

Apprenticeship Standard: Cleaning Hygiene Operative

Occupational Profile

Cleaning hygiene operatives ensure that their working environment is clean, hygienic, safe and contamination free in order to enhance its condition and appearance.

They may carry out cleaning in:

- **interiors**, such as of offices, retail & distribution, leisure, manufacturing and transport
- a **public space**, for example street cleaning, parks and events
- **healthcare & biohazard**, inclusive of healthcare settings including hospitals, health centres, doctors, dental surgeries, care homes and nurseries; maintaining hygienic environments within any designated healthcare setting

They work across all sectors and may be employed directly by the employer whose environment they are cleaning or via contract cleaners. Whatever the environment, cleaning hygiene operatives will maintain cleaning standards providing an enhanced experience for customers, clients, guests and colleagues or the public at large. They will clean the environment in the most efficient and cost effective way, working to productivity rates that ensure value for money.

Cleaning hygiene operatives follow routine cleaning instructions, exercising autonomy and judgement as required and addressing straightforward problems such as lack of stock and spillages. They identify, gather and use information, for example customer feedback and health & safety records, to inform actions and to determine how effective cleaning has been. They will know the fabric and furnishings of buildings and environments - furniture, fixtures, fittings, facilities, amenities and equipment, enabling them to choose the correct machinery, equipment and materials for cleaning; prolonging the longevity and sustainability of the working environment and reducing the risk of property damage. Equipment they use will range from mopping systems and vacuum cleaners to ride on scrubber dryers and robotics. They will use maths skills for the dilution of cleaning fluids. It is essential they have an understanding of and work within Health & Safety and Environmental practices, to ensure safety to themselves and all others they come into contact with and protection of the environment. They also need customer service skills if working in areas used by the public.

Cleaning hygiene operatives have varied working environments. They could be working indoors or outdoors - in all weather conditions. They may have to work when buildings are closed for normal activities, which could mean working in the evenings, early morning or at weekends. They may work shift patterns or be on call out duty. Depending on the job, they might clean the same area every day, or go to different sites. The role may involve working alone or as part of a team. They may need a full driving licence and use of a vehicle to travel between sites and to use some equipment. Sites may have high security requirements which they will have to adhere to, for example in prisons, airports and hospitals. Depending on where they work, they may need to get clearance.

Typical job titles: Cleaner, Domestic, Window Cleaner, Janitor, Street Cleaner, Housekeeper, Mobile Cleaners, Industrial Cleaner, Food Preparation Cleaner, Biohazard Cleaner, Construction Cleaner, Clean Room, Heritage Cleaner, Disaster Recovery Cleaner, Healthcare Cleaner, Transport Cleaner, Retail Operative, Hygienist and Event Cleaner

Apprentices must complete the core knowledge, skills and behaviours and knowledge and skills relating to one option: **interiors, public space or healthcare & biohazard.**

Requirements: Core Knowledge/Understanding, Skills and Behaviours

Core Knowledge and Understanding:

- Health & Safety at Work Act, Control of Substances Hazardous to Health (COSHH), Registration, Authorisation and Restriction of Chemicals (REACH), Environmental awareness, Manual Handling, Risk Assessments and Working at Heights legislation, codes and working practices and how they apply to themselves and others in the cleaning environment, including security and emergency procedures
- Principles of practical cleaning skills; why specific cleaning techniques and methodologies are used within cleaning
- The importance of personal protective equipment (PPE) in the cleaning environment and following cross contamination guidelines; principles of general hygiene
- Principles of waste removal; routine waste (general waste and recycling) and non-routine waste (electrical, hazardous, clinical) and how to dispose of this in a safe manner
- The storage, handling, applications and dilution of cleaning agents (including chemicals)
- Principles and techniques of Bio hazard cleaning and contamination control, including infection prevention and control, minimising risks and applying correct methods for the environment
- Storage, maintenance and effective application of manual and mechanical equipment for example mopping systems, vacuum cleaners, ride on scrubber dryers and robotics
- Methods and techniques for minimising environmental risks and maximising opportunities to improve sustainable performance during cleaning tasks, including efficient energy and water use and minimising use of chemicals, with reference to the waste hierarchy (preferred methods of disposal)
- Principles of customer care
- The importance of valuing diversity and how to operate with integrity and openness to ensure good working relationships

Core Skills:

- Comply with organisational safety and security policies and procedures, identify hazards and comply with risk assessments; use barriers and warnings to potential hazards
- Work efficiently by ensuring correct selection and use of equipment and materials, including chemicals, taking into consideration energy and water consumption to reduce the carbon footprint
- Apply correct cleaning methods appropriate to the environment
- Store, fit, use and maintain PPE, following cross contamination guidelines. Maintain personal hygiene between tasks to prevent cross contamination and maintain client confidence
- Correctly identify and handle routine waste (general waste and recycling) and non-routine waste (electrical, hazardous, clinical) and prepare for disposal
- Correctly store, handle, dilute and apply cleaning agents, including chemicals, appropriate to the task
- Store, manage, and maintain effective application of manual and mechanical equipment, for example mopping systems, ride on scrubber dryers and robotics
- Apply the correct techniques of Bio Hazard cleaning and contamination controls including infection prevention control, minimising risks and applying correct methods for the environment

- Use oral, written and or electronic methods to communicate information with work colleagues, client's representatives, supervisors, and other members of the wider stakeholder industry
- Deal with customers/members of the public in a courteous and informed manner

Core Behaviours:

