



British Institute of Cleaning Science

Training is an important part of quality control and is highlighted throughout the company as already detailed but also importantly the company is a corporate member of the British Institute of Cleaning Science (BICS), and follows its highly regarded training programmes.

Cleaning operatives are required to achieve induction skills to BICS level one prior to engagement which is one of the aspects of our extensive in house training schedule, carried out under the supervision of the company management.

Site supervisors and managers will be BICS level one trained and with a minimum of three years operational experience and will be conversant with a visual inspection routine for daily monitoring of standards. Site supervisors and managers will also possess the ability to motivate and delegate to his or her respective team and must have fully completed and passed the additional elements of their in house training schedule.

Area supervisors are required to have achieved BICS level one and two. At level two they will be able to train and motivate both cleaning operatives and site supervisors or managers and will be aware of the need to constantly check the performance of those within his or her control.

All Contract Managers will be BICS levels one, two and three accredited. They will also have experienced outside management training in the form of the following courses:

Time Management + Man-Management and Team Building + Budgetary Control + Customer Liaison and Problem Solving + Staff Evaluation and Development

Regional Contract Services

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