

# TARGET SKILLS



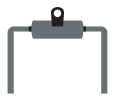






for Work

**Cleaning**

A workbook for learners working in the  
Cleaning sector or on related courses

# How to use the Cleaning workbook

The workbook contains information, activities, tips and ideas, quizzes and test questions. These are the sections to look out for:

|  |  |  |
|--|--|--|
|   |  <div data-bbox="448 376 863 488"> <p>Millilitres and litres are used to measure the volume or capacity of liquids</p> </div>   | <p>These boxes contain useful tips and suggestions.</p>  |
|   | <div data-bbox="300 521 884 723">  <p>Claire needs to keep a total of her overtime and the time she spends on each job. Look at Claire's jobs and complete the shaded areas of the table. Record the total time in minutes and hours.</p> </div> <div data-bbox="300 734 884 936">  <p>2 Claire is working the morning shift. It's ten o'clock. She has a fifteen minute break and then works until half past eleven. Which of these jobs can she do before twelve o'clock?</p> </div> | <p>When you see the clipboard sign it means you have a question to answer or a task to do.</p> <p>The question or task will be printed in <b>bold type</b>.</p> <p>If there is more than one task on a page, the clipboards will have numbers to help you check your answers.</p>  |
|  | <div data-bbox="300 958 884 1104">  </div> <div data-bbox="300 1115 884 1283">  <p><input type="checkbox"/> Collect equipment from the store cupboard.</p> <p><input type="checkbox"/> Get on with morning duties.</p> </div> <div data-bbox="300 1294 884 1440">  <p>The best response is:    <b>A    B    C</b></p> </div>   | <p>The pencil sign marks the place where you write your answer. You may be asked to do different things depending on the question, such as:</p> <ul style="list-style-type: none"> <li>● writing your answers <b>on the dotted lines or solid lines</b></li> <li>● writing the answer <b>in the spaces provided</b></li> <li>● <b>ticking</b> a checkbox</li> <li>● <b>circling</b> the answer.</li> </ul> |

You can photocopy the worksheets in the workbook and use them to help improve your skills in the workplace. They will also help you to develop your literacy and numeracy skills. They may be useful for other qualifications as well.

Sometimes you might need to check your answers. You'll find answers in the back of the book.

## Advice to tutors:

*This pack contains a selection of support materials for the development of a range of literacy and numeracy skills. The materials can be used with learners from Entry 3 to Level 2 of the adult literacy and numeracy core curricula, though most of the activities are at Entry 3 and Level 1.*

*Full curriculum referencing is given on pages 96–102.*

# Understanding your payslip

It's important that you understand your payslip. You probably look at the net pay – as that's the amount that will be paid into your account or appear in your pay packet.

**Study this weekly wage slip and compare it to your own. If there is anything on your payslip that you don't understand, ask a supervisor or visit your company payroll office.**



Net pay is equal to your gross pay minus all of your deductions.

Deductions means all the money that is taken away from what you earn. It includes tax, National Insurance and any pension contributions.

## Pay Advice: MACROMART Cleaning Services

Sweep Street, Oxford.

|                  |                  |                                   |           |
|------------------|------------------|-----------------------------------|-----------|
| Name             | Claire Spendlove | Date                              | 09/09/07  |
|                  |                  | NI no.                            | YX192405C |
| Deductions:      |                  | Wages:                            |           |
| PAYE tax         | 26.75            | Gross salary<br>37 hours @ £5.20  | 192.40    |
| NIC              | 15.22            | Overtime/bonus<br>2 hours @ £7.80 | 15.60     |
| Total deductions | 41.97            | Total gross pay                   | 208.00    |
|                  |                  | NET PAY                           | 166.03    |

This employee worked 37 hours at the basic rate and two hours overtime.

Overtime at the hotel is paid at one and a half times basic rate.  
 $£5.20 + £2.60 = £7.80$

**Gross pay** is what you earn before deductions are taken away. **Net pay** is what is left and is the amount that will be paid into your bank account or appear in your pay packet.



