

Sector training overview

Cleaning

In addition to the comprehensive employment support and coaching interventions we provide to all candidates on our programme, we also deliver in-depth, sector-specific training on their existing or a new industry.

This training comprises a 10-minute insight video followed by a 40-48 page interactive workbook. The workbooks are divided into eight topics covering relevant information for anyone wanting to work in the sector. After each topic is completed, the candidate is required to complete a 'knowledge check' to ensure they've understood the key learnings.

Once the workbook is complete, the candidate will develop an action plan and set goals to support their journey to secure work within that sector.



Employment support and coaching



10-minute sector insight video



40-48 page sector workbook



Complete action plan and set goals

Topic 1 - Introduction to Cleaning

In this section, we provide an overview of the cleaning sector and explain the difference between industrial, commercial, domestic and household cleaning. The workbook also details legislation and standards required for cleaning services.

Topic 2 - Job roles and a career in Cleaning

We explore the role of a cleaner and outline the different types of specialist cleaning roles available from graffiti removal to chimney cleaning. The workbook also explains the purpose of developing cleaning plan and how this is used in the workplace.

Topic 3 - Knowledge, skills and attitudes for Cleaning

This section is designed to prepare a candidate for the skills required to work in the sector. We explain the concept of 'people skills' and highlight the importance of interpersonal skills. The workbook also explores the behaviours required to work in cleaning.

Topic 4 - Communication skills

We outline the communication skills required for working in cleaning and explain the different types of communication styles. The workbook also explores other methods of communication and details the benefits of active listening.

Topic 5 - Transferable skills

This section is particularly useful for candidates who are looking to upskill and become work-ready for a new sector. We explain the concept of transferable skills and how they can be identified and applied to a new workplace setting or sector.

Topic 6 - Equality and diversity

In this topic we explain the Equality Act 2010 and the guiding principles within it, including: what the act is there to do, what pieces of legislation are covered and the nine protected characteristics. The workbook also explains the difference between equality and diversity and provides a summary on safeguarding.

Topic 7 - Health and Safety

We provide an overview of health and safety requirements in the cleaning sector, including the Health and Safety at Work Act 1974. The workbook highlights other health and safety considerations in the sector such as the cleaning products used by cleaners – from detergents and degreasers to abrasives and acids. We explain what risk assessments are and how they are conducted in the cleaning sector.

Topic 8 - Employability skills

We focus on what employers in the cleaning sector are looking for when recruiting individuals. This section is designed to help candidates best position themselves for a role in cleaning services. The workbook also lists useful adjective words that highlight strengths and interpersonal skills for the sector. This will help a candidate with their CV preparation. Finally, we explain the purpose of a company mission, vision and values – what they entail and what they mean to an employee. This section concludes by detailing the mandatory requirements to work in cleaning, such as ID documents and Right to Work evidence through to DBS checks.

Action Plan

Once the learning section of the workbook is complete, the candidate is required to develop an action plan that details what they have learned and set goals to support their career in to cleaning.

Glossary of terms

A glossary of terms can be found at the back of the workbook which lists key words used in the cleaning sector and can be referred to at any time.

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