

CUSTODIAN
Training Needs Assessment Evaluation Form

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

CUSTODIAN

Training Needs Assessment Evaluation Form

Instructions:

The information contained in this evaluation is strictly confidential. The supervisor will meet with the employee to review the employee's performance and complete the Community Government Performance Evaluation Form. Input from the employee is critical. The employee will have an opportunity to make comments concerning the review in the employee comments section of this form. The information will be used to develop an individual training plan for the employee as well as a training plan for the community.

The performance employee will be rated as follows for each competency:

The significance of each competency is to be rated as follows:

- 1 – Needs significant improvement – employee is unable to complete task or perform function in a satisfactory manner even though assistance is routinely provided
- 2 – Needs improvement - employee can complete task or perform function with considerable assistance
- 3 – Satisfactory – employee can complete task or perform function in a satisfactory manner with little or no assistance
- 4 – Very good – employee consistently completes task or performs functions in an above average manner with little or no assistance
- 5 – Outstanding – employee consistently completed task or performs function at a very high level with little or no assistance

- 1 – Competency has little significant to the position
- 2 – Competency has minor significance to the position
- 3 – Competency is important to the position
- 4 – Competency has major significance to the position
- 5 – Competency is critical to the effective performance of the position

For more information on how to complete this review please contact the Regional Office of the Department of Municipal and Community Affairs or the MACA School of Community Government.

CUSTODIAN

Training Needs Assessment Evaluation Form

Major Category	Skill	Subskill																													
Custodial Programs	Clean buildings and facilities	Clean offices	Clean meeting chambers	Clean airport terminals	Clean bathroom facilities	Wash floors	Wax floors																								
		P		S	4	P		S	4	P		S	4	P		S	4	P		S	4	P		S	4						
		Operate cleaning equipment	Sweep tile and concrete floors	Mop tile and concrete floors	Vacuum all carpet areas	Dust furniture and fixtures	Wash and disinfect all washroom floors																								
		P		S	4	P		S	4	P		S	4	P		S	4	P		S	4	P		S	4						
		Wash and disinfect toilets and toilet seats	Wash and disinfect washroom areas	Clean mirrors	Replenish toilet tissue and soap	Empty waste and garbage cans	Wash walls as required																								
		P		S	4	P		S	4	P		S	4	P		S	4	P		S	4	P		S	4						
Clean kitchen areas	Clean coffee areas including pots and cups	Report damages and incidents of vandalism	Clean snow from entrance areas	Wash and buff floors as required	Shampoo carpets as required																										
P		S	4	P		S	4	P		S	4	P		S	4	P		S	4	P		S	4								
Maintain storage areas	Ensure cleaning materials are safely stored	Maintain an adequate stock of cleaning supplies	Notify SAO of need to replenish supplies	Notify SAO of need for equipment repairs																											
P		S	4	P		S	4	P		S	4	P		S	4	P		S	4												

