

BASIC JOB SKILLS FOR CLEANERS



The job skills profiles describe basic skills that are part of working practice, and are based on competence objectives. Employers can ascertain what skills need to be strengthened, and employees can see what type of training they need in the areas of reading, writing, verbal communication, basic maths and IT skills.

The profiles can be adapted to individual and local needs. They describe the link between basic skills and the employee's actual work tasks, and make it easier for the training manager to devise appropriate courses.

The profiles can also be used for ordinary vocational upper secondary teaching and can be useful tools in making common core subjects in vocational training more work-related.

Tasks for cleaners include¹:

- performing cleaning duties
- assessing cleaning needs
- maintaining equipment and machines
- evaluating methods and equipment
- calculating time and planning the work
- working in accordance with hygiene and environmental requirements and guidelines
- working as part of a team

Reading and writing



READING

On a daily basis the cleaner will read:

- work instructions
- short messages
- lists of various work tasks
- safety instructions and signs
- checklists for completed work
- symbols on labels of various cleaning products
- cleaning schedules

Regularly the cleaner will read:

- minutes of meetings
- instructions for new products and equipment
- shift roster
- timesheets
- dosage of chemicals

Occasionally the cleaner will read:

- HSE information, e.g. new product data sheet, hygiene and modes of transmission of infection
- information and forms in connection with his/her own working conditions, e.g. work contract, self-notification of illness and leave of absence
- course and training plans, and instructional material
- information on changes in internal routines
- subject-related journals

WRITING

On a daily basis the cleaner will:

- cross off on forms related to work tasks
- fill in checklists for completed work
- fill in checklists for work quality and deviations from standard procedure
- write messages to colleagues and managers
- sign out, sign and certify forms

Regularly the cleaner will complete:

- timesheets
- order sheets for goods
- self-notification of illness and sick notes

Occasionally the cleaner will:

- make a note of new routines
- write notes in connection with internal courses and training programmes
- note key points on performance review forms
- give written answers to questions in organizational surveys

¹ The tasks of cleaners can vary, and when you are employed in a private cleaning company, "nurturing customer relations" is usually seen as part of the job.



Verbal communication



On a daily basis the cleaner will:

- greet customers and users in a friendly manner
- communicate with others in order to coordinate the work
- get instructions and discuss the work with his/her superior
- answer questions from customers and users
- talk and cooperate with colleagues
- tell the manager what work has been carried out
- communicate with other vocational groups, e.g. caretakers

Regularly the cleaner will:

- say if there is anything he/she does not understand
- ask for help to carry out the job
- discuss the procedure or the performance of the job with the team leader or other cleaners
- listen to others' suggestions
- inform the manager of deviations from standard procedure

Occasionally the cleaner will:

- suggest changes in tasks and routines
- give notification of emergencies or accidents, e.g. ring for an ambulance
- discuss his/her own work tasks with colleagues and supervisor
- participate in training and listen to explanations given by the course leader
- brief temporary workers about work routines
- ask questions at meetings
- take part in performance reviews with his/her supervisor

Basic maths



On a daily basis the cleaner will:

- calculate time needed for the job
- calculate use of material and equipment needed to carry out the job
- calculate driving time
- use detail drawings and convert to full scale

Regularly the cleaner will:

- assess the correct mixture ratio when using chemicals and measuring cups
- check his/her wage slip

Occasionally the cleaner will:

- check the supply of cleaning products and other essential equipment in stock
- use a pH-scale

«Practical training motivates adults to participate»

Computer skills



On a daily basis the cleaner will:

- use computerized equipment
- search for programs on the internet
- communicate with his/her employer by e-mail and text message
- use electronic tools to register working hours
- use a mobile phone to register attendance at the work station

Regularly the cleaner will:

- fill in information about work completed
- send e-mails with attachments
- find information on the intranet, e.g. cleaning schedules and descriptions of routines
- use different data programs
- check product information online, e.g. a new machine
- find data sheets for new products online
- order goods using an electronic form

Occasionally the cleaner will:

- use digital photographs to document, e.g. accidents
- find HSE regulations on the internet
- use word processing programs
- check new environmental requirements for cleaning products on the internet
- use computerized learning resources for training
- write electronic deviation reports
- check salary payments in the electronic system

The competence objectives for training in basic skills are a tool to create and adapt training for adults.

They describe and specify training goals in:

- Computer skills
- Basic maths
- Reading and writing
- Verbal communication

Skills objectives and guidelines can be ordered or downloaded from vox.no/kompetansemål. The guidelines address in more detail issues at work regarding basic skills training.

At vox.no/english you will find further resources on adult training.