- Works effectively and efficiently with others; reliable and follows instructions; be aware of and take account of the needs and concerns of others, especially where related to diversity and equality
- Accepts responsibility for own work; shows initiative to identify and resolve problems within own scope of responsibility
- Maintains professional conduct within all areas: timekeeping, manners, customer service, personal conduct, confidentiality, positive manner, clean and professional in appearance
- Uses initiative and influence within the remit of role; be motivated to 'go the extra mile'
- Supports the learning and development of self and others through activities such as training, actively listening and responding appropriately to what has been said, supporting and sharing professional expertise and knowledge

Option 1 – Interiors

Interiors Knowledge

- Data protection legislation and how it is applied in the workplace - what is confidential and how to treat the information; procedures for a data protection breach and reporting
- Food hygiene awareness; avoiding cross contamination and its importance
The importance of cleaning work areas to maintain a pleasant working environment
- Workplace areas and the ways in which the areas are used during normal day, for example: workstations, living spaces, food service areas, washrooms, entrances and exits, delivery areas - peak usage times and when cleaning is least intrusive and most effective
- Principles of periodic cleaning of hard and soft floor surfaces including fabrics, fixtures and fittings

Interiors Skills

- Follow workplace data protection guidelines, client protocols to ensure data confidentiality is maintained; report data breaches where necessary
- Clean work areas, following directions to prevent cross contamination, clean entrances and exits to a high standard, to add impact to first impressions of building and to maintain safety levels for users
- Workplace cleaning - putting the customer first; cleaning around people, being visible but considerate

Option 2 – Public Space

Public Space Knowledge

- Public space cleaning specific vehicles and machinery, for example pedestrian sweepers, ride on sweepers, street washers and pressure washers; how to identify the correct machine for the task and how to use vehicles and machinery safely, legally and in accordance with organisational procedures, including licences to operate machinery requirements
- The health & safety requirements of working on roads and highways: Licensed disposal regulations; Obligation to clean streets Environmental Protection Act (1990) subsection

(4); Safe Cleansing on the Highway (WISH waste 24) and its implementation (Chapter8); water permits and

- noise pollution
- Street grading; procedures relating to specialist waste, for example animal waste
- Waste crime, the importance and how to report fly-tipping and any suspicious objects to authorities
- Local Authority Winter Maintenance and Service plans and street cleansing contribution; kerbside resource replacement, for example waste disposal units and grit boxes

Public Space Skills

- Operate public space cleaning equipment, for example pedestrian sweepers, ride on sweepers, street washers and pressure washers and manual street equipment; perform daily checks on equipment and report faults; empty and clean vehicles within designated areas
- Clean public spaces of litter, detritus and debris, using manual and or powered equipment; work around street furniture and members of the public; safely collect, remove and dispose of specialist waste e.g. animal remains
- Identify and report fly posting and graffiti; report fly-tipping and any suspicious objects
- Forecasting and prioritising actions to keep roads and walkways clear of ice and snow, using manual and mechanical cleansing methods including gritting and salting

Option 3 - Healthcare & Biohazard

Healthcare & Biohazard Knowledge

- Waste streams: colour coding; tying and fixing methods; storage containers/bags; movement/transportation – lifting and handling, the correct trolleys to avoid potential hazards/accidents
- Clinical cleaning techniques: different cleaning types including barrier, reverse barrier and terminal cleans; specific colour coding – depending on the environment
- Specialised cleaning equipment, for example fogging machines and chlorine based cleaning products
- Risk categorisation of room types; cleaning methods and frequencies associated with risk and periodic cleaning
- Infection Prevention and Control in Healthcare Cleaning: chain of infection and how cleaning impacts on the cause and spread infection; role of cleaning in reducing risk and spread of infection and maintaining patient confidence; difference between cleaning, disinfection and decontamination
- Biohazard cleaning & contamination control: risk assessment of biohazard to identify correct action or cleaning methodology; correct PPE and equipment to remove and decontaminate area; correct disposal of waste produced from cleaning and decontamination of biohazard

Healthcare & Biohazard Skills

- Correct identification and movement of waste streams; control contaminated waste, such as torn bags and syringe spills
- Apply clinical cleaning techniques using specialised cleaning equipment, for example fogging machines and hydrogen peroxide; apply the principles of infection prevention and control; act in a sensitive and compassionate manner when working in a highly sensitive or contaminated cleaning environment
- Identify where there is potential increased risk and seek appropriate advice on cleaning methodology

- Respond quickly and efficiently to urgent cleaning and sanitising of biohazard wastes and spills

Entry Requirements: Individual employers will set their selection criteria suitable for the role

Qualifications: Apprentices must achieve a level 1 in English and maths and take the test for level 2 prior to taking their end-point assessment

Link to Professional Recognition:

British Institute of Cleaning Science (BICSc): Cleaning Hygiene Operative apprentices will be eligible for 'student' membership grade, which will be free for the first year of the apprenticeship. On successful completion of the apprenticeship learners will be eligible to apply for membership as a Practitioner (PBICSc). www.bics.org.uk

Chartered Institution of Wastes Management (CIWM): Cleaning Hygiene Operative apprentices will be eligible for free student membership of CIWM. Upon completion of their apprenticeship they will be eligible for Technical Membership of CIWM. <http://www.ciwm.co.uk/>

Duration: Typically 14 months

Level: 2

Progression: Cleaning Hygiene Operatives may progress to roles such as a Cleaning Supervisor, Forman, Site Manager, Area Supervisor, Team Leader, Technical Specialists or Trainer

Review date: After 3 years