
Overview

This unit is about training and updating all staff in cleaning. It is about assessing an individual's training needs and training them to the standards your organisation requires. It is also about giving individuals feedback on their progress and achievements.

The unit covers the following:

1. Contribute to the assessment of individuals training needs
2. Train individuals to quality and performance standards
3. Provide feedback on individuals' progress and performance

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

1. Assessing the skills of individuals
2. Identifying training needs within your area of responsibility
3. Identifying how individuals can safely learn and apply new skills in your area of responsibility
4. Implementing planned training in your area of responsibility
5. Giving operatives on-the-job instruction and supervising their work
6. Assessing individuals' progress in acquiring and applying cleaning skills
7. Giving individuals feedback on their progress and achievements
8. Keeping training records
9. Reporting individuals' progress

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Performance criteria

Contribute to the assessment of individuals' training needs

- You must be able to:*
- P1 establish positive working relationships with cleaning staff
 - P2 accurately identify new operatives' previous work experience and skills
 - P3 accurately identify the knowledge and skills needed by individuals to meet the standards of quality of performance required in your area of responsibility
 - P4 identify the level of knowledge of health and safety procedures individuals need in order to undertake training in your area of responsibility
 - P5 determine the degree of supervision individuals will need whilst they are being trained
 - P6 report your assessment of their training needs to the relevant person

Train staff to quality and performance standards

- You must be able to:*
- P7 apply a structured training programme to meet individuals' training needs
 - P8 explain clearly what is expected of cleaning staff in your area of responsibility
 - P9 give clear information and instruction to individuals
 - P10 demonstrate best working practices in ways which help them to learn effectively
 - P11 demonstrate how equipment is operated following manufacturer's recommendations and in line with your organisation's procedures
 - P12 support cleaning operatives in practising their skills under safe working conditions
 - P13 monitor cleaning operatives' progress and their ability to cope with the demands of their work and the working environment
 - P14 record accurately details of training activities and progress in line with organisational procedures

Provide feedback on individuals' progress and performance

- You must be able to:*
- P15 give individuals opportunities to assess their own performance at appropriate stages in their training
 - P16 give individuals clear and impartial feedback on their progress and performance
 - P17 identify with individuals constructive action to meet their continuing training needs
 - P18 report individuals' progress
 - P19 identify the reasons for variations in individual progress
 - P20 suggest realistic solutions when operative progress is slower or faster than expected.

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Knowledge and understanding

You need to know and understand:

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- K1 the limits of your responsibility for training cleaning operative
- K2 your organisation's procedures for the training of cleaning staff

Contribute to the assessment of individuals' training needs

You need to know and understand:

- K3 the knowledge and skills needed to meet the standards of quality and performance in your area of responsibility
- K4 the health and safety risks which arise in your area of responsibility and the organisation's procedures for dealing with these
- K5 the limits of your responsibility for training cleaning staff
- K6 what a training need is and how to identify training needs accounting for previous experience
- K7 who is responsible for staff training in your organisation and what information they require from you

Train staff to quality and performance standards

You need to know and understand:

- K8 your organisation's structured training programme for cleaning staff
- K9 how to put individuals at ease
- K10 how to demonstrate best working practices and the operation of equipment to staff
- K11 techniques for the demonstration of methods and equipment and how to select the one most appropriate to the operative's needs and the tasks or equipment being demonstrated
- K12 questioning techniques
- K13 types of support which enable people to practice their newly acquired skills
- K14 the health and safety risks which arise in your area of responsibility and your organisation's procedures for dealing with these

Provide feedback on staff progress and performance

You need to know and understand:

- K15 how to give individuals feedback on their progress and performance
- K16 techniques for getting individuals to assess their own progress and performance
- K17 the types of difficulties individuals have in making progress and what actions can overcome them
- K18 whom to report details of individuals' progress to

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