



Cleaning and Support Services

National Occupational Standards (NOS)

December 2021

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URN	NOS Title
INSC001	Maintain personal hygiene when cleaning
INSC002	Work independently and follow your organisation's procedures while cleaning
INSC003	Deal with waste, recyclables, lost property and suspicious packages
INSC004	Use electrical or battery powered cleaning equipment for a variety of surfaces
INSC005	Use and store equipment and cleaning agents safely
INSC006	Carry out cleaning work outside
INSC007	Clean washrooms and replenish supplies of consumables
INSC008	Clean high-risk areas
INSC009	Clean and maintain cleanliness of confined spaces
INSC010	Clean food premises
INSC011	Deep clean equipment and surfaces
INSC012	Clean and protect hard and semi-hard floors
INSC013	Clean soft floors, carpets and furnishings
INSC014	Clean windows and other highly polished façade surfaces
INSC015	Perform street cleansing using manually operated equipment
INSC016	Perform street cleansing by automated equipment
INSC017	Clean glazed surfaces and façades
INSC018	Work in a safe way that does not harm the environment
INSC019	Contribute to the implementation of cleaning systems and best working practice
INSC020	Contribute to safe, sustainable cleaning and circular economy
INSC021	Supervise the work of cleaning staff
INSC022	Supervise the cleaning of food premises
INSC023	Train staff in cleaning
INSC024	Provide management guidance, resources and support to staff to minimise the risk of infection
INSC025	Audit and check compliance with standards of cleanliness

Maintain personal hygiene when cleaning

Overview

This standard is part of the competence area related to working within designated procedures, and health and safety. It is about maintaining personal hygiene when cleaning. It is for cleaning operatives who should always keep themselves and the working areas hygienic, clean and tidy while controlling the risk of infection. The standard also addresses the use of protective equipment, its disposal depending on the tasks you are carrying out.

Maintain personal hygiene when cleaning

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly
10. ensure the working area is ventilated to avoid exposure to dust and chemical fumes

Protection

11. wear clean clothes and shoes
12. use the protective equipment in accordance with the relevant Health and Safety Regulations depending on the tasks you are carrying out
13. ensure the protective equipment is clearly labelled in accordance with the relevant regulations
14. select the appropriate protective equipment in accordance with manufacturer's instructions and your organisation's guidance and procedures
15. ensure the protective equipment you are using is clean and fit for use and changed when necessary, in line with your organisation's guidance and procedures
16. ensure the replacement protective equipment is available, when required
17. dispose of the used protective equipment appropriately in accordance with your organisation's procedures

Personal hygiene

18. maintain personal hygiene by keeping your hair, skin and nails

Maintain personal hygiene when cleaning

clean

19. follow your organisation's procedures for washing your hands at appropriate times
20. use the relevant skin care products to prevent occupational skin disorders (OSDs)
21. report cuts, grazes, skin conditions, infections and stomach illnesses to the relevant member of staff
22. ensure cuts, grazes or skin conditions are covered with an appropriate dressing
23. follow your organisation's relevant guidance and procedures on the type of jewellery and other accessories may be worn

Controlling the risk of infection

24. follow your organisation's requirements for mitigation of risk of infection in the workplace
25. follow the cleaning procedures depending on environment and identified risks
26. examine areas for cleaning and identify any high contact touch points
27. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
28. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
29. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
30. follow the enhanced cleaning, decontamination and disinfection procedures for suspected or confirmed virus contamination
31. dispose of used cleaning and protective equipment in accordance with specified safety procedures
32. clean and disinfect reusable cleaning equipment
33. wash and dry your hands thoroughly and safely in accordance with organisational requirements
34. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Maintain personal hygiene when cleaning

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it
10. why it is important to work in a ventilated area

Protection

11. the relevant types of protective equipment and how to access them
12. the use of relevant protective equipment depending on the tasks you are carrying out
13. how protective equipment should be checked through, selected, labelled and why it should be worn
14. your organisation's procedures for storing the protective equipment and keeping it clean
15. how to dispose of used protective equipment within your organisation's procedures

Personal hygiene

16. why it is necessary to use the relevant skin care products and apply these regularly
17. why it is important to follow your organisation's procedures for washing your hands at all appropriate times
18. why it is important to report illnesses and infections, particularly stomach illnesses, to the relevant member of staff

Maintain personal hygiene when cleaning

19. why it is important to maintain a personal hygiene by keeping your hair, skin and nails clean
20. your organisation's procedures for reporting cuts, grazes, skin conditions, illnesses or infections
21. why wearing jewellery and other accessories may represent a risk to personal and environmental hygiene
22. the health and safety risks associated with the tasks you are carrying out

Controlling the risk of infection

23. your organisation's procedures for mitigating the risk of infection
24. the frequency of routine cleaning in communal areas, facilities and high-contact areas
25. the enhanced cleaning, decontamination and disinfection procedures for suspected or confirmed virus contamination
26. the areas for cleaning and how to identify high contact touch points
27. the range of specialist cleaning products and how to use them safely and effectively
28. the cleaning procedures to follow, depending on the environment and risks identified
29. your organisation's procedures for cleaning and disinfection of reusable equipment
30. your organisation's procedures for disposing of used cleaning equipment and protective equipment
31. the duration of hand washing procedures after the protective equipment is removed

Maintain personal hygiene when cleaning

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC102
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	Personal hygiene, cleaning, clean, personal protective equipment, PPE

Overview

This standard is part of the competence area related to working within designated procedures, and health and safety. It is about working independently and following your organisation's procedures while cleaning. It is for cleaning operatives who work without supervisor or other team members in the same occupational area. When working independently you might have to deal with team members, customers or the general public. It is important to communicate in a professional manner and maintain safety to avoid the risks of infection. This standard covers the aspects of ensuring your own safety and working independently. This standard is suitable for lone workers.

Performance criteria

You must be able to: **Preparation and protection**

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Your own safety when working independently

10. confirm contact arrangements with your organisation or with a relevant member of staff
11. ensure you are familiar with employer's legal responsibilities with regards to lone working and the control measures their employer has put in place to protect them
12. ensure the emergency actions and contacts are in place
13. follow your organisation's procedures for entering and leaving the workplace and remain alert to safety risks while working independently
14. access the authorised workplace in accordance with your responsibilities
15. identify any potential problems and risks, and take appropriate action to deal with them in accordance with your organisation's procedures
16. report any unresolved problems or health and safety risks to the relevant member of staff

Working independently

17. obtain the work schedule with the tasks and instructions within the required time scale
18. maintain agreed levels of contact while working independently
19. carry out your work in accordance with your organisations'

procedures and protocols

20. identify and prioritise the most important tasks from the work specification and ensure that these are completed first
21. respond to team members, customers or the general public in a professional manner and assist them, when required
22. record any breakages, damage or disruption to the workplace and report these to the relevant member of staff
23. report any uncompleted tasks to the relevant member of staff and agree on arrangements to complete the work
24. report to the relevant member of staff any uncompleted tasks and agree on times for completing the work
25. follow your organisation's procedures for leaving the workplace

Controlling the risk of infection

26. follow your organisation's requirements for mitigation of risk of infection in the workplace
27. follow the cleaning procedures depending on environment and identified risks
28. examine areas for cleaning and identify any high contact touch points
29. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
30. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
31. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
32. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
33. dispose of used cleaning and protective equipment in accordance with specified safety procedures
34. clean and disinfect reusable cleaning equipment
35. wash and dry your hands thoroughly and safely in accordance with organisational requirements
36. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it

Your own safety when working independently

10. the contact arrangements with your organisation or the relevant member of staff
11. your employer's legal responsibilities with regards to lone working
12. the measures your employer put in place to protect lone workers
13. the emergency actions and contacts
14. your organisation's procedures for entering the workplace and why these should be followed
15. the levels of authorised access to the workplace in accordance with your responsibilities
16. the types of risks present in your workplace, how to accurately assess these and actions to take to eliminate them
17. the relevant members of staff for reporting any unresolved problems or health and safety risks

Working independently

18. how to obtain your work schedule, time scale and the relevant instructions to carry out your work

19. the frequency of contact while working independently
20. your organisation's procedures and protocols for your work area
21. how to prioritise the most important tasks and why it is important to complete these first
22. how to respond to team members, customers or the general public in a professional manner
23. your organisation's procedures for recording damage, breakages or disruption and why it is important to be honest about causing any of these
24. why it is important to assess your work progress and identify any uncompleted tasks
25. your organisation's procedures for leaving the workplace and why it is important to leave it secure

Controlling the risk of infection

26. your organisation's procedures for mitigating the risk of infection
27. the frequency of routine cleaning in communal areas, facilities and high-contact areas
28. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
29. the areas for cleaning and how to identify high contact touch points
30. the range of specialist cleaning products and how to use them safely and effectively
31. the cleaning procedures to follow, depending on the environment and risks identified
32. your organisation's procedures for cleaning and disinfection of reusable equipment
33. your organisation's procedures for disposing of used cleaning equipment and protective equipment
34. the duration of hand washing procedures after the protective equipment is removed

INSC002

Work independently and follow your organisation's procedures while cleaning



Developed by Instructus

Version Number 2

Date Approved December 2021

Indicative Review Date March 2027

Validity Current

Status Original

Originating Organisation Instructus

Original URN ASTC106

Relevant Occupations Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises

Suite Cleaning and Support Services

Keywords procedures, occupation, organisation, help, health and safety

Overview

This standard is part of the competence area related to working within designated procedures, and health and safety. It is about dealing with waste, recyclables, lost property and suspicious packages. It is for cleaning operatives who need to ensure that waste, recyclables and lost property are dealt with an appropriate manner and in accordance with your organisation's procedures. It is also about dealing with packages that may be considered suspicious.

Performance criteria

You must be able to:

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure clear display of relevant safety and infection control signage for cleaning areas
8. ensure the safe systems of work and requirements are followed
9. identify different categories of waste and segregate it accordingly
10. identify anything which may be of value to someone as lost property and take it to the designated collection point
11. report and record any items which have been found in accordance with your organisation's procedures
12. report any suspicious items immediately to the relevant member of staff in accordance with your organisation's procedures
13. check that waste bags or receptacles are secure before handling them
14. identify the waste that needs to be transferred to a collection point
15. ensure that the waste receptacle is cleaned and relined as necessary
16. use colour coding of cleaning materials to avoid potential cross-contamination
17. follow the relevant decontamination procedures for the area being cleaned
18. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems
19. identify the areas accessed by the symptomatic person before cleaning and cordon it with relevant signage
20. clean all bodily fluids, using spillage packs shortly after these have been identified
21. dispose of used protective equipment, other waste or potentially infectious waste in accordance with employer's guidance

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22. store the waste in accordance with your organisation's safety procedures prior to collection
 23. deal with incorrectly segregated waste
 24. dispose of different categories of waste in accordance with your organisation's safety procedures

Knowledge and understanding

You need to know and understand:

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. how and where to display the relevant safety and infection control signage for cleaning areas
7. the organisational requirements for safe systems of work
8. your organisation's requirements for minimising risk of infection while working on premises
9. the personal hygiene when carrying out your work
10. the relevant procedures for preparing yourself and the work area in accordance with your organisation's procedures
11. the different categories of waste and handling procedures for it
12. the importance of correct waste segregation
13. the relevant procedures and required equipment for waste storage prior to collection
14. the procedures of disposing of different categories of waste
15. how to deal with incorrectly segregated waste
16. the recycling procedures and rules in the workplace
17. your organisation's approved methods for transferring waste
18. your organisations' procedures for dealing with lost property
19. your organisations' procedures for dealing with suspicious items
20. your organisation's procedure for cleaning and relining waste receptacles
21. why it is important to maintain personal hygiene when handling waste
22. the visual inspection and auditing of the items for disposal
23. the importance of using colour coded cleaning materials to avoid potential cross-contamination
24. your organisation's decontamination procedures
25. how to use specialist equipment for disinfection using fog, mist,

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- vapour and ultraviolet (UV) systems
26. your organisation's procedures for disposal of used protective equipment, other waste or potentially infectious waste

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC109
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	waste, recyclables, lost property, suspicious packages, organisational procedures

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about using electrical or battery powered cleaning equipment for a variety of surfaces. It is for cleaning operatives who need to ensure electrical or battery powered equipment is fit for purpose and safe to use. This could be any type of electrical or battery powered equipment including, suction cleaners, spray cleaners and rotary floor buffers, although this is not an exhaustive list. In this context electrical equipment is defined as any equipment which plugs into the mains and has a cord, lead or cable. Battery powered equipment does not have a cord. This standard addresses a variety of surfaces for cleaning and is designed for cleaning operatives. It is suitable for cleaning furniture, floors fixtures and fittings.

Performance criteria

You must be able to: **Preparation and protection**

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Using equipment

10. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
11. check that you have access to the required equipment and perform the relevant safety checks of testing date and label
12. ventilate the area if required
13. adjust equipment appropriately for the requirements of the task and in accordance with your organisation's health and safety procedures
14. check and prepare the surface for cleaning
15. ensure the working area is free from slipping and tripping hazards
16. ensure that the battery pack is charged in accordance with manufacturer's instructions and your organisation's procedures
17. ensure that the cable, cord or lead of the electrical appliance is correctly positioned and connected
18. use the correct operating technique for the equipment concerned
19. select the appropriate cleaning agent for the surface to be cleaned
20. prepare any cleaning agents in accordance with manufacturer's instructions and your organisation's procedures
21. ensure that the surface to be cleaned is covered so that the whole area is cleaned properly

22. check the condition of the surface after cleaning
23. empty any leftover cleaning agents from the equipment and dispose of these safely
24. clean and test the equipment in accordance with your organisation's procedures and return to the storage area
25. reinstate the work area

Controlling the risk of infection

26. follow your organisation's requirements for mitigation of risk of infection in the workplace
27. follow the cleaning procedures depending on environment and identified risks
28. examine areas for cleaning and identify any high contact touch points
29. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
30. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
31. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
32. follow the enhanced cleaning, decontamination and disinfection procedures for suspected or confirmed virus contamination
33. dispose of used cleaning and protective equipment in accordance with specified safety procedures
34. clean and disinfect reusable cleaning equipment
35. wash and dry your hands thoroughly and safely in accordance with organisational requirements
36. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. how and where to display the relevant safety and infection control signage for cleaning areas
7. the organisational requirements for safe systems of work
8. your organisation's requirements for minimising risk of infection while working on premises
9. how to check that the equipment is safe for use
10. why it is important to choose the correct colour coded equipment and how to use it

Using the equipment

11. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
12. the electrical or battery powered equipment appropriate for the task you are undertaking
13. why it is important to ventilate the area correctly
14. the location of the charging or electrical power supply point
15. the relevant safety checks for equipment
16. why it is important to ensure the working area is free from slipping and tripping hazards
17. the cleaning agents which are appropriate for different types of surface
18. the correct method for the preparation of the solution
19. how to adjust the working equipment safely
20. how to prepare the surface for cleaning
21. your organisation's procedures for charging of battery packs

22. the correct operating technique for the equipment
23. how to ensure full coverage of the surface to be cleaned
24. how to inspect the surface post-cleaning
25. how to dispose of cleaning agents safely and in accordance with your organisation's procedures
26. why it is important to clean and test equipment before returning it to the storage area
27. how to reinstate the work area

Controlling the risk of infection

28. your organisation's procedures for mitigating the risk of infection
29. the frequency of routine cleaning in communal areas, facilities and high-contact areas
30. the enhanced cleaning, decontamination and disinfection procedures for suspected or confirmed virus contamination
31. the areas for cleaning and how to identify high contact touch points
32. the range of specialist cleaning products and how to use them safely and effectively
33. the cleaning procedures to follow, depending on the environment and risks identified
34. your organisation's procedures for cleaning and disinfection of reusable equipment
35. your organisation's procedures for disposing of used cleaning equipment and protective equipment
36. the duration of hand washing procedures after the protective equipment is removed

INSC004

Use electrical or battery powered cleaning equipment for a variety of surfaces



Developed by Instructus

Version Number 2

Date Approved December 2021

Indicative Review Date March 2027

Validity Current

Status Original

Originating Organisation Instructus

Original URN ASTC110

Relevant Occupations Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises

Suite Cleaning and Support Services

Keywords electrical, battery powered cleaning, equipment

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about using and storing equipment and cleaning agents safely. It is for cleaning operatives who need to follow manufacturer's instructions and procedures for the safe use and storage of equipment and cleaning agents. It is also about ensuring that equipment is in a fit for work condition and making appropriate selections of cleaning agents, using them correctly and disposing of them safely.

