

Cleaning and Support Services NOS

An Occupational map is a structured way of describing the functions carried out by professionals in specific occupational areas.

Key Purpose

Working safely and effectively to ensure that the required area or surface are free from dirt and contamination while maintaining environmentally friendly and sustainable working conditions.

Key Competency Areas

These standards cover the range of functions carried out by professionals involved in cleaning and support services. They include a variety of competence areas such as working within designated procedures, team working, management and supervision, health and safety, using the equipment to provide cleaning services, being environmentally friendly and maintaining sustainability.

A. Working within designated procedures, and health and safety

B. Providing cleaning services, including the use of equipment

C. Being environmentally friendly and maintaining sustainability

D. Providing management and supervision in cleaning

These Competency Areas are further expanded with Key Functions defined by NOS:

Key Competency Areas	Key Functions defined by NOS
A. Working within designated procedures, and health and safety	INSC001 – Maintain personal hygiene when cleaning INSC002 – Work independently and follow your organisation’s procedures INSC003 – Deal with waste, recyclables, lost property and suspicious packages
B. Providing cleaning services, including the use of equipment	INSC004 – Use electrical or battery powered cleaning equipment for variety of surfaces INSC005 – Use and store equipment and cleaning agents safely INSC006 – Carry out cleaning work outside INSC007 - Clean washrooms and replenish supplies of consumables INSC008 - Clean high-risk areas INSC009 - Clean and maintain cleanliness of confined spaces INSC010 - Clean food premises INSC011 - Deep clean equipment and surfaces INSC012 – Clean and protect hard and semi-hard floors INSC013 - Clean soft floors, carpets and furnishings INSC014 - Clean windows and other highly polished façade surfaces INSC015 - Perform street cleansing using manually operated equipment INSC016 - Perform street cleansing by automated equipment INSC017 - Clean glazed surfaces and façades
C. Being environmentally friendly and maintaining sustainability	INSC018 – Work in a safe way that does not harm the environment INSC019 - Contribute to the implementation of cleaning systems and best working practice INSC020 - Contribute to sustainable cleaning and circular economy
D. Providing management and supervision in cleaning	INSC021 - Supervise the work of cleaning staff INSC022 - Supervise the cleaning of food premises INSC023 - Train staff in cleaning INSC024 - Provide management guidance, resources and support to staff to minimise the risk of infection INSC025 - Audit and check compliance with standards of cleanliness

Indicative Role Profiles:

Area Cleaning Manager, Site Manager, Team Leader, Area Manager, Cleaning Supervisor
 Cleaner, Cleaning Assistant, Cleaning Operative, Cleaning Technician, Mobile Cleaning Operative