Standard Operating Procedure
LTP – Licence To Practice

The candidate should demonstrate that the storage of all equipment and chemicals is safe and fit for purpose. The candidate will be asked to safety check and assemble 1 piece of electrical equipment. To safety check and assemble all equipment required for a minimum of 2 (maximum of 3) chemical dilutions for different cleaning scenarios.

Health and Safety compliance

Demonstrate an understanding of the appropriate documentation:

Control of Substances Hazardous to Health (COSHH) assessment and Safety Data Sheets (SDS)
Task Risk Assessment (RA)
Method Statement (MS) or Standard Operating Procedure (SOP)
Manufacturer's Operating Instructions

- The candidate should be able to identify the relevant information in the correct chemical COSHH assessment, Task Risk Assessment, Method Statement/SOP, Manufacturer's Operating Instructions.

Recommended equipment

Warning signs
Appropriate personal protective equipment (PPE), as specified by COSHH assessment and/or risk assessment
Dilution chart
Handwashing chart
BICSc colour-coding chart – BICSc colour-coding MUST be used for this skill
Chemical symbol chart
One piece of electrical equipment with accessories
A range of colour-coded mop buckets
A range of colour-coded hand buckets
Spray bottles with labels, self-adhesive (as supplied by the manufacturer) or screen printed
A range of colour-coded cloths
Dosage system if used – If a dosage system is used at site, it is still a requirement that one solution is manually diluted. Manufacturer's operating instructions should be followed for the dilution system
Measuring apparatus – Pelican pumps should be checked for the dispensed dosage
Minimum of 3 different types of cleaning agents (for example to cover floors, kitchens and washrooms)
Storage area with water supply and suitable drainage – Spent solutions must be disposed of in accordance with environmental policy and procedure
Wastes disposal system

Procedure – Health and Safety considerations

1. Carry out a dynamic risk assessment on arrival at the work area and place warning signs

   - A dynamic risk assessment ensures the candidate is safe to work in the area as it demonstrates it is free from any immediate risks. Place warning signs to provide adequate warning of work in the area, this could include a sluice room, cleaning cupboard, cleaning store, preparation area as well as the work area.

2. Demonstrate an understanding of the standard operating procedure or method statement, risk assessment, COSHH assessment and manufacturer's machinery operating instructions

   - The chemical safety data sheets must be easily accessible and up to date as they need to be given to medical professionals should an accident occur. They detail the make-up of the chemical to ensure the patient receives the correct medical treatment.

3. Ventilate the area, either open a window, a door or comment on the air conditioning as the building dictates

    - Ventilation reduces the risk of inhalation when making up chemical solutions and aids drying of equipment and materials.

4. Wash your hands as per the company policy or according to the BICSc approved method, ensuring that you check for cuts and abrasions and cover with a waterproof dressing if required

    - Cuts or abrasions should be covered with a waterproof dressing to prevent cleaning solutions and bacteria entering the blood stream and potentially causing blood poisoning.

5. Check and wear PPE as per COSHH and/or risk assessment

    - Ensure PPE is a suitable fit, fit for purpose and undamaged.

6. Confirm all necessary colour-coded equipment is available and fit for purpose

    - Correct colour-coded equipment reduces the potential risk of cross-contamination and ensures demonstratable best working practices.

7. Check the area where you are working for any signs of pest infestation and report them in line with company policy

    - Signs of pest infestation should be checked in the cleaning cupboard/store and throughout the task in the work area but must not be disturbed as the pest control company will use this evidence to identify the type of infestation.

8. Check the area where you are working for any signs of damage and report them in line with company policy

    - Damaged assets such as broken tiles, torn/snagged carpet, chipped desks in either the cleaning cupboard/store or work area should be reported as per company policy to prevent any further damage and/or the operative being blamed for the damage.

Procedure – Method

9. Demonstrate all equipment is stored correctly and safely to allow safe entrance/exit and complies with manual handling requirements

    - Check for correct labelling of chemicals, all spray bottles and containers should be appropriately labelled and products should be in date.

    - Chemicals should be stored with respect to type to avoid interaction, with labels forward facing, securely fastened, at a height not above shoulder height of the smallest operative on site.

    - Products out of date should be safely disposed of.

    - New stock should be stored correctly ensuring older stock is used first and stock should be replenished as appropriate.

    - Chemicals and equipment should be stored with respect to frequency of use, daily use products being easily accessed.

    - Store heaviest equipment and stock at levels in accordance with manual handling training, minimising strain from bending and lifting.

    - Ensure that all equipment is stored with due regard to entrance/exit so that there is clear access and egress.

    - Any electrical equipment should be stored at least 1m from any water point.

10. Select electrical equipment and safely assemble

    - Check and assemble all equipment in accordance with the manufacturer's operating instructions.

    - Check if the power supply within the building requires the use of a circuit breaker. If required safety check the circuit breaker, check that the unit switches on and off correctly.

- Safety check each part of the electrical equipment as appropriate dependent on the equipment selected.