Use and store equipment and cleaning agents safely

Performance criteria*You must be able to:***Preparation and protection**

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly
10. ensure the working area is adequately ventilated for the equipment used and chemicals stored

Using and storing equipment and cleaning agents

11. check equipment is safe and free from faults when removing from storage
12. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
13. report any faults with equipment to the relevant member of staff in accordance with your organisation's procedures
14. use equipment in accordance with manufacturer's instructions and procedures
15. clean equipment and check for safety before returning it to the storage area
16. ensure the storage area is clean before returning the equipment to it
17. ensure that equipment and cleaning agents are stored securely and in line with health and safety rules and procedures
18. ensure there are no spillages or leakages and manage these if found
19. select the appropriate cleaning agents for the area to be cleaned
20. select and use cleaning agents in accordance with manufacturer's

instructions and stock control procedures

21. store cleaning agents securely and safely following access and security work procedures
22. check the stock levels and follow your organisation's procedures for reporting any shortages
23. refill the stock levels when required

Controlling the risk of infection

24. follow your organisation's requirements for mitigation of risk of infection in the workplace
25. follow the cleaning procedures depending on environment and identified risks
26. examine areas for cleaning and identify any high contact touch points
27. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
28. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
29. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
30. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
31. dispose of used cleaning and protective equipment in accordance with specified safety procedures
32. clean and disinfect reusable cleaning equipment
33. wash and dry your hands thoroughly and safely in accordance with organisational requirements
34. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Use and store equipment and cleaning agents safely

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. how and where to display the relevant safety and infection control signage for cleaning areas
7. the organisational requirements for safe systems of work
8. your organisation's requirements for minimising risk of infection while working on premises
9. how to check that the equipment is safe for use
10. why it is important to choose the correct colour coded equipment and how to use it
11. why it is important to ventilate the area

Using and storing equipment and cleaning agents

12. why it is important to wear protective clothing when using equipment and cleaning agents
13. the location of the storage area and how to gain access
14. the location of the nearest water and electricity supplies to the storage area for cleaning and testing equipment
15. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
16. how to check equipment for faults
17. the relevant member of staff for reporting the faults with equipment and your organisation's procedures for this
18. the relevant health and safety legislation for the use of equipment and cleaning agents
19. how to clean equipment in accordance with manufacturer's instructions and procedures

20. how to store equipment in accordance with relevant health and safety requirements and procedures
21. your organisation's procedures for disposal of expired cleaning agents
22. the relevant legal requirements and safe practices for using cleaning agents
23. the warning signs used on cleaning agent containers and their meaning
24. how to select appropriate cleaning agents for variety of cleaning tasks within your scope of responsibilities
25. why it is dangerous to mix certain types of cleaning agents together
26. why it is important to follow manufacturer's instructions on cleaning agents
27. what might happen if you do not follow the relevant legal requirements for your work
28. why work routines and sequences require to be followed
29. what preparations should be made to the work area before using cleaning agents
30. how cleaning agents should be stored safely and the reasons for this
31. your organisation's procedures for reporting shortages of cleaning agents
32. the types of problems that could occur when preparing and using cleaning agents and how to deal with these
- Controlling the risk of infection**
33. your organisation's procedures for mitigating the risk of infection
34. the frequency of routine cleaning in communal areas, facilities and high-contact areas
35. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
36. the areas for cleaning and how to identify high contact touch points
37. the range of specialist cleaning products and how to use them safely and effectively
38. the cleaning procedures to follow, depending on the environment and risks identified
39. your organisation's procedures for cleaning and disinfection of reusable equipment
40. your organisation's procedures for disposing of used cleaning

Use and store equipment and cleaning agents safely

equipment and protective equipment

41. the duration of hand washing procedures after the protective equipment is removed

Use and store equipment and cleaning agents safely

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC108
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	instructions, organisational procedures, equipment, cleaning agents, disposing

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about carrying out cleaning work outside. It is for cleaning operatives who use tools and machinery which may present a high health and safety risk. Environmental conditions can also affect when and how the work can be done. It is important to take into consideration such environmental factors as temperature, rainfall, humidity, wind and icy conditions.

Carry out cleaning work outside

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Your work activities

10. ensure all required permits and checks are in place for carrying out your work
11. ensure the location is accessible and is safe for carrying out your work
12. ensure your skills, aptitude and personal hygiene meet the workplace standards
13. inspect the area for work and decide on the sequence of tasks for carrying out the work, considering how environmental conditions may affect this
14. ensure that the required tools, equipment and machinery are available
15. choose the most appropriate tools, equipment and machinery for the work considering such factors as risk, access, time and environmental conditions
16. wear the relevant protective equipment required for the work site, environmental conditions, method and equipment being used
17. check that all areas where work is to be carried out are safe and accessible for the equipment and machinery being used
18. follow your organisation's procedures for dealing with any lost property or unattended items

Carry out your cleaning duties

19. assess the potential impact of environmental conditions on your work
20. carry out the tasks in a logical sequence ensuring the surrounding areas are not adversely affected
21. use the appropriate cleaning method depending on the work area and the nature of work
22. ensure that your work does not obstruct, disturb or cause nuisance to the general public
23. adapt your work method according to the tools, equipment and machinery used according to other factors such as environmental or weather conditions
24. identify and report any difficulties in carrying out your work and any additional work required that is outside your area of responsibility to the relevant member of staff
25. report and deal with any accidental damage caused when carrying out the work to the relevant member of staff
26. return the tools, equipment and machinery you have used to the designated area and ensure they are clean, safe and securely stored
27. replace the equipment and materials and arrange the additional materials, when required
28. inform the relevant member of staff when the tools and machinery require repair

Controlling the risk of infection

29. follow your organisation's requirements for mitigation of risk of infection in the workplace
30. follow the cleaning procedures depending on environment and identified risks
31. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
32. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
33. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
34. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
35. dispose of used cleaning and protective equipment in accordance with specified safety procedures

Carry out cleaning work outside

36. clean and disinfect reusable cleaning equipment
37. wash and dry your hands thoroughly and safely in accordance with organisational requirements
38. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Carry out cleaning work outside

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. how and where to display the relevant safety and infection control signage for cleaning areas
7. the organisational requirements for safe systems of work
8. your organisation's requirements for minimising risk of infection while working on premises
9. how to check that the equipment is safe for use
10. why it is important to choose the correct colour coded equipment and how to use it

Your work activities

11. the permits and checks required for carrying out your work
12. the location for carrying out the work and the best means of accessing the work area
13. your organisation's standards of skills, aptitude and personal hygiene and why it is important to meet them
14. how to inspect the area to assess what work is required and the best way of carrying this out, considering environmental conditions and, where relevant, public access
15. how environmental and weather conditions might affect that work to be carried out
16. the relevant equipment, machinery and materials required for the work area
17. which methods and materials will be most effective for carrying out the work required and the alternative resources available
18. how to access the work area without causing injury or damage
19. your organisation's procedures for dealing with lost property and

unattended items and why these should be followed

Carry out your cleaning duties

20. how environmental conditions may affect the performance of equipment and machinery and other factors, such as drying times
21. the right methods of using with chosen equipment and materials
22. the results of using the wrong or unsuitable materials or not following the manufacturers' instructions
23. why you may be required to change your methods to suit the environmental conditions, work required and the equipment available
24. the methods and techniques that may obstruct or cause nuisance to the general public and how to avoid this
25. why it is important to check the quality of your work as it progresses
26. the tasks you have the skill to perform and required to complete
27. the relevant member of staff for reporting any difficulties in carrying out your work
28. your organisation's procedures for dealing with and reporting the accidental damage
29. the storage areas for the return of equipment, materials and machinery and why they should be kept clean, safe and secure
30. your organisation's procedures for obtaining replacement and additional equipment and materials

Controlling the risk of infection

31. your organisation's procedures for mitigating the risk of infection
32. the frequency of routine cleaning in communal areas, facilities and high-contact areas
33. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
34. the areas for cleaning and how to identify high contact touch points
35. the range of specialist cleaning products and how to use them safely and effectively
36. the cleaning procedures to follow, depending on the environment and risks identified
37. your organisation's procedures for cleaning and disinfection of reusable equipment
38. your organisation's procedures for disposing of used cleaning equipment and protective equipment
39. the duration of hand washing procedures after the protective equipment is removed

Carry out cleaning work outside

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC206
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	clean, maintain, surfaces, areas, tools, machinery, health and safety, environment, weather, conditions

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning washrooms and replenishing supplies of consumables. It is for cleaning operatives who need to follow your organisation's procedures for entering the washroom, selecting the relevant equipment and preparing the cleaning agents. It is also about replacing supplies of consumables and checking your work when it is done. In order to reduce risks to personal health and safety when cleaning washrooms it is important to maintain high levels of personal hygiene. As you may clean washrooms in an environment where you conduct a variety of other tasks it is also important that, in order to prevent cross-contamination, the correct disposable or colour-coded equipment and materials are used. The term washroom covers all sanitary areas requiring this type of cleaning.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly
10. ensure the levels of personal hygiene meet your organisation's requirements and are maintained while carrying out the work

Replenishing consumables and cleaning washrooms

11. follow your organisation's procedures for entering washrooms
12. check the holders and containers for levels of consumables
13. ensure there is stock for replenishment of consumables, when required
14. follow the manufacturer's instructions when refilling or replacing items
15. ensure the equipment is clean and in working condition
16. take appropriate action to deal with any items that are not in working condition
17. examine areas for cleaning and identify any high contact touch points
18. select and use the correct colour-coded materials and equipment for the area you are cleaning
19. ensure there is adequate ventilation in the washroom before and during the work
20. follow the relevant decontamination procedures for the area being cleaned

21. remove loose dust, hair and debris from surfaces, fixtures and fittings
22. dilute and apply cleaning agents in accordance with the manufacturer's instructions and due regard to contact and dwell time
23. soften ingrained soil and stains with relevant agent or solution before trying to remove them
24. clean the surface methodically, without over-wetting it
25. report any stains that you cannot remove to the relevant member of staff
26. clean the fixtures and fittings in a method that is least likely to spread infection or contamination, leaving them clean and free of smears
27. report any fluids or spillages that you cannot identify to the relevant member of staff, and only clear them up if instructed to do so
28. clean all bodily fluids, using disposable materials shortly after these have been identified and sanitise the surface
29. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
30. ensure surfaces are dry on completion of cleaning and avoid a slip hazard
31. leave the waste outlets and overflows free from dirt, hair and debris
32. report any damage, blockages and leaks to the relevant member of staff
33. put everything back in the designated place when you have finished
34. ensure the area has the right amounts or levels of consumables when you have finished cleaning
35. deal with waste, disposing of slurry and taking solid waste materials safely to the designated collection point
36. report any faults and problems to the relevant member of staff on completion of cleaning

Controlling the risk of infection

37. follow your organisation's requirements for mitigation of risk of infection in the workplace
38. follow the cleaning procedures depending on environment and identified risks
39. identify the areas accessed by the symptomatic person before cleaning and cordon it with relevant signage

Clean washrooms and replenish supplies of consumables

40. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
41. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
42. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
43. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
44. clean and disinfect reusable cleaning equipment
45. wash and dry your hands thoroughly and safely in accordance with organisational requirements
46. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. how and where to display the relevant safety and infection control signage for cleaning areas
7. the organisational requirements for safe systems of work
8. your organisation's requirements for minimising risk of infection while working on premises
9. how to check that the equipment is safe for use
10. why it is important to choose the correct colour coded equipment and how to use it
11. your organisation's requirements of personal hygiene and why it is important to maintain it when conducting cleaning tasks

Replenishing consumables and cleaning washrooms

12. your organisation's procedures for entering and leaving washrooms and why these should be followed
13. the consumables that should be replenished and why it is important to follow manufacturer's instructions when doing so
14. the available stock of consumables for replenishment, when required
15. where consumables can be found and the correct procedures for organising replacement or additional supplies
16. the areas for cleaning and how to identify high contact touch points
17. the importance of using colour coded cleaning materials to avoid potential cross-contamination
18. why there should be adequate ventilation in the work area and the risks of inadequate ventilation
19. your organisation's decontamination procedures

20. why loose dust, hair and debris should be removed before cleaning surfaces, fixtures and fittings
21. the most appropriate order in which to clean fixtures and fittings to avoid cross contamination or risk of infection
22. the relevant cleaning agents to use and why it is important to follow manufacturer's instructions with regard to contact and dwell time
23. how to identify different types of fluids or spillages
24. the different methods of removing spillages and how to choose the suitable one
25. why the surfaces should not be over-wetted
26. why it is important to report any spillages and body fluids you cannot identify and not clear these up until you are instructed to do so
27. how to clean all bodily fluids, using disposable materials shortly after these have been identified and sanitise the surface
28. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
29. your organisation's procedures for disposal of used equipment, other waste or potentially infectious waste
30. why surfaces should be dry on completion of cleaning and the risks of not doing so
31. why it is important to ensure that waste outlets and overflows are free from dirt, hair and debris
32. your organisation's procedures for reporting any damage, blockages and leaks
33. your organisation's procedures for disposing of waste and why these should be followed
34. the designated areas for the collection of waste
35. the correct place for the storage of cleaning equipment and materials
36. why used protective equipment should be removed or replaced upon leaving the sanitary area
37. the correct procedures for reporting faults or problems and why these should be followed
- Controlling the risk of infection**
38. your organisation's procedures for mitigating the risk of infection
39. the frequency of routine cleaning in communal areas, facilities and high-contact areas
40. the enhanced cleaning and disinfection procedures for suspected

