



Institute for Apprenticeships
& Technical Education

CLEANING HYGIENE OPERATIVE

Key information

Reference: ST0843

Version: 1.1

Level: 2

Minimum duration to gateway: 12 months

Typical EPA period: 3 months

Maximum funding: £5000

Route: Health and science

Date updated: 02/01/2024

Approved for delivery: 3 February 2020

Lars code: 532

EQA provider: Ofqual

Review: This apprenticeship standard will be reviewed after three years

This apprenticeship has options. This document is currently showing the following option:

All



Details of the occupational standard

Occupation summary

Overview of the role

This occupation is found in a range of workplaces where specialised cleaning techniques and skills are needed to maintain a safe and hygienic environment.

Cleaning hygiene operatives will work both independently and as part of a team. They will report to a cleaning supervisor or service leader. They will work both during normal working hours and outside of normal working hours, depending on the environment they are in. They may also need to provide services immediately throughout the day.

Healthcare cleaning and hygiene operatives work in places where infection control and sanitation are important for the wellbeing of service users. High levels of cleanliness are needed to avoid the growth of bacteria and the spread of diseases and viruses.

Places a healthcare cleaning operative may work in include hospitals, care homes, doctors or dentist surgeries, and healthcare settings within prisons.

Commercial cleaning and hygiene operatives work in environments where people mix and that must be thoroughly cleaned to ensure they are always safe and hygienic. This could include environments with heavy footfall. These environments need high levels of hygiene and cleanliness to prevent the growth and spread of micro-organisms and bacteria.

Places that a commercial cleaning operative may work in include food and delivery premises, hotels and accommodation, shopping centres, offices, public transport and stations, public spaces, factories, education buildings, leisure facilities and government buildings.

Purpose of the occupation

The broad purpose of the occupation is to provide a full range of cleaning and disinfection services set by a client. They use their knowledge of standard operating procedures (SOPs) and legal requirements to provide safe and hygienic environments for service users.

Healthcare cleaning operatives must carry out their duties in line within the National Healthcare Cleaning Standards which applies to all NHS facilities.

Commercial cleaning operatives must carry out their duties in line within the regulations, processes, and procedures specific to the environment they clean. Operatives will always be required to work within the limits of the client contract.

Who the employee will interact with

Healthcare cleaning operatives may interact with service users such as patients and residents with specific needs, contractors, and visitors to the premises. They will also interact with clinical or care staff as they are often part of a multi-disciplinary team.

Commercial cleaning operatives may interact with service users such as students, domestic home residents, office or factory workers, guests and visitors to the premises. They will also interact with clients, employees, and contractors as they may be part of a multi-disciplinary facilities team.

Responsibilities

An employee in this occupation will be responsible for following strict health and safety requirements and meeting a high level of cleanliness.

All operatives will be responsible for maintaining the tools and equipment they are given to carry out their role, reporting any defects or replacements that are needed to the right person.

Typical job titles include:

Care hygiene operatives

Cleaning hygiene operative

Cleaning services operative

Domestic assistant

Environmental cleaning operative

Core occupation duties

DUTY	KSBS
Duty 1 Deliver services to contract specifications, cleaning schedules and follow processes for out-of-scope requests	K10 S10 S18 B2
Duty 2 Organise and prioritise workloads and respond to the changes of the working environment as required	K9 K16 S9 B3 B4
Duty 3 Comply with health and safety, environmental requirements and infection prevention and control policy and procedures	K1 K18 K22 S1 S4 S7 S19 S20 S25 B5
Duty 4 Select and apply techniques for safe removal of soil and contaminating material	K14 S16
Duty 5 Carry out cleaning tasks using appropriate cleaning agents	K2 S2 S15
Duty 6 Use cleaning or disinfection procedures correctly	K7 K11 S11
Duty 7 Monitor the environment for signs of pest infestation	K8 S8
Duty 8 Safely use cleaning equipment, materials, personal protective equipment (PPE), and products in accordance with manufacturer's instructions, legal and organisational requirements	K5 K6 K17 S3 S5 S6
Duty 9 Maintain working relationships and communicate effectively with customers in order to meet their needs	S14 B1

Duty 10 Maintain storage areas using housekeeping best practice	K12 S12 S21
Duty 11 Dispose of cleaning products and materials in line with legal requirements	K3 K4 S3
Duty 12 Accurately record and report work, using industry-standard methods	K19 K21 S22 S24
Duty 13 Follow site-specific security protocols and data protection requirements	K13 K23 S13 S17
Duty 14 Use data to support the cleaning process	K15 K20 S23

Option duties

Healthcare Cleaning Operative duties

DUTY	KSBS
Duty 15 Take account of service users' mental, emotional, and physical needs while cleaning	K26 S28
Duty 16 Disassemble and reassemble a range of service user equipment used in healthcare services	K25 S27
Duty 17 Provide routine and specialist hygienic cleaning and decontamination of the healthcare environment in line with the National Standards of Healthcare Cleanliness and local standards, policies, guidelines, and operating procedures	K24 S26

Commercial Cleaning Operative duties

DUTY	KSBS
Duty 18 Prepare area or items to be cleaned in line with clients' instructions and contract requirements	K27 S29
Duty 19 Deliver routine hygienic cleaning of the commercial environment in line with local standards, policies, guidelines, and operating procedures	K29 S31
Duty 20 Undertake specialist cleaning projects in a commercial environment, both planned and reactive, in response to specific issues or incidents using the appropriate cleaning techniques	K28 S30

KSBS

Knowledge

K1: Manage risk and identify when there is a need for change from routine to enhanced cleaning protocols.

