

Training Procedures

The procedures that are incorporated into our Company's policies and that demonstrate this commitment to the on-going training of all staff is summarised below-

Mandatory-

- Site-specific Induction Training including Health & Safety
- British Institute of Cleaning Science (BICSc) Licence To Practice
- British Institute of Cleaning Science (BICSc) Cleaning Professional's Skills Suite (CPSS)

Supplementary-

- NVQ/QCF Level 2 certificate in Cleaning & Support Services
- NVQ/QCF Level 2 certificate in Customer Service
- IOSH Working Safely in Health & Safety

Supervisory-

- QCF Certificate in Cleaning Supervision -Level 3
- CSSA Certificate in Cleaning Supervision
- Institute of Leadership & Management (ILM)- Level 2
- IOSH Supervising Safely in Health & Safety

Managerial-

- CSSA Diploma in Cleaning Management- Level 3
- Institute of Leadership & Management (ILM)- Level 3
- University Certificate in Cleaning Management
- IOSH Managing Safely in Health & Safety

Site-specific Induction training:

This initial training incorporates a 25 point plan which details all specific information requirements appertaining to each individual place of work. Induction training includes information on each individual site's specific rules, regulations and procedures in addition to our company's own instructions; health & safety, quality and environmental systems and all other general and related details and information.

Skills Training programme

Our company are an Approved Training Organisation (ATO) for the British Institute of Cleaning Science (BICSc) Cleaning Professional's Skills Suite (CPSS) and have four approved assessors for this scheme who work under the control of our dedicated Training Manager.

Task-based training is completed on site to ensure total familiarity and understanding of the actual work requirements and methods applicable to each individual site. The training requirements for

each task is taken from our own Skills Training Manual which was developed based upon the BICSc CPSS assessment criteria and standards.

All new staff receives compulsory training in 5 mandatory units in order to obtain Licence to Practice status; they are then subsequently trained according to their required skills-set and assessed for competence based upon the requirements of the BICSc CPSS scheme.

This level of accredited staff training ensures that an objective and consistent standard is always maintained and each operative may be regarded as being “fully trained and competent” with respect to the skills on which they have been successfully assessed.

National Vocational Qualifications (NVQ) and QCF - Level 2

Operatives undertake work-based training and assessment to a specific criterion as defined by the NVQ requirements and the training provider. Each operative has to complete a set number of units and are assessed on a regular basis for their understanding and knowledge of the subject unit. A portfolio is created of their training and assessment and results in the award of the NVQ on successful completion. The NVQ's that are commonly undertaken by staff are NVQ Level 2 in Cleaning & Support Services and NVQ Level 2 in Customer Service

British Institute of Cleaning Science (BICSc) Food Premises Cleaning Certificate (FPCC) - Level 1

This scheme operates in a similar manner as the CPSS but is relevant to the safe and successful cleaning of kitchens, equipment, dining areas, etc. with specific focus being placed on hygiene control within these environments.

QCF Certificate in Cleaning Supervision -Level 3

This is a competency based qualification that assesses the competence in the form of skills, knowledge and understanding set within a work situation. This competency qualification is based on national occupational standards which describe the tasks and responsibilities expected of supervisor working in this particular job role.

Asset Skills/CSSA Diploma in Cleaning Management- Level 3

This is a new qualification which has been recently launched in order to provide new managers in the cleaning industry with the skills and knowledge required to deliver good customer service, manage their staff well and ensure that a high quality of service is consistently achieved. Our company were chosen to be included in the initial trial and test of this scheme by the organisation delivering this training; namely Cleanwise.

Supervisory and Management training- General

Both existing and potential employees who are under consideration for promotion to supervisory and management positions undertake specialised training delivered by the Institute of Leadership & Management (ILM). These fully-accredited training schemes result in certificates and awards at various levels dependent upon the training carried out and the actual requirements of the position available. In addition, existing managers are encouraged to enrol for the University Certificate in Cleaning Management currently offered by the University of Northampton.

Health & Safety Training

All employees undertake basic health & safety training and awareness during their initial Induction and Skills training and, in addition to this, specific staff undertake professional training offered by the Chartered Institute of Environmental Health (CIEH) and the Institute of Occupational Safety & Health (IOSH). All Senior Supervisors and Managers are placed on the IOSH Managing Safely training course whilst key operatives undertake the IOSH Working Safely training.

Specialist Training Schemes

Employees are offered further training specific to both their requirements and needs and those of the company. These training opportunities are generally undertaken by attending external courses provided by specialist providers and consultants who offer the highest standards of training, course availability and facilities and are recognised to be specialists in their particular field of expertise.

Examples of such specialist training includes-

- Floor maintenance including natural stone
- Twister Diamond Pad system
- Carpet deep cleaning
- High level access (cherry pickers, etc.) and cleaning

The information provided is only a summary of the scope of training opportunities available to all of our staff. We actively encourage our staff to take advantage of the schemes available and do have a planned approach to career development and enhancement. This results in the provision of trained staff to work on your premises and to achieve customer satisfaction.