

INTRODUCTION

This unique online course focuses on risk and safety management for cleaners and cleaning team working on a site, and not just a building site but any work place. This course looks at a wide range of risk and safety issues that all cleaners and cleaning businesses face everyday - and must manage by law. Cleaning has always been seen as a low risk occupation, but that myth is firmly dispelled in this course as you progress down the sections.

Cleaning has one of the highest short-term incident records, including musculoskeletal problems and skin problems handling chemicals. It is not a low risk occupation, it simply is a neglected area of health and safety - this course establishes a firm foundation and highlights all the key issues and how to put them right.

The course is certified and accredited to The Cleaning Masterclass, where all the tutors and course developers are professional cleaners and cleaning consultants with many years (20+ years) of practical and professional cleaning experience in a very wide range of industries.

WHAT YOU WILL GET FROM THE COURSE

This courses equips the student with:

- ✓ A thorough understanding of the principles of safety in a working environment and why they are essential
- ✓ Skills in identifying, evaluating and mitigating potentially dangerous workplace situations.
- ✓ Knowledge of the hazards of using and handling chemicals
- ✓ Skills and knowledge in handling difficult cleaning tasks.
- ✓ Knowledge in establishing First Aid and Accident procedures for a workplace of any size
- ✓ Comprehensive knowledge in the types of personal protective equipment (PPE) and what is required
- ✓ Comprehensive knowledge in working at height and the access equipment commonly used
- ✓ The ability to work safely with electrical and non-electrical cleaning equipment
- ✓ Comprehensive knowledge in in the safe use, handling and storing of detergents and cleaning products
- ✓ The skills to spot potentially unsafe electrical cleaning equipment

WHAT THIS COURSE IS NOT

This course is not a quick on-line course or a series of cleaning tips, in hope that some of the cleaning tips are valid for what you want. This is why cleaning and cleaners get such a bad press and why so much surface damage is done.

STRUCTURE

The course is divided into 8 main sections, each one plays a key role in an overall site safety plan, and each one is vital for a safe functioning workplace.

The course starts with one of the most important (and one of the most neglected) aspects of site safety, that of your behaviour and attitude on site/workplace. This has such a profound impact on safety, not just for the cleaner but also for everyone. The course then discusses individual topics, like pieces of a jigsaw that when fitted together complete the picture of site safety. Central to this picture is risk management and the ability to accurately evaluate risk and the consequences of actions; this is important preparation for a risk assessment.

Somewhat unique to the cleaning industry is the use of potentially hazardous chemicals and an under-estimation of their consequences to cause harm. Therefore, the safe use, handling and storage of chemicals and cleaning products is discussed in detail.

SUMMARY OF SECTIONS

1

Site Safety Principles

This section looks broadly at the principles of site safety, including site health and safety inductions. This section also looks at one of the most under-looked but equally important aspects of site safety - good site behaviour. Also looking in detail:

- ✓ Health & Safety Inductions and their delivery
- ✓ General Site Safety Principles
- ✓ Site Behaviour
- ✓ Good Housekeeping & Good Cleaning Practice

- ✓ Fire extinguisher types
- ✓ Types of fire

3

Water as a Hazard

Water is essential in cleaning, it's needed to carry away soiling, but sometimes water is not a practical, or a safe, way of cleaning. Sometimes the very presence of water can often make the cleaning job harder than it needs to be. Sometimes water can pose a significant safety risk. This section looks at the risks posed by the presence of water and looks at when water can or cannot be used.

2

Fire Safety

In order to understand and appreciate the importance of fire safety you need to understand the principles of fire hazards.

This section looks at the important concepts in developing a fire safety plan, also looking in detail at:

- ✓ Identifying fire hazards
- ✓ Sources of ignition, fuel and oxygen
- ✓ Evaluate and reduce the risk of a fire occurring

4

First Aid & Accident Procedures

It is vital - and a legal requirement in most countries - to have provision for first aid and knowledge of accident procedures. This section takes first aid and accident procedures together and develops the requirements you need in any workplace, of any size.

Within first aid the main focus is the first aid kit,

what must be included and what size the kit should be (depending on the site and the number of staff).

Within accident procedures the main focus is what to do and how to record and report (if necessary) an accident. This legal requirement also requires there to be some form of investigation afterwards and all points raised to be noted.

5

Health and safety

This section looks at basic health and safety covering the safe use and handling of cleaning equipment and products, including personal protective equipment (PPE).

This section is further sub-divided into:

- ✓ **Electrical Safety** - guidance in the safe use of electrically powered cleaning equipment
- ✓ **Working at Height** - guidance working Scissor lifts and 'cherry pickers', fixed and mobile scaffolding and ladders and step ladders
- ✓ **Dust & Soils** - many substances encountered during the cleaning process present a health and safety risk. e.g very fine stone dust, human or animal waste and wood dust.
- ✓ **Personal Protective Equipment (PPE)** - full guidance on the different types of PPE covering all areas of the body, everything from different hats to different types of safety boots

6

Risk Management

This section is centred around the probable consequences of actions in order to fully and accurately assess risk. With every action there are numerous consequences, covering harm to individuals (directly and indirectly), environment, financial harm to the business and equipment damage.

Taking this holistic view of risk during the initial evaluation, can prevent costly damage. In this section you will understand how to rank risk based on consequence and then further evaluate the risk based on likelihood (probability of it occurring) to create a list of preventative measures in order of priority.

This process is a critical step in creating a risk assessment, which is the next part of this section. The second part of this section looks at risk assessments and method statements and how to create them.