Clean washrooms and replenish supplies of consumables

or confirmed virus contamination

41. the range of specialist cleaning products and how to use them safely and effectively
42. the cleaning procedures to follow, depending on the environment and risks identified
43. your organisation's procedures for cleaning and disinfection of reusable equipment
44. your organisation's procedures for disposing of used cleaning equipment and protective equipment
45. the duration of hand washing procedures after the protective equipment is removed

Clean washrooms and replenish supplies of consumables

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC208
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	cleaning, washrooms, procedures, equipment, preparing, agents, health and safety, colour coded; venue, materials, protective equipment

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning high-risk areas. It is for cleaning operatives who need to maintain levels of cleanliness in areas where there is a high risk of infection or contamination. This may represent risks of becoming infected to yourself, team members and customers, cross-contamination to the environment in which you are working if you do not follow the correct workplace procedures and relevant guidelines for cleanliness. To reduce these risks, it is important to maintain high levels of personal hygiene and to adhere to the relevant organisational procedures. Depending on the environment in which you are working, and risk factors identified, there might be different procedures to follow. For example, for the selection and use of protective equipment, cleaning frequencies and procedures for entering and leaving the high-risk area. High risk in some work contexts can be defined as a controlled environment.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. assess the risk categories and take the relevant actions depending on the outcome of assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Controlling the risk of infection

10. follow your organisation's requirements for mitigation of risk of infection in the workplace
11. follow the cleaning procedures depending on environment and identified risks
12. ensure there is adequate ventilation in the area before and during the work
13. examine areas for cleaning and identify any high contact touch points
14. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
15. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
16. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
17. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contaminations
18. dispose of used cleaning and protective equipment in accordance with specified safety procedures
19. clean and disinfect reusable cleaning equipment
20. wash and dry your hands thoroughly and safely in accordance with

organisational requirements

21. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Prevent the spread of infection and cross-contamination in high-risk areas

22. maintain hand hygiene on a regular basis to prevent the spread of infection or cross-contamination in the high-risk area

23. use the appropriate methods of maintaining your personal hygiene by following your organisation's procedures

24. seek advice from the relevant members of staff when you are asked to clean environments where there is a specific risk of infection or cross-contamination

25. obtain a cleaning specification with more detailed information on how cleaning should be carried out

26. confirm individual items for cleaning, cleaning frequencies and expected standards of cleanliness for each item

27. identify damaged items of furniture and equipment in the high-risk area, report them to the relevant member of staff and ensure they are clean before removal or reinstatement

28. confirm with the relevant member of staff the nature of the soiling, before the cleaning begins

29. ensure that high-risk area has been cleared of any waste and that it has been disposed of properly and in accordance with your organisation's procedures

30. report any accidental damage or disruption to high-risk areas caused by cleaning processes

31. ensure all cleaning materials, equipment and cleaning agent containers are returned in a clean and safe condition to the designated storage area

32. ensure all relevant procedures have been fully followed before you collect your personal items from storage

Conduct cleaning in a high-risk area

33. follow your organisation's procedures for entering the high-risk areas

34. remove your personal items, such as jewellery because of the risk to yourself or the equipment, and store these in a designated place

35. report to the relevant member of staff any personal conditions that may cause infection or cross-contamination of the high-risk area

36. assess and identify all potential risks to yourself, customers and the environment caused by exposure to micro-organisms or other contaminants before and during the cleaning
37. arrange communication with your supervisor in accordance with your organisation's procedures when working alone
38. ensure that the equipment and tools are fit for purpose and are suitable for the cleaning the high-risk areas
39. follow your organisation's procedures for dealing with faulty cleaning equipment
40. use colour coding of cleaning materials to avoid potential cross-contamination
41. follow the relevant decontamination procedures for the area being cleaned
42. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
43. identify the areas accessed by the symptomatic person before cleaning and cordon it with relevant signage
44. clean all bodily fluids, using disposable materials shortly after these have been identified and sanitise the surface
45. dispose of used equipment, other waste or potentially infectious waste in accordance with employer's guidance
46. dispose of the waste in accordance with your organisation's safety procedures
47. remove the signage and return it in a clean condition to the designated storage area, when you have finished your work
48. follow your organisation's procedures for leaving the workplace

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the risk categories and the relevant actions depending on the outcome of assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

10. your organisation's procedures for mitigating the risk of infection
11. why there should be adequate ventilation in the work area and the risks of inadequate ventilation
12. the frequency of routine cleaning in communal areas, facilities and high-contact areas
13. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
14. the areas for cleaning and how to identify high contact touch points
15. the range of specialist cleaning products and how to use them safely and effectively
16. the cleaning procedures to follow, depending on the environment and risks identified
17. your organisation's procedures for cleaning and disinfection of reusable equipment
18. your organisation's procedures for disposing of used cleaning equipment and protective equipment
19. the duration of hand washing procedures after the protective

equipment is removed

Prevent the spread of infection and cross-contamination in high-risk areas

20. the location of facilities for maintaining hand hygiene and why personal hygiene is important in a high-risk area
21. the risks that you may encounter in your routine cleaning tasks and areas of the workplace that represent various risks
22. why you should seek advice about cleaning environments that may represent a specific risk and the relevant person from who you can seek assistance
23. the specifications detailing identified risk factors and how the cleaning procedures should be carried out
24. the individual items for cleaning and expected standards of cleanliness for each item
25. the types of cleaning frequencies depending on risk factors
26. the potential risks that damaged items of furniture or equipment in the high-risk area may represent, why you should report them to the relevant member of staff
27. how to identify them the types of surfaces and soiling you are required to clean
28. your organisation's procedures for reporting any soiling that you are unable to identify
29. who is responsible for checking your work
30. who is responsible for removing waste from the high-risk area and how regularly this is carried out
31. your organisation's instructions, procedures and any guidelines for reporting accidental damage

Conduct cleaning in a high-risk area

32. your organisation's procedures for entering, cleaning and leaving the high-risk areas
33. why it is important any personal conditions that may cause infection or cross-contamination to the relevant member of staff
34. the risks present in the high-risk area and how to identify them for the purposes of a risk assessment
35. the designated cleaning agents and chemicals required for the area in which you are working and levels of dilution
36. the facilities available for conducting cleaning (e.g. water and drainage) and where to access these

37. the relevant procedures for arranging communication with your supervisor and why it is important to confirm these before starting work
38. why it is important to remove your personal items when conducting cleaning in a high-risk area
39. the personal conditions that may restrict your cleaning duties and why it is important to report these to the relevant member of staff
40. why it is important to have serviceable cleaning equipment and tools and to whom the problems should be reported
41. how to deal with potentially dangerous or contaminated objects and their disposal in designated containers
42. the importance of using colour coded cleaning materials to avoid potential cross-contamination
43. the methods of cleaning the bodily fluids and why it is important to sanitise the area
44. your organisation's decontamination procedures
45. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
46. your organisation's procedures for disposal of used protective equipment, other waste or potentially infectious waste
47. when to remove the signage from the work area and where it is stored
48. your organisation's procedures for leaving the workplace

Clean high-risk areas

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC209
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	high risk, areas, clean, contamination, maintain, protective equipment, personal hygiene, prevent

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning and maintaining cleanliness of confined spaces. It is for cleaning operatives who work in confined spaces. It is important to be vigilant against possible hazards and risks that may arise during the work activity by taking precautions to prevent access for the general public or other unauthorised personnel. For personal safety, it is important that you wear the appropriate protective equipment, have psychological attitude for work in confined spaces and follow the relevant safety procedures by maintaining regular contact with the relevant member of staff.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Controlling the risk of infection

10. follow your organisation's requirements for mitigation of risk of infection in the workplace
11. follow the cleaning procedures depending on environment and identified risks
12. examine areas for cleaning and identify any high contact touch points
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
15. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
16. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
17. dispose of used cleaning and protective equipment in accordance with specified safety procedures
18. clean and disinfect reusable cleaning equipment
19. wash and dry your hands thoroughly and safely in accordance with organisational requirements
20. ensure the hand washing facilities are maintained with an adequate

supply of washing solution, disinfection gels and a hygienic means of hand drying

Conduct cleaning in a confined space

21. ensure that required cleaning activities can be carried out in confined spaces
22. ensure there is adequate ventilation in the working area before and during the work
23. prepare and check all equipment is in working condition and the electrical equipment is fully charged before entering the work site
24. obtain authorisation for entry to the work area and the relevant health and safety information from designated personnel supervising the work
25. check with the relevant member of staff that atmospheric conditions have been checked and are safe before entering the work area
26. follow your organisation's procedures for entering the confined spaces
27. control access to the work areas, in accordance with your organisation's procedures before cleaning starts
28. clarify the nature of the soiling with the relevant member of staff before cleaning starts
29. seek advice from the relevant member of staff when you are asked to clean environments where there is an unforeseen risk
30. carry out the cleaning process in accordance with your organisation's procedures

Follow safe working practices in a confined space

31. be aware of the risks during cleaning, acting immediately to remedy any unsafe activity, equipment and environmental conditions
32. start emergency exit procedures immediately in the event of emergency
33. ensure that confined spaces have been cleared of any waste which has been disposed of properly and in accordance with your organisation's procedures
34. report any accidental damage or disruption to confined spaces caused by cleaning processes
35. follow the relevant decontamination procedures
36. carry out detailed risk assessment for confirmed contamination
37. use colour coding of cleaning materials to avoid potential cross-contamination

Clean and maintain cleanliness of confined spaces

38. follow the relevant decontamination procedures for the area being cleaned
39. identify the areas accessed by the symptomatic person before cleaning and cordon it with relevant signage
40. clean all bodily fluids, using spillage packs shortly after these have been identified
41. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
42. dispose of used protective equipment, other waste or potentially infectious waste in accordance with employer's guidance
43. dispose of the waste in accordance with your organisation's safety procedures

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

10. your organisation's procedures for mitigating the risk of infection
11. the frequency of routine cleaning in communal areas, facilities and high-contact areas
12. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
13. the areas for cleaning and how to identify high contact touch points
14. the range of specialist cleaning products and how to use them safely and effectively
15. the cleaning procedures to follow, depending on the environment and risks identified
16. your organisation's procedures for cleaning and disinfection of reusable equipment
17. your organisation's procedures for disposing of used cleaning equipment and protective equipment
18. the duration of hand washing procedures after the protective equipment is removed

Conduct cleaning in a confined space

Clean and maintain cleanliness of confined spaces

19. how environmental conditions can affect the work you are able to do and why it is important to ensure they have been checked
 20. why there should be adequate ventilation in the work area and the risks of inadequate ventilation
 21. why it is important to confirm the nature of the soiling and your level of skill in dealing with it
 22. why you should seek advice about cleaning spaces that may represent a potential risk and with whom you should consult about this
 23. the relevant procedures for arranging communication with your supervisor and why it is important to confirm such procedures before starting the work
 24. why it is important to have serviceable cleaning equipment before entering the confined space, how to check it and to whom you should report any problems
 25. your organisation's procedures for entering, cleaning and leaving the confined spaces
 26. the relevant instructions and procedures for carrying out the cleaning processes
 27. the relevant procedures for controlling access to the confined space and why it is important to follow these
- Follow safe working practices in a confined space**
28. your organisation's procedures for monitoring conditions in the confined space
 29. the relevant procedures for exiting the confined space in the event of emergency
 30. the relevant action to take to deal with risks that arise during working
 31. who is responsible for checking your work
 32. who is responsible for removing waste from the confined spaces
 33. your organisation's procedures for reporting the accidental damage
 34. your organisation's decontamination procedures
 35. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
 36. your organisation's procedures for disposal of used protective equipment, other waste or potentially infectious waste

Clean and maintain cleanliness of confined spaces

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC210
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	cleanliness, confined spaces, hazards, risks, precautions, personal safety, protective equipment

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning food premises. It is for cleaning operatives who conduct routine cleaning of food related premises that include kitchens, food service and manufacturing, food production and retailing. Food manufacturing, production, service and retail premises represent a high health risk if not cleaned properly. High standards of personal hygiene should be observed and maintained throughout the cleaning process. It is important to follow the operator's cleaning specification in the food safety management procedures. This standard also covers the cleaning of in-place equipment and safe isolation of food production equipment. It is important that the relevant precautions are taken regarding handling protective equipment and its safe disposal.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Controlling the risk of infection

10. follow your organisation's requirements for mitigation of risk of infection in the workplace
11. follow the cleaning procedures depending on environment and identified risks
12. examine areas for cleaning and identify any high contact touch points
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
15. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
16. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
17. dispose of used cleaning and protective equipment in accordance with specified safety procedures
18. clean and disinfect reusable cleaning equipment
19. wash and dry your hands thoroughly and safely in accordance with organisational requirements
20. ensure the hand washing facilities are maintained with an adequate

supply of washing solution, disinfection gels and a hygienic means of hand drying

Clean food areas in accordance with operator's food safety management procedures

21. obtain the operator's up-to-date cleaning specification about food safety management procedures
22. remove all your personal items and store them in a designated area and put on protective equipment
23. ensure your level of personal hygiene meets operator's standard of food safety management procedures
24. report to the relevant member of staff any health conditions or problems
25. move and protect items, including food, in the cleaning area in accordance with the operator's relevant cleaning procedures
26. use the cleaning equipment that is suitable for the specific cleaning task and check that it is safe before using it
27. separate and clearly label faulty or damaged cleaning equipment and notify the food operator about this
28. prepare food production plant, equipment and materials for cleaning in accordance with the relevant cleaning specification
29. isolate food equipment power supplies whenever necessary
30. carry out the cleaning without damaging food production plant, equipment and materials
31. follow the manufacturer's instructions and safe working practices when dis-assembling, cleaning and re-assembling food production equipment
32. ensure that you put all parts in the designated area when dis-assembling food production equipment and identify equipment parts for re-assembly
33. after re-assembling the equipment, check it is in correct working condition
34. record and report to the relevant member of staff any faults e.g. where the cleaning specification cannot be met, missing or damaged food equipment
35. ensure that there is enough ventilation and that there are no other chemicals on the surfaces before starting to de-scale food production equipment
36. de-scale and clean equipment parts methodically in accordance with manufacturer's instructions to avoid contamination

