

Environmental Cleaning (CLG) WSQ Competency Map

INDUSTRY KEY PURPOSE	INDUSTRY SECTORS COVERED		TYPICAL JOB TITLES											
To develop the base of cleaning services in Singapore through growing a dedicated, motivated and knowledgeable cleaning workforce. This will enable the support of continuous upgrading of the local cleaning workforce, provide greater accessibility to training and more importantly advocate a nationally recognised and industry specific skills and qualifications framework to encourage job progression, productivity and mobility.	Commercial & Private Residential Cleaning	Public Cleaning	<u>Operations Level (Certificate)</u> Cleaning Crew	<u>Operations Level (Higher Certificate)</u> Cleaning Steward, Team Leader	<u>Supervisory Level (Advanced Certificate)</u> Cleaning Supervisor									
ADVANCED CERTIFICATE IN ENVIRONMENTAL CLEANING (6 Core + 2 Electives)														
COMPETENCY CATEGORY DESCRIPTOR	Core			Electives										
Support Services Competencies that support typical business management functions such as HR, marketing/customer service, finance and operations management, etc.	1	CLG-SS-301C-1	Supervise service operations	24 hrs	2 CV	Support Services	7	CLG-SS-301E-1	Control and supply resources to service sites	20 hrs	2 CV			
Cleaning Services (Commercial & Private Residential Cleaning) Cleaning competencies targeted at commercial buildings e.g. offices, hawker centres & foodcourts, private residential areas e.g. condominiums, healthcare facilities (general cleaning), industrial facilities (general cleaning) and other commercial facilities.	2	CLG-SS-302C-1	Manage inventory	16 hrs	2 CV		8	CLG-SS-302E-1	Implement maintenance of cleaning tools and equipment	16 hrs	2 CV			
	3	CLG-SS-303C-1	Demonstrate and apply understanding of cleaning chemicals	20 hrs	2 CV		9	CLG-SS-303E-1	Interpret tender specifications and prepare quotations for cleaning services	32 hrs	3 CV			
	4	CLG-SS-304C-1	Demonstrate and apply understanding of cleaning methods and processes	20 hrs	2 CV		10	CLG-SS-304E-1	Implement continuous improvements in service delivery within cleaning industry	28 hrs	3 CV			
	5	SVCF-CS-301C-1	Establish relationships for customer confidence	20 hrs	2 CV		11	CLG-SS-305E-1	Plan and implement environmentally sustainable work practices	20 hrs	2 CV			
	6	ES-JS-301G-1	Maintain Workplace Safety and Health Policies and Procedures	24 hrs	2 CV		12	SVCF-PL-301C-1	Manage operations for service excellence	20 hrs	2 CV			
Cleaning Services (Public Cleaning) Cleaning competencies targeted at public areas such as streets, expressways, beaches, HDB blocks & carparks.							13	SVCF-PP-301C-1	Coach for service performance	20 hrs	2 CV			
							14	LPM-RES-301C-0	Support achievement of results	32 hrs	3 CV			
							15	HR-RS-302E-0	Conduct interviews and make hiring decisions	16 hrs	2 CV			
							16	CLG-CPR-301E-1	Restore stone surfaces	40 hrs	4 CV			
							17	ES-ACE-302G-1	Solve Problems & Make Decisions at Supervisory Level	24 hrs	2 CV			
Generic Workplace Skills Competencies that support effective workplace performance which are portable across industries.							18	ES-IP-301G-1	Facilitate Effective Communication and Engagement at the Workplace	24 hrs	2 CV			
							19	ES-IP-302G-1	Facilitate Effective Work Teams	24 hrs	2 CV			
							Total min / max nominal hours for Advanced Certificate = 166 hrs / 206 hrs (17 CV / 20 CV)							
HIGHER CERTIFICATE IN ENVIRONMENTAL CLEANING (4 Core + 3 Electives)														
COMPETENCY CATEGORY DESCRIPTOR	Core			Electives										
Cleaning Services (Public Cleaning) Cleaning competencies targeted at public areas such as streets, expressways, beaches, HDB blocks & carparks.	1	CLG-SS-201C-1	Schedule and supervise cleaning services	16 hrs	2 CV	Support Services	5	CLG-SS-201E-1	Implement work plans and monitor performance	16 hrs	2 CV			
Cleaning Services (Commercial & Private Residential Cleaning) Cleaning competencies targeted at commercial buildings e.g. offices, hawker centres & foodcourts, private residential areas e.g. condominiums, healthcare facilities (general cleaning), industrial facilities (general cleaning) and other commercial facilities.	2	CLG-SS-202C-1	Provide on-the-job training	28 hrs	3 CV		6	CLG-CPR-201E-1	Perform advanced cleaning of washrooms	40 hrs	4 CV			
