



CWC360 Limited

Training/Cleaning Manual





COLOUR CODING FOR CLEANING

To prevent cross contamination in the workplace. Colour coding equipment includes; mop heads, buckets, dust pan & brush and cloths.

YELLOW

Cleaning in lower risk areas including bathroom sinks, tiled walls, mirrors, glass & metal surfaces.

Products:
Glass/metal cleaner
Hard surface cleaner
Quick clean

BLUE

Low risk general purpose cleaning including desk tops, window sills, dusting and polishing.

Products:
Hard surface cleaner
Polish

GREEN

Cleaning food preparation areas such as kitchens, catering departments, food service areas & bar areas.

Products:
Hard surface cleaner

RED

Cleaning high risk areas such as toilets, urinals & washroom floors.

Products:
Toilet cleaner
Quick clean



WARNING SIGNS

Warning signs **MUST** be: -

- Clearly displayed at all times when cleaning
- Displayed at the entrance & exit to the area during cleaning
- Displayed at both ends of the area of work
 - Whenever liquid is split on the floors
- Whenever there are trailing wires on floors.

Warning signs must only be removed when the floors are dry and all trailing wires have been removed.

They must be placed back in the cleaning cupboard in a clean state ready for next use.

All damages to warning signs must be reported immediately and a replacement provided.



Mandatory units

These are essentially the nuts and bolts. Every cleaning operative must have these three units in order to understand the reasons and practicalities of safe working.

Chemical competence:



This 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 for lower chemical usage.

Safe assembly & care of equipment:



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

Training benefits:

Creates a safe working environment, a reduction of accidents and saving money with equipment lasting longer.

Storage of equipment & materials:



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

Training benefits:

Creates a safe working environment, a reduction of accidents and saving money with equipment lasting longer.



Base units

These are skills that cleaning operatives use on a daily basis. These units can be selected in their own following the mandatory units or combined with other units.

Dust control mop sweeping:



This is a means of ensuring that the floor surface is cleaned in a controlled manner.

Training benefits:

Clean hard floor surfaces.

Damp mopping:



This is the method most commonly used to clean the floor surface.

Training benefits:

Clean hard floor surfaces with reduced risks of slips.

Suction cleaning hard or soft floor coverings:



Suction cleaning hard or soft floor coverings removes dirt and debris from the surfaces 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:



This 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 & cleaning general waste bins:



Emptying & 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:



Dusting/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 kitchen work surfaces & kettle:



With kitchen work surfaces the surfaces will be left hygienically clean in the correct manner.

Training benefits:

Reduced risk of cross infection where food may be prepared.

Cleaning kitchen sinks:



Kitchen sinks can harbour many unwelcome guests. Effective cleaning will lower the risks to those on your premises.

Training benefits:

Reduced risk of infection and unpleasant odours.



Auto scrubber drying:



This is a means of cleaning hard floor surfaces in large areas.

Training benefits:

Dries as it goes reducing the risk of slips.

Glass cleaning:



Glass cleaning effectively will remove dust and smears from the surface particularly mirrors and door glazing panels.

Training benefits:

Clear smear free glass.

Cleaning toilet facilities:



Cleaning toilet facilities in a manner that will leave the area clean and free from odours.

Training benefits:

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

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.



Additional units

These are skills that cleaning operatives will use frequently. These skills can be selected on their own following the Mandatory units or combined with other skills.

Spray cleaning hard floor surfaces:



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.

Training benefits:

Enhances the appearance of floor surfaces in between main cleaning regimes.

Buffing hard floors:



This will give a uniform appearance to the floor surface after damp mopping has been carried out.

Training benefits:

An even and uniform appearance of the surface.

Machine scrubbing and drying with a wet suction machine:



This is an effective way of removing built up soiling from hard floor surfaces. With the use of a rotary machine followed by the removal of water from the surface using the wet pick up machine.

Training benefits:

Clean floor surface with reduced risk of slips as floor surface is left dry on completion.

Cylindrical brush machines:



These are a popular choice in areas where the floor surface may be textured but may also be used on the soft surfaces and to remove ingrained dirt.

Training benefits:

Clean surface with an even appearance.



Stain removal:



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 work place 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 work place will ensure that the microwave is clean and pleasant to use.

Training benefits:

Reduces unpleasant odours and unsightly impacts from food debris.

Cleaning domestic toasters:



Cleaning domestic toasters in the work place 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 telephone will leave the item hygienically clean and fresh particularly in areas of multi users.

Training benefits:

Reduces 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 residue cleaning agent.



Specialist units

Specialist units are skills that operatives may be required to perform occasionally or as circumstances dictates. These skills require rules of combination in order to ensure you have a foundation before moving on to more specialist units.

Cleaning computers:



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

Training benefits:

Reduce risk of damage or loss of work through incorrect cleaning procedure.

Cleaning lifts:



Cleaning lifts will ensure the operative understand the importance of the procedure 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.

Carpet skimming:



Carpet skimming will ensure the operative can safely check and carry out remedial cleaning of the soft surface.

Training benefits:

Reduced risk of damage to the surface and an even appearance of the surface on completion.

Carpet extraction cleaning:



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

Training benefits:



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

Graffiti removal:



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 they are accumulation of scum and fats.

Training benefits:

Reduced risk to the operative through incorrect use and damage to the surface will also leave the surface smear free.

Pressuring washing:



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

Training benefits:

Reduced risk to the operative and others and reduced risk of damage to the surface.

High level dusting & cleaning:



High level dusting and cleaning 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 ledges and high surfaces.