Complete cleaning of food areas

37. assess the progress of your cleaning work in accordance with the operator's food safety management procedures
38. identify instances of pest infestation, report these to the relevant member of staff and follow operator's safety procedures in dealing with infestation
39. ensure the area is cleaned thoroughly and as frequently as required until the pest infestation has been eradicated
40. check that individual parts of food production equipment are clean before re-assembly
41. leave food production equipment in safe working condition when you have finished, reporting any problems encountered during cleaning or re-assembly
42. leave equipment and the working area free of deposits, cleaning residue and unrelated objects
43. check that ventilation systems and surfaces are clean and dry when you have finished
44. dispose of waste and slurry in accordance with the operator's food safety management procedures
45. ensure that the cleaning equipment and machinery are cleaned and securely stored in line with cleaning specifications when you have finished cleaning
46. dispose the used protective equipment in accordance with safety procedures

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

10. your organisation's procedures for mitigating the risk of infection
11. the frequency of routine cleaning in communal areas, facilities and high-contact areas
12. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
13. the areas for cleaning and how to identify high contact touch points
14. the range of specialist cleaning products and how to use them safely and effectively
15. the cleaning procedures to follow, depending on the environment and risks identified
16. your organisation's procedures for cleaning and disinfection of reusable equipment
17. your organisation's procedures for disposing of used cleaning equipment and protective equipment
18. the duration of hand washing procedures after the protective equipment is removed

Clean food areas in accordance with operator's food safety

management procedures

19. why it is important to have operator's up-to-date cleaning specification and from whom it can be obtained
20. the standards of personal hygiene required for the food area in which you are working, how to maintain that level
21. why health conditions or problems must be reported to the relevant member of staff
22. why food items must either be moved or protected during cleaning operations, the correct methods of doing so and the consequences of not following the relevant procedures
23. the range of cleaning equipment available and how to check that it is safe to use
24. the suitable agents and solutions for the surfaces you are cleaning and the consequence of using the wrong materials
25. how to identify and label faulty or damaged food production equipment and why this should be reported
26. how to prepare food production plant, equipment and materials for cleaning in accordance with the relevant cleaning specification
27. how to isolate powered food production equipment safely and why you must do this before cleaning
28. why it is important to refer to manufacturer's instructions for dis-assembling, re-assembling and cleaning food production equipment and where this information can be obtained
29. the relevant workplace procedures for dis-assembling and re-assembling food production equipment including the designated holding area for parts
30. the reporting procedures for any faults where the cleaning specification cannot be met, the food equipment is missing or damaged
31. how to ventilate the food production area and why this is important
32. the relevant methods for de-scaling and cleaning production equipment and how to apply them safely
33. the relevant procedures for completing the cleaning and leaving the workplace

Complete cleaning of food areas

34. how to monitor the progress of your cleaning and why it is important to adhere to the operator's food safety management standards and procedures
35. the main types of pest infestations common to food production areas, how to identify them and the action to take to deal with them

36. why it is important to report pest infestations and the relevant procedures you must take to deal with any incidence of infestation
37. the relevant procedures for dis-assembly and re-assembly of food production equipment and why it is important to check that all parts are clean before re-assembly
38. how to identify problems with food production equipment and the relevant procedures for reporting them
39. why it is important to leave the food area free of deposits, chemical residue and unrelated objects and the consequences of not doing so
40. the designated place for all food or equipment moved during the cleaning activity and why it is important to put items back where they came from
41. why surfaces and vents should be left dry on completion of cleaning
42. the relevant procedures for disposing of waste and slurry
43. how to clean the equipment and machinery and store them securely when you have finished cleaning
44. how to dispose the used protective equipment in accordance with safety procedures

Clean food premises

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC211
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	conducting, routine cleaning, food areas, risk, hygiene, process, procedures

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about deep cleaning equipment and surfaces. It is for cleaning operatives who clean the equipment and surfaces which may involve the use of specialist machinery. Conducting deep cleaning may also require the use of tools, brushes, specialist chemicals and treatments such as heavy-duty degreasers, de-waxers, tar and glue remover, acid cleaners, metal detergents, solvent de-greasers, waxes and polishes. Deep cleaning often involves disassembly of equipment, de-scaling, dusting hard to reach spaces and touch points, sterilising various surfaces and equipment. In food premises it is important to refer to the operator's food safety management procedures when conducting deep cleaning as they may require following special procedures or precautions. When conducting deep cleaning, it is important to be vigilant of health and safety risks such as chemical fumes, damage to surrounding surfaces that may occur from exposure to cleaning agents and treatments.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. comply with risk assessment procedures and undertake a dynamic risk assessment at place of work and in response to extant conditions
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Controlling the risk of infection

10. follow your organisation's requirements for mitigation of risk of infection in the workplace
11. follow the cleaning procedures depending on environment and identified risks
12. examine areas for cleaning and identify any high contact touch points
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
15. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
16. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
17. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
18. dispose of used cleaning and protective equipment in accordance with specified safety procedures
19. clean and disinfect reusable cleaning equipment

20. wash and dry your hands thoroughly and safely in accordance with organisational requirements
21. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Prepare the work area for cleaning

22. identify the relevant surfaces or equipment requiring deep clean
23. obtain the operator's specification for deep cleaning from the relevant member of staff
24. ensure your level of personal hygiene meets the operator's standards and is maintained throughout the cleaning process
25. remove any personal items that may harbour bacteria, or may be damaged by exposure to specialist treatments or surface soiling
26. identify the equipment or surface for treatment and choose the most suitable cleaning agent or solution
27. examine the equipment or surface to ensure that it is suitable for the planned treatment according to the nature of the material and the type, position, form and amount of soiling
28. refer to the manufacturer's instructions when dis-assembling equipment
29. identify and report damaged or deteriorating surfaces, food equipment
30. inform the relevant member of staff in a timely manner if the nature of soiling is unknown or if you think that the surface may be damaged by the cleaning operation, or the substance might pose a risk to health
31. isolate electrical or gas supplies before the cleaning in accordance with operator's safety requirements, purge supply lines and protect isolation points against accidental switching on during cleaning
32. adhere to any additional standards that need to be applied to the work such as operator's instructions
33. ensure there is enough ventilation in the work area when carrying out deep cleaning, and to aid the drying process

Treat the work area

34. ensure the authorisation is obtained for using any deep cleaning equipment before beginning work
35. check your own relevant health and safety instructions against operator's workplace procedures to protect yourself and members of staff throughout the cleaning process
36. assemble the relevant tools required for deep cleaning depending

on the type of surface or equipment

37. ensure that cleaning equipment is in safe working condition before beginning work
38. remove any dust and debris before commencing the deep clean
39. prepare the relevant agents and solutions for deep clean
40. carry out test cleans for colour fastness of materials, shrinkage and soil removal in an area where marks are least likely to be noticed
41. soften the in-grained soil and stains with relevant agent or solution before trying to remove them
42. apply the treatment safely, without over wetting or damaging the surface in accordance with the manufacturer's instructions
43. ensure the treatment is applied evenly and methodically and that any absorbent patches are pre-treated, concentrating the treatment on the most stubborn or ingrained soil or stain
44. undertake cleaning in accordance with the operator's food safety management procedures
45. use the deep cleaning equipment or machinery efficiently, following your organisation's and the manufacturer's safety instructions
46. identify and report to the relevant member of staff any faults or reasons for not using the specified equipment

Reinstate the work area

47. rinse treated surfaces taking care not to affect the surrounding area, where applicable
48. examine the treated surface for an even appearance, ensuring it is free from dirt and excess of moisture
49. apply protective treatments or coatings, where applicable
50. report to the relevant member of staff any stains or soil that could not be removed
51. put everything back in the designated area, protecting furniture and equipment where a wet treatment was used and ensure no residues remain
52. ensure you carry out a check for pest infestation and take the appropriate action to deal with it
53. where equipment with moving parts has been used, ensure it is functioning correctly after deep cleaning and re-assembly
54. report to the relevant member of staff any defects or damage caused during cleaning
55. dispose of used and un-used solutions according to manufacturer's

Deep clean equipment and surfaces

instructions, and clean your equipment thoroughly

56. put away cleaning agents and treatments securely when you have finished with them

57. clean and store or dispose of all protective equipment following the relevant workplace instructions, procedures or guidelines

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

10. your organisation's procedures for mitigating the risk of infection
11. the frequency of routine cleaning in communal areas, facilities and high-contact areas
12. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
13. the areas for cleaning and how to identify high contact touch points
14. the range of specialist cleaning products and how to use them safely and effectively
15. the cleaning procedures to follow, depending on the environment and risks identified
16. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
17. your organisation's procedures for cleaning and disinfection of reusable equipment
18. your organisation's procedures for disposing of used cleaning equipment and protective equipment
19. the duration of hand washing procedures after the protective

equipment is removed

Prepare the work area for cleaning

20. how to identify and assess the work area and its contents for required cleaning
21. why it is important to have the operator's cleaning specification and from whom it can be obtained
22. the level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene
23. why it is necessary to remove your personal items and where they should be stored during cleaning
24. how such factors as type, position, form and amount of soiling may influence the type of cleaning required
25. the available and the most effective methods of treatment to use
26. how to assess whether the equipment or surface is suitable for the planned treatment
27. why is it important to report damaged or deteriorating surfaces and the effect that applying treatments may have on them
28. the reporting procedures for any concerns about the cleaning activity and why this should be done promptly
29. how to isolate electrical or gas supplies safely and why you must do this before starting cleaning
30. the relevant standards that need to be applied to the equipment and work surface and who is responsible for ensuring these are adhered to
31. why it is important to ventilate the work area

Treat the work area

32. how to obtain the authorisation for using any deep cleaning equipment before beginning work
33. how to monitor the cleaning you are undertaking and why it is important to maintain standards according to the operator's food safety management procedures
34. the relevant tools required for deep cleaning depending on the type of surface or equipment
35. why there are checks and restrictions in-place for the use of deep cleaning equipment and why these must be adhered to
36. how to check that equipment is in safe working condition before use, the circumstances in which equipment may not be used and to whom to report any problems

37. the relevant agents and solutions for deep clean
38. why it is important to remove superficial dust and debris before commencing the deep cleaning process
39. why treatments should be applied to surfaces evenly and the effect of not doing this
40. how to soften ingrained soil or stains and why it is necessary to do this
41. how to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments
42. your organisation's health and safety instructions and why these should be checked against workplace procedures
43. where to find manufacturer's instructions for dis-assembling and re-assembling food equipment, applying treatments, operating cleaning equipment or machinery and why it is important to follow these
44. the reporting procedures for faults or reasons of not using the specified equipment

Reinstate the work area

45. the treatments that require rinsing, how this should be performed and the potential consequences of the inadequate removal of residues from food areas
46. who to report the soils or stains that could not be removed
47. the factors to take into account when considering whether to apply more treatment to surfaces
48. the surfaces that require protective treatments and how to apply these, in accordance with relevant instructions
49. the designated place for all items to be moved before and for duration of the cleaning activity and why it is important to put items back to the original place before they were moved
50. how to identify signs of pest infestation and to whom to report this
51. how to check that cleaned equipment is functioning safely and the relevant procedures for reporting any problems or damage
52. the relevant procedures for disposing of used or unused treatments and why these should be followed
53. the relevant method for cleaning equipment or machinery used during your work and why it is important to leave it in a clean condition
54. the designated place for storing cleaning treatments, equipment and machinery

Deep clean equipment and surfaces

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC212
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	specialised, cleaning, equipment, chemicals, treatments, deep-cleaning, health and safety, procedures

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning hard and semi-hard floors. It is for cleaning operatives who need to assess the amount of cleaning that is required, the most suitable cleaning agents and the required cleaning equipment, such as brushes, mops and vacuum or suction cleaners. The standard addresses applying the correct process when cleaning by removing ingrained dirt before applying the appropriate treatment and ensuring, when your work is complete, the area is left dry. The standard also covers the application of protective coatings, burnishing the floor using appropriate electrical equipment and then reinstating the work area when you have finished.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Controlling the risk of infection

10. follow your organisation's requirements for mitigation of risk of infection in the workplace
11. follow the cleaning procedures depending on environment and identified risks
12. examine areas for cleaning and identify any high contact touch points
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
15. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
16. follow the enhanced cleaning, decontamination and disinfection procedures for suspected or confirmed virus contamination
17. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
18. dispose of used cleaning and protective equipment in accordance with specified safety procedures
19. clean, decontaminate and disinfect reusable cleaning equipment
20. wash and dry your hands thoroughly and safely in accordance with

Clean and protect hard and semi-hard floors

organisational requirements

21. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Prepare to provide maintenance to hard and semi-hard floors

22. prepare your working area and identify the relevant equipment for cleaning tasks

23. ensure your level of personal hygiene meets the operator's standards and is adhered to throughout the cleaning process

24. identify the relevant equipment or work areas for treatment and decide on the most effective treatment to use

25. identify and report damaged or deteriorating surfaces to the relevant member of staff

26. identify any factors that will affect cleaning the floor

27. identify any additional standards applied to the work other than your supervisor's instructions, for example instructions held by the customer relative to the surface you are to clean

28. ensure there is enough ventilation in the work area when carrying out cleaning, and to aid any drying process

Clean hard and semi-hard floors

29. clear any large items of debris by hand carefully and safely before commencing the work

30. remove the loose dust and debris carefully and safely without spreading the dust

31. identify the size and type of spillage and choose the relevant method of clearing up it from the floor

32. report any fluids or spillages that you cannot identify to the relevant member of staff, and only clear them up if instructed to do so

33. soften ingrained soil and stains with relevant agent or solution before trying to remove them

34. carry out test cleans in an area where marks are least likely to be noticed

35. apply the treatment safely, in accordance with the manufacturer's instructions and without over wetting or damaging the surface

36. report any stains that you cannot remove to the relevant member of staff

37. ensure the floor is free of ingrained soil and protective coating, neutralised, dry and free of smears

Clean and protect hard and semi-hard floors

38. dispose of any unused cleaning treatments and waste products according to the organisation's workplace guidelines

39. restore the area into its initial arrangement

Protect hard floors

40. choose a protective coating and equipment that is suitable for the type of floor surface

41. prepare to protect a hard floor with relevant materials such as semi-permanent seal or polish

42. apply the required number of protective coatings evenly and systematically, following the manufacturer's instructions

43. leave the floor dry, with an even finish

44. leave the floor free of dust

45. dispose of any unused materials correctly and put everything back in the designated area

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

10. your organisation's procedures for mitigating the risk of infection
11. the frequency of routine cleaning in communal areas, facilities and high-contact areas
12. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
13. the areas for cleaning and how to identify high contact touch points
14. the range of specialist cleaning products and how to use them safely and effectively
15. the cleaning procedures to follow, depending on the environment and risks identified
16. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
17. your organisation's procedures for cleaning and disinfection of reusable equipment
18. your organisation's procedures for disposing of used cleaning equipment and protective equipment
19. the duration of hand washing procedures after the protective