- Cables should be checked for exposed wires, cuts or scrapes by running a clean colour-coded cloth appropriate for the area the machine works in over it from the machine to the plug. Cables should be neatly placed and at no time present a trip hazard.

- Bags should be carefully lifted by one corner to check how full they are. It is not acceptable to press down on the bag as this could result in a sharps injury or cause dust showers when the check is made. A bag 2/3rds full or more should be changed as this could put strain on the motor.

- Filters should be clean and correctly fitted. If the filter is clogged or ripped it should be changed.

- The casing of the machine should be complete and in good working condition and the wheels free from debris and freely moving.

- Ensure correct accessories are selected. If a suction cleaner is selected then it should have the relevant tools required to complete the skill, e.g. crevice tool. For a buffing machine the operative should be aware of whether a pad drive or brush is required, also the correct selection of pad for the floor type.

- The pipes and hose can be checked for blockage when the machine is switched on by checking the suction of the machine.

- Demonstrate cut-out switches are working correctly if they are present on the machine.

- If any faults are found the machine should not be used and it should be reported immediately in line with company policy.

- Check Portable Appliance Testing compliance in line with company operational procedures.

11. Demonstrate the correct position of equipment and cables prior to starting the skill

    - The candidate should demonstrate the safe method of plugging in electrical equipment, with socket switched off, where possible and always with dry hands. Use a socket behind the line of work and as close to the exit as possible to minimise trip hazards, keeping the cable out of harm's way.

    - Avoiding standing on the cable is primarily for the operative’s safety. It is possible that something sharp on the sole of a shoe could cut through the wire, ensure that they are aware it is with their wellbeing in mind that this is stressed as a safety point.

    - The correct position in which the machine should be started according to manufacturer's operating instructions using the brush down setting for vacuuming on a hard floor area.

    - Identify potential hazards whilst working e.g. trailing cables and how the correct use of safety signage can mitigate hazards.

    - Whilst not in use the machine should be switched off, socket switched off and machine unplugged, then placed safely so that it does not become an obstruction for people using the building.

12. Assemble and safety check correct colour-coded equipment for the skill in line with BICSc colour-coding and suitable for the 2 cleaning scenarios requested

    - The operative should check that the equipment is safe for use. Trigger sprays must be correctly labelled, operational and set to the off position when not in use.

    - Buckets should have suitable equipment for wringing that is fully operational and fit for purpose. Handles should be securely fitted and capable of supporting the weight. Where wheels are fitted these should be free moving. The mop head and stale should also be checked for cleanliness and damage. The mop stale should be either aluminium or plastic as wood cannot be disinfected.

13. Prepare the chemical solution with the correct dilution for the first cleaning scenario

    - Preparation of cleaning agents should be according to manufacturer's instructions, always adding chemical to water.

    - This minimises the risk of contact with undiluted chemical and excess foam being created. The correct level of water in the bucket is key to the dilution being accurate.

- When adding the required amount of water to the equipment, should the water foam the equipment needs to be thoroughly rinsed before adding the chemical to the correct amount of water.

- It is recommended that 5 litres of water are used in the mop bucket, this complies with the HSE recommendations for lifting. It also helps to prevent overuse of chemical as 10 litres soils as quickly as 5 litres, but it means you are pouring twice as much chemical down the drain each time you change the solution.

- Demonstrate competency with dilution equipment, select a measure that is suitable for the amount of chemical required for the correct dilution. Wipe any spillage as it occurs with a damp correctly colour-coded cloth, the colour selected should match the area to be cleaned. Ensure this cloth is immediately rinsed after use, at the end of the skill it should be either put for laundry, thoroughly rinsed and left to air dry or disposed of depending on cloth type.

14. Demonstrate safe disposal of this solution

    - Always rinse the sluice sink after disposal of solution to remove any excess chemical residue.

15. Prepare the chemical solution with the correct dilution for the second cleaning scenario

16. Demonstrate safe disposal of this solution

Procedure – Safe storage of equipment

17. Demonstrate the correct cleaning and storage method for equipment, materials and PPE used for the skill

    - Storage should allow for air circulation when storing equipment to aid drying and for gas dispersal if battery equipment is used.

    - Where laundry facilities are available candidates should follow the agreed company procedure.

    - Carrying out safety checks at the end of the skill ensures that if the machine has been damaged while in use it can be reported according to the site's procedure and no other operatives are put at risk. When the safety checks are carried out at the completion of the skill this is the ideal time to change the vacuum bag, if required, as it can then be disposed of as part of the waste.

    - Relevant parts of the equipment should be cleaned and rinsed after use to minimise the risk of chemical reaction due to them being mixed as a result of chemical residue.

18. Remove warning signs, clean as required before storing safely

    - Best practice is to clean warning signs after each use to reduce the potential risk of cross-contamination.

19. Close any ventilation as applicable

20. Remove PPE and wash your hands as per the company policy or according to the BICSc approved method

21. The storage area must be left in a clean, tidy and secure condition on exit

    - Good sustainable practice would be to turn off the lights and air conditioning, if applicable, prior to securing the storage area.