BASIC JOB SKILLS

Cleaner

The profiles for basic job skills describe how reading, writing, numeracy, oral and digital skills are part of the work tasks in various occupations. The profile shows which basic skills the employee should have.

The profiles can be used to give:

- Relevant training in basic skills in the SkillsPlus programme
- Make language teaching work-oriented
- Give a vocational aspect to the common core subjects in the VET (vocational education and training)
Tasks for the cleaner:

- performing cleaning duties
- assessing cleaning needs
- maintaining equipment and machines
- evaluating methods and equipment

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**Reading**

**On a daily basis the cleaner will:**
- read work instructions
- read short messages
- read lists of various work tasks
- read safety instructions and signs
- read checklists for completed work
- read symbols on labels of various cleaning products

**Regularly the cleaner will:**
- read minutes of meetings
- read instructions for new products and equipment
- read work schedules and vacation
- read timesheets
- read instructions for dosage of chemicals

**Occasionally the cleaner will:**
- read HSE information
- read information and forms in connection with his/her own working conditions
- read course and training plans, and instructional material
- read information on new or altered internal routines
- read subject-related journals
- read employment contracts and forms related to his/ her employment
- read new or changed internal routines and instructions

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**Writing**

**On a daily basis the cleaner will:**
- cross off on forms related to work tasks
- fill in checklists for completed work
- fill in checklists for work quality and deviations from standard procedure
- write messages to colleagues and managers
- sign out, sign and certify forms

**Regularly the cleaner will complete:**
- order sheets for goods
- self-notification of illness and sick notes

**Occasionally the cleaner will:**
- make a note of new routines
- write notes in connection with internal courses and training programmes
- note key points on performance review forms
- give written answers to questions in organizational surveys
- fill out the deviation form in case of serious events
- fill out a self-certification of absence form
• calculating time and planning the work
• working in accordance with hygiene and environmental requirements and guidelines
• working as part of a team

Oral skills

On a daily basis the cleaner will:
• greet customers and users in a friendly manner
• communicate with others in order to coordinate the work
• get instructions and discuss the work with their manager
• answer questions from customers and users
• talk and cooperate with colleagues
• tell the manager what work has been carried out
• communicate with other vocational groups.

Regularly the cleaner will:
• ask if there is anything they do not understand
• ask for help to carry out the job
• discuss the procedure or the performance of the job with the team leader or other cleaners
• listen to other workers’ suggestions
• inform the manager of deviations from standard procedure
• give oral reports on incidents during their shift to a manager or colleague

Occasionally the cleaner will:
• suggest changes in tasks and routines
• give notification of emergencies or accidents
• discuss their own work tasks with colleagues and supervisor
• participate in training and listen to explanations given by the course leader
• brief temporary workers about work routines
• ask questions at meetings
• take part in performance reviews with their manager

Numeracy

On a daily basis the cleaner will:
• calculate time needed for the job
• calculate use of material and equipment needed to carry out the job
• calculate driving time
• use work drawings and convert to full scale

Regularly the cleaner will:
• complete timesheets
• assess the correct mixture ratio when using chemicals and measuring cups
• check their wage slip

Occasionally the cleaner will:
• check the supply of cleaning products and other essential equipment in stock
• understand and use a pH-scale
• estimating quantities by visual estimate
«Practical applicability motivates adults to participate in training»

Digital skills

On a daily basis the cleaner will:
• use electronic equipment
• search for programs on the Internet
• communicate with their employer by e-mail and text message
• use computerized tools to register working hours
• use a mobile phone to register attendance at the work station
• enter overviews of their own activities in the calendar

Regularly the cleaner will:
• send emails with attachments
• find information on the intranet
• use different data programs
• check product information online
• find data sheets for new products online
• order goods using an electronic form
• send and receive text messages
• use smart phones and tablets with different applications associated with different tasks

Occasionally the cleaner will:
• use digital photographs to document his/her work
• find HSE regulations on the Internet
• use word processing programs
• check new environmental requirements for cleaning products on the Internet

• use computerized learning resources for training
• write electronic deviation reports
• check salary payments in electronic systems
• update electronic travel logs
• use social media for keeping up to date and promoting their own business
• use digital payment services

The Knowledge Promotion Reform from 2006 has defined five skills that form the basic prerequisites for learning and development in school, work and community life.

The five basic skills are:
• Digital skills
• Oral skills
• Reading
• Writing
• Numeracy

At skillsnorway.no you will find more resources aimed at working with adults and basic skills.