Clean and protect hard and semi-hard floors

equipment is removed

Prepare to clean hard and semi-hard floors

20. the relevant equipment for cleaning tasks
21. how to prepare the floors for cleaning
22. the level of personal hygiene required for the area in which you are working and why it is important to maintain it
23. why it is necessary to remove your personal items and where these should be stored during cleaning
24. your organisation's health and safety instructions and why these should be checked against workplace procedures
25. why there are checks and restrictions for the use of cleaning equipment and why these must be adhered to
26. the factors that will affect how you clean the floor
27. why it is important to have the working area ventilated

Clean hard and semi-hard floors

28. why you should clear large items of debris by hand before commencing the work
29. the safety handling techniques for large items of debris
30. the different methods of removing loose dust and debris and how to choose the right one
31. the designated containers for putting dust and debris
32. how to identify different types of fluids or spillage
33. why it is important to report any spillages and body fluids you cannot identify and not clear these up until you are instructed to do so
34. the different methods of removing spillages and how to choose the suitable one
35. the available methods of treatment and the most suitable to use
36. how to identify the place for carrying out test cleans and why this should be done before applying treatments
37. the circumstances under which floor surfaces should be pre-treated
38. why treatments should be applied to surfaces evenly and the effects of not doing this
39. why it is important to report any stains that cannot be removed
40. why it is important to dispose of left-over cleaning solutions correctly and how to do so
41. why the floor must be left free of ingrained soil and protective coatings and what might happen if it is not
42. the importance of leaving the floor neutralised, dry and free of

smears and what might happen if it is not

Protect hard floors

43. the range of protective coatings available and how to choose the suitable one for the type of floor surface
44. how to decide what is the right number of protective coatings
45. how to apply the coating evenly and systematically and why
46. how to burnish the floor systematically, obtaining the required degree of shine
47. how to dispose of unused protective coatings correctly
48. the importance of putting things back into their initial arrangement

Clean and protect hard and semi-hard floors

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC213
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	cleaning, semi hard, hard, manual equipment, cleaning agents, treatment

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning soft floors, carpets and furnishings. It is for cleaning operatives who remove stains and apply independent treatments to carpets and soft furnishings. This standard covers a range of specialist methods including dry suction, pile agitation, bonnet mopping absorption, dry powder extraction, water extraction, dry solvent application, shampooing, pile realignment.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Controlling the risk of infection

10. follow your organisation's requirements for mitigation of risk of infection in the workplace
11. follow the cleaning procedures depending on environment and identified risks
12. examine areas for cleaning and identify any high contact touch points
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
15. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
16. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
17. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
18. dispose of used cleaning and protective equipment in accordance with specified safety procedures
19. clean and disinfect reusable cleaning equipment
20. wash and dry your hands thoroughly and safely in accordance with

organisational requirements

21. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Prepare to clean soft floors, carpets and furnishings

22. ensure your level of personal hygiene meets your organisation's standards of the specification and is followed throughout the cleaning process

23. prepare your working areas and your equipment so that you can do the cleaning as required

24. ensure the objects obstructing the working area are moved safely

25. identify the correct surface material for treatment and decide on the most correct treatment

26. examine the surface material to ensure that it is suitable for the planned treatment given the nature of the material and its type, position, form and the amount of soiling

27. identify whether the surface material is colourfast and shrink-resistant

28. identify and report damaged or deteriorating surfaces

29. identify any factors that will affect how you clean the surface material

30. identify any additional standards to be applied to the work other than your supervisor's instructions, for example customer's instructions in relation to the material you are to treat

31. ensure there is enough ventilation in the work area when carrying out deep cleaning, and to aid any drying process

Maintain cleanliness of soft floors, carpets and furnishings

32. remove loose dust and debris before you apply the cleaning agent or treatment

33. soften ingrained soil and stains with relevant agent or solution before trying to remove them

34. apply the treatment safely, according to the manufacturer's instructions and without over wetting or damaging the material

35. examine the treated area and apply more treatment if required to remove the stain safely

36. ensure that surfaces have an even appearance when you have finished cleaning

37. leave the material free of excess moisture and ingrained soil when

Clean soft floors, carpets and furnishings

you have finished cleaning

38. dispose of waste away in accordance with the workplace guidelines
39. report any stains you cannot remove to the relevant member of staff
40. restore everything in its initial arrangement

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

10. your organisation's procedures for mitigating the risk of infection
11. the frequency of routine cleaning in communal areas, facilities and high-contact areas
12. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
13. the areas for cleaning and how to identify high contact touch points
14. the range of specialist cleaning products and how to use them safely and effectively
15. the cleaning procedures to follow, depending on the environment and risks identified
16. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems and awareness of residual vapour emission after application
17. your organisation's procedures for cleaning and disinfection of reusable equipment
18. your organisation's procedures for disposing of used cleaning equipment and protective equipment

19. the duration of hand washing procedures after the protective equipment is removed

Prepare to clean soft floors, carpets and furnishings

20. the level of personal hygiene required for the area of cleaning and why it is important to maintain it

21. how to prepare the working areas and the equipment to use

22. how to remove obstructive objects safely

23. the correct surface material for treatment and the correct treatment to use

24. the nature of the material for cleaning, its type, position, form and the amount of soiling

25. how to test the surface material for being colourfast and shrink-resistant

26. why there are checks and restrictions for the use of cleaning equipment and why these must be adhered to

27. your organisation's health and safety instructions and why these should be checked against workplace procedures

28. how to assess whether the material is suitable for the planned treatment and what factors to consider

29. why it is important to have the working area ventilated

Maintain cleanliness of soft floors, carpets and furnishings

30. why it is important to remove loose dust and debris before commencing the deep cleaning process

31. how to soften ingrained soil and/or stains, when it is soft enough and why it is important to do this

32. how to identify the most suitable place to carry out test cleans and why this should be done before applying treatments

33. the circumstances under which the surfaces should be pre-treated

34. why treatments should be applied to surface materials evenly and the effects of not doing this

35. how to avoid damaging the surface and the possible results of damaging it

36. the reporting procedures for the stains that could not be removed

37. the workplace guidelines for disposing the waste

38. how to restore everything in its initial arrangement

Clean soft floors, carpets and furnishings

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC214
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	cleaning, soft floors, furnishings, stains, treatments, specialist

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning windows and other highly polished façade surfaces. It is for cleaning operatives who use different cleaning methods to suit the job: traditional window cleaning, use of water-fed poles and abseiling. The surfaces could also be other glass surfaces, laminates, façades, other highly polished surfaces, frameworks, curtain walling, windowsills, fascias, guttering or decorative cladding. You must be fully trained and competent in using the relevant types of access equipment, such as portable ladders and gantries, mobile elevated working platforms (MEWPs), suspended access equipment (SAE), cradles and rope access. You must ensure that a suitable fall prevention, fall arrest equipment and high visibility clothing are worn. These types of equipment used should conform to relevant standards. It is important to assess the risks to yourself, team members and the general public. You must operate equipment safely minimising the risk to yourself, team members and the general public.

Clean windows and other highly polished façade surfaces

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow the agreed safe systems of work practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant fall prevention, fall arrest equipment and high visibility clothing while carrying out cleaning
6. follow organisational procedures for reusing or disposing of personal protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment

Controlling the risk of infection

9. follow your organisation's requirements for mitigation of risk of infection in the workplace
10. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems, where required
11. use biocides safely and in line with manufacturer and organisational requirements
12. follow the cleaning procedures depending on environment, weather conditions and identified risks
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. dispose of used cleaning and protective equipment in accordance with specified safety procedures
15. clean and disinfect reusable cleaning equipment

Prepare to clean the windows or other highly polished surfaces

16. ensure your compliance with safety procedures for carrying out the work
17. ensure any site-specific training is provided by the building owner or your organisation
18. examine areas for cleaning, identify whether working at height is required
19. choose the relevant access equipment in accordance with type of

Clean windows and other highly polished façade surfaces

cleaning work

20. ensure you have received site specific instructions on accessing the equipment safely
21. carry out the visual check of access equipment, inspect and test it prior use
22. confirm emergency procedures for working on site
23. select and display the appropriate signage before commencing cleaning
24. note and be aware of any potential obstacles such as loose, overhanging and protruding objects, power lines
25. ensure all safety equipment is used in line with instructions, including measures to prevent tools falling to the ground
26. take precautions to ensure that the vehicle carrying the cleaning systems is not overloaded
27. take appropriate measures to reduce risks associated with working on access equipment

Operate window cleaning equipment

28. identify the relevant tools and access equipment for carrying out the cleaning job
29. employ the relevant manual handling techniques when using backpack sprayers
30. select a telescopic cleaning equipment that does not overreach the surface to be cleaned
31. ensure distilled or de-ionised water is used to leave the windows free of smears or streaks
32. carry out cleaning the windows or other highly polished surfaces and deal with different types of soiling
33. ensure that a regular contact is maintained with the relevant member of staff when working alone
34. follow agreed procedures for reporting any incidents, faulty and damaged equipment
35. follow the organisational risk assessment and method statement (RAMS) for window cleaning

Maintain window cleaning equipment

36. ensure that the tank systems, tools and access equipment comply with the relevant legislation
37. take the relevant action to prevent build-ups in the water tank
38. replace water filters at the regular intervals and follow the

Clean windows and other highly polished façade surfaces

manufacturer's instructions for servicing

39. drain the tank and filters when the window cleaning equipment has been idle for an extended period
40. ensure the cleaning equipment is stored in a designated place when not in use
41. comply with relevant legislation for window cleaning

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and the agreed safe systems of work practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and infection control
5. the relevant fall prevention, fall arrest equipment and high visibility clothing
6. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
7. your organisation's requirements for minimising risk of infection while working on premises
8. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

9. your organisation's procedures for mitigating the risk of infection
10. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
11. the use of biocides and required training for it
12. the range of specialist cleaning products and how to use them safely and effectively
13. the cleaning procedures to follow, depending on the environment, weather conditions and risks identified
14. your organisation's procedures for cleaning and disinfection of reusable equipment
15. your organisation's procedures for disposing of used cleaning equipment and protective equipment

Prepare to clean the windows or other highly polished surfaces

16. your organisation's instructions and safety procedures for carrying out the work
17. the appropriate signage to display and the reasons for doing so
18. the relevant qualifications or training to use the access equipment
19. how to visually assess the areas for cleaning
20. the relevant access equipment in accordance with type of cleaning

Clean windows and other highly polished façade surfaces

work, including working at height

21. the site-specific instructions on accessing the equipment safely
22. the importance of visual checks, testing and inspecting the access equipment prior using it
23. the emergency procedures for working on site
24. how to be aware of any potential obstacles
25. how to conduct a risk assessment and why it is important to carry out a site visit
26. why it is important to adhere to the working procedures for cleaning job
27. the instructions for using the access equipment and tools
28. the preventative measure to avoid tools falling to the ground
29. the safety procedures when using vehicles and why it is important to ensure the payload capacity of the vehicle is not overloaded

Operate window cleaning equipment

30. the relevant tools and access equipment for carrying out the cleaning job
31. why defective or faulty equipment must not be used and the signs of this
32. when it is necessary to use a backpack spray system and how to use it safely
33. the risks associated with operation of a window cleaning equipment and how they can be reduced
34. why it is important to select the correct length of telescopic equipment
35. the relevant handling techniques for portable systems
36. the different materials used for window cleaning equipment and when their use is applicable
37. how to clean the windows or other highly polished surfaces and deal with different types of soiling
38. with whom contact should be maintained when working alone
39. your organisation's procedures for reporting any incidents, faulty and damaged equipment
40. the organisational risk assessment and method statement (RAMS) for window cleaning

Maintain window cleaning equipment

41. the relevant legislation with which the cleaning tools and access equipment should comply

Clean windows and other highly polished façade surfaces

42. why it is important to keep the water tank clean and free from build-ups
43. how and when it is necessary to replace water filters
44. why it is important that the tank system is drained and the equipment is stored within your organisation's procedures
45. how to maintain the window cleaning equipment that has been idle for an extended period
46. the relevant legislation for window cleaning

Clean windows and other highly polished façade surfaces

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC221
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	cleaning, polished surfaces, risks, personal protection equipment

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about performing street cleansing manually using manually operated equipment. It is for cleaning operatives who remove litter and detritus from public areas including grounds, streets, pavements, pedestrianised areas and car parks. It involves identifying the waste and following your organisation's current procedures to deal with any litter that may pose a risk to health and safety. It is important to ensure that, when you have finished your work, grounds are litter free and debris and detritus, as is feasible, has been removed.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly

Controlling the risk of infection

10. follow your organisation's requirements for mitigation of risk of infection in the workplace
11. follow the cleaning procedures depending on environment and identified risks
12. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
13. dispose of used cleaning and protective equipment in accordance with specified safety procedures
14. clean and disinfect reusable cleaning equipment
15. wash and dry your hands thoroughly and safely in accordance with organisational requirements

Remove litter and detritus from grounds

16. ensure you have your organisation's instructions and are aware of safety procedures for carrying out the work
17. ensure that protective equipment is provided and worn during the cleaning
18. confirm the area to be cleaned
19. choose the equipment and cleaning methods that are suitable for collection of the litter, detritus and debris and the surface clearing

Perform street cleansing using manually operated equipment

20. use the agreed methods for removing the litter from the ground surface
21. secure any unused mobile equipment to prevent risk of injury to yourself and the general public
22. identify the type of litter and waste for collection and adhere to the relevant procedures for removing it
23. segregate litter and put it in the designated containers, where necessary
24. clear as much detritus and debris as you can within the working conditions
25. follow your organisation's procedures if you encounter items, detritus or debris that appear to be hazardous or represent a health risk

Maintain waste collection points

26. confirm the number of containers that you must empty and their location
27. follow your organisation's procedures if you find containers that have types of litter, detritus and debris that require specialist treatment or handling
28. choose equipment that is suitable for the removal of litter, detritus and debris within your working conditions
29. use this equipment safely and in accordance with your organisation's and legal requirements
30. empty the containers fully and replace them as necessary
31. ensure the area around the container is clean and tidy
32. take the collected detritus and debris to the correct collection point
33. report any problems to the relevant member of staff in a timely manner

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

10. your organisation's procedures for mitigating the risk of infection
11. the frequency of routine cleaning in communal areas, facilities and high-contact areas
12. the cleaning procedures to follow, depending on the environment and risks identified
13. your organisation's procedures for cleaning and disinfection of reusable equipment
14. your organisation's procedures for disposing of used cleaning equipment and protective equipment
15. the duration of hand washing procedures after the protective equipment is removed

Remove litter and detritus from grounds

16. your organisation's instructions and safety procedures for carrying out the work
17. the factors to take into account when identifying litter and procedures for reporting items when you think they might present a risk to health and safety

18. why protective equipment must be worn during the cleaning
 19. who to contact if the type of litter, detritus or debris appear hazardous or unsafe and require a specialist removal
 20. the suitable equipment for different types of litter removal
 21. why you should secure mobile equipment and what could happen if you fail to do so
 22. why litter needs to be segregated and the designated containers for disposal
 23. how to dispose a bulky waste according to your organisation's procedures
 24. the designated place for litter containers and how to transfer them safely
 25. why it is important to ensure the work area is left litter free
 26. how to carry out a visual inspection of the items for disposal
- Maintain waste collection points**
27. where to find information on the number and location of waste containers to be emptied
 28. what constitutes unacceptable and/or unsafe types of debris and detritus and the action to take to deal with it
 29. the suitable equipment for removing debris and detritus and how to operate it safely, according to your organisation's requirements
 30. the procedures for emptying containers and how to identify when they need replacing
 31. the procedures for reporting problems and to whom they should be reported

Perform street cleansing using manually operated equipment

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC218
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	street cleansing, manually, litter, detritus, identifying, procedures, risk, health and safety

Perform street cleansing by automated equipment

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about performing street cleansing by automated equipment. It is for cleaning operatives who remove litter and detritus from public areas including streets, pavements, pedestrianised areas and car parks. It involves identifying and following the correct procedures to deal with any litter that may pose a risk to health and safety. It is important to ensure that, when you have finished your work, grounds are litter free and all debris and detritus, as is feasible, has been removed.

