



Train -the- Trainer

Guidance

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INTRODUCTION

OVERVIEW

This guidance package is suitable for those working in all general cleaning situations: domestic and residential, office, general facility and janitorial cleaning environment. Professional cleaning is not the same as cleaning your own house, professional cleaning is all about using the right cleaning skill for the right cleaning task and planning the clean to meet time and quality demands. A professional cleaner does not rest on routine but seeks to continually review their work and looks for opportunities to improve.

If you are cleaning in anywhere else but your own house, you are a professional providing a professional service, you need knowledge that meets those higher standards. In this course our aim is to give you training in how to clean to high standards – that is professionally, working to the highest standards – higher at least than most people can achieve. From now encourage the students to think like a professional.

HOW TO USE THIS GUIDANCE

This document is divided into 3 parts: essential safety guidance, essential cleaning skills and essential cleaning planning skills. These three key areas cover virtually all cleaning activities that fall within standard working conditions, in all industries. The only exception will be highly specific and unique cleaning tasks like hi-level and external cleaning. These tasks will require workers to follow a rigorous preparation and completion plan and so fall outside of the remit of this guidance document. It is highly recommended that you become very familiar with the content, and practice as much as you can before teaching. There are notes pages throughout the package, these are there for you to write in your own notes, maybe you have real-life examples that you could use.

This package is designed to be as flexible as possible and based on the concept of 'guidance cards': Instead of a fixed course with only one course direction, course content is presented within self-contained cards, which, like a pick-n-mix, a lesson can be created from one or more cards. This freedom allows you the trainer, based on the skills you attained during your 'train-the-trainer' training, to create the widest range of lessons in response to individual or workplace needs assessments.

WET CLEANING BY HAND

LEARNING OBJECTIVES

By the end of this session the students will be able to:

- Identify and use correct PPE
- Identify common hazards
- Demonstrate efficient use of all sides of a cloth (4-sides)
- Demonstrate all surfaces to be wet cleaned are cleaned completely and thoroughly
- Demonstrate all cloths and equipment are thoroughly cleaned and stored away after use

KEY POINTS

- Every time you wash out the cloth in the bucket you are transferring dirt from the surface into the water. The water in the bucket will get dirty - change the water when it gets too dirty
- Clean out cleaning cloths regularly
- Change the cleaning solution before it turns 'black'
- As you clean look at what you are cleaning to see if the surface needs cleaning again
- Rinsing is an important step, it will remove most of the dirt lifted from a surface. It will improve quality and stay cleaner for long

ASSESSMENT CRITERIA





1	Identify requirement of PPE to be used before starting
2	Identify at least one major hazards - splashes left on floor
3	Demonstrate efficient and thorough wet cleaning skills
4	Demonstrate all cloths and equipment are thoroughly cleaned and stored away after use
5	
6	
7	
8	
9	
10	

ACTION STEPS



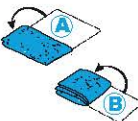
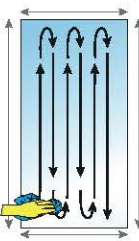

WHAT YOU WILL NEED

MATERIALS	FACILITIES	TIMINGS	
<ul style="list-style-type: none"> • Cloths • Water for demonstration purposes • Hand buckets or spray bottles • PPE 	<ul style="list-style-type: none"> • Horizontal surfaces like tables 	Demonstration:	10 minutes
		Practice:	20 Minutes
		Total:	30 minutes





BEFORE

1  PPE <ul style="list-style-type: none"> • Wear appropriate PPE for the conditions • Gloves are to be worn as a minimum 	2  Prepare Equipment <ul style="list-style-type: none"> • Prepare cleaning solution(s) and cleaning equipment • Use the correct colour-coded equipment
3  Remove Rubbish <ul style="list-style-type: none"> • Remove and bag all dust, rubbish and all loose objects • Look out for hazardous waste and handle as a matter of urgency 	4  Slip Warning <ul style="list-style-type: none"> • Be careful with splashes and drips on floors • Carry buckets or spray bottles carefully and clean up splashes and drips immediately

DURING

1	 <p>Soak Cloth in Solution</p> <ul style="list-style-type: none"> • If using hand buckets, fully wet and wring out the cloth in the cleaning solution 	 <p>Soak Cloth with Spray</p> <ul style="list-style-type: none"> • If working with spray bottles, carefully wet the cloth by directing the spray close to the cloth and away from any person
3	 <p>4-Sides of a Cloth</p> <ul style="list-style-type: none"> • There are 4 sides to a cloth when folded twice: Fold the cloth lengthwise (A), then fold in half (B) • Folding the cloth always presents a clean side of the cloth to the surface, and extends the range 	 <p>Wiping</p> <ul style="list-style-type: none"> • Work methodically, looking at the surface as you clean • Change sides of the cloth as it gets dirty • Don't forget corners and edges
5	 <p>Change Solution</p> <ul style="list-style-type: none"> • Change the cleaning solution when it gets dirty 	

AFTER

1	 <p>Look</p> <ul style="list-style-type: none"> • Look around area to make sure all areas are completely cleaned 	 <p>Tidy Area</p> <ul style="list-style-type: none"> • Remove all cleaning equipment and return area ready for use
3	 <p>Clean Equipment</p> <ul style="list-style-type: none"> • Clean and sanitise if required cleaning equipment and leave to dry 	 <p>Remove Signs</p> <ul style="list-style-type: none"> • Remove slip warning signs when area is fully dry

Guidance

PREPARATION

Wet cleaning by hand, whether using hand buckets or spray bottles, is closely paired with damp cleaning by hand, the two similar techniques together are the most widely used techniques used in all cleaning situations.

It is recommended that you introduce and demonstrate both techniques together and explain the differences between the two and in what situation you would use each technique.

The differences are:

- Wet cleaning is used where hygiene is vitally important, like toilets and kitchens
- Wet cleaning is used where the soiling levels are medium to heavy duty
- Damp cleaning is used where the surface materials could be damaged by too much liquid, like painted surfaces, office equipment
- Damp cleaning is used to clean and polish highly reflective or delicate surfaces like mirrors, glass panels, computer and TV screens
- Damp cleaning is used to quickly clean surfaces that are only lightly soiled or lightly dusted

DEMONSTRATE

- Reposition to a demonstration area and select a number of tables with which you can demonstrate the technique on. Tables are an ideal surface to demonstrate and practice on as it allows everyone in the group to watch you
- Demonstrate the wet cleaning by hand technique
- Allow 15 - 20 mins of practice time - check to see if they are practicing correctly.
- Get the group to tell you when it is time to change the cleaning solution.
- Get the group to explain how the area should be returned back to use. How the area should look as it is returned back to use varies significantly, but it is typical to position tables and chairs and or furniture neatly and in place. The final key point to look for from the group is that the slip warning signs must be removed when floor is dry.