7

Chemical Safety

Broadly, this section looks at the safe use, handling and storage of cleaning chemicals and cleaning products. Physical injuries caused by strain, lifting, slipping and falling are often acute injuries requiring immediate attention, whereas injuries caused by chemicals are often chronic and the symptoms delayed, although no less severe.

The damage caused by improper use, handling and storage of chemicals can have a huge impact on a business. Imagine the injury caused and the cost of repairing a damaged floor because the cleaning product was used incorrectly.

Chemicals and how they are used can cause numerous injuries, but where do you start to understand the risks involved in order to complete a risk assessment? This section will show you the sources of safety information at your disposal, as well as giving you a large range of fundamental principles covering all aspects of chemical safety.

8

Detergents & Cleaning Products

This section follows on from the previous section on chemical safety and focuses on choosing suitable cleaning detergents and products. This section looks at:

- ✓ The basic composition of detergents
- ✓ How to choose a detergent product
- ✓ Acids, alkali and neutral cleaning products
- ✓ pH, dwell timing, dilution and rinsing
- ✓ Detergent problems and their remedies

Wrap Up

The course wraps up with a short quiz based on everything contained in the course.

WHAT DO YOU GET AT THE END OF THE COURSE?

You will receive a personalised certificate (1 per user), each with a unique certification number. The certificate can be validated by simply contacting us.

You will be entitled to use the title of certified Cleaning Masterclass cleaner.

Where Will This Take You?

This gives you the option of setting up your own business or becoming an associate of ours, at the very least you will be a qualified professional cleaner.



SUCCESS

Successful candidates will be able to:

- ✓ Work safely in the cleaning industry
- ✓ Understand what is required to create and maintain a first aid box, based on the site requirements
- ✓ Assess general site risk and make recommendations to reduce risk
- ✓ Assess specific cleaning chemical risks and make recommendations regarding PPE, storage requirements and specific safety requirements
- ✓ Appreciate and understand the consequences of their actions and make preemptive steps to reduce the hazard posed

IDEAL FOR

The course is ideal for:

- ✓ Individuals coming into the cleaning industry without any prior knowledge of cleaning
- ✓ Individuals already in the cleaning industry wanting to retrain or expand on their training
- ✓ Cleaning companies wanting to train their cleaners and supervisors
- ✓ Construction companies wanting to train their cleaning staff
- ✓ In-house cleaning teams (public and private sector)
- ✓ Charities and Social Enterprise companies looking to train people to improve employability

HOW MUCH DOES IT COST?

For 6 months full access to the course together with expert help when requested.

Single Account

1 User: £40

Multiple Accounts

2 to 5 Users: 30% off total bulk purchase.

(e.g. 5 user accounts individually purchased would cost £200, 30% off in bulk would cost £140.)

6 to 20 Users: 40% off total bulk purchase

21 and above: Call us for a unique quote for your organisation.

Company Accounts

A company training account is set with us when you purchase multiple accounts together. You will receive regular reports on your employees progress and results and receive a company certificate, as well as an individual certificate for each user. Please call us for a quote and an implementation plan customised to your unique requirements.

MORE HELP? MORE INFORMATION?

www.cleaningmasterclass.com

info@cleaningmasterclass.com

0330 2232 780



WHAT ARE THE ADVANTAGES?

Online cleaner training has many advantages over traditional classroom-based courses. The following are just a handful of the many advantages our cleaner training courses have over traditional classroom courses, making us a step above the rest.

FLEXIBLE TIME MANAGEMENT



Study in your own time - anytime day or night!

OWN PACE



Study at your own pace

RAPID IMPLEMENTATION



Rapidly apply knowledge learnt to the working environment

ADAPTABLE & FLEXIBLE



Courses can be adapted with existing cleaning equipment and products

RAPID FEEDBACK & REPORTING



Immediate results and up to date progress reporting

INDIVIDUAL OR BUSINESS



Suitable for individuals or a business with thousands of cleaners

COST EFFECTIVE



No travelling and additional staff costs

YEARS OF PRACTICAL EXPERIENCE



The courses are backed by years of practical cleaning experience

STUDY GLOBALLY



Learn from anywhere in the world

**MORE HELP?
MORE INFORMATION?**

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**CLEANING
MASTERCLASS**

Be part of it...

ON ANY DEVICE

Our online training course can be viewed on a wide range of internet-connected devices, including smartphones. Plus, you can pick up where you left off as the progress of every student is recorded and tracked on the remote server.

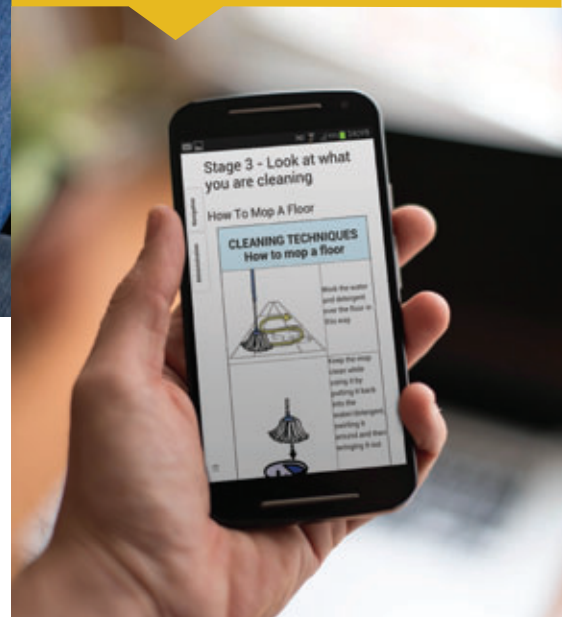
LAPTOP OR DESKTOP COMPUTER



TABLET



SMARTPHONE



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