Perform street cleansing by automated equipment

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly
10. ensure you have all relevant competencies, permits and licences for using the machinery and vehicles

Controlling the risk of infection

11. follow your organisation's requirements for mitigation of risk of infection in the workplace
12. follow the cleaning procedures depending on environment and identified risks
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. dispose of used cleaning and protective equipment in accordance with specified safety procedures
15. clean and disinfect reusable cleaning equipment
16. wash and dry your hands thoroughly and safely in accordance with organisational requirements

Remove litter and detritus

17. ensure you have your organisation's instructions and safety procedures for carrying out the work
18. confirm the area to be cleaned
19. choose the vehicle or machinery and cleaning methods that are suitable for collection of litter, detritus and the surface clearing

Perform street cleansing by automated equipment

20. ensure you have the correct legal and organisational authorisation to use the vehicle or machinery
21. ensure the vehicle or machinery has enough resources to complete the work to the required standard
22. follow the correct procedures if there is a fault with the vehicle or machinery
23. identify the type of litter and detritus for collection and adhere to the relevant procedures for removing it
24. use the appropriate methods of cleaning depending on the type of litter and detritus, working conditions and type of vehicle or machinery
25. operate vehicles and machinery with care and take all possible steps to stay clear from the general public
26. secure the vehicle or mechanical equipment to prevent risk of injury when machinery is not in use
27. ensure the maximum clearance of litter and detritus within your working conditions

Deal with collected waste

28. ensure that spillages have been treated correctly before you remove them
29. report any problems encountered to the relevant member of staff in a timely manner
30. take the collected litter and detritus to the designated collection point
31. discharge and dispose of the waste according to legal and your organisation's requirements and leave the waste hopper empty
32. clean the vehicle, machinery and equipment, return it to the storage area and ensure it is left secure upon completion of your work
33. comply with the relevant reporting procedures when you have finished your work

Perform street cleansing by automated equipment

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it
10. relevant competencies, permits and licences for using the machinery and vehicles

Controlling the risk of infection

11. your organisation's procedures for mitigating the risk of infection
12. the frequency of routine cleaning in communal areas, facilities and high-contact areas
13. the cleaning procedures to follow, depending on the environment and risks identified
14. your organisation's procedures for cleaning and disinfection of reusable equipment
15. your organisation's procedures for disposing of used cleaning equipment and protective equipment
16. the duration of hand washing procedures after the protective equipment is removed

Remove litter and detritus

17. your organisation's instructions and relevant safety procedures for carrying out the work
18. the factors to consider when identifying litter and detritus and the

Perform street cleansing by automated equipment

procedures for reporting items when you think they might present a risk to health and safety

19. what constitutes hazardous types of litter and detritus and the action to take to deal with it

20. the vehicles or machinery available to you and the most appropriate for the type of litter and detritus

21. your organisation's or the relevant legal authorisation required to operate the vehicle or machinery, how to get this and what might happen if this is not obtained

22. how to check that the vehicle or machinery is operational, has enough resources and where to get these from

23. the procedures to follow upon discovering a fault with the vehicle or machinery

24. why it is important to operate the vehicle or machinery carefully and responsibly

25. why you should secure mechanical equipment and what could happen if you fail to do so

26. the required standard of work to be accomplished

Deal with collected waste

27. the different types of spillage and how to check that they have been treated correctly

28. your organisation's procedures for reporting problems and to whom they should be reported

29. the designated collection points for litter and detritus

30. how to discharge and dispose of collected waste safely and the legal and organisational requirements that must be observed

31. the designated place for cleaning vehicles, machinery and equipment and the methods for doing this

32. storage areas for vehicles, equipment and machinery and why they must be left secure when you have finished your work

33. the reporting procedures for when you have finished your work and why it is important to follow these

Perform street cleansing by automated equipment

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC219
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	street cleansing, vehicle, automated equipment, identifying, procedures, health and safety, litter

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning glazed surfaces and façades, which must be carried out carefully in order to prevent causing accidental damage such as chips, scratches and other marks. Many external surfaces have a shiny finish; therefore, it is important that upon completion of cleaning the surfaces are left dry and the glass is free of smears and cleaning residue. The term glazed can refer to other highly polished exterior surfaces e.g., marble or cladding. You must be fully trained and competent in using the relevant types of access equipment, such as portable ladders and gantries, mobile elevated working platforms (MEWPs), suspended access equipment (SAE), cradles and rope access. You must ensure that a suitable fall prevention, fall arrest equipment and high visibility clothing are worn. These types of equipment used should conform to relevant standards. It is important to assess the risks to yourself, team members and the general public. You must operate equipment safely minimising the risk to yourself, team members and the general public.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow the agreed safe systems of work practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant fall prevention, fall arrest equipment and high visibility clothing while carrying out cleaning
6. follow organisational procedures for reusing or disposing of personal protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment

Controlling the risk of infection

9. follow your organisation's requirements for mitigation of risk of infection in the workplace
10. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems, where required
11. use biocides safely and in line with manufacturer and organisational requirements
12. follow the cleaning procedures depending on environment, weather conditions and identified risks
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. dispose of used cleaning and protective equipment in accordance with specified safety procedures
15. clean and disinfect reusable cleaning equipment

Prepare to clean glazed surfaces and façades

16. ensure your compliance with safety procedures for carrying out the work
17. ensure any site-specific training is provided by the building owner or your organisation
18. assess whether working at height is required
19. choose the relevant access equipment and tools in accordance with type of cleaning work

20. ensure you have received site specific instructions on accessing the equipment safely
 21. carry out the visual check of access equipment and tools, inspect and test these prior use
 22. confirm emergency procedures for working on site
 23. select and display the appropriate signage before commencing cleaning
 24. note and be aware of any potential obstacles such as loose, overhanging and protruding objects, power lines
 25. ensure all safety equipment is used in line with instructions, including measures to prevent tools falling to the ground
 26. take precautions to ensure that the vehicle carrying the cleaning systems is not overloaded
 27. take appropriate measures to reduce risks associated with working on access equipment
- Conduct cleaning of glazed surfaces and façades**
28. inspect the surface for any defects prior to cleaning and report these to the relevant member of staff
 29. check that all windows and openings are securely closed before the cleaning
 30. remove dust and treat surfaces before applying any cleaning agents to soften ingrained soil
 31. adhere to customer's or your organisation's approved methods and equipment for conducting cleaning of glazed surfaces and façades
 32. conduct cleaning operations using approved equipment and techniques that will reduce risks of falls, slips, trips, personal strain and injury
 33. operate cleaning equipment in accordance with manufacturer's instructions and your organisation's policies
 34. avoid over wetting the work area in order to prevent leaks or seepage into the interior
 35. report any previously unidentified damaged surfaces as you conduct cleaning to the relevant member of staff
 36. report any accidental damage caused by cleaning to the relevant member of staff
 37. follow your organisation's or customer's procedures in the event of a fault or other emergency situations

Complete cleaning of glazed surfaces and façades and reinstate

the work area

38. remove excess water from surfaces, leaving them free of smears and cleaning residue
39. ensure all surfaces are dry upon completion of cleaning
40. apply any treatments or protective coatings to surfaces following the cleaning
41. ensure accessories, fittings, frames and/or furniture such as handles and closures are free of any cleaning residue
42. restore the work area in its initial arrangement upon completion of cleaning
43. dispose of waste in accordance with customer's or your organisation's policies
44. ensure all cleaning equipment and machinery are clean, functional and dry on completion of the work
45. report any faulty equipment and machinery to the relevant member of staff
46. return all equipment to the designated place, ensuring it is securely stored

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. the health checks and the agreed safe systems of work practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and infection control
5. the relevant fall prevention, fall arrest equipment and high visibility clothing
6. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
7. your organisation's requirements for minimising risk of infection while working on premises
8. why it is important to choose the correct colour coded equipment and how to use it

Controlling the risk of infection

9. your organisation's procedures for mitigating the risk of infection
10. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
11. the use of biocides and required training for it
12. the range of specialist cleaning products and how to use them safely and effectively
13. the cleaning procedures to follow, depending on the environment, weather conditions and risks identified
14. your organisation's procedures for cleaning and disinfection of reusable equipment
15. your organisation's procedures for disposing of used cleaning equipment and protective equipment

Prepare to clean glazed surfaces and façades

16. your organisation's instructions and safety procedures for carrying out the work
17. the appropriate signage to display and the reasons for doing so
18. the relevant qualifications or training to use the access equipment
19. the relevant access equipment and tools depending on the type of cleaning work, including working at height

20. the site-specific instructions on accessing the equipment safely
21. the importance of visual checks, testing and inspecting the access equipment and tools prior using these
22. the emergency procedures for working on site
23. how to be aware of any potential obstacles
24. how to conduct a risk assessment and why it is important to carry out a site visit
25. why it is important to adhere to the working procedures for cleaning job
26. the instructions for using the access equipment and tools
27. the preventative measure to avoid tools falling to the ground
28. the safety procedures when using vehicles and why it is important to ensure the payload capacity of the vehicle is not overloaded

Conduct cleaning of glazed surfaces and façades

29. how to inspect the surface for cleaning
30. the relevant procedures for reporting defects and why it is important to do this
31. why cleaning equipment should be clean, functional and free of residue before starting work
32. why windows and opening should be closed before starting cleaning and the relevant procedures for doing so
33. the relevant signage in the working area before the cleaning
34. the advantages of treating surfaces before applying any cleaning agents
35. the approved customer's or your organisation's methods for cleaning surfaces and the appropriate equipment to use
36. the techniques for avoiding the risks of falls, slips and trips, personal strain and injury
37. where to find manufacturer's instructions for operating equipment and/or machinery
38. the customer's and your organisation's procedures for reporting faults and emergencies
39. why it is important to report any accidental damage caused by cleaning to the relevant member of staff

Complete cleaning of glazed surfaces and façades and reinstate the work area

40. the techniques for removing excess water and appropriate equipment to use

41. the relevant treatments to apply to surfaces upon completion of cleaning
42. why it is important to ensure that, upon completion of cleaning, accessories, fittings and furniture are free of smears or cleaning residue
43. how to restore the work area in its initial arrangement and why you should do this
44. your organisation's or customer's procedures for disposing of waste
45. why cleaning equipment and machinery should be cleaned, dried and ensured it is in working condition when you have finished your work and how to do this
46. the relevant procedures for reporting faults with working equipment and machinery
47. the relevant procedures for storage of cleaning equipment and machinery and where it is kept

Clean glazed surfaces and façades

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC215
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	clean, glazed surfaces, facades, prevent, damage, safety, PPE

Overview

This standard is part of the competence area related to being environmentally friendly and maintaining sustainability. It is about working in a safe way that does not harm the environment. It is for cleaning operatives who must take steps to minimise harm to the environment and complete tasks and activities in a manner that reduces or eliminates damage or disturbance whilst following your organisation's procedures.

Work in a safe way that does not harm the environment

Performance criteria

You must be able to:

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly
10. wash and dry your hands thoroughly and safely in accordance with organisational requirements
11. operate and maintain your working equipment to reduce the environmental damage
12. ensure the use of eco-friendly or more natural products authorised by your organisation
13. carry out work in a manner that is not harmful to the environmental
14. ensure the work is carried out in accordance with your organisation's practices and procedures that improve environmental performance
15. identify any potential or actual environmental damages and report these to the relevant member of staff
16. take the action to reduce or eliminate the damage if authorised to do so in accordance with your organisation's procedures
17. contribute to improving your organisation's environmental practices and procedures
18. collect and dispose of waste in a way which minimises the risk or damage to the environment
19. recycle the used materials and packaging in an environmentally friendly way

Knowledge and understanding

You need to know and understand:

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. the organisational requirements for safe systems of work
7. how and where to display the relevant safety and infection control signage for cleaning areas
8. your organisation's requirements for minimising risk of infection while working on premises
9. why it is important to choose the correct colour coded equipment and how to use it
10. the duration of hand washing procedures
11. the ways in which tools and materials should be used in order to minimise environmental damage
12. the consequences of pollution and contamination to the environment
13. how to recognise wastage of energy, water, equipment and materials
14. the working methods that will minimise pollution and waste of resources
15. the range of eco-friendly or more natural products authorised by your organisation
16. the types of damage which may occur, the impact these can have on the environment and corrective actions to be taken
17. the methods of waste disposal and recycling which will minimise the risk to the environment
18. the reporting procedures for identified damages or potential risks to the environment
19. the relevant recycling rules and procedures

Work in a safe way that does not harm the environment

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC107
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	environment, tasks, activities, procedures, protection, recycling

Overview

This standard is part of the competence area related to being environmentally friendly and maintaining sustainability. It is about contributing to the implementation of cleaning systems and best working practice. It is for cleaning supervisors who need to ensure that the systems for cleaning are consistent with your organisation's procedures. It is about knowing what best working practice in cleaning is and helping to establish systems and methods that support this. It is also about those areas for which you have a statutory obligation such as health and safety and other decisions regarding the environment.

