

TRAINING PROCEDURES STATEMENT

Our Company places much emphasis on the training and development of employees at all levels. We are committed to providing our clients with a fully trained team of staff who are actively encouraged to develop their skills, knowledge and understanding of the activities that they perform and to use this knowledge and education to possibly further their career prospects and development. This commitment to training forms the foundation for the safe and correct operation of all activities requested by the client and ensures that all tasks are completed competently and professionally by fully trained operatives, therefore instilling confidence in our Company's ability to provide the services requested.

The procedures that are incorporated into our Company's policies and that demonstrate this commitment to the on-going training of all staff is detailed below:

Basic Induction training:

This training is carried out prior to the employee commencing duties for the Company on site. The content covers all Company details and policies; our Client's details and policies; site details and instructions; all relevant employee information; basic Health & Safety and Quality Assurance policies and procedures.

Basic Work Training:

This training is carried out on site by the Site Supervisor or Manager and is task specific. The scope of the training covers the basic work elements involved in all tasks relevant to the employee's work schedule and specification. Health & Safety issues are covered more specifically at this stage and may involve such details as colour coding, safe use of electrical equipment and safe use of chemicals and COSHH information.

British Institute of Cleaning Science (BICSc) Cleaning Operative Proficiency Certificate (COPC)

Our Company uses this in-house training scheme to train and award certificates of competence to all staff that achieve pass marks in assessments relating to their normal cleaning duties. These assessments are completed following completion of work training up to a set criteria initiated by BICScs. These assessments are carried out by our own Supervisory and Managerial staff that has passed the examination, which enables them to be assessors for this scheme. Staff who pass a set number of tasks during assessments receive the certificate of competence from BICScs at Level 1, 2 or 3, depending on the amount of tasks they successfully completed.

This training scheme ensures that all employees are trained to a consistent standard as set out by the guidelines initiated by BICs and can increase staff morale as successful candidates receive a recognised award in their chosen career.

National Vocational Qualifications (NVQ)

Operatives undertake work-based training and assessment to a specific criterion as defined by the NVQ requirements and the training provider. Each operative has to complete a set number of units and are assessed on a regular basis for their understanding and knowledge of the subject unit. A portfolio is created of their training and assessment and results in the award of the NVQ on successful completion. The NVQ's that are commonly undertaken by staff are NVQ Level 2 in Cleaning & Support Services and NVQ Level 2 in Customer Service

British Institute of Cleaning Science (BICSc) Cleaning Supervisors Proficiency Certificate (CSPC)

This training and assessment scheme operates in a similar manner to the COPC with different tasks being assessed individually for competence. The tasks are all of a supervisory nature and include training, stock control, people management, health & safety, quality control and customer satisfaction.

Specialist Training Schemes.

Employees attend numerous external courses provided by specialists and consultants. Supervisors and Managers are encouraged to complete the City & Guilds 714 certificate in Cleaning Science at Levels 1 and 2.

Health & Safety courses, accredited by CIEH and IOSH, are attended by all relevant staff.

Specialist cleaning courses are also attended by key staff such as computer cleaning, carpet and upholstery cleaning and hygienic cleaning and maintenance. Access and working at heights training is received by our window cleaners and roof cleaning operatives.

The information provided is only a summary of the scope of training opportunities available to all of our staff. We actively encourage our staff to take advantage of the schemes available and do have a planned approach to career development and enhancement. This results in the provision of trained staff to work on your premises and to achieve customer satisfaction.

Signed:



Mr Lee Andrews
Managing Director
DOC Cleaning Limited