The Cleaning Professional’s Skills Suite (CPSS 2.1)

Introduction to the Cleaning Professional’s Skills Suite

Licence to Practice Unit

Base Units

BU1 - Dust control mop sweeping
BU2 - Damp mopping
BU3 - Vacuum cleaning
BU4 - Manual brush sweeping
BU5 - Emptying and cleaning of general waste bins
BU6 - Dusting/damp wiping of surfaces
BU7 - Cleaning kitchen work surfaces [non-commercial]
BU8 - Cleaning kitchen sinks
BU9 - Auto scrubber drying
BU10 - Glass cleaning
BU11 - Cleaning hand hygiene basins
BU12 - Cleaning toilet facilities
BU13 - Cleaning washroom facilities
BU14 - Preparation and care of a microfibre system

Additional Units

AU1 - Spray cleaning hard floor surfaces
AU2 - Buffing hard floors
AU3 - Machine scrubbing and drying (with wet suction machine)
AU4 - Cylindrical brush machines
AU5 - Washing surfaces
AU6 - Polish application
AU7 - Stain removal
AU8 - Cleaning domestic refrigerators
AU9 - Cleaning domestic microwaves
AU10 - Cleaning domestic toasters
AU11 - Cleaning telephones
AU12 - Multi bucket floor mopping
AU13 - Cleaning squat toilets

Specialist Units

SU1 - Body fluids and sharp objects
SU2 - Biohazard decontamination cleaning
SU3 - Cleaning computers
SU4 - Cleaning lifts
SU5 - Carpet skimming
SU6 - Carpet extraction cleaning
SU7 - Strip dry and reaply emulsion polish
SU8 - Graffiti removal
SU9 - Chewing gum removal [hard surfaces]
SU10 - Steam cleaning
SU11 - Pressure washing
SU12 - Machine sweeping
SU13 - High level dusting
SU14 - Upholstery extraction cleaning

Rules of combination

Course duration

Location

Book your training

Accredited training for the cleaning industry

CPSS training has revolutionised how we deliver our services. Since training our staff we have seen significant improvements in productivity, efficiency and safety, and consider BICSc accredited training a key part of how we differentiate ourselves from other service providers.

- The Transguard Group

For more than 50 years the British Institute of Cleaning Science has been raising the standards of the cleaning industry through accredited training for cleaning professionals.

Each year more than 1,000 professionals develop their skills and knowledge through CPSS skills training, which is recognised throughout the industry and worldwide.

The Cleaning Professional’s Skills Suite has over 30 skills to choose from, allowing you to build and tailor your core cleaning competencies to your role; whether you are new to the industry, looking to improve your knowledge or specialise in particular tasks.

Three steps to CPSS 2.1 certification

1. Complete the Licence to Practice Unit
   To be awarded the Licence to Practice, candidates must complete the Licence to Practice Unit. This unit has been made compulsory to protect the safety of cleaning operatives, users of buildings as well as to promote sustainability. The minimum requirement for CPSS 2.1 is the Licence to Practice assessment.

2. Enhance your skills with Base Units and Additional Units
   CPSS 2.1 features a range of competent cleaning skills designed to enhance the knowledge of cleaning operatives. It is up to the individual or company to decide how many competent skills their operatives require. All skills achieved will be listed on a skills card awarded to the candidate on completion of their training.

3. Become a cleaning specialist with our Specialist Units
   In addition to the Base and Additional Units there are also a variety of Specialist Units available. These skills are ideal for cleaning operatives who work in a specific environment requiring specialist knowledge. Any specialist skills that cleaning operatives achieve will be listed on a skills card awarded to the candidate on completion of their training.
The Licence to Practice Unit (LTP) covers the essential skills required for anyone working in the cleaning industry. Every cleaning operative must complete this unit to understand the reasons and practicalities of safe working before progressing onto further skills training with the Cleaning Professional’s Skills Suite.

Base Units cover the skills that cleaning operatives use daily. These units can be selected on their own following the LTP Unit, or combined with other skills from the Cleaning Professional’s Skills Suite.

**Chemical competence**
Chemical Competence will ensure operatives have an understanding relating to the correct use and dilution of chemicals.

*Training benefits*: A reduction of work related accidents regarding chemical use and the potential to lower chemical usage resulting in increased cost efficiency.

**Safe assembly and care of equipment**
Safe assembly and care of equipment will help operatives understand the importance of checking and assembling equipment and how to take care of equipment.

*Training benefits*: Creates a safe working environment, a reduction of accidents and cost savings with equipment lasting longer.