Performance criteria

You must be able to:

1. ensure the safe systems of work and requirements are followed for protection of cleaning staff
2. monitor staff health and well-being in relation to viruses and infections
3. train your staff in enhanced cleaning and infection control procedures, where required
4. identify the factors for consideration when implementing best working practice in cleaning
5. provide the relevant protective equipment and products for cleaning staff
6. ensure protective equipment is worn throughout cleaning and is reused or disposed of within organisational safety procedures
7. follow formal risk management requirements of your organisation for entering and leaving the workplace
8. take the relevant actions depending on the outcome of risk assessments carried out
9. follow organisational requirements in relation to suspected or confirmed infections of staff
10. follow your organisation's requirements for mitigation of risk of infection in the workplace
11. ensure the cleaning procedures are followed depending on environment and identified risks
12. provide cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
13. ensure the use of disposable cleaning equipment is implemented
14. ensure the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination are followed
15. ensure the used cleaning and protective equipment is disposed of in accordance with specified safety procedures
16. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying
17. develop and establish systems for effective performance in cleaning that reflect legal requirements and best working practice
18. advise staff about new systems and procedures that need to be implemented
19. ensure continual monitoring of systems and procedures to identify areas for improvement

-
20. evaluate the systems and processes in place and review these on a regular basis
 21. report your findings to the relevant member of staff
 22. take appropriate actions on implementing the best working practice in cleaning

Knowledge and understanding

You need to know and understand:

1. your organisation's safe systems of work and requirements for protection of cleaning staff
2. your organisation's procedures for monitoring staff health and well-being in relation to viruses and infections
3. your organisation's training in enhanced cleaning and infection control procedures
4. the provision of relevant protective equipment and products required for the job
5. the range of specialist cleaning products and how to use them safely and effectively
6. your organisation's requirements to minimise risk of infection when traveling to site and working on premises
7. the relevant actions depending on the outcome of risk assessments carried out
8. your organisation's principles of formal risk assessment before entering the workplace
9. your organisation's procedures for mitigating the risk of infection and how to monitor these are followed
10. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
11. how to ensure the cleaning procedures are followed, depending on the environment and risks identified
12. your organisation's procedures for cleaning and disinfection of reusable equipment
13. your organisation's procedures for disposing of used cleaning equipment and protective equipment
14. the duration of hand washing procedures after the protective equipment is removed
15. the relevant systems for effective performance in cleaning
16. the types of factors which might influence the implementation of systems for cleaning
17. how to pass the information to your staff about systems and processes to follow
18. the procedures for identifying the areas for improvement
19. why it is important to ensure that systems and procedures are monitored
20. whom you should report your findings to

21. methods of evaluating and actioning the systems and procedures

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC302
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	contribute, implementation, systems, practice, procedures, cleaning, environment

Overview

This standard is part of the competence area related to being environmentally friendly and maintaining sustainability. It is about contributing to safe, sustainable cleaning and circular economy. It is for supervisors in the cleaning industry who need to demonstrate competence in contributing to sustainable cleaning and circular economy to support safe practice during work activities. This standard is about taking steps to minimise risks of infection, damage to the environment and disturbance to habitats. It requires resources to be used in accordance with your organisation's approved procedures and practices, explaining these to staff and suggesting improvements where they can be made.

Relevant policies and legislative requirements to take account of include those for:

1. health and safety, including control of substances hazardous to health
2. environment
3. operational quality management
4. regulatory
5. statutory
6. organisational policies
7. corporate social responsibility
8. risk assessments.

Performance criteria

You must be able to:

Operational measures and safety procedures

1. ensure the safe systems of work and requirements are followed for protection of cleaning staff
2. monitor staff health and well-being in relation to viruses and infections
3. train your staff in enhanced cleaning and infection control procedures, where required
4. provide the relevant protective equipment and products for cleaning staff
5. ensure protective equipment is worn throughout cleaning and is reused or disposed of within organisational safety procedures
6. follow formal risk management requirements of your organisation before entering the workplace
7. take the relevant actions depending on the outcome of risk assessments carried out
8. ensure work is carried out in a manner which minimises pollution and physical disturbance
9. ensure staff use recyclable materials, static and mobile plant that will minimise pollution and physical disturbance
10. ensure work is carried out in accordance with relevant policies and legislation
11. recognise the occurrences of physical disturbance and take the appropriate action to eliminate these
12. identify improvements to your organisation's procedures and practices in terms of environmental good practice and take the appropriate action
13. ensure staff dispose of hazardous and non-hazardous waste safely in accordance with organisational policies and procedures
14. contribute to sustainability and circular economy by conserving energy, water, resources and equipment during cleaning activities to minimise environmental impact and generation of waste

Controlling the risk of infection

15. follow your organisation's requirements for mitigation of risk of infection in the workplace
16. follow the cleaning procedures depending on environment and identified risks
17. examine areas for cleaning and identify any high contact touch

points

18. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
19. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
20. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
21. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
22. ensure used cleaning and protective equipment is disposed of in accordance with specified safety procedures
23. ensure the reusable cleaning equipment is cleaned and disinfected
24. wash and dry your hands thoroughly and safely in accordance with organisational requirements
25. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Knowledge and understanding

You need to know and understand: **Operational measures and safety procedures**

1. your organisation's safe systems of work and requirements for protection of cleaning staff
2. your organisation's procedures for monitoring staff health and well-being in relation to viruses and infections
3. your organisation's enhanced cleaning and infection control procedures training
4. the relevant protective equipment and products required for the job
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. organisational requirements to minimise risk of infection when traveling to site and working on premises
7. the relevant actions depending on the outcome of risk assessments carried out
8. your organisation's principles of formal risk assessment before entering the workplace
9. the relevant methods for minimising pollution and physical disturbance to the environment during work
10. the most suitable choice of materials and equipment to use depending on the nature of the work activity, and its potential impact on the environment
11. the ways in which tools and materials should be used in order to minimise environmental damage
12. the operational and legislative requirements in terms of minimising the environmental damage
13. how to identify improvements to your organisation's procedures and practices in terms of environmental good practice
14. the types of damage which may occur, the impact these can have on the environment, and the corrective actions to take
15. the relevant methods of hazardous and non-hazardous waste disposal which will minimise the impact on the environment
16. the purpose of circular economy to minimise environmental damage and waste

Controlling the risk of infection

17. your organisation's procedures for mitigating the risk of infection

18. the frequency of routine cleaning in communal areas, facilities and high-contact areas
19. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
20. the areas for cleaning and how to identify high contact touch points
21. the range of specialist cleaning products and how to use them safely and effectively
22. the cleaning procedures to follow, depending on the environment and risks identified
23. your organisation's procedures for cleaning and disinfection of reusable equipment
24. your organisation's procedures for disposing of used cleaning equipment and protective equipment
25. the duration of hand washing procedures after the protective equipment is removed

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC311
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	sustainable. environment, cleaning, activities, minimise, damage, habitats, procedures, practices, improvements

Overview

This standard is part of the competence area related to providing management and supervision in cleaning. It is about supervising the work of cleaning staff. It is for supervisors in the cleaning industry. It addresses supervision of the work of a cleaning team and your levels of responsibility in staff management. The team in this case could be two or more people that you supervise permanently, or staff that you supervise on a temporary basis. Planning and co-ordinating the work of staff is vital if the business is to run smoothly and efficiently.

You work with your staff daily and can make an enormous contribution to this process. You help the business to schedule the work of staff, ensuring the highest standards of cleaning are achieved by making the best use of their skills. You also ensure your staff are safe, protected against potential viruses and infections and monitor their well-being on a regular basis. You observe their work, making sure that they are carrying out their work as planned, and help them with any problems when they occur. You also have an important role in giving staff feedback on their work and motivating them to achieve the results that customers expect.

The typical daily activities you might carry out include:

1. Preparation and protection measures before cleaning.
2. Ensuring the risk of infection is controlled.
3. Briefing your staff on their duties and checking their well-being.
4. Getting ideas from your team members about the best way to organise a cleaning job.
5. Scheduling your team's workload - for example, working out staff rotas.
6. Altering your plans to take account of changing circumstances, for examples staff not turning up for work as planned or dealing with suspected cases of infection.
7. Observing your staff carry out their work.
8. Debriefing your staff and giving them feedback on the quality of their work.

Supervise the work of cleaning staff

Performance criteria

You must be able to:

Preparation and protection

1. ensure the safe systems of work and requirements are followed for protection of cleaning staff
2. monitor staff health and well-being in relation to viruses and infections
3. train your staff in enhanced cleaning and infection control procedures, where required
4. provide the relevant protective equipment and products for cleaning staff
5. ensure protective equipment is worn throughout cleaning and is reused or disposed of within organisational safety procedures
6. follow formal risk management requirements of your organisation before entering the workplace
7. take the relevant actions depending on the outcome of risk assessments carried out
8. follow organisational requirements in relation to suspected or confirmed infections of staff

Controlling the risk of infection

9. follow your organisation's requirements for mitigation of risk of infection in the workplace
10. ensure the cleaning procedures depending on environment and identified risks are followed
11. ensure cleaning is carried out in accordance with work schedule and required frequency depending on the outcomes of risk assessment
12. provide cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals for cleaning staff
13. ensure used cleaning and protective equipment is disposed of in accordance with specified safety procedures
14. wash and dry your hands thoroughly and safely in accordance with organisational requirements
15. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Supervise cleaning staff and schedule the workload

16. identify the best use of resources in accordance with your organisation's policies and procedures
17. develop contingency plans for things that may go wrong

Supervise the work of cleaning staff

18. collect information from the customer about the work you must plan
19. identify the requirements that must be met and the resources that will be available
20. check your plans with the customer and obtain their feedback to improve the standards of work
21. brief your staff on your plans and check that they understand what you want them to do
22. update your plans to take account of any changes in requirements or resources
23. agree with team members how to share the tasks to complete the scheduled work
24. allocate the tasks in the work schedule and ensure the required work is completed
25. show the team members how to perform any new tasks in accordance with your knowledge, skills and responsibilities
26. answer any questions and assist members of staff with their requirements or queries
27. handle and resolve any disagreements with team members in accordance with policy procedures of your organisation
28. record any breakages, damages or disruptions at work and report these to the relevant member of staff
29. collate any uncompleted tasks and agree on arrangements for completing the work
30. communicate with customers and your colleagues in a professional manner and provide any relevant information when required

Coordinate and monitor the work of cleaning staff

31. check your staff's quality of work and monitor it on a regular basis
32. ensure their work meets the agreed requirements
33. provide staff with the support and relevant training they need
34. cause as little disruption as possible when monitoring staff
35. deal with any problems that occur within the limits of your responsibility

Give cleaning staff feedback on their work

36. communicate with staff in a manner that is aimed at maintaining and improving their performance
37. give staff feedback that is clear and objective
38. praise your staff's achievements
39. give your staff constructive suggestions and encouragement for

Supervise the work of cleaning staff

improving their work

40. treat your staff with respect when you give them feedback

41. keep all feedback confidential

42. give staff opportunities to respond to your feedback

Supervise the work of cleaning staff

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. your organisation's safe systems of work and requirements for protection of cleaning staff
2. your organisation's procedures for monitoring staff health and well-being in relation to viruses and infections
3. your organisation's training in enhanced cleaning and infection control procedures
4. the relevant protective equipment and products required for the job
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. your organisation's requirements to minimise risk of infection when traveling to site and working on premises
7. the relevant actions depending on the outcome of risk assessments carried out
8. your organisation's principles of formal risk assessment before entering the workplace

Controlling the risk of infection

9. your organisation's procedures for mitigating the risk of infection
10. the cleaning procedures to follow, depending on the environment and risks identified
11. the frequency of routine cleaning in communal areas, facilities and high-contact areas
12. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
13. the range of specialist cleaning products for cleaning staff
14. your organisation's procedures for cleaning and disinfection of reusable equipment
15. your organisation's procedures for disposing of used cleaning equipment and protective equipment
16. the duration of hand washing procedures after the protective equipment is removed

Supervise cleaning staff and schedule the workload

17. the importance of supervising the work of your staff so that they carry out work as scheduled
18. the relevant areas of employment and health and safety legislation

Supervise the work of cleaning staff

19. the limits of your responsibility when it comes to supervising other staff
20. your organisation's procedures for supervising the work of your staff
21. the importance of understanding the requirements of cleaning work
22. the importance of knowing about the resources available to you
23. how to identify the requirements for a piece of work and the resources available to you
24. how to plan workload, staff rotas and schedules
25. how to brief your staff on your plans for their work
26. how to communicate with team members to ensure they follow the designated workplace procedures and routines
27. the tasks to be distributed amongst the team members
28. the scope of your knowledge, skills and responsibilities in training your colleagues the new tasks
29. the importance of contingency planning and how to develop this
30. how to make the best use of resources and staff's skills
31. the importance of consulting with customers about the work plans
32. the types of organisational constraints which may affect your planning
33. the importance of checking that your staff understand your plans for their work
34. the types of situations that may require you updating your plans
35. the areas of your work in which you can supervise your colleagues
36. the health and safety related problems that arise in the workplace
37. how to handle and resolve disagreements in accordance with your organisation's policy procedures
38. how to collate any records on breakages, damages or disruptions at work
39. the procedures for actioning any uncompleted tasks and arrangements to complete the work
40. how to communicate with customers and team members and provide any relevant information, when required
- Coordinate and monitor the work of cleaning staff**
41. the importance of ensuring that staff meet the agreed requirements for their work
42. how to check the work of staff without causing disruption
43. the types of support and training that staff may need and how to

provide it

44. the types of problems that may occur and how to deal with these

Give staff feedback on their work

45. how to communicate to your staff to maintain and improve their performance

46. the importance of giving feedback to staff and ensuring that your feedback is clear and objective

47. how to choose a time for giving staff your feedback

48. the importance of praising staff's achievements

49. the importance of identifying areas of work where staff could improve their performance

50. how to give constructive suggestions and encouragement to staff

51. why it is important to treat your staff with respect when you provide feedback

52. the principles of confidentiality when providing feedback - which people should receive which pieces of information

53. how to motivate and gain staff's commitment by providing feedback

Supervise the work of cleaning staff

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC301
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	supervise, cleaning staff, resource, skills, observe, feedback, motivating, team, supervisor

Overview

This standard is part of the competence area related to providing management and supervision in cleaning. It is about supervising the cleaning of food premises. It is for supervisors in the cleaning industry who are responsible for cleaning food related premises that include kitchens, food service, food manufacturing, food production and food retailing. Food manufacturing, production, service and retail premises represent a high risk to public health if not cleaned properly. It is important to ensure staff observe and maintain high standards of personal hygiene throughout the cleaning process. It is important to follow the operator's cleaning specification in the food safety management procedures. There will be various equipment on food premises, therefore, it is important to ensure that staff take the correct precautions with regard to using protective equipment and safe power supplies isolation of food production equipment.

