

<b>Title</b>	<b>Negotiate and schedule cleaning contracts</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people working at management level in the cleaning industry.</p> <p>People credited with this standard are able to: produce a quote for a cleaning contract; negotiate a cleaning contract; and schedule and roster work.</p>
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<b>Classification</b>	Cleaning and Caretaking > Cleaning Services Administration
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Competence demonstrated during assessment against this standard must comply with the requirements of:  
Consumer Guarantees Act 1993;  
Employment Relations Act 2000;  
Fair Trading Act 1986;  
Health and Safety in Employment Act 1992;  
Holidays Act 2003;  
Minimum Wage Act 1983.
- 2 Definitions  
*Organisational requirements* refers to instructions to staff on policy procedures and methods relating to cleaning in the workplace (including health and safety) and the application of any written procedures which are documented in memo or manual format and are available in the workplace.  
*Contract specifications* set down the tasks to be done and how often these tasks are to be done.

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### Outcomes and performance criteria

#### Outcome 1

Produce a quote for a cleaning contract.

**Performance criteria**

- 1.1 Scope of work is ascertained in terms of client requirements.
- Range nature of work, time considerations, hours of work, procedures to follow.
- 1.2 Job requirements are calculated within organisational requirements
- Range work methods, materials required, amount of labour, time required for service.
- 1.3 Contract specifications which contain all relevant data are drawn up.
- Range time required for service, costs, work methods, procedures to follow, staffing levels.
- 1.4 Quote is produced within specified organisational requirements.

**Outcome 2**

Negotiate a cleaning contract.

**Performance criteria**

- 2.1 Obligations and liabilities of contract in terms of the cleaning industry and the relevant legislation are defined.
- 2.2 All clauses of contract documents are interpreted in terms of the conditions of the agreement being entered into.
- 2.3 Tender documents are completed within company and legislated guidelines.
- 2.4 Contract conditions are negotiated with the client.
- Range services offered, price, work methods, materials required, labour content.

**Outcome 3**

Schedule and roster work.

**Performance criteria**

- 3.1 Work plan and schedules are prepared according to contract specifications.
- 3.2 Rosters are drawn up.
- Range staff allocation, shift systems, staff contractual agreements.

3.3 Contingency plans are drawn up.

Range staffing fluctuations, special work.

**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	26 May 1994	31 December 2014
Review	2	31 August 1996	31 December 2014
Review	3	27 April 2000	31 December 2014
Revision	4	8 February 2001	31 December 2014
Review	5	27 February 2006	31 December 2014
Revision	6	26 March 2007	31 December 2014
Review	7	18 October 2012	31 December 2021
Review	8	24 January 2019	31 December 2021

**Consent and Moderation Requirements (CMR) reference**

0004

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.