**Storage of equipment and materials**
Storage of equipment and materials will teach operatives best practice on keeping storage areas clean and safe.

*Training benefits*: A reduction in accidents with storage areas easier to access and less odours from storing dirty materials (mop heads, cloths etc.)

At the end of the LTP Unit candidates must complete a practical assessment lasting a minimum of 30 minutes. On successful completion of the assessment, candidates will receive a skills card listing the Licence to Practice Unit.

*Please note for the Licence to Practice to remain valid, candidates must renew the unit every three years.*

**Dust control mop sweeping**
Dust control mop sweeping is a means of ensuring that the floor surface is cleaned in a controlled manner.

*Training benefits*: Clean hard floor surfaces.

**Damp mopping**
Damp mopping is the method most commonly used to clean the floor surface.

*Training benefits*: Clean hard floor surfaces with reduced risks of slips.

**Vacuum cleaning**
Suction cleaning hard or soft floor coverings removes dirt and debris from the surface leaving the surface clean.

*Training benefits*: The surfaces are clean, free of debris and can assist in areas where dust levels may cause further issues with equipment etc.

**Manual brush sweeping**
Manual brush sweeping is the method of removing dust and debris from areas such as washroom facilities where other methods of floor cleaning are not possible.

*Training benefits*: Removal of dust and particles from the surface.

**Emptying and cleaning general waste bins**
Emptying and cleaning general waste bins allows the cleaning operative to safely remove general waste.

*Training benefits*: Reduced risks of accidents through incorrect handling.

**Dusting/damp wiping of surfaces**
Dust/damp wiping of surfaces is the removal of dust in a controlled manner and the removal of light stains.

*Training benefits*: Surfaces will be clean improving the quality of the work area.
**Cleaning washroom facilities**
Cleaning washroom facilities will leave the area fresh and hygienically clean for all users following effective cleaning.

*Training benefits:* Hygienic facilities for the benefit of users and reduced risk of cross contamination from one area to another.