Supervise the cleaning of food premises

Performance criteria

You must be able to:

Preparation and protection

1. ensure the safe systems of work and requirements are followed for protection of cleaning staff
2. monitor staff health and well-being in relation to viruses and infections
3. train your staff in enhanced cleaning and infection control procedures, where required
4. provide the relevant protective equipment and products for cleaning staff
5. ensure protective equipment is worn throughout cleaning and is reused or disposed of within organisational safety procedures
6. follow formal risk management requirements of your organisation before entering the workplace
7. take the relevant actions depending on the outcome of risk assessments carried out
8. follow organisational requirements in relation to suspected or confirmed infections of staff

Cleaning of food premises

9. ensure staff are familiar with the operator's cleaning specification about food safety management procedures
10. advise your staff of the standard of personal hygiene required, how to maintain it and types of health conditions which should be reported before commencing work
11. ensure staff are aware of procedures for isolation of power supplies, dis-assembly, cleaning and re-assembly of equipment
12. assess the cleaning which is being undertaken against your organisation's or the operator's food safety management procedures
13. ensure that waste and slurry have been disposed of in accordance with your organisation's or operator's procedures
14. act appropriately on problems reported to you
15. check that staff have left the food area in a clean condition which is safe for use and the equipment has been stored correctly
16. ensure appropriate action has been taken where signs of pest infestation have been identified
17. provide feedback to the person responsible for the operator's food safety management procedures on any problems

Supervise the cleaning of food premises

Knowledge and understanding

You need to know and understand: **Preparation and protection**

1. your organisation's safe systems of work and requirements for protection of cleaning staff
2. your organisation's procedures for monitoring staff health and well-being in relation to viruses and infections
3. your organisation's enhanced cleaning and infection control procedures training
4. the relevant protective equipment and products required for the job
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. your organisation's requirements to minimise risk of infection when traveling to site and working on premises
7. the relevant actions depending on the outcome of risk assessments carried out
8. your organisation's principles of formal risk assessment before entering the workplace

Cleaning of food premises

9. why it is important to follow the operator's cleaning specification about food safety management procedures
10. the level of personal hygiene required and how to maintain this
11. the types of health conditions which should be reported and the procedures for doing so
12. the types of cleaning agents which are suitable for specific cleaning operations and the risks associated with making a wrong choice
13. how to isolate the food equipment from power supplies
14. the relevant procedures for the dis-assembly, cleaning and re-assembly of food equipment
15. the types of problems that may mean the food area cannot be reopened for use
16. the types of problems you can deal with within your area of responsibility
17. the relevant procedures for the disposal of waste and slurry
18. where and how cleaning equipment should be cleaned and stored
19. what actions should be taken where signs of pest infestation have been identified

20. to whom problems with food safety management procedures should be reported

Supervise the cleaning of food premises

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC309
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	supervise, cleaning, food areas, service, retail, high risk, observe, maintain, standards, hygiene, process, procedures

Overview

This standard is part of the competence area related to providing management and supervision in cleaning. It is about training staff in cleaning. It is for supervisors in the cleaning industry who need to provide the relevant training and updating their staff. It is about assessing employees' training needs and training them to your organisation's standards. It is also about giving individuals feedback on their progress and achievements.

The standard covers the following:

1. Preparation and protection of procedures are followed by your employees
2. Assess training needs of your employees
3. Train employees to the required quality and performance standards
4. Provide feedback on employees' progress and performance

The typical daily activities you might carry out for this unit include:

1. Ensuring your employees are protected and follow all relevant safety procedures
2. Assessing the individual skills of your employees
3. Identifying training needs within your area of responsibility
4. Identifying what employees should learn
5. Implementing planned training in your area of responsibility
5. Ensuring staff can apply the new skills
7. Giving employees on-the-job instruction and supervising their work
8. Assessing employees' progress in acquiring and applying new skills
9. Giving employees feedback on their progress and achievements
10. Keeping training records
11. Recording employees' individual progress.

Performance criteria

You must be able to:

Assess training needs of your employees

1. establish productive working relationships with your cleaning staff
2. assess new employees' previous work experience and skills
3. identify your employees' knowledge and skills required for achieving the standards of quality performance
4. identify the levels of knowledge of health and safety procedures your employees may require
5. establish the degree of supervision employees will require whilst they are being trained
6. report your assessment of their training needs to the relevant member of staff

Train employees to the required quality and performance standards

7. develop a training programme to meet your employees' training needs
8. explain what is expected of cleaning staff
9. train your staff in enhanced cleaning and infection control procedures, where required
10. give the required information and instructions to employees
11. demonstrate best working practices to complement the learning
12. demonstrate how equipment is operated following manufacturer's instructions and in accordance with your organisation's procedures
13. support cleaning staff in practising their skills under safe working conditions
14. seek the training assistance from the relevant member of staff if your knowledge and skills are outside the required scope
15. monitor cleaning operatives' progress and their ability to cope with the demands of their work and the working environment
16. record details of training activities and progress in accordance with organisational procedures

Provide feedback on employees' progress and performance

17. give employees opportunities to assess their own performance at different stages of their training
18. provide feedback to your employees on their progress and performance
19. identify the actions required to meet employees' training needs

20. report employees' progress
21. identify the reasons for variations in individual progress
22. suggest solutions when an employee's progress is slower or faster than expected

Knowledge and understanding

You need to know and understand: **Assess training needs of your employees**

1. the knowledge and skills required to meet the standards of quality and performance
2. the health and safety risks which arise in your area of responsibility and your organisation's procedures for dealing with these
3. the scope of your responsibilities for assessment of training needs
4. how to identify the training needs depending on employee's previous experience
5. the reporting procedures for assessment of training needs
6. Train employees to the required quality and performance standards
7. the scope of your responsibilities for training cleaning operative
8. your organisation's procedures for training of cleaning staff

Train employees to the required quality and performance standards

9. the types training programmes required for cleaning staff
10. your organisation's training in enhanced cleaning and infection control procedures
11. how to encourage employees to learn new skills and knowledge
12. how to demonstrate best working practices and the operation of equipment to staff
13. the relevant techniques of demonstrating the cleaning methods and equipment operation depending on employee's needs
14. the encouragement to question the demonstrated techniques
15. the types of support which enable people to practice their newly acquired skills
16. the health and safety risks which arise in your area of responsibility and your organisation's procedures for dealing with these

Provide feedback on employees' progress and performance

17. the relevant techniques for employees' self-assessment at different stages of their training
18. how to give employees feedback on their progress and performance
19. the actions required to meet employees' training needs
20. the types of difficulties employees may have in making progress

21. the reasons for variations in individual progress
22. whom to report details of employees' progress

Train staff in cleaning

Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTC313
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	training, cleaning, staff, updating, assessing, needs, standards, organisation, feedback, progress, achievements

Overview

This standard is part of the competence area related to providing management and supervision in cleaning. It is about providing management guidance, resources and support to staff to minimise the risk of infection. It is for supervisors in the cleaning industry who need to ensure that the required training is provided to cleaning staff to enable them to minimise the risk of acquiring and spreading infection. It applies to all cleaning staff in any areas where the risk of infection is an issue.

Performance criteria

You must be able to:

1. ensure the safe systems of work and requirements are followed for protection of cleaning staff
2. monitor staff health and well-being in relation to viruses and infections
3. train your staff in enhanced cleaning and infection control procedures, where required
4. provide the relevant protective equipment and products for cleaning staff
5. ensure protective equipment is worn throughout cleaning and is reused or disposed of within organisational safety procedures
6. follow formal risk management requirements of your organisation before entering the workplace
7. take the relevant actions depending on the outcome of risk assessments carried out
8. follow organisational requirements in relation to suspected or confirmed infections of staff
9. follow your organisation's requirements for mitigation of risk of infection in the workplace
10. ensure cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals are available
11. ensure enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination are followed
12. ensure used cleaning and protective equipment is disposed of in accordance with specified safety procedures
13. wash and dry your hands thoroughly and safely in accordance with organisational requirements
14. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying
15. adopt and apply the relevant infection control policies and guidelines relevant to your organisation
16. update your cleaning staff on the relevant policies and guidelines on infection control
17. arrange for induction training and further update to ensure your staff follow safe working practice
18. ensure that the infection control is an integral part of all employees work routine
19. ensure employees received all required immunisations and were

provided with occupational health services to minimise the risks of infection while working

20. monitor, audit and provide feedback on staff practices in relation to infection control
21. monitor the relevant resources, equipment and environmental aspects that may affect practices in infection control
22. investigate the causes of problems reported and initiate prompt remedial action, where appropriate
23. review all reported adverse events that may represent an infection risk and, where appropriate, act in a timely manner to eliminate the problems
24. analyse all incidents of reported adverse events to identify recurrent trends, problems and take action to deal with them
25. inform the relevant member of staff where the infection control requires a remedial assistance
26. ensure all relevant information about infection control is clearly displayed throughout your organisation's premises

Knowledge and understanding

You need to know and understand: **Legislation and policy**

1. the current standard of infection control and precautions and the relevant legislation and policies in relation to this
2. the relevant health and safety regulations
3. the relevant regulations concerning substances hazardous to health

Technical knowledge

4. the facts about the chain of infection
5. the root cause analysis in relation to infection control
6. how to ensure risks of infection are assessed in your areas of activity
7. what actions to take before, during and after a procedure to minimise the risks of infection
8. the relevant immunisations that can protect against occupationally acquired infection
9. the means of referring staff to occupational health advice
10. the designated facilities for provision of hand hygiene
11. the designated facilities for first aid provision
12. the types of protective equipment your staff require
13. the awareness of latex allergy and your organisation's procedures on the provision of latex free gloves

Organisational procedures

14. your organisation's safe systems of work and requirements for protection of cleaning staff
15. your organisation's procedures for monitoring staff health and well-being in relation to viruses and infections
16. your organisation's enhanced cleaning and infection control procedures training
17. the relevant protective equipment and products required for the job
18. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
19. organisational requirements to minimise risk of infection when traveling to site and working on premises
20. the relevant actions depending on the outcome of risk assessments carried out

21. your organisation's principles of formal risk assessment before entering the workplace
22. your organisation's procedures for mitigating the risk of infection
23. the frequency of routine cleaning in communal areas, facilities and high-contact areas
24. how to implement enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
25. the range of specialist cleaning products and how to use them safely and effectively
26. the cleaning procedures to follow, depending on the environment and risks identified
27. your organisation's procedures for cleaning and disinfection of reusable equipment
28. your organisation's procedures for disposing of used cleaning equipment and protective equipment
29. the duration of hand washing procedures after the protective equipment is removed
30. the relevant techniques to adopt and apply your organisation's policies and guidelines on infection control
31. the mechanism to provide induction training and further update for your employees
32. how to acquire the protective equipment and how to deal with used equipment
33. the relevant supplies and facilities to enable staff to apply the agreed standard infection control and prevention measures
34. how to monitor staff working practices and to take action to maintain the required standards of hygiene
35. your and your employees' roles and responsibilities in relation to infection control
36. how to maintain records required in your area of activity
37. the relevant reporting mechanisms for any accidents and incidents to ensure action is taken to eliminate problems
38. when and how to report issues that are outside your scope of responsibilities

INSC024

Provide management guidance, resources and support to staff to minimise the risk of infection



Developed by	Instructus
Version Number	2
Date Approved	December 2021
Indicative Review Date	March 2027
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTIPC13
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	guidance, resources, support, staff, training, cleaning operatives, infection, supervising

Overview

This standard is part of the competence area related to providing management and supervision in cleaning. It is about auditing and checking compliance with standards of cleanliness. It is for supervisors in the cleaning industry who need to ensure that the cleaning activities meet the required standards of quality. It is essential to audit the cleaning process, as well as the results to continuously improve the quality of working practice. It involves preparing for the audit, undertaking it, reporting audit findings, analysing trends and following the analysis with actions.

Performance criteria

You must be able to:

1. prepare for the audit and identify the risk categories for cleaning tasks, materials or working procedures
2. assign the audit frequencies for each risk category allocated
3. confirm the type of audit in line with frequency of cleaning and schedule
4. review and adjust the risk category for each audit carried out
5. identify and allocate the relevant scoring systems for each type of audit
6. agree the principles of audit with scoring systems defining criteria for pass and fail
7. confirm the cleaning areas for auditing
8. identify the sample size of each area, elements or working procedures being audited
9. confirm the audit approach and questions being asked throughout assessment
10. carry out the audit of the cleaning areas in line with confirmed types of audit, frequencies and scoring systems
11. use the relevant tools, technologies and types of testing for auditing the area against standards of cleanliness
12. ensure the audit is signed and stamped with time and date
13. produce the audit record and report detailing the risk categories, numbers of areas audited, and the scores achieved
14. adjust the scores and calculations, where required
15. ensure the audits are signed off by the relevant department or by a responsible member of staff
16. carry out trend analysis of individual scores and overall scores over confirmed periods of time
17. identify the sources of external benchmark data and carry out analysis against it
18. analyse the outcomes of cleanliness and the cleaning practices
19. collate variances in quality across variety of areas, noting the failures
20. identify specific areas requiring review, improvement or change of working practices
21. identify the relevant actions depending on the outcome of audit assessments
22. allocate the actions to the relevant members of staff or departments

23. monitor and review the quality cleaning standards and safety procedures on a regular basis
24. ensure your levels of competence in carrying out cleaning audits are up to date
25. train to standardise the audit methodologies on a regular basis
26. review your professional competence in carrying out audit assessments and undertake all relevant training, where required

Knowledge and understanding

You need to know and understand:

1. your organisation's standards of cleanliness
2. your levels of competence in standards of cleanliness and cleaning audits
3. how to prepare for the cleanliness audit and what it involves
4. the reasons and goals for undertaking audit
5. the access to the audit areas
6. the range of locations and cleaning outcomes to be audited
7. how to sample the areas for verification or working procedures for audit
8. the risk categories for carrying out the audit
9. the frequency of audits in relation to risks
10. the scoring systems, pass and fail parameters for carrying out the audit
11. the types of questions for the assessment
12. the approach for undertaking the audit
13. how to carry out a visual inspection of the areas being cleaned
14. the range of tools, technologies and types of testing for carrying out the audit
15. why it is important to have the audit reports signed and stamped with time and date
16. the types of reports required for recording the outcomes of the audit
17. the relevant member of staff for signing off the audit
18. how the results of the audit are collated
19. the principles of data analysis and why benchmarking data might be required
20. how to analyse the results and identify the areas for attention
21. the relevant actions and training that may be required as a result of the analysis
22. why quality of cleaning standards must be monitored on a regular basis
23. the benefits of carrying out the cleanliness audit
24. the importance of standardisation of the audit methodologies
25. how to improve the quality of cleanliness and the working procedures

Audit and check compliance with standards of cleanliness

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Original URN	N/A
Relevant Occupations	Cleaning Services Operations; Cleaning Support Operations; Elementary Cleaning Occupations; Elementary Occupations; Retail and commercial enterprise; Service enterprises
Suite	Cleaning and Support Services
Keywords	support, staff, training, cleaning operatives, infection, supervising, audit, cleanliness standards, cleaning