

## BICSc Cleaning Operative Proficiency Certificate (COPC)

This award is being phased out and replaced by the Cleaning Professional's Skills Suite (CPSS) and until 2011 was the most popular BICSc scheme. The COPC is still available for those clients who wish to retain consistency and ensure continuity of development for their operatives.

The COPC provides a structured approach to training and assessing across a wide range of cleaning tasks.

Certification is offered as:

The five tasks Preliminary Certificate (successful participants achieve the Bronze QCO Badge)

The 10 tasks COPC Stage 1 award (successful participants achieve the Silver QCO Badge)

A total of 20 tasks for COPC Stage 2 award (successful participants achieve the Gold QCO Badge).

### At the end of the programme participants will:

- Be able to select the correct equipment and materials for a variety of general cleaning tasks – as selected.
- Deliver competent performance of each of the selected tasks in a safe, effective and efficient manner.

This programme does not provide automatic BICSc membership but once 10 tasks have been achieved a successful participant is eligible to apply for membership.

**Programme duration:** The number of days required depends upon the skills selected, and each course is offered for a maximum of four participants in a group. Example: three days for four participants to achieve a Stage 1 award for tasks (detail below) AA1, AA2, AA3, A1, A2, B1, C3, D1, D3, E5.

## COPC Tasks

The tasks for each award are selected from the range listed below. It is regarded as best practice that all operatives participating in a COPC programme undertake AA1, AA2 and AA3 as part of their first certificate.

- AA1 Chemical competence
- AA2 Machines: Safe use and care
- AA3 Storage of equipment
- A1 Mop sweeping

- A2 Single solution mopping
- A3 Two solution mopping
- A4 Buffing
- A5 Spray cleaning
- A6 Machine scrubbing and drying
- A7 Strip, dry and reapply emulsion polish
- A9 Bonnet mopping
- A11 Scrubber drying with a battery powered scrubber drier
- A12 Scrubber drying with an electrically powered scrubber drier
- A13 Machine sweeping with a battery powered sweeper
- A14 Machine sweeping with a petrol/propane powered sweeper
- A15 Cleaning of stairs, landings, balustrades and handrails
- B1 Suction cleaning
- B2 Spray extraction
- B3 Dry foam shampooing
- B4A Wet shampooing
- B4B Dry powder/granules carpet cleaning
- B5 Carpet skimming
- C1 High level cleaning
- C2 Wall washing
- C3 Window cleaning
- C6 Dry steam cleaning
- D1 Dust, damp wipe, wash, polish application
- D2 Upholstery shampooing
- D3 Cleaning toilets, wash hand basins, urinals, washroom furniture
- D4 Cleaning baths, showers, bidets, washroom furniture
- E1 Stain removal
- E3 Cleaning personal computers
- E4 Cleaning lifts
- E5 Cleaning telephones
- F1 Litter picking
- F2 Wastes clearance
- F3 Cleaning bin areas
- F4 Body fluid spillages and contaminated items
- F6 Refuse collection and floor sweeping
- G1 Microfibre dry mop sweeping
- G2 Microfibre damp flat mopping
- G3 Microfibre dry dusting, damp wiping, drying & polishing, buffing
- G4 Microfibre cleaning stairs, landings, balustrades and handrails
- G5 Microfibre cleaning toilets, hand wash basins, urinals and washroom furniture
- G6 Microfibre cleaning baths, showers, bidets and washroom furniture
- G7 Microfibre wall cleaning
- G8 Microfibre high level cleaning
- G9 Microfibre window cleaning
- G10 Microfibre cleaning telephones