedback 	<p><i>The aim of this session is to pull together all the skills developed on the programme and to encourage team skills.</i></p> <p><i>You will need to have either one or two test areas with the facilities defined in the task. You will act as assessors for the task, providing individual and collective feedback and helping the learners to decide which group performed most effectively.</i></p> <p><i>There is a further opportunity to reinforce the employability skills needed in the cleaning industry.</i></p>
12.30 – 1.15	Lunch	
1.15 –1.30	Review of Individual Printed CV and Skill Portfolio <ul style="list-style-type: none"> - final individual check - group and tutor review 	<i>The aim of this session is to provide each learner with a final CV and agreed set of skills through a review of the Workbook.</i>

Timing	Details	Learning Aims
2.15 – 3.00	<p>Preparation for Work Placement (1)</p> <ul style="list-style-type: none"> - company and nature of business - company contacts - training provider contacts - job description and activities - work times - location - travel plans - clothing - emergency contacts <p>Individual and group planning</p>	<p><i>The aim of this session is to ensure that each learner has the necessary information about his/her placement and has planned for the full three weeks.</i></p>
3.00 – 3.15	<p>Break</p>	
3.15 – 3.45	<p>Preparation for Work Placement (2)</p> <ul style="list-style-type: none"> - set activities - document list - post placement review - final CV (Worksheet 28) 	<p><i>The aim of this session is to ensure that the learner knows what information to gather while on the placement. You will need to liaise closely with the employer to ensure that the work placement provides the full list of activities listed in Worksheet 28. The learner also needs to know where to record information in the log book. You will need to identify how and when you will be reviewing progress during the placement alongside the employer and any post-placement support you can provide.</i></p>
3.45 – 4.00	<p>Review of Programme</p> <ul style="list-style-type: none"> - things enjoyed - things disliked - achievements - things learned - things to learn - post-placement contacts <p>Farewells</p>	<p><i>The aim of this session is to carry out an overall review of the training programme via a group discussion.</i></p> <p><i>You may also want to indicate any post-placement support you are able to provide to learners.</i></p>