<table>
<thead>
<tr>
<th>BU7</th>
<th>BU8</th>
<th>BU9</th>
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<tbody>
<tr>
<td><strong>Cleaning kitchen work surfaces (non-commercial)</strong></td>
<td><strong>Cleaning kitchen sinks</strong></td>
<td><strong>Auto scrubber drying</strong></td>
</tr>
<tr>
<td>With kitchen work surfaces [non-commercial] the surfaces will be left hygienically clean in the correct manner.</td>
<td>Kitchen sinks can harbour many unwelcome guests. Effective cleaning will lower the risks to those on your premises.</td>
<td>Auto scrubber drying is a means of cleaning hard floor surfaces in large areas.</td>
</tr>
<tr>
<td><em>Training benefits:</em> Reduced risk of cross infection where food may be prepared.</td>
<td><em>Training benefits:</em> Reduced risk of infection and unpleasant odours.</td>
<td><em>Training benefits:</em> Dries as it goes reducing the risk of slips.</td>
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<tr>
<th>BU10</th>
<th>BU11</th>
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<tbody>
<tr>
<td><strong>Glass cleaning</strong></td>
<td><strong>Cleaning hand hygiene basins</strong></td>
<td><strong>Cleaning toilet facilities</strong></td>
</tr>
<tr>
<td>Glass cleaning effectively will remove dust and smears from the surface particularly mirrors and door glazing panels.</td>
<td>Hand hygiene basins are free standing basins located in areas such as wards, surgeries and food areas.</td>
<td>Cleaning toilet facilities in a manner that will leave the area clean and free from odours.</td>
</tr>
<tr>
<td><em>Training benefits:</em> Clean smear free glass.</td>
<td><em>Training benefits:</em> Effective cleaning reduces the risk of cross contamination.</td>
<td><em>Training benefits:</em> Hygienic facilities for the benefit of users &amp; reduced risk of cross contamination from one area to another.</td>
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<tr>
<th>BU13</th>
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<tr>
<td><strong>Cleaning washroom facilities</strong></td>
<td><strong>Care and preparation of a microfibre system</strong></td>
</tr>
<tr>
<td>Cleaning washroom facilities will leave the area fresh and hygienically clean for all users following effective cleaning.</td>
<td>Preparation and care of a microfibre system will provide the operative with the correct procedures for the use, preparation and laundry of a full microfibre system.</td>
</tr>
<tr>
<td><em>Training benefits:</em> Hygienic facilities for the benefit of users and reduced risk of cross contamination from one area to another.</td>
<td><em>Training benefits:</em> Ensure microfibre functions as designed.</td>
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<tr>
<th>BU15</th>
<th>BU16</th>
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<tr>
<td><strong>Polish application</strong></td>
<td><strong>Washing surfaces</strong></td>
</tr>
<tr>
<td>Polish application is a means of treating surfaces that require the application of different types of polish in a manner that will enhance the appearance of the surface.</td>
<td>Washing surfaces will leave the surface clean and smear free. This skill applies to horizontal or vertical surfaces.</td>
</tr>
<tr>
<td><em>Training benefits:</em> Protection of surfaces with correct polish application dependant on surface type.</td>
<td><em>Training benefits:</em> The surface will be left clean and smear free.</td>
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<thead>
<tr>
<th>AU1</th>
<th>AU2</th>
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<tbody>
<tr>
<td><strong>Spray cleaning hard floor surfaces</strong></td>
<td><strong>Buffing hard floors</strong></td>
<td><strong>Machine scrubbing and drying</strong></td>
</tr>
<tr>
<td>Spray cleaning hard floor surfaces is a means of interim maintenance of hard floor cleaning with the use of a high speed rotary floor machine with the aid of a maintainer cleaning agent.</td>
<td>Buffing hard floors will give a uniform appearance to the floor surface after damp mopping has been carried out.</td>
<td>Machine scrubbing and drying (with a wet suction machine) is an effective way of removing built up soiling from hard floor surfaces. Use of a rotary machine is followed by the removal of water from the surface using a wet pick up machine.</td>
</tr>
<tr>
<td><em>Training benefits:</em> Enhances the appearance of floor surfaces in between main cleaning regimes.</td>
<td><em>Training benefits:</em> An even and uniform appearance of the surface.</td>
<td><em>Training benefits:</em> Clean floor surface with reduced risk of slips as floor surface is left dry on completion.</td>
</tr>
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<thead>
<tr>
<th>AU4</th>
<th>AU5</th>
<th>AU6</th>
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</thead>
<tbody>
<tr>
<td><strong>Cylindrical brush machines</strong></td>
<td><strong>Washing surfaces</strong></td>
<td><strong>Polish application</strong></td>
</tr>
<tr>
<td>Cylindrical brush machines are a popular choice in areas where the floor surface may be textured but may also be used on soft surfaces and to remove ingrained dirt.</td>
<td>Washing surfaces will leave the surface clean and smear free.</td>
<td>Polish application is a means of treating surfaces that require the application of different types of polish in a manner that will enhance the appearance of the surface.</td>
</tr>
<tr>
<td><em>Training benefits:</em> Clean surface with an even appearance.</td>
<td><em>Training benefits:</em> The surface will be left clean and smear free.</td>
<td><em>Training benefits:</em> Protection of surfaces with correct polish application dependant on surface type.</td>
</tr>
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Additional Units are skills that cleaning operatives use frequently. These skills can be selected on their own following the LTP Unit or combined with other skills from the Cleaning Professional’s Skills Suite.
Stain removal is necessary to enhance the appearance of the surface and this skill will ensure the cleaning operative can identify the type of stain and surface.

Training benefits: Reduced risk of further damage through wrong methods or choice of stain removal agent.

Cleaning domestic refrigerators
Cleaning domestic refrigerators in the workplace reduces old food being left creating odours.

Training benefits: Clean facility for all users with reduced risk of contamination.

Cleaning domestic microwaves
Cleaning domestic microwaves in the workplace will ensure that the microwave is clean and pleasant to use.

Training benefits: Reduces unpleasant odours and unhygienic impacted food debris.

Cleaning domestic toasters
Cleaning domestic toasters in the workplace will reduce the effects of crumbs building up and causing a burning smell.

Training benefits: Reduces unpleasant odours and potential fire alarm activity.

Cleaning telephones
Cleaning telephones will leave the item hygienically clean and fresh particularly in areas with multi-users.

Training benefits: Reduced risk of cross contamination between users.

Multi bucket floor mopping
Multi bucket floor mopping can be used as an alternative to damp mopping and will leave the floor surface clean.

Training benefits: Surface that has been cleaned and rinsed to remove any residual cleaning agent.

Cleaning squat toilets
Cleaning squat toilets in a manner that will leave the area odour free and clean.

Training benefits: Reduced risk of cross contamination through effective cleaning.

Biohazard decontamination cleaning
Biohazard decontamination cleaning deals with the removal of substances from surfaces which may be excessive and contain higher risks to the operative.

