

Title	Supervise a team of cleaners		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to: <ul style="list-style-type: none"> • provide induction to new members of a cleaning team; • train team members in cleaning tasks and monitor their progress; • assign and monitor cleaning tasks; and • communicate with management and a client.
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Classification	Cleaning and Caretaking > Cleaning Services Administration
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Available grade	Achieved
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Guidance Information

1 Assessment conditions

All tasks must be carried out in accordance with own role and responsibilities, organisational policies and procedures, and industry best practice.

The team of cleaners being supervised must include at a minimum two people.

Training and supervision must acknowledge and respect the defining characteristics, customs, values, and beliefs of a person from a particular population group. These include but not limited to – age, gender, spirituality, sexual orientation, ethnic origin, migrant status, and socio-economic status.

2 Recommended skills and knowledge prior to attempting this unit standard: Unit 9681, *Contribute within a team or group which has an objective*; Unit 29382, *Work independently as a cleaner*; and Unit 29388, *Demonstrate knowledge of and apply site-specific health and safety requirements when working as a cleaner*, or demonstrate equivalent skills and knowledge.

3 Definitions

Client refers to the person or organisation who employ the candidate as a cleaner. It can also include individuals who interact with the cleaner as part of their duties (e.g. customers in a shop, residential care and hospital visitors, office staff).

Industry best practice refers to guidelines, standards, and practices that represent the most efficient or sensible course of action in a given situation. Best practice can follow legal and regulatory requirements, industry standards, and may form part of the scope of organisational policies and procedures.

Organisational policies and procedures are the policies, procedures, and methodologies used in an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.

Outcomes and performance criteria

Outcome 1

Provide induction to new members of a cleaning team.

Performance criteria

- 1.1 Organisational cleaning processes and standards are explained.
- 1.2 Workplace Safety Management Practices (WSMP) are explained.
- 1.3 Organisational communication and reporting processes are explained.

Range may include but are not limited to – expected behaviours and attitudes, reporting requirements, providing feedback.

Outcome 2

Train team members in cleaning tasks and monitor their progress.

Performance criteria

- 2.1 Training is provided to cleaning team members in the cleaning tasks required of them.
- 2.2 Team member performance is monitored and recorded.
- 2.3 Task completion feedback is provided to team members, and referenced against organisational standards.

Outcome 3

Assign and monitor cleaning tasks.

Performance criteria

- 3.1 Tasks are assigned to team members trained to perform them.

Range allocation of tasks, time, resources.

- 3.2 Work is monitored to ensure outcomes are at the required standard.

Outcome 4

Communicate with management and a client.

Performance criteria

- 4.1 Liaison is undertaken with management and with the client.
- 4.2 Reporting mechanisms of own organisation, and those agreed with the client, are met.

Replacement information	This unit standard replaced unit standards 19911 and 23967.
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Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 April 2016	31 December 2023
Review	2	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.