



CUSTODIAL TRAINING PROCEDURE (OPS-P010)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process of the district's custodial operations training.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Custodial Operations Foreman

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Operations Officer

4.0 DEFINITIONS:

- 4.1 Level I Trainer: On-Site Lead Custodian or Custodial Operations Foreman who provides safety brief (Custodial Training Safety Requirements), basic, remedial and new custodial skills training to custodial trainees and who verifies performance of these tasks to the appropriate standard.
- 4.2 Level II Trainer: On-Site Lead Custodian who provides safety brief (Custodial Training Safety Requirements) advanced, cyclical, remedial and new custodial skills training to custodial trainees and who verifies performance of these tasks to the appropriate standard.
- 4.3 Trainee: Custodial staff (new employee, float or regular staff) receiving basic, advanced, cyclical, new or remedial skills training as indicated by employment situation, job requirements or training needs.
- 4.4 Basic Custodial Skills: Includes those skills necessary for a Custodian to begin performing daily tasks at respective job site(s).
- 4.5 Advanced Custodial Skills: Includes those skills necessary for a Custodian to perform job functions that are specific to the work site and related equipment.
- 4.6 Cyclical Custodial Skills: Includes those skills necessary for a Custodian to perform job functions that are specific to a particular season or maintenance rotation (i.e., rewaxing gym floors during the summer).
- 4.7 New Custodial Skills: Includes those skills that are not considered basic, advanced or cyclical yet the need may arise for training due to changes in equipment or safety requirements or in response to related-safety trends.
- 4.8 Remedial Custodial Training: Includes any of the above listed skills that the Level I or Level II Trainer determines that the Custodian is not performing to standard which requires additional training for skill development.
- 4.9 Annual In-Service Refresher Training: Includes training provided to all Custodial Staff at or prior to beginning Summer Operations.



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- 4.10 Float Custodian: Custodial personnel not assigned to a specific school on a full time basis but are assigned to different schools as needed due to manpower shortages or workload.

5.0 PROCEDURE:

- 5.1 Custodial Operations Foreman receives via e-mail new employee's start date.
- 5.2 The Custodial Operations Foreman schedules Level I training to begin as soon as practicable after the employee has in-processed through Human Resources.
- 5.2.1 Level I basic skills training is conducted in five, eight-hour shifts with no more than two trainees at a time. Trainee should work a shift that allows four hours per day training with the lead custodian. The remaining four hours will be dedicated to applying the practice or process learned. Training consists of all Level I basic skills as detailed in the Custodial Training Record and can be completed concurrent with the custodian beginning their on-site duties.
- 5.2.2 Level I training is conducted by the on-site Lead Custodian, and may be evaluated by the Custodial Operations Foreman within 7 calendar days of employment. In the absence of the on-site Lead Custodian, the Custodial Operations Foreman or his/her designee, conducts the Level I training.
- 5.2.3 The Level I trainer reviews job-related safety requirements and demonstrates Level I basic skills to the new hire, answering questions to check for understanding, prior to the trainee performing, and being evaluated on their performance of these tasks.
- 5.2.4 The trainee performs the Level I tasks in the presence of the Level I trainer who will correct and coach as necessary prior to evaluation by the custodial Operations Foreman.
- 5.2.5 The trainee performs Level I tasks, and the Custodial Operations Foreman evaluates the trainees performance to determine whether any remedial training needs to take place.
- 5.2.5.1 Custodial Operations Foreman provides remedial training until the trainee is able to perform the task satisfactorily or the Level I trainer determines the individual cannot perform Level I tasks to the appropriate standard.
- 5.2.6 The Custodial Operations Foreman will:
- 5.2.6.1 for satisfactory completion of training, initial the tasks on the Custodial Training Record, ensuring both the trainer and the trainee sign the document to indicate the trainee is able to perform these tasks to the appropriate standard.
- 5.2.6.2 for unsatisfactory completion of training, indicate on the training record that the individual was unable to perform the tasks to the appropriate standard, ensuring both the trainer and trainee sign the form, and direct



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the trainee to report to Human Resources to be released from employment.

- 5.3 The Lead Custodian trains the newly hired custodians on Level II advanced skills training as soon as practical upon assignment to respective job site.
 - 5.3.1 The Lead Custodian (Level II trainer) reviews site-specific, job-related safety requirements and demonstrates Level II advanced skills to the new hire, answering questions to check for understanding, prior to the trainee performing, and being evaluated on their performance of these tasks.
 - 5.3.2 The trainee performs Level II tasks, and the Custodial Operations Foreman may evaluate the trainees' performance within 14 calendar days of employment to determine whether any remedial training needs to take place.
 - 5.3.2.1 Custodial Operations Foreman provides remedial training until the trainee is able to perform the task satisfactorily, when necessary.
 - 5.3.3 The Level II trainer initials the tasks on the Custodial Training Record, and both the trainer and the trainee sign the document to indicate the trainee is able to perform these tasks to the appropriate standard when the trainee has performed the tasks to the appropriate standard.
 - 5.3.4 When cyclical training can be conducted, the Level II trainer reviews site-specific, job-related safety requirements and demonstrates the remaining Level II advanced skills to the trainee, answering questions to check for understanding, prior to the trainee performing and being evaluated on their performance of cyclical Level II tasks.
 - 5.3.5 Performance evaluation of cyclical training may be conducted by the Custodial Operations Foreman within 75 days of employment.
- 5.4 The Custodial Operations Foreman, in conjunction with Lead Custodians and the district's Safety/Risk Management Officer:
 - 5.4.1 Conducts annual in-service refresher training for all custodial staff prior to or during summer operations, and
 - 5.4.2 Ensures appropriate training is provided in a timely manner as needs related to changes in equipment or safety requirements or in response to related-safety trends are identified.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Custodial Training Record ([PRD-F008](#))
- 6.2 Custodial Training Safety Requirements ([OPS-G001](#))
- 6.3 School Custodians Opening/Closing Work Instructions ([OPS-W001](#))