Training benefits: A thorough understanding of the risks and how to effectively contain and clean the area.

Cleaning lifts
Cleaning lifts will ensure the operative understands the importance of the procedures in how to clean the lift effectively and safely.

Training benefits: This will provide a safe cleaning procedure and protect the operative and others during the cleaning process leaving the lift surfaces clean and pleasant to use.

Cleaning computers
Cleaning computers will ensure cleaning is carried out effectively and safely.

Training benefits: Reduced risk of damage or loss of work through incorrect cleaning procedure.

Cleaning carpets
Cleaning carpets will ensure the operative can safely carry out cleaning of a soft surface without causing damage.

Training benefits: Reduced risk of damage to the surface and a uniform appearance on completion.

Specialist Units
Specialist Units are skills that give cleaning operatives enhanced knowledge in a specific area relating to their job role. These skills require rules of combination to ensure candidates have the foundation skills required before moving on to more specialist units.

Competent skills
Type of usage: Occasional use
Course duration: Typically three units per day
Rules of Combination

The rules of combination outline the units that you must have completed to demonstrate your competency before you can gain Specialist Units.

You must have a valid Licence to Practice to undertake these units (as per the rules of combination).

For example, to achieve SU1, you must also have BU2, BU6 and AU5 (in addition to the Licence to Practice Unit).

<table>
<thead>
<tr>
<th>Specialist Units</th>
<th>Base Units</th>
<th>Additional Units</th>
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<tbody>
<tr>
<td>SU1</td>
<td>BU2, BU6</td>
<td>AU5</td>
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<tr>
<td>SU2</td>
<td>BU2</td>
<td>AU3, AU5</td>
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<td>SU3</td>
<td>BU6</td>
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<tr>
<td>SU4</td>
<td>BU1, BU2, BU3</td>
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<td>SU5</td>
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<td>SU13</td>
<td>BU1, BU2, BU3</td>
<td>AU5</td>
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<tr>
<td>SU14</td>
<td>BU3</td>
<td>AU7</td>
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Strip dry and reapply emulsion polish

Strip dry and reapply emulsion polish will ensure the operative can remove previous application of emulsion polish safely and in the correct manner prior to applying new emulsion.

Training benefits: Safe and effective way of carrying out this skill which will reduce costs through incorrect application and leave a uniform appearance on completion.

Graffiti removal (hard surfaces)

Graffiti removal will ensure the graffiti is removed safely and effectively.

Training benefits: Reduced risk to the operative through incorrect use of chemicals and reduced risk of damage to the surface.

Chewing gum removal (hard surfaces)

Chewing gum removal (hard surfaces) will ensure that chewing gum is removed in a safe and controlled manner.

Training benefits: Reduced risk of incorrect product use and damage to the surface.

Steam cleaning

Steam cleaning is the use of a steam machine for effective cleaning of walls and floors particularly tiled surfaces where there are accumulation of scum and fats.

Training benefits: Reduced risk to the operative through incorrect use and damage to surfaces, leaving the surface smear free.

Pressure washing

Pressure washing will ensure the operative can safely and effectively use a pressure washer.

Training benefits: Reduced risk to the operative and others, as well as a reduced risk of damage to the surface.

Machine Sweeping

Machine sweeping will provide the operative with the correct procedures of machine sweeping and the associated risks.

Training benefits: Reduced risk to the operative and others through incorrect use.

High level dusting

High level dusting will ensure the operative can carry out the skill in a safe and controlled manner.

Training benefits: Reduced risk to the operative and others during the cleaning process leaving surfaces free from accumulated dust and debris on higher surfaces.

Upholstery extraction cleaning

Upholstery extraction cleaning will ensure the operative can safely carry out the cleaning of the upholstery without causing damage.

Training benefits: Reduced risk of damage to the upholstery surface and a uniform appearance on completion.
Course duration

The number of days required to train will depend on the number of skills chosen. You can expect to complete the Licence to Practice Unit in one day. Typically, three units can be completed in one day.

Location

Training can be delivered at the BBS Training Centre in Northampton or at one of our Associate Training Provider’s training centres across the UK and internationally. You can find more details about our associate training providers at bics.org.uk/training/training-providers. Alternatively, training can be delivered in-house at your own site.

Book

To book training or to discuss your training requirements in more detail contact BICS Business Services (BBS)

Telephone: +44(0)1604 678712
Email: bbs@bicsbusinessservices.com
Website: bics.org.uk/training