K2: Select and use the most appropriate cleaning agent for different surface types.

K3: Handle, use and dispose of cleaning chemicals following Control of Substances Hazardous to Health Regulations (COSHH).

K4: Disposal of routine and non-routine waste, including segregation of waste into appropriate containers for storage, and disposal in line with environmental disposal legislation.

K5: Selection and safe use of cleaning equipment and machinery for routine and specialist cleaning tasks, including importance of Portable Appliance Testing (PAT).

K6: Clean cleaning equipment and machinery after use.

K7: Principles of infection prevention and control.

K8: Recognise and report the signs of pest infestation.

K9: The principle of rapid response cleans.

K10: The principles of scheduled work priorities and periodic cleaning.

K11: The difference between disinfection and cleaning.

K12: Correct storage of equipment, chemicals, and consumables.

K13: The reasons for security of premises, cleaning equipment and materials, and the implications of a security breach.

K14: Soil classification, soil contaminant removal methods appropriate to levels of soiling.

- K15:** The importance of accurate data reporting.
- K16:** The importance gaining guidance and support.
- K17:** The principles of colour coding.
- K18:** Sustainable practices in the workplace.
- K19:** The principle of reporting shortages, incidents, accidents, and issues with delivering cleaning services.
- K20:** The principles of using supplied data to inform the demand for cleaning.
- K21:** Audit and quality assurance processes.
- K22:** The principles of personal hygiene and PPE requirements in the workplace.
- K23:** Data protection legislation.
- K24:** The use of Standard Operating Procedures (SOPs) in line with national healthcare standards.
- K25:** Disassembling and assembling a range of service user and patient equipment for cleaning.
- K26:** Different ways to appropriately interact with a range of service users who may have complex needs or illnesses.
- K27:** The importance of preparing areas of work to be cleaned in line with contract requirements.
- K28:** The principles of cleaning according to specialist commercial requirements.
- K29:** Routine cleans according to a contract.

Skills

- S1:** Conduct tasks according to documented safe ways of working.
- S2:** Select and use the most appropriate cleaning agent appropriate to different surface types.
- S3:** Use and dispose of chemicals following COSHH regulations and apply safety data sheets and dilution rates.
- S4:** Deal with routine and non-routine waste in line with organisation policies and environmental disposal legislation.
- S5:** Prepare cleaning materials and machinery and check that all electrical equipment complies with PAT testing requirements.
- S6:** Clean cleaning equipment and machinery after use.
- S7:** Identify potential sources of infection and put controls in place.
- S8:** Recognise the signs of infestation and report and monitor the problem according to local procedures.

- S9:** Recognise and respond to rapid response clean requests.
- S10:** Conduct scheduled and periodic cleaning, prioritising work where required.
- S11:** Conduct cleaning and disinfection tasks.
- S12:** Deliver housekeeping services including maintaining a clean storage environment, maintenance of equipment, stock control and rotation.
- S13:** Take measures to ensure the security of cleaning equipment and materials, and premises.
- S14:** Communicate with colleagues, clients, and other stakeholders professionally.
- S15:** Use visual checks and objective auditing techniques to ensure that cleaning has been completed to contractual standards.
- S16:** Identify and use correct methods for removal of contaminating material.
- S17:** Comply with data protection legislation.
- S18:** Use procedures for obtaining support.
- S19:** Apply colour coding correctly to conduct cleaning safely and effectively.
- S20:** Apply sustainable practices when carrying out duties.
- S21:** Apply procedures for reporting shortages, incidents, accidents, and issues with delivering cleaning services.
- S22:** Carry out and record different types of cleaning methods.
- S23:** Use supplied data to plan cleaning tasks.
- S24:** Engage with the audit and quality assurance process.
- S25:** Use PPE and comply with the organisational uniform policy to maintain required levels of hygiene.
- S26:** Conduct cleaning tasks to the appropriate hygiene standard to ensure infection prevention and control of the healthcare environment.
- S27:** Disassemble and reassemble healthcare service user equipment in line with manufacturers' instructions and National Standards of Healthcare Cleanliness.
- S28:** Communicate with service users considering their possible emotional, mental health and physical issues.
- S29:** Safely prepare an area for commercial cleaning.
- S30:** Conduct cleaning tasks according to specialist commercial requirements.
- S31:** Carry out routine cleans in line with client contract requirements.

Behaviours

B1: Work with respect and professionalism.

B2: Work independently and as part of a team; escalating areas of concern and working to evidence based best practice.

B3: Work in a consistent manner, taking responsibility for your own actions and completed work.

B4: A flexible approach to your work when required.

B5: Work in a sustainable way, considering the environment and making best use of products and materials.

Qualifications

English and Maths

English and maths qualifications form a mandatory part of all apprenticeships and must be completed before an apprentice can pass through gateway. The requirements are detailed in the current version of the apprenticeship funding rules.

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	Occupational standard, end-point assessment plan and funding band revised	01/01/2024	Not set	Not set
1.0	Approved for delivery	03/02/2020	31/12/2023	Not set

Crown copyright © 2024. You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. Visit www.nationalarchives.gov.uk/doc/open-government-licence