7.0 RECORD RETENTION TABLE:



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<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Custodial Training Record (Regular Staff)	Lead Custodian Files	Duration of Employment	Transfer to HR File Upon Termination	Secure Location
Custodial Training Record (Float Staff)	Custodial Operations Foreman	Duration of Float Employment	Transfer to Lead Custodian Upon Change of Status to Regular Staff	Secure Location

8.0 REVISION HISTORY:

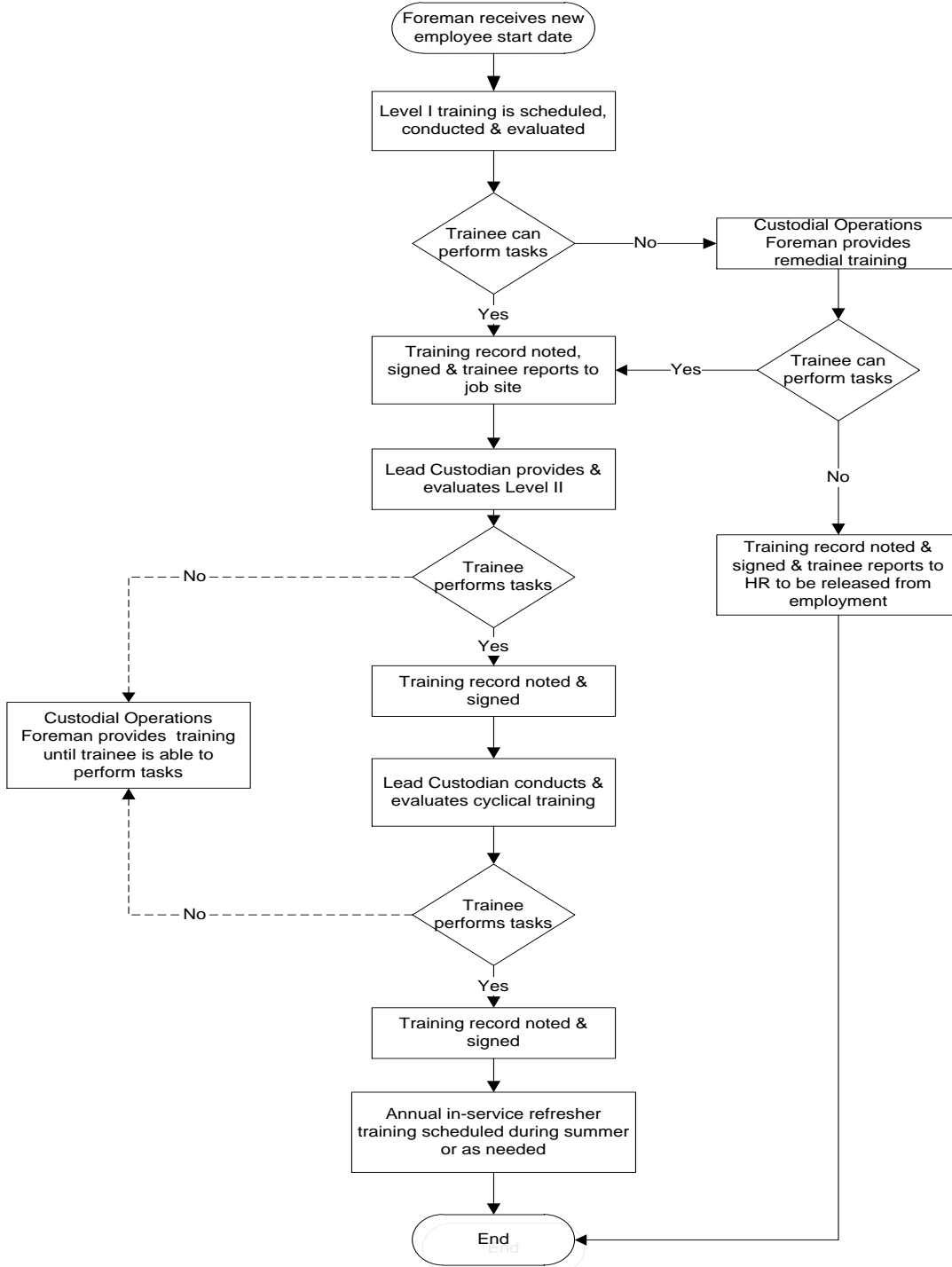
<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
1/22/07		Initial Release (effective March 1, 2007)
9/14/12	A	Updated procedure, flowchart, and changed from a PRD to an OPS procedure, added Special Projects Manager to Responsibility
10/26/15	B	Removed reference to HUM-F052 (obsolete).
2/8/16	C	5.2.1 Changed two, eight hour shifts to five, eight hour shifts. Clarified 4 hours with lead and four hours of applying learning. 2.0 Removed Special Projects Manager.
6/2/16	D	Updated evaluation frequency from "will" to "may". Updated records retention table. Custodial Operations Foreman maintains float custodian records.

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found below.

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*** End of Procedure ***