

Work individually and follow reporting procedures in a cleaning environment

Overview

This standard is about working on your own and ensuring your own safety whilst doing so. It is for people that carry out cleaning duties whilst working alone. It could be a housekeeping assistant or cleaner. When working individually you might have to deal with team workers from other occupational areas or the general public by providing them with information, or interacting with them in another way. In these situations it is important to act appropriately to create a positive impression of your employer and / or workplace.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Work individually and follow reporting procedures in a cleaning environment

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Performance criteria

You must be able to:

Be able to ensure own safety when working individually when cleaning

1. Maintain agreed levels of contact with the appropriate person when carrying out work
2. Follow the correct procedure for entering and leaving the workplace
3. Identify risks present in the workplace
4. Take action to reduce risks in the workplace
5. Control access to the workplace within the limits of own responsibility
6. Respond to customers and others and provide information that meets their needs

Be able to carry out work individually

7. Use the work schedule to complete work
8. Identify tasks you are not able to complete individually and report to the appropriate person
9. Report any problems to the appropriate person which you are unable to deal with alone, affect health and safety or the reputation of the workplace
10. Record and report any breakages, damage and disruption in the workplace
11. Report any work that is incomplete and agree arrangements for finishing the work with the appropriate person

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Knowledge and understanding

You need to know and understand:

Know how to ensure own safety when working individually when cleaning

1. Arrangements for contacting the appropriate person
2. How often contact should be made when carrying out work
3. Procedures for entering the workplace
4. Types of risks present in the workplace
5. The importance of taking action to reduce risks in the workplace
6. Own level of responsibility for controlling access to the workplace
7. The importance of following procedures for access to the workplace
8. Types of other authorised persons who can enter the workplace

Know expected standards of behaviour in the workplace

9. Standards of behaviour expected in the workplace
10. The importance of giving a positive impression to others
11. Different ways of communicating with others
12. Why it is important to check that you have been understood

Know how to follow procedures when working individually

13. Organisational requirements for reporting to own employer or customer
14. Employer procedures and rules, including emergency procedures and contacts that apply to the work area
15. Organisational requirements for recording damage, breakages and disruption
16. The importance of reporting any damage, breakages and disruption caused
17. Organisational requirements for leaving the workplace
18. The importance of leaving the workplace secure

Know how to carry out work individually

19. Where to obtain the work schedule and instructions
20. Areas in which you are authorised to carry out work
21. The importance of assessing how own work is progressing
22. The importance of identifying any tasks that you will be unable to complete individually

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