	3	CLG-SS-101C-1	Provide quality services [#]	16 hrs	2 CV		7	CLG-CPR-202E-1	Clean external windows, roofing and facades	16 hrs	2 CV			
	4	ES-JS-101G-1	Comply with Workplace Safety and Health Policies and Procedures	10 hrs	1 CV		8	CLG-CPR-203E-1	Perform advanced cleaning of hard floor surfaces	32 hrs	3 CV			
Generic Workplace Skills Competencies that support effective workplace performance which are portable across industries.							9	CLG-CPR-204E-1	Perform advanced cleaning of carpets and upholstery	32 hrs	3 CV			
							10	CLG-PC-201E-1	Perform mechanical sweeping of pavements, grass verges and carparks	16 hrs	2 CV			
							11	CLG-PC-202E-1	Perform mechanical sweeping of expressways, roads and streets	16 hrs	2 CV			
							12	CLG-PC-203E-1	Perform cleaning of public residential estates (Mechanical)	24 hrs	2 CV			
							13	ES-ACE-102G-1	Solve Problems & Make Decisions at Operational Level	24 hrs	2 CV			
Generic Workplace Skills Competencies that support effective workplace performance which are portable across industries.							14	ES-IP-101G-1	Communicate and Relate Effectively in the Workplace	24 hrs	2 CV			
							15	ES-IP-102G-1	Work in a Team	24 hrs	2 CV			
							Total min / max nominal hours for Higher Certificate = 118 hrs / 174 hrs (14 CV / 18 CV)							
CERTIFICATE IN ENVIRONMENTAL CLEANING (4 Core + 2 Electives)														
COMPETENCY CATEGORY DESCRIPTOR	Core			Electives										
Generic Workplace Skills Competencies that support effective workplace performance which are portable across industries.	1	CLG-CPR-101C-1	Perform basic cleaning of hard floor surfaces [#]	24 hrs	2 CV	Support Services								
Cleaning Services (Commercial & Private Residential Cleaning) Cleaning competencies targeted at commercial buildings e.g. offices, hawker centres & foodcourts, private residential areas e.g. condominiums, healthcare facilities (general cleaning), industrial facilities (general cleaning) and other commercial facilities.	2	CLG-GWS-101C-1	Demonstrate understanding of the local cleaning industry environment	12 hrs	1 CV					5	CLG-CPR-101E-1	Perform basic cleaning of washrooms [#]	32 hrs	3 CV
	3	CLG-SS-101C-1	Provide quality services [#]	16 hrs	2 CV					6	CLG-CPR-102E-1	Clean vertical surfaces, glass and ceiling [#]	24 hrs	2 CV
	4	ES-JS-101G-1	Comply with Workplace Safety and Health Policies and Procedures	10 hrs	1 CV					7	CLG-CPR-103E-1	Perform manual cleaning of escalator, travelator and lift surfaces [#]	16 hrs	2 CV
Generic Workplace Skills Competencies that support effective workplace performance which are portable across industries.							8	CLG-CPR-104E-1	Perform basic cleaning of carpets [#]	24 hrs	2 CV			
							9	CLG-CPR-105E-1	Clean food shops	24 hrs	2 CV			
							10	CLG-CPR-106E-1	Clean furniture and furnishings [#]	28 hrs	3 CV			
							11	CLG-CPR-107E-1	Perform housekeeping duties	16 hrs	2 CV			
							12	CLG-CPR-108E-1	Handle and dispose waste	16 hrs	2 CV			
Generic Workplace Skills Competencies that support effective workplace performance which are portable across industries.							13	CLG-PC-101E-1	Dispose refuse in public residential estate	20 hrs	2 CV			
							14	CLG-PC-102E-1	Perform manual public cleansing work	16 hrs	2 CV			
							15	CLG-PC-103E-1	Perform cleaning of public residential estates (Manual) [#]	24 hrs	2 CV			
Total min / max nominal hours for Certificate = 94 hrs / 122 hrs (10 CV / 12 CV)														

MAP SUMMARY		
Certificate	4	12
Higher Certificate	2*	11
Advanced Certificate	6	13
Total	12*	36

LEGEND

CV: Credit Value
1 CV = 10 recommended training and assessment hours

[#] Units demanded under Service Buyer contracts

NOTE

Learners can opt for elective units from the specified qualification level (e.g. Certificate) as well as from one level below or up to two levels above (i.e. Higher and Advanced Certificate), to the extent that the number of units from the latter, do not exceed 20% of the total credit value for the qualification being obtained.

