Basic job skills:

Cleaner

**Tasks for the cleaner:**

* perform cleaning
* assess cleaning needs
* maintain equipment and machinery
* consider methods and equipment
* calculate time and plan the work
* work in accordance with hygiene and environmental requirements and guidelines
* work as part of a team

**Reading**

**On a daily basis the cleaner will:**

* read work instructions
* read brief messages
* read lists of various tasks
* read signs and information posters regarding safety
* read checklists for completed work
* read symbols on the labels of various cleaning products

**Regularly the cleaner will:**

* read minutes of meetings
* read manuals for new products and equipment
* read work schedules
* read timesheets
* read instructions for dosage of chemicals
* read messages and emails

**Occasionally the cleaner will:**

* read information about health, safety and the environment (HSE) relevant to their own safety, hygiene and environmental information
* read information relating to their own employment relationship
* read course and training plans and training material
* read technical journals
* read manuals for new equipment
* familiarise themselves with new or amended internal procedures

**Writing**

**On a daily basis the cleaner will:**

* tick off forms linked to work tasks
* fill in checklists for completed work
* fill in checklists for work quality and non-conformities
* write messages to the supervisor and colleagues
* sign for, sign and verify forms

**Regularly the cleaner will:**

* fill in lists for ordering goods
* fill in reports to document completed work
* write messages and emails

**Occasionally the cleaner will:**

* write down new procedures
* write notes in connection with internal courses and training programmes
* wite down key points on performance review forms
* provide written answers to questions in organisational surveys
* fill in non-conformity forms in the event of serious incidents
* fill in forms relating to their own employment relationship

**Oral skills**

**On a daily basis the cleaner will:**

* greet customers and users in a friendly manner
* talk to others to coordinate the work
* receive instructions and discuss the work with the supervisor
* answer questions from users and customers
* have conversations with and cooperate with colleagues
* tell the supervisor about work that has been carried out
* communicate with other vocational groups

**Regularly the cleaner will:**

* ask if anything is unclear
* ask for help to carry out the job
* discuss work procedures or work performance with the supervisor or other cleaners
* listen to input from others
* inform the supervisor of non-conformities
* give oral reports on incidents occurring during their shift

**Occasionally the cleaner will:**

* propose changes to tasks and procedures
* report acute incidents or accidents
* discuss their own tasks with the supervisor and colleagues
* participate in training and listen to explanations given by course leaders
* inform temporary staff about work procedures
* ask questions in meetings
* conduct performance reviews with the supervisor

**Numeracy**

**On a daily basis the cleaner will:**

* estimate the time needed for a job
* calculate how much material and equipment will be needed for a job
* calculate driving times
* use work drawings and convert them to full scale

**Regularly the cleaner will:**

* fill in timesheets
* assess the correct mixing ratio for chemicals with the use of measuring cups
* check their own payslip
* use numeric information in tables
* convert units

**Occasionally the cleaner will:**

* check the supply of cleaning products and other necessary equipment in stock
* understand and use a pH scale
* estimate quantities by eye

**Digital skills**

**On a daily basis the cleaner will:**

* use computerised machines
* search for programmes online
* use email and messages to communicate with their employer
* use digital tools to register working hours
* use a mobile phone to register attendance at the workstation
* check meetings and appointments

**Regularly the cleaner will:**

* send emails with attachments
* find information on the intranet, for example cleaning plans and descriptions of procedures
* use various computer programs
* check product information online
* find safety data sheets for new products online
* order goods using electronic forms
* send and receive messages

**Occasionally the cleaner will:**

* use digital photos to document accidents
* find HSE regulations online
* use standard office software
* check websites for new or amended environmental requirements relating to products
* use digital learning resources for training
* write electronic non-conformity reports
* check salary payments in electronic systems
* use electronic travel logs
* use social medial to keep up to date and advertise their own business
* use digital payment services
* use various digital arenas for collaboration and communication
* use QR and barcodes
* use a smartphone and tablet with different apps relating to tasks