

Standard Operating Procedure (SOP)

Training and Competency Assessment for Cleaning Staff

This SOP details the **training and competency assessment for cleaning staff**, encompassing the development of tailored training programs, regular skill evaluations, safety protocol education, proper use of cleaning equipment and chemicals, and documentation of staff competencies. The objective is to ensure cleaning personnel possess the necessary knowledge and skills to perform their duties effectively, maintain hygiene standards, and promote a safe working environment.

1. Purpose

To establish a structured process for training and assessing the competency of cleaning staff, ensuring high standards of cleanliness, hygiene, and safety are consistently maintained.

2. Scope

This SOP applies to all cleaning staff and supervisors responsible for maintaining the cleanliness and hygiene of the facility.

3. Responsibilities

- **Supervisors/Managers:** Develop, implement, and regularly update training programs; conduct competency assessments; maintain records.
- **Cleaning Staff:** Attend all scheduled training; adhere to approved cleaning procedures; participate in competency assessments.
- **Human Resources:** Support documentation and certification of staff competencies.

4. Procedures

- 1. Training Program Development**
 - Identify key areas: basic cleaning skills, safe chemical handling, equipment operation, hygiene standards, waste disposal, infection control, and emergency procedures.
 - Customize training materials for new and existing staff.
 - Schedule initial and refresher training sessions (at least annually).
- 2. Training Delivery**
 - Conduct training via classroom instruction, hands-on demonstrations, videos, and shadowing experienced staff.
 - Ensure training covers the following (minimum):
 - Hygiene and infection control
 - Correct use and maintenance of cleaning equipment
 - Proper use of PPE (Personal Protective Equipment)
 - Chemical storage, handling and safety data sheets (SDS)
 - Waste segregation and disposal
 - Response to spills and accidents
- 3. Competency Assessment**
 - Assess theoretical understanding via written or oral tests.
 - Observe and evaluate practical tasks (checklists, direct observation).
 - Address identified gaps with targeted retraining.
 - Re-assess as needed and annually as part of ongoing competency checks.
- 4. Documentation**
 - Maintain individual training and competency assessment records for all staff.
 - Document dates of training, topics covered, assessment results, and certification status.
 - Store records securely for compliance and audit purposes.
- 5. Continuous Improvement**
 - Review feedback from staff and supervisors after training sessions.
 - Update training materials and assessment methods based on audit outcomes and regulatory requirements.

5. Records and Documentation

Document/Record	Responsible Person	Retention Period
Training attendance logs	Supervisor/HR	3 years
Competency assessment checklists	Supervisor/Manager	3 years

Certificates of completion	HR	Personnel file duration
Training materials and curricula	Supervisor/Manager	Until superseded

6. Review and Revision

This SOP shall be reviewed annually or as necessary to incorporate changes in regulations, best practices, or organizational needs.

7. Approval

Prepared by: _____

Approved by: _____

Date: _____