

Qualification card

Office/building cleaning worker

Preliminary instructions

This qualification card is a tool for measuring the intern's skills and qualifications related to the job as a cleaning worker. The questions can also be used as a conversation tool, to address issues with an intern.

This qualification card is divided into three sections:

- 1) Preliminary checklist for basic demands and conditions
- 2) Personal skills
- 3) Practical qualifications

We recommend that the first section is used both in the casting process, as a part of the introduction day, and on the first day of the internship, to balance expectations with the intern. Use the second and third section throughout the internship to find focus points, track development, and to give an idea of how far the intern is from being qualified for regular employment.

The supervisor can before the evaluation with the intern orient themselves in the qualification cards, and choose the questions that are relevant for the intern's current level of qualifications. We recommend that the supervisor and the intern fills out the qualification card together.

The cleaning worker maintains hygiene and cleanliness of environments (offices, factories, residential buildings). He/she safely handles and stores chemicals and products needed to clean environments, using specific equipment (vacuum cleaner, polisher, etc.). He/she applies safety and hygiene standards.

His/her work settings may be offices, industrial buildings, warehouses, schools, hospitals, museums, etc.

The working hours vary according to the needs of the client: generally in workplaces and museums cleaning is done before or after opening hours (when the places are empty). Part-time work is common.

Preliminary checklist for basic demand and conditions			
	Demands and Conditions	NO	YES
1	I know that it is a job which requires good physical endurance		
2	I know that the working time can be flexible or rigid (I may have to work very early mornings or evenings). I may have a part-time contract.		
3	I know that I must use personal protective equipment (gloves, masks, etc.)		
4	I know that I have to use chemicals: if I know I have allergies I have to report them.		
5	I know that I am asked to take classes to learn how to use professional equipment		
6	I understand that if I am sick and unable to work, I have to call my supervisor at least 2 hours, or as soon as possible, before my shift begins		

7	I understand that when I get better after being sick, I need to call my supervisor to let him/her know that I am ready to work.		
8	I understand that it is very important that I practice my Italian during my internship.		

Personal skills						
	Field of training	Not yet	Just Started	Halfway	Close to Goal	Good to go
1	I am punctual and precise					
2	I can cope with fatigue					
3	I am reliable					
4	I am clean and tidy					
5	I am organized					
6	I can deal with emergency situations					
Professional skills						
	Field of training	Not yet	Just Started	Halfway	Close to Goal	Good to go
1	I can work according to the instructions of my superiors					
2	I know how to clean floors with hand or power equipment (mops, vacuums, floor scrubbers...)					
3	I can dust and tidy the premises					
4	I can clean and sanitize bathrooms					
5	I can clean doors and windows; wash windows and glass safely					
6	I know how and when to use chemicals: cleaners, disinfectants, solvents, descalers					
7	I know how to safely use and handle cleaning chemical products					
8	I know how to clean and keep work equipment in order (PCs, machinery...)					

