CBM Environmental Division

On The Job Training Guideline

Department	Environmental Division	**Total Tasks**	▯ Check the area to ensure is safe to carry up cleaning duty.
Job Scope	General Public Area Cleaning (sweeping, mopping, vacuuming, waste collection, and upkeeping of assigned areas)		▯ Follow proper dilution and safe handling of cleaning chemicals as per safety guidelines.
Job Title	General Cleaner		▯ Maintain cleanliness and hygiene of high-touch areas (e.g., door handles, lift buttons).
Task to learn	• Proper use of cleaning equipment (e.g. mop, vacuum, floor scrubber) • Cleaning chemical handling and dilution techniques • Waste segregation and disposal • Use of checklist		▯ Perform daily general cleaning of assigned areas following established cleaning schedules.
Type of Learning	Didactic teaching, on-site demonstrations, and supervised hands-on practice		▯ Dispose of waste correctly according to the waste segregation guidelines.
Resources	Cleaning SOP Manual, verbal briefing, practical demo by supervisor		▯ Fill in and maintain cleaning checklists accurately.
Duration	2 sessions of training, 1 weeks of guided on-site coaching, 1 session performance review (before confirmation)		▯ Report any defects or replenishment needs (e.g., faulty toilet flush, door spoiled) to the supervisor promptly.

S/N	Task Steps (Steps necessary to perform the task in the sequence they are normally performed)	Key Learning Points (Tacit Knowledge / pointers which aids the successful execution of the task steps.)	Task Standards (Specific criteria that define successful task performance. Should be observable and measurable.)	Notes to Trainer
1	**Inspect area before cleaning.** Check for safety hazards or obstacles before starting.	Understand site-specific hazards and how to assess surroundings before beginning tasks.	Standard: Area is assessed for safety prior to cleaning. Unsafe conditions reported immediately.	Emphasize safety awareness and the importance of hazard identification. Conduct briefings before deployment.
2	**Perform general cleaning using appropriate tools (e.g., mop, vacuum, scrubber).** Follow site's cleaning schedule.	Demonstrate knowledge in selecting correct cleaning equipment and techniques for various surfaces.	Standard: Area is cleaned thoroughly without damage to surfaces; cleaning follows designated frequency.	Provide hands-on demonstrations. Observe correct tool use. Explain cleaning frequency per site schedule.
3	**Handle and dilute cleaning chemicals safely.** Follow safety guidelines and dilution instructions.	Understand the importance of correct dilution ratios and chemical handling procedures.	Measurement: Chemicals are prepared and applied safely and correctly. No misuse or over-concentration.	Provide chemical handling demo using SOP. Stress on use of gloves, labels, and MSDS awareness.
4	**Perform waste segregation and disposal.** Use designated bins for general and recyclable waste.	Learn to differentiate between general, recyclable, and hazardous waste.	Measurement: Waste is disposed into correct bins; no cross-contamination occurs.	Train using color-coded bins and signage. Include mock segregation drills.

5	**Maintain cleanliness of high-touch areas (e.g., lift buttons, door handles).**	Identify and prioritize high-touch surfaces. Know proper disinfection techniques.	Standard: High-touch surfaces are visibly clean and disinfected regularly.	Include UV demo (if available) to show areas commonly missed. Reinforce importance of hygiene.
6	**Fill in and maintain cleaning checklists accurately.** Record time and tasks completed.	Understand the need for documentation for accountability and tracking.	Measurement: Checklist is completed accurately, on time, and reflects tasks performed.	Trainer to review checklists during coaching and correct errors.
7	**Report defects and replenishment needs (e.g., soap, faulty flush).**	Recognize common facility defects and consumables running low. Know the escalation channel.	Standard: Issues are reported promptly and recorded. Follow-up is confirmed.	Conduct walkaround sessions and role-play how to report. Show photos of common defect

Task to Learn				
Task Steps	**Assessment of Learning**			**Task Steps**
	Knowledge	**Skill**	**Remarks**	
Check area before cleaning Inspect for safety hazards and ensure the area is safe to begin cleaning.	Hazard Identification: Understand how to identify common site hazards (wet floors, sharp objects, obstructions).	Safety Awareness: Ability to assess and recognize unsafe conditions before starting work.	Reinforce importance of site safety briefings.	**Check area before cleaning** Inspect for safety hazards and ensure the area is safe to begin cleaning.
Use of cleaning equipment (e.g., mop, vacuum, floor scrubber)	Equipment Familiarity: Understand types of cleaning tools and their proper use.	Operational Skills: Ability to handle and operate cleaning equipment effectively and safely.	Trainers should demonstrate tool use and check correct handling during practice.	**Use of cleaning equipment** (e.g., mop, vacuum, floor scrubber)

Chemical handling and dilution Use correct ratios and safety procedures.	Chemical Safety: Understand dilution ratios, chemical labels, and MSDS content.	Safe Handling: Proper use of PPE, correct dilution and application methods.	Stress importance of safety gear and handling protocols.	**Chemical handling and dilution** Use correct ratios and safety procedures.
Daily cleaning tasks Perform mopping, sweeping, vacuuming based on cleaning schedules.	Task Knowledge: Understand scope of daily cleaning duties and standard operating procedures.	Cleaning Proficiency: Execute cleaning tasks efficiently according to site needs.	Trainers to use real site scenarios and checklist tracking.	**Daily cleaning tasks** Perform mopping, sweeping, vacuuming based on cleaning schedules.
Disinfect high-touch points (e.g., lift buttons, door handles)	Hygiene Awareness: Understand areas of high contamination risk.	Disinfection Technique: Apply appropriate cleaning agents and methods on high-touch areas.	Reinforce importance of hygiene in high-traffic areas.	**Disinfect high-touch points** (e.g., lift buttons, door handles)
Waste segregation and disposal	Waste Types: Differentiate between general, recyclable, and biohazard waste.	Disposal Accuracy: Place waste correctly according to bin color or type.	Use labels and real waste scenarios for hands-on practice.	**Waste segregation and disposal**