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Maintain Workplace Safety	Practice workplace health and safety	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Adhere to occupational health and safety regulations</td> <td style="width: 25%;">Possess knowledge of spill response guidelines and procedures</td> <td style="width: 25%;">Assess workplace hazards</td> <td style="width: 25%;">Maintain CPR and First Aid certification</td> <td style="width: 25%;">Meet WHMIS guidelines</td> <td style="width: 25%;">Maintain minimum housekeeping standards</td> </tr> <tr> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 4</td> </tr> </table>	Adhere to occupational health and safety regulations	Possess knowledge of spill response guidelines and procedures	Assess workplace hazards	Maintain CPR and First Aid certification	Meet WHMIS guidelines	Maintain minimum housekeeping standards	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4
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Perform Administrative Functions	Provide information management	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Keep daily reports</td> <td style="width: 25%;">Generate daily report data</td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Keep daily reports	Generate daily report data					P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	Maintain inventory	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Take inventory</td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Take inventory						P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Schedule work	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Develop work plans, strategies and contingencies</td> <td style="width: 25%;">Follow work plans</td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Develop work plans, strategies and contingencies	Follow work plans					P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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Technical Skills/Qualifications	Possess operational skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Possess ability to read manuals and instructions</td> <td style="width: 25%;">Possess ability to complete basic reports</td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td style="text-align: center;">P <input type="checkbox"/> S <input type="checkbox"/> 2</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Possess ability to read manuals and instructions	Possess ability to complete basic reports					P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Human Resource Management	Work in a team environment	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Work cooperatively with others</td> <td style="width: 15%;">Oversee casual employees</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>P</td><td></td><td>S</td><td>4</td> <td>P</td><td></td><td>S</td><td>3</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>	Work cooperatively with others	Oversee casual employees									P		S	4	P		S	3																
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Communication	Administer personnel policies	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Comply with collective agreements</td> <td style="width: 15%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>P</td><td></td><td>S</td><td>3</td> <td></td><td></td><td></td><td></td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>	Comply with collective agreements										P		S	3																				
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Communication	Use effective communication	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Practice listening skills</td> <td style="width: 15%;">Speak effectively</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>P</td><td></td><td>S</td><td>3</td> <td>P</td><td></td><td>S</td><td>3</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>	Practice listening skills	Speak effectively									P		S	3	P		S	3																
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Legislation	Maintain public relations	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Maintain customer service</td> <td style="width: 15%;">Maintain tenant relations</td> <td style="width: 10%;">Assist with community events</td> <td style="width: 10%;">Liaise with community organizations and agencies</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>P</td><td></td><td>S</td><td>3</td> <td>P</td><td></td><td>S</td><td>3</td> <td>P</td><td></td><td>S</td><td>3</td> <td>P</td><td></td><td>S</td><td>2</td> <td></td><td></td><td></td><td></td> </tr> </table>	Maintain customer service	Maintain tenant relations	Assist with community events	Liaise with community organizations and agencies							P		S	3	P		S	3	P		S	3	P		S	2								
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Professionalism	Comply with policies and regulations	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Comply with territorial acts and regulations</td> <td style="width: 15%;">Comply with federal acts and regulations</td> <td style="width: 10%;">Comply with municipal acts and regulations</td> <td style="width: 10%;">Comply with council resolutions and policies</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>P</td><td></td><td>S</td><td>3</td> <td>P</td><td></td><td>S</td><td>3</td> <td>P</td><td></td><td>S</td><td>3</td> <td>P</td><td></td><td>S</td><td>3</td> <td></td><td></td><td></td><td></td> </tr> </table>	Comply with territorial acts and regulations	Comply with federal acts and regulations	Comply with municipal acts and regulations	Comply with council resolutions and policies							P		S	3	P		S	3	P		S	3	P		S	3								
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Professionalism	Demonstrate good work habits	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Manage stress</td> <td style="width: 15%;">Take direction</td> <td style="width: 10%;">Motivate self</td> <td style="width: 10%;">Demonstrate dependability and accountability</td> <td style="width: 10%;">Make decisions</td> <td style="width: 10%;">Manage time</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>P</td><td></td><td>S</td><td>2</td> <td>P</td><td></td><td>S</td><td>4</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>5</td> <td>P</td><td></td><td>S</td><td>3</td> <td>P</td><td></td><td>S</td><td>4</td> </tr> </table>	Manage stress	Take direction	Motivate self	Demonstrate dependability and accountability	Make decisions	Manage time					P		S	2	P		S	4	P		S	5	P		S	5	P		S	3	P		S	4
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Professionalism	Demonstrate good work habits	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Demonstrate willingness to perform alternate duties as required</td> <td style="width: 16.6%;">Demonstrate punctuality</td> <td style="width: 16.6%;">Demonstrate flexibility</td> <td style="width: 16.6%;">Demonstrate organizational abilities</td> <td style="width: 16.6%;">Work with minimal supervision</td> <td style="width: 16.6%;">Meet deadlines</td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 3</td> </tr> </table>	Demonstrate willingness to perform alternate duties as required	Demonstrate punctuality	Demonstrate flexibility	Demonstrate organizational abilities	Work with minimal supervision	Meet deadlines	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 3
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	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Employ analytical skills</td> <td style="width: 16.6%;">Demonstrate responsibility</td> <td style="width: 16.6%;">Be a team player</td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 2</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td></td> <td></td> <td></td> </tr> </table>	Employ analytical skills	Demonstrate responsibility	Be a team player				P <input type="checkbox"/> S <input type="checkbox"/> 2	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4				
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	Demonstrate positive personal attributes and ethical behaviour	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Accept change</td> <td style="width: 16.6%;">Adapt to situations</td> <td style="width: 16.6%;">Separate personal and professional life</td> <td style="width: 16.6%;">Pursue personal and professional development</td> <td style="width: 16.6%;">Demonstrate patience</td> <td style="width: 16.6%;">Maintain a positive attitude</td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 2</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 2</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> </tr> </table>	Accept change	Adapt to situations	Separate personal and professional life	Pursue personal and professional development	Demonstrate patience	Maintain a positive attitude	P <input type="checkbox"/> S <input type="checkbox"/> 2	P <input type="checkbox"/> S <input type="checkbox"/> 2	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4
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		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Demonstrate honesty</td> <td style="width: 16.6%;">Possess sense of humour</td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Demonstrate honesty	Possess sense of humour					P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 3				
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Respect self and others	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Display tact</td> <td style="width: 16.6%;">Cooperate with others</td> <td style="width: 16.6%;">Demonstrate courtesy</td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> <td style="width: 16.6%;"></td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 3</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 4</td> <td></td> <td></td> <td></td> </tr> </table>	Display tact	Cooperate with others	Demonstrate courtesy				P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4				
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Comments:

1. Supervisor's comments

2. Expectations for the coming year/work plan

CUSTODIAN

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3. Employee goals and objectives

4. Career Goals

CUSTODIAN Training Needs Assessment Evaluation Form

5. Recommended training

6. Employee Comments

Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: