

FINAL KNOWLEDGE CHECKS

You've learnt it. Now let's check it.

These final checks ensure you understand the key topics from all training modules and are ready to work safely, professionally and to our high standards.

-  **BE SAFE**
-  **DO IT RIGHT**
-  **WORK TOGETHER**
-  **DELIVER EXCELLENCE**

ALL TRAINING MODULES COVERED

- | | | | |
|---------------------------------------|----------------------------------|---|---|
| 1 Welcome & Our Standards | 6 Equipment Care & Maintenance | 11 Waste Management & Recycling | 16 Environmental Awareness |
| 2 Health & Safety | 7 Infection Prevention & Control | 12 PPE | 17 Accident, Incident & Near Miss Reporting |
| 3 Products & Safe Use | 8 COSHH & Chemicals | 13 Time Management & Productivity | 18 Quality, Standards & Inspections |
| 4 Cleaning Processes | 9 Fire Safety | 14 Customer Service | 19 Risk Assessments & Safe Systems of Work |
| 5 Colour Coding & Cross Contamination | 10 Manual Handling | 15 Security, Lone Working & Key Holding | |



This final check covers all the key knowledge you need to work safely, professionally and to our high standards.

SECTION 1 – MULTIPLE CHOICE (Tick ONE correct answer)

Total: ____ / 20

- | | | | |
|--|--|---|--|
| 1. Why is a risk assessment important?
☐ a) To save time
☐ b) To identify hazards and control risks
☐ c) To find someone to blame
☐ d) It is not important | 2. Which colour is used for bathroom cleaning?
☐ a) Blue
☐ b) Red
☐ c) Green
☐ d) Yellow | 3. What should you do before using a new cleaning product?
☐ a) Dilute it as much as possible
☐ b) Read the label and follow instructions
☐ c) Mix it with other products
☐ d) Ask another cleaner | 4. What should you do if you spill a chemical?
☐ a) Ignore it if it's a small spill
☐ b) Tell someone later
☐ c) Report it and clean it up safely
☐ d) Leave it for someone else |
| 5. How should you dispose of used blue roll or cloths?
☐ a) In the general waste bin
☐ b) Rinse and leave for others
☐ c) In the correct bin as instructed
☐ d) On the floor to dry | 6. What is the main purpose of PPE?
☐ a) To look professional
☐ b) To protect you from harm
☐ c) To keep you warm
☐ d) To clean faster | 7. What should you do if you have an accident at work?
☐ a) Keep working
☐ b) Report it as soon as possible
☐ c) Only report if you need time off
☐ d) Tell your friends | 8. Which of the following is a good way to save water?
☐ a) Leave taps running
☐ b) Report leaks and dripping taps
☐ c) Use more water for a better clean
☐ d) Wash cloths under a running tap |
| 9. What should you do if you see a fire?
☐ a) Try to put it out yourself
☐ b) Call the Fire Service and follow the fire plan
☐ c) Leave the building immediately
☐ d) Wait to see what happens | 10. What is the correct way to lift something heavy?
☐ a) Bend at the waist
☐ b) Use your back
☐ c) Bend your knees and keep your back straight
☐ d) Twist while lifting | 11. Why is hand hygiene important?
☐ a) It saves time
☐ b) It prevents the spread of germs
☐ c) It makes hands smell nice
☐ d) It is not important | 12. What should you do if a client is not happy with the clean?
☐ a) Argue with them
☐ b) Ignore them
☐ c) Listen, apologise and inform your supervisor
☐ d) Walk away |
| 13. What should you do if you are working alone and feel unsafe?
☐ a) Carry on working
☐ b) Tell someone and leave the area if possible
☐ c) Hide and keep working
☐ d) Call the client | 14. How often should equipment be cleaned and checked?
☐ a) Once a year
☐ b) Only when it breaks
☐ c) After each use and regularly as instructed
☐ d) Never | 15. What does COSHH stand for?
☐ a) Control of Substances Hazardous to Our Safety and Health
☐ b) Control of Substances Hazardous to Health
☐ c) Cleaning Operations Safe Handling & Hygiene
☐ d) Chemicals, Operations, Safety, Health & Hygiene | 16. What is the main benefit of following our cleaning processes?
☐ a) To take longer
☐ b) To ensure a consistent high standard every time
☐ c) To use more chemicals
☐ d) To make more work |
| 17. What should you do with waste and recycling?
☐ a) You everything in the same bin
☐ b) Follow site instructions and use the correct bins
☐ c) Leave it in the client's office
☐ d) Take it home | 18. What is a near miss?
☐ a) An accident
☐ b) An event that could have caused harm but didn't
☐ c) A client complaint
☐ d) A fire | 19. Why is time management important?
☐ a) It reduces cleaning quality
☐ b) It helps you get your work done efficiently and on time
☐ c) It means taking longer breaks
☐ d) It is not important | 20. Who should you report hazards, risks or problems to?
☐ a) A colleague
☐ b) No one
☐ c) Your supervisor or manager
☐ d) The client only |

SECTION 2 – TRUE OR FALSE (Tick T or F)

#	STATEMENT	T	F
1	You should wear PPE if it is provided for the task.		
2	You should mix different cleaning products together for a stronger clean.		
3	All accidents, incidents and near misses must be reported.		
4	You should use the correct colour cloths and mops to prevent cross contamination.		
5	You can leave chemicals in a bucket overnight.		

Total: ____ / 5

SECTION 3 – SHORT ANSWER

- What are two things you must do before starting any cleaning task?
a) _____
b) _____
- Give two examples of hazards you might find when cleaning.
a) _____
b) _____
- What should you do if you are unsure about something at work?

Total: ____ / 6

YOUR RESULT



Total Score: ____ / 31

27 – 31 Excellent – Well done!
21 – 26 Good – Almost there!
Below 21 Needs more work – Please review your training.



You must achieve at least 21 out of 31 (70%) to complete your training.

TRAINING RECORD

By signing below, I confirm that I have completed all training modules and the final knowledge checks.

Employee Name: _____ Date: _____
Employee Signature: _____
Trainer Name: _____ Date: _____
Trainer Signature: _____



WELL DONE!

You have completed all training modules and the final knowledge checks. Keep following our standards and always work safely, professionally and with pride.

Thank you for being part of the Happy Homes team!

