



CLEANING SUPERVISORY SKILLS CERTIFICATE

How to -

Benefit from cost effective assessment
Motivate and give recognition to those **directly engaged** on cleaning supervisory tasks

This is not a training scheme; it is assessment of the supervisor as they carry out their normal duties. It provides for the qualification of cleaning supervisors and highlights the professional approach of the employing organisation. It does so by setting a standard for the level of skills achievement that supervisory staff should have.

The assessments cover 5 broad categories including:

Business Processes
Technical Competences
Communication
Time Management
Team Building

HOW DOES IT WORK?

The kit contains everything needed to operate the scheme in a simple, user friendly format. The CSSC assessment kit contains 26 of the activities most commonly carried out by supervisors in the course of their work. This is an assessment of the supervisor's ability to **supervise** and not an assessment of their ability to clean.

The kit contains the following:

ASSESSMENT CARDS Each card details the resources and competencies needed to pass a given task.

The tasks covered are:

Essential Skills

SSE1 Understanding what the company does
SSE2 Understanding what the client does
SSE3 Payroll input
SSE4 Stock management and budget responsibilities
SSE5 Equipment management
SSE6 Site inductions
SSE7 Health and safety
SSE8 Different forms of communication
SSE9 Telephone
SSE10 Assertiveness
SSE11 Management of hours
SSE12 Work study methods
SSE13 Motivate and leading an effective team

Complementary Skills

SSC1 Company handbook/policies
SSC2 Employee handbook
SSC3 Interview process
SSC4 New starters process
SSC5 Absence management
SSC6 Quality
SSC7 Role profile
SSC8 Problem solving
SSC9 Chemical/equipment knowledge
SSC10 IT (Complementary)
SSC11 Expected behaviour and transaction
SSC12 Negotiation and handling conflict
SSC13 Recruitment process

MARKING SHEETS - for use with the above cards.

CERTIFICATE REQUEST - showing test results of successful candidates.

BRIEFING NOTES - to assist the person responsible for operating the scheme inside the organisation.

Once an organisation has joined the BICSc Cleaning Supervisory Skills Certificate Scheme, an 'in house' assessor is trained and appointed. This is normally, but not necessarily, the person directly responsible for the training of cleaning staff within the operation. BICSc appoints an independent moderator, who helps the organisation and ensures that the scheme is operated fairly and to a proper standard. Details of the appointment of assessors and an application form are available on request.

Cleaning supervisors to be entered for the Certificate are selected by the employing organisation. To qualify for a Certificate, an operator must successfully complete the assessments for the skills as follows: - Stage 1, all 13 essential skills and Stage 2, all 13 of the complementary skills. The assessments are carried out by the organisations own 'in house' assessor.

When the supervisory staff have successfully completed all the required assessments, BICSc is notified and Certificates are issued. At the same time, the employing organisation receives an official record from BICSc of the personnel who have qualified for the Certificate.

The Scheme

- is simple and inexpensive to operate
- is designed to operate 'in house'
- is flexible - fits easily into existing training
- yields improved efficiency and better motivated staff
- provides visible evidence of standards achieved

Highlights the professional standards of organisations employing qualified supervisors.

HOW MUCH DOES IT COST?

The Kit is charged at £98.00 per copy excl P&P and VAT.
Candidate workbooks are £15.00 per copy excl P&P and VAT.
Certificates are issued at one per stage at £13.00 excl VAT.
Candidate registration - £3.50 Excl VAT.

The Moderators expenses incurred when setting up and auditing the scheme are charged in accordance with the rates advised. There are no hidden extras.

WHAT TO DO

- Contact BICSc for detailed information
- Decide to join the Scheme
- Buy assessment kit(s)
- Arrange for centre approval*
- Assessor competence*
- Trainer competence
- Candidate competence
- Request certificates

* This involves a Moderator visit.

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