

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	Operations Level (Certificate) Cleaning Crew	Operations Level (Higher Certificate) Cleaning Steward, Team Leader	Supervisory Level (Advanced Certificate) Cleaning Supervisor	
COMPETENCY CATEGORY DESCRIPTOR						
ADVANCED CERTIFICATE IN ENVIRONMENTAL CLEANING (6 Core + 2 Electives)						
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 2 CLG-SS-302C-1 Manage inventory 16 hrs 2 CV 3 CLG-SS-303C-1 Demonstrate and apply understanding of cleaning chemicals 20 hrs 2 CV 4 CLG-SS-304C-1 Demonstrate and apply understanding of cleaning methods and processes 20 hrs 2 CV 5 SVCF-CS-301C-1 Establish relationships for customer confidence 20 hrs 2 CV 6 ES-JS-301G-1 Maintain Workplace Safety and Health Policies and Procedures 24 hrs 2 CV	Support Services 7 CLG-SS-301E-1 Control and supply resources to service sites 20 hrs 2 CV 8 CLG-SS-302E-1 Implement maintenance of cleaning tools and equipment 16 hrs 2 CV 9 CLG-SS-303E-1 Interpret tender specifications and prepare quotations for cleaning services 32 hrs 3 CV 10 CLG-SS-304E-1 Implement continuous improvements in service delivery within cleaning industry 28 hrs 3 CV 11 CLG-SS-305E-1 Plan and implement environmentally sustainable work practices 20 hrs 2 CV 12 SVCF-PL-301C-1 Manage operations for service excellence 20 hrs 2 CV 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	Cleaning Services (Commercial & Private Residential Cleaning) 16 CLG-CPR-301E-1 Restore stone surfaces 40 hrs 4 CV	Cleaning Services (Public Cleaning)	Generic Workplace Skills 17 ES-ACE-302G-1 Solve Problems & Make Decisions at Supervisory Level 24 hrs 2 CV 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)						
Core			Electives			
Cleaning Services (Public 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 2 CLG-SS-202C-1 Provide on-the-job training 28 hrs 3 CV 3 CLG-SS-101C-1 Provide quality services* 16 hrs 2 CV 4 ES-JS-101G-1 Comply with Workplace Safety and Health Policies and Procedures 10 hrs 1 CV	Support Services 5 CLG-SS-201E-1 Implement work plans and monitor performance 16 hrs 2 CV	Cleaning Services (Commercial & Private Residential Cleaning) 6 CLG-CPR-201E-1 Perform advanced cleaning of washrooms 40 hrs 4 CV 7 CLG-CPR-202E-1 Clean external windows, roofing and facades 16 hrs 2 CV 8 CLG-CPR-203E-1 Perform advanced cleaning of hard floor surfaces 32 hrs 3 CV 9 CLG-CPR-204E-1 Perform advanced cleaning of carpets and upholstery 32 hrs 3 CV	Cleaning Services (Public Cleaning) 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	Generic Workplace Skills 13 ES-ACE-102G-1 Solve Problems & Make Decisions at Operational Level 24 hrs 2 CV 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)						
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 2 CLG-GWS-101C-1 Demonstrate understanding of the local cleaning industry environment 12 hrs 1 CV 3 CLG-SS-101C-1 Provide quality services* 16 hrs 2 CV 4 ES-JS-101G-1 Comply with Workplace Safety and Health Policies and Procedures 10 hrs 1 CV	Support Services	Cleaning Services (Commercial & Private Residential Cleaning) 5 CLG-CPR-101E-1 Perform basic cleaning of washrooms* 32 hrs 3 CV 6 CLG-CPR-102E-1 Clean vertical surfaces, glass and ceiling* 24 hrs 2 CV 7 CLG-CPR-103E-1 Perform manual cleaning of escalator, travelator and lift surfaces* 16 hrs 2 CV 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	Cleaning Services (Public Cleaning) 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 16 CLG-PC-104E-1 Clean drains, scupper drains and drop-inlet chambers* 16 hrs 2 CV	Generic Workplace Skills	Total min / max nominal hours for Certificate = 94 hrs / 122 hrs (10 CV / 12 CV)
MAP SUMMARY						
	Certificate	4	Electives	12		
	Higher Certificate	2*		11		
	Advanced Certificate	6		13		
	Total	12*		36		
* Exclusive of repeated units						
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.