

ABM Key Skills Training Guide

Overview

This Guide is designed for Trainers that will conduct ABM Key Skills Training. This is now replacing BICS courses to allow ABM to deliver in-house training for all its cleaning team.

ABM Key Skills training includes **5 Mandatory Modules**:

- ABM Key Skills – Key Skill 0- Health and Safety Overview
- ABM Key Skills - Key Skill 1- Basic Hand-Washing
- ABM Key Skills - Key Skill 2 – Storage
- ABM Key Skills - Key Skill 3 – COSHH
- ABM Key Skills - Key Skill 4 - Equipment

ABM Key Skills training includes **8 Role Specific Modules**:

- Module 1 – Cleaning of Stairs and Handrails
- Module 2 – Removal and Collection of Waste
- Module 3 – Mopping of Floors
- Module 4 – Toilets, Urinals and Hand Wash Areas
- Module 5– Sweeping (Dry Broom)
- Module 6– Micro Fibre Cleaning
- Module 7– Damp Wiping, Dusting
- Module 8– High Level Cleaning (Working from The Ground)

Requirements

- This training must be carried out by Environmental Service Managers or nominated Supervisors/ Team Leaders. As long as nominated employees have the required competencies and skill set to deliver this training.
- Mandatory Modules to be completed within the first week as a part of new starter Induction.
- Grace Period for the remaining Role Specific modules is 6 months.
- Expiry Date for ALL modules is 36 months.
- Each module procedure should be carried out first by the trainer explaining what they are going to be doing with the trainee. The trainer should be talking the individual through each step of the particular cleaning technique that they are teaching.
- The trainer would then deliver a practical demonstration of each task, and the importance of why they are following certain procedures as they are cleaning.

- The trainee would then be asked to follow the same procedure that the trainer had shown them, at the same time the trainer should be questioning at each step why it is important to follow this procedure, and also what the benefits are of doing so. They should also be made aware of the downside of not following the procedure, i.e.:
 - if warning signs are not placed out, what could happen?
 - If a room smells of fumes, and you do not ventilate the room what are the implications?
 - If you are using a chemical that requires PPE and you do not wear it, what could happen?
 - If there is a split in an electrical cable and you plug it in, what could happen
- Each of these questions have a positive flipside if they are following the SSOW as per the training procedure. It is for the trainer to mark off the individual based on his/hers answers to these questions.
- Only when the trainer is fully confident that the learner has not only fully understood each task and the reasoning behind why we do things a particular way, and the benefits and pitfalls of not following this procedure, only then would they move on to the practical, where the learner would then have to demonstrate the task back to the trainer, whilst the trainer questions why they are doing each step.

Certification Process

- Trainer must use a signing off sheet provided with this Pack to sign off the completion of each module.
- Trainer must use the Certificate Template provided with this Pack.
- First Certificate to be issued on the successful completion of 5 Mandatory Modules.
- Second Certificate to be issued on the successful completion of Role Specific Modules (**5 out of 8 must be completed**)

Any questions? Please contact ABM UK Training Department at Training.Bookings@abm.com