**Different companies will use different layouts, but each payslip will give similar information. Look at Franco's monthly payslip and answer the questions.**

## Cleanaway Services Banbury OX16 2YN

|                                  |                 |                         |                |
|----------------------------------|-----------------|-------------------------|----------------|
| Name: Franco Gonzalez            |                 | N.I. YF973876C          |                |
| Payroll Number: 23801            |                 | Tax Code: 4745L         |                |
| <b>Payments</b>                  |                 | <b>Deductions</b>       |                |
| Basic pay                        | £960.00         | Income Tax:             | £271.92        |
| Overtime 30 hrs @ £6.00 x 1.5    | £270.00         | Nat. Ins.               | £37.80         |
| Travel: 15 miles @ 40 p per mile | £6.00           | Pension contribution    | £120.60        |
| <b>Gross pay</b>                 | <b>£1236.00</b> | <b>Total Deductions</b> | <b>£430.32</b> |
| <b>Net Pay</b>                   | <b>£805.68</b>  |                         |                |



- How much will Franco take home this month? \_\_\_\_\_
- How much income tax did Franco pay this month? \_\_\_\_\_
- Is the £6.00 for travel (tick one): a deduction ☐ a payment ☐ neither of these ☐
- Franco's National Insurance number is (tick one): 4745L ☐ OX16 2YN ☐ YF973876C ☐
- The largest deduction is (tick one): income tax ☐ National Insurance ☐ pension ☐

# Checking your payslip

Mistakes do happen – you should always check your payslips.



When calculating with money on a calculator, remember, 1.8 means £1.80.

One pound eight pence would be 1.08.

Quick payslip checklist:

- Have you been paid the correct hourly rate?
- Are overtime hours and rates correct?

Remember – if you change your bank, you must tell your employer.



There is a mistake in Sarah's payslip. Can you find it? Use a calculator to help you.

| Pay Advice: MACROMART Cleaning Services |             |                                |           |
|---|-------------|--------------------------------|-----------|
| Sweep Street, Oxford.                   |             |                                |           |
| Name                                    | Sarah Short | Date                           | 09/09/07  |
|   |             | NI no.                         | HZ491805X |
| Deductions:                             |             | Wages:                         |           |
| PAYE tax                                | 5.66        | Gross salary 20 hours @ £5.20  | 104.00    |
| NIC                                     | 15.22       | Overtime/bonus 3 hours @ £7.80 | 13.40     |
| Total deductions                        | 13.81       | Total gross pay                | 117.40    |
|   |             | NET PAY                        | 103.59    |



Complete the missing information in Ryan's payslip.

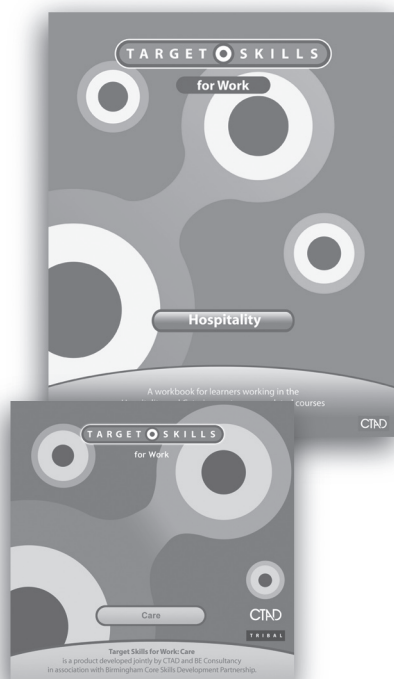
| Pay Advice: MACROMART Cleaning Services |             |                                |           |
|---|-------------|--------------------------------|-----------|
| Sweep Street, Oxford.                   |             |                                |           |
| Name                                    | Ryan Richer | Date                           | 09/09/07  |
|   |             | NI no.                         | HZ321807P |
| Deductions:                             |             | Wages:                         |           |
| PAYE tax                                | 39.05       | Gross salary 39 hours @ £5.38  | 209.82    |
| NIC                                     | 21.57       | Overtime/bonus 4 hours @ £8.07 | 13.40     |
| Total deductions                        |             | Total gross pay                | 241.10    |
|   |             | NET PAY                        |           |

