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### Overview

Staff are a cleaning organisation's most valuable resource. Planning and co-ordinating the work of staff is vital if the business is to run smoothly and efficiently.

You work with your staff on a day to day basis and can make an enormous contribution to this process. You help the business to plan the work of staff, making sure that the best use is made of skills and availability. You also observe staff at work, making sure that they are carrying out their work as planned, and helping them with problems when they occur. You also have an important role in giving staff feedback on their work, and motivating them to achieve the high standards that customers expect.

To complete this unit, you need to be responsible for the work of a team. The team in this case could be two or more people that you supervise permanently, or staff that you supervise on a temporary basis.

This unit covers the following:

1. Help to plan the work of cleaning staff
2. Monitor the work of cleaning staff
3. Give cleaning staff feedback on their work

The typical day-to day activities you might carry out for this unit include:

1. Getting ideas from your team members about the best way to organise a piece of work
2. Planning what your team members will do - for example by working out staff rotas
3. Briefing your staff on their duties
4. Altering your plans to take account of changing circumstances, for examples staff not turning up for work as planned
5. Observing your staff carry out their work
6. Debriefing your staff and giving them feedback on how well they have done

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## Supervise the work of cleaning staff

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### Performance criteria

#### Help to plan the work of cleaning staff

- You must be able to:*
- P1 collect information from relevant people about the work you must plan
  - P2 identify the requirements that must be met and the resources that will be available
  - P3 make the best use of available resources and take account of your organisation's policies and procedures
  - P4 develop contingency plans for things that may go wrong
  - P5 check your plans with relevant people and use their feedback to improve your plans further
  - P6 brief your staff on your plans and check that they understand what you want them to do
  - P7 update your plans to take account of any changes in requirements or resources

#### Monitor the work of cleaning staff

- You must be able to:*
- P8 check the work of staff
  - P9 make sure their work meets the agreed requirements
  - P10 provide staff with the support they need
  - P11 cause as little disruption as possible when monitoring staff
  - P12 deal with any problems that occur within the limits of your responsibility

#### Give cleaning staff feedback on their work

- You must be able to:*
- P13 give feedback to staff in a situation most likely to maintain and improve their performance
  - P14 give staff feedback that is clear and objective
  - P15 praise your staff's achievements
  - P16 give your staff constructive suggestions and encouragement for improving their work
  - P17 show respect for staff when you give them feedback
  - P18 treat all feedback confidentially
  - P19 give staff opportunities to respond to your feedback

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## Supervise the work of cleaning staff

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### Knowledge and understanding

*You need to know and understand:*

#### Supervise the work of cleaning staff

- K1 the importance of supervising the work of other staff so that they carry out work as planned
- K2 relevant areas of employment and health and safety legislation
- K3 the limits of your responsibility when it comes to supervising other staff
- K4 your organisations procedures that are relevant to supervising the work of other staff

#### Help to plan the work of cleaning staff

- K5 the importance of understanding the requirements of a piece of work
- K6 the importance of knowing about the resources that will be available to you
- K7 how to identify the requirements for a piece of work and the resources that will be available to you
- K8 how to develop plans - for example staff rotas and schedules
- K9 the importance of contingency planning and how to develop contingency plans
- K10 how to make best use of resources, including staff skills
- K11 the importance of consulting with other relevant people about your work plans
- K12 the types of organisational constraints which influence your planning
- K13 how to brief your staff on your plans for their work
- K14 the importance of checking that other staff understand your plans for their work
- K15 the types of situations that may cause you to update your plans

#### Monitor the work of cleaning staff

*You need to know and understand:*

- K16 the importance of making sure that staff are meeting agreed requirements for their work
- K17 how to check the work of staff without causing disruption
- K18 the types of support that staff may need and how to provide such support
- K19 the types of problems that may occur and how to deal with these effectively

#### Give staff feedback on their work

*You need to know and understand:*

- K20 the importance of giving feedback to staff and making sure that feedback is clear and objective
- K21 how to choose a time and situation to give staff feedback
- K22 how to give feedback to staff
- K23 the importance of praising staff's achievements

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- K24 the importance of identifying areas of work where staff could improve their performance
- K25 how to give constructive suggestions and encouragement to staff
- K26 why it is important to show respect for staff when you provide feedback and how to do so
- K27 the principles of confidentiality when providing - which people should receive which pieces of information
- K28 how to motivate and gain staff's commitment by providing feedback

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