Corrective Actions / Non-Conformance Log (ECEC Cleaning)

ECEC Workforce Solutions

Early Childhood Education & Care | National Childcare Cleaning Standard (NCCS)

SERVICE / CENTRE NAME: ______________________ VERSION / DATE: ______________

PURPOSE

Central register for any non-conformance found during cleaning, equipment, chemical, linen or biohazard tasks. Every SSOW verification section points here when a control is not met — log the issue, the corrective action, the owner and the closure.

How to Use This Log

- Raise an entry whenever a task, supervisor spot-check, audit or incident identifies a non-conformance (e.g., missed contact time, expired product, damaged equipment, PPE not available, missed log entry).
- Any High or Extreme residual risk identified in a SSOW risk assessment must be recorded here with an action before the task proceeds.
- Close an entry only when the corrective action has been completed and verified.

Verification & Review

Field	Value
Reviewed by (name / role):	
Review frequency:	
Repeat or trending issues escalated to:	

Note: *Training/competency gaps identified here are recorded in the Worker Competency Register.*

Common Non-Conformances (ECEC) — with Corrective Action Examples

Table A — Documentation & Execution Gaps

Common non-conformance (example)	Corrective action (example)
Routine tasks not completed / gaps in daily log	Complete task ASAP (if safe), notify supervisor, record reason, retrain staff on minimum frequencies, add spot-checks for 2 weeks.
Log not filled in (time/initials missing)	Back-fill only if evidence exists (not guesswork). Remind staff 'if it's not recorded it didn't happen'. Reissue log with clearer sign-off section.
Corrective action raised but not closed by due date	Reassign owner, set new due date with interim controls, supervisor follow-up weekly, escalate to management if repeated.
Repeated same non-conformance (trend)	Root-cause analysis (staffing, time, layout, supplies). Update roster/time allocation, revise procedure, targeted retraining + competency sign-off.

Table B — Product, PPE, Biohazard & Outbreak Controls

Common non-conformance (example)	Corrective action (example)
Wrong product used (not on approved register)	Stop use, remove from area, replace with approved product, update register/SDS file, brief team, document disposal if required.
Disinfectant contact time not met	Reclean/disinfect correctly. Add 'contact time' prompt at point-of-use, retrain, supervisor to verify next 5 uses.
Incorrect dilution / decanting into unlabelled bottle	Dispose safely, replace with correctly labelled container, implement labelling rule, limit access to concentrates, add dilution guide at sink/chemical station.
SDS not available / SDS outdated	Obtain current SDS, upload/print and file, confirm point-of-use access, schedule quarterly SDS currency check.
PPE missing at point of use (gloves/aprons/masks/eye protection)	Restock immediately, set minimum stock levels + reorder point, assign stock owner, add weekly PPE check to supervisor routine.

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Common non-conformance (example)	Corrective action (example)
PPE used incorrectly (e.g., gloves not changed between tasks)	Stop task, correct technique, retrain on don/doff and glove-change rules, add observation checks during next shift.
Biohazard incident handled as 'routine' (wrong category)	Escalate to correct biohazard response procedure, isolate area, re-do response correctly, debrief team, record incident + competency gap.
Biohazard waste placed in general waste	Quarantine/rectify if safe, retrain on waste stream rules, label bins clearly, ensure biohazard bags/bin available and located correctly.
Spill kit missing/incomplete/not accessible	Restock kit, assign kit owner, add monthly spill-kit audit, place kit at designated locations and label clearly.
Cross-contamination risk (same cloths/equipment across zones)	Remove equipment, implement colour-coding/zone rules, retrain, [illegible]ld storage separation, supervisor checks for 2 weeks.
Cleaning equipment stored wet/dirty (mops/cloths)	Clean and dry equipment, introduce end-of-shift equipment hygiene step, provide drying racks, document in equipment log.
Linen handling non-compliant (soiled linen transported openly)	Bag/contain immediately, revise linen workflow, provide bags/containers at point-of-use, retrain and add spot checks.
High-touch points missed during outbreaks/enhanced periods	Implement enhanced schedule, increase frequency, add temporary 'enhanced' checklist, supervisor verification daily until stood down.
Outbreak trigger not escalated / delay in enhanced protocol	Activate escalation [illegible], notify required persons, document timeline, conduct after-action review, update trigger criteria training.