# Cleaning: Glossary

|                           |  |
|---------------------------|--|
| <b>Abrasive cleaner</b>   | A cleaner that contains many tiny particles to improve its polishing/ cleaning properties. |
| <b>Access</b>             | Entry, way in.   |
| <b>Adhere to</b>          | Stick to, follow.  |
| <b>Adverse</b>            | Bad, unpleasant, unfavourable.   |
| <b>Approximately</b>      | Roughly, about.  |
| <b>Aquatic</b>            | Lives or grows in water.   |
| <b>Assembly point</b>     | A meeting point for staff and visitors when a building is evacuated.                       |
| <b>Batch</b>              | A group of items counted together, often packed into a crate, box or other container.      |
| <b>Company procedures</b> | A set of guidelines or rules for how to do particular thing in a company.                  |
| <b>Concussion</b>         | Temporary loss of consciousness or memory as a result of a blow to the head.               |
| <b>Conjunction</b>        | A word used to link parts of a sentence, e.g. 'and', 'but' and 'so'.                       |
| <b>Contamination</b>      | To come into contact with an unpleasant or dangerous substance.                            |
| <b>Cordon off</b>         | To separate an area with a rope or other barrier.  |
| <b>Corrosive</b>          | Something that can wear away, or corrode, metal (or can cause burns to people).            |
| <b>COSHH</b>              | Control of Substances Hazardous to Health regulations.                                     |
| <b>Diagonal</b>           | Line crossing a square or circle at an angle.  |
| <b>Dilute</b>             | To make the strength of a liquid weaker, normally by adding water.                         |
| <b>Disposal</b>           | To throw away or get rid of something.   |
| <b>Emitted</b>            | Given off.   |
| <b>Emphasise</b>          | To stress certain words by changing the tone of voice.                                     |
| <b>Employee</b>           | A person who is employed or given work.  |
| <b>Employer</b>           | A person or company that employs or gives work to other people (known as employees).       |
| <b>Environment</b>        | The area where something lives.  |
| <b>Facade</b>             | The front of a building.   |
| <b>Flammable</b>          | Catches fire easily. Note: inflammable means the same thing.                               |
| <b>Gross pay</b>          | What you earn before deductions are taken away.  |
| <b>Guidelines</b>         | Suggested rules or actions.  |
| <b>Hazard</b>             | A risk or danger.  |
| <b>Hazardous</b>          | Creating a risk of harm or danger.   |

|                                   |   |
|-----------------------------------|---|
| <b>Imperial measures</b>          | Old units of measure that are now being phased out in Britain and many other places, although you will still see 'mile' used on road signs and other places, and the pint used in pubs and restaurants. |
| <b>Incident</b>                   | Something that happens.   |
| <b>Informal</b>                   | Friendly or 'chatty' language, suitable for a friend or workmate.   |
| <b>Ingestion</b>                  | To take something into the body through the mouth (for example food or drink).  |
| <b>Irrelevant</b>                 | Not important for understanding the situation.  |
| <b>Irritant</b>                   | Something that affects the skin, eyes or breathing.   |
| <b>Key word</b>                   | An important word in a text that helps us find or remember details.   |
| <b>Litre</b>                      | A metric measure of capacity used for measuring liquids.  |
| <b>Location</b>                   | Place.  |
| <b>Manual handling</b>            | Moving, carrying or lifting loads using your hands.   |
| <b>MD</b>                         | Abbreviation for managing director.   |
| <b>Millilitre</b>                 | A metric measure of capacity used for measuring liquids. 15 millilitres is roughly the same as a tablespoon.  |
| <b>Mind map</b>                   | A visual method of planning, organising or summarising ideas using key words, images and connecting lines.  |
| <b>Minimising</b>                 | Reduce, make as small as possible.  |
| <b>Multiples</b>                  | Repeated addition of a number. For example 10, 15 and 20 are all multiples of five.   |
| <b>National Insurance</b>         | A form of taxation used to pay for state benefits such as the National Health Service and state pensions.   |
| <b>National Insurance Number.</b> | A unique employment number given to workers aged 16 and over.   |
| <b>Net pay</b>                    | What is left after all deductions have been taken away. The amount that will be paid into your bank account or appear in your pay packet.   |
| <b>Organism</b>                   | A living thing.   |
| <b>Overall</b>                    | Taken as a whole, in general.   |
| <b>Oxidising</b>                  | Causing something to catch fire or making an existing fire burn worse.  |
| <b>Permit</b>                     | To allow.   |
| <b>Potentially</b>                | Capable of.   |
| <b>Precaution</b>                 | An action that is taken to improve safety or prevent accidents.   |
| <b>Ratio</b>                      | A way of showing the relationship between two or more amounts. For example, if orange squash was mixed one part squash to four parts water you could write the ratio of squash to water as 1:4.         |
| <b>Relevant</b>                   | Important for understanding the situation.  |
| <b>Sanitary area</b>              | Area with toilet and/or washing facilities.   |

|                      |  |
|----------------------|--|
| <b>Scanning</b>      | Looking quickly over a text, trying to find information using a key word or words. |
| <b>Sequence</b>      | Arrange in a definite order.   |
| <b>Skimming</b>      | To look quickly over a text in order to get an idea of the content and purpose.    |
| <b>Sought</b>        | Past tense of 'to seek' or look for something.                                     |
| <b>Sum up</b>        | To conclude or bring to an end.  |
| <b>Symbols</b>       | Images or signs that have a particular meaning.                                    |
| <b>Metric system</b> | International system of measurement based on the metre and the kilogram.           |
| <b>Toxic</b>         | Poisonous.   |
| <b>Ventilated</b>    | Well aired.  |
| <b>Viscous</b>       | A thick, slow-moving liquid.   |
| <b>Water soluble</b> | Dissolves in water.  |
| <b>Welfare</b>       | The wellbeing, happiness of a person.  |



*Target Skills for Work* is a series of CD-ROMs and workbooks providing skills development in literacy and numeracy at Entry 3, Level 1 and Level 2 for learners in the workplace or on workplace-related courses.

The material is mapped to the requirements of the adult literacy and numeracy core curricula. The materials concentrate on the essential literacy and numeracy skills required for work, including basic number skills, and reading, writing, speaking and listening.

The tasks are all brief, work-related and self-contained, making them ideal for use in the workplace or in informal training contexts. Learners can work on their own, at their own pace, using bite-size chunks of learning to develop new skills or confirm and develop existing skills.

The materials complement other methods of teaching and learning. In particular, learners can work through the materials independently or with various levels of support, allowing tutors to focus their time on support rather than on marking.

For each title there is a CD-ROM and workbook available. Titles include:

- Target Skills for Work: Retail*
- Target Skills for Work: Hospitality*
- Target Skills for Work: Care*
- Target Skills for Work: Manufacturing*
- Target Skills for Work: Construction*
- Target Skills for Work: Cleaning.*

## The Target Skills suite

*Target Skills for Work* is complemented by other resources in the *Target Skills* suite. This provides an ICT-based diagnostic assessment against the national standards and curricula in adult literacy and numeracy, and ICT learning materials mapped to the standards and curricula, all of which can be managed by a specially designed web-based management and tracking system.

Resources include:

- Target Skills: Initial Assessment*
- Target Skills: Entry Literacy*
- Target Skills: Entry Numeracy*
- Target Skills: Level 1 Literacy*
- Target Skills: Level 1 Numeracy*
- Target Skills: Level 2 Literacy*
- Target Skills: Level 2 Numeracy*
- Target Skills: ESOL Collection*
- Target Skills: English Works*
- The Spelling Disc*
- Numbers Up!*
- Fresh Start.*

Several resources are available as content for your VLE. Ask for details.

For information on all these and other *Skills for Life* resources, see [www.ctad.co.uk](http://www.ctad.co.uk) or call our sales team on (01223) 470480.