



# ENVIRONMENTAL CLEANING WORKFORCE SKILLS QUALIFICATIONS

WSQ Certificate in Environmental Cleaning  
WSQ Higher Certificate in Environmental Cleaning  
WSQ Advanced Certificate in Environmental Cleaning

# Environmental Cleaning Workforce Skills Qualifications

The Environmental Cleaning Workforce Skills Qualifications (WSQ) focus on the skills development for the Cleaning Industry at the national level, and include skills standards, assessment strategies and training curricula. Its objectives include:

- Providing the relevant skills and competencies that are recognized by the Cleaning Industry and employers,
- Charting the training and progression pathways for the cleaning workforce by mapping the competencies against occupational groups at various levels, and
- Professionalizing the Cleaning Industry and boosting performance and productivity of the cleaning workforce, thereby increasing opportunities for better pay and mobility.



# Benefits of The Environmental Cleaning WSQ Framework

## For Organizations

- Provides a systematic way to benchmark employees
- Enables employees to meet the required standards and perform effectively on the job
- Increases the productivity of the organization
- Develops clear job descriptions
- Helps in recruitment of personnel
- Helps to align staff behaviour with organizational strategies and values
- Supports the performance management system
- Helps organizations adapt to changes
- Enjoys support for implementation of the framework

## For Individuals

- Helps individuals upgrade their skills
- Helps individuals gain confidence as they progress in WSQ training programs
- Allows individuals to master specific competencies
- Helps individuals plan their own career paths and achieve their career goals
- Provides individuals with programs that are certified by the Singapore Workforce Development Agency
- Enhances the employability of individuals



**SKILLS  
UPGRADING**



## Sub-Sectors Covered

### Commercial and Private Residential Cleaning

Targeted at commercial buildings e.g. offices, hawker centers & food courts; private residential areas e.g. condominium; healthcare facilities (general cleaning); industrial facilities (general cleaning); and other commercial facilities.

### Public Cleaning

Targeted at public areas such as streets, expressways, beaches, HDB blocks & carparks.

## General Progression Pathway & Qualification Titles

On successful completion of each **WSQ module**, worker will receive a modular **Statement of Attainment (SOA)**. Upon successfully completing the required number of modules, the worker will achieve a full **WSQ qualification in Certificate, Higher Certificate or Advanced Certificate level**, signifying their competence attained for careers in cleaning at the operations, higher operations and supervisory levels respectively.



# Programs Offered

## COMPETENCY UNITS:

### WSQ Certificate in Environmental Cleaning

Units Requirement: **4 Core + 2 Elective Units**

#### Core Units

<b>CLG-SS-101C-1</b>	Provide quality services*^
<b>ES-JS-101G-1</b>	Comply with workplace safety and health policies and procedures*^
<b>CLG-CPR-101C-1</b>	Perform basic cleaning of hard floor surfaces*^
<b>CLG-GWS-101C-1</b>	Demonstrate understanding of the local cleaning industry environment*^

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#### Elective Units (Commercial & Private Residential Cleaning)

<b>CLG-CPR-101E-1</b>	Perform basic cleaning of washrooms*^
<b>CLG-CPR-102E-1</b>	Clean vertical surfaces, glass and ceiling*^
<b>CLG-CPR-103E-1</b>	Perform manual cleaning of escalator, travelator and lift surfaces
<b>CLG-CPR-104E-1</b>	Perform basic cleaning of carpets*^
<b>CLG-CPR-105E-1</b>	Clean food shops**^
<b>CLG-CPR-106E-1</b>	Clean furniture and furnishings*^
<b>CLG-CPR-107E-1</b>	Perform housekeeping duties
<b>CLG-CPR-108E-1</b>	Handle and dispose waste

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#### Elective Units (Public Cleaning)

<b>CLG-PC-101E-1</b>	Dispose refuse in public residential estate
<b>CLG-PC-102E-1</b>	Perform manual public cleansing work
<b>CLG-PC-103E-1</b>	Perform cleaning of public residential estates (Manual)**^
<b>CLG-PC-104E-1</b>	Clean drains, scupper drains and drop-inlet chambers

\* Programs offered by CBLD Center

^ Programs also offered under AOP (Assessment-Only Pathway)

\*\* Upon request.

# Programs Offered

## COMPETENCY UNITS:

### WSQ Certificate in Environmental Cleaning

#### **CLG-SS-101C-1      Provide quality services**

This unit addresses the competencies required to provide quality service in displaying good personal grooming, proper hygiene standards, positive image, maintaining good interpersonal relationships and proper communication with clients and good service delivery practices.

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#### **ES-JS-101G-1      Comply with workplace safety and health policies and procedures**

This unit addresses the competencies required to comply with workplace safety and health policies and procedures in the Cleaning Industry.

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#### **CLG-CPR-101C-1      Perform basic cleaning of hard floor surfaces**

This unit addresses the competencies required to prepare for cleaning activities; remove spillage, loose dust and debris and impacted soil from hard floor surfaces; mop hard floor surfaces; and reinstate work area.

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#### **CLG-GWS-101C-1      Demonstrate understanding of the local Cleaning Industry environment**

This unit addresses the competencies required to identify roles, responsibilities and development opportunities in the Cleaning Industry, follow basic environmentally friendly cleaning practices and adhere to basic preventive maintenance cleaning practices.

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#### **CLG-CPR-101E-1      Perform basic cleaning of washrooms**

This unit addresses the competencies required to prepare for work activities; remove spillage, dust, debris and soilage from sanitary fixtures and fittings, toilet walls/partitions and toilet floors; clean toilet floors, toilet walls/partitions and surfaces with high user contact; replenish consumable items in sanitary area; and reinstate work area.



# Programs Offered

## COMPETENCY UNITS:

### WSQ Certificate in Environmental Cleaning

#### **CLG-CPR-102E-1      Clean vertical surfaces, glass and ceiling**

This unit addresses the competencies required to prepare for cleaning activities; remove loose dust from vertical and ceiling surfaces (and parts); clean spillage and soilage from vertical surfaces; perform spot cleaning of soilage from ceiling surfaces (and parts); and reinstate work area.

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#### **CLG-CPR-104E-1      Perform basic cleaning of carpets**

This unit addresses the competencies required to prepare for work activities; remove spillage, loose dust and debris and stains from carpets; and reinstate work area.

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#### **CLG-CPR-105E-1      Clean food shops**

This unit addresses the competencies required to prepare for work activities; collect used crockery and cutlery; clean floor area, tables, used crockery and cutlery as well as refuse-holding area; and reinstate work area.

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#### **CLG-CPR-106E-1      Clean furniture and furnishings**

This unit addresses the competencies required to prepare for cleaning activities; remove spillage, loose dust and debris and stains from furniture and furnishings; polish furniture and furnishings; and reinstate work area.

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#### **CLG-PC-103E-1      Perform cleaning of public residential estates (Manual)**

This unit addresses the competencies required to prepare for cleaning activities; clean apron drains, apron gullies and floor traps, lift landings, lift cars, and amenities; perform sweeping, mopping and litter picking; perform damp cloth wiping, waste bin clearing and stains removing; and reinstate work area.

# Programs Offered

## COMPETENCY UNITS:

### WSQ Higher Certificate in Environmental Cleaning

Units Requirement: **4 Core + 3 Elective Units**

#### Core Units

<b>CLG-SS-201C-1</b>	Schedule and supervise cleaning services*
<b>CLG-SS-202C-1</b>	Provide on-the-job training*
<b>CLG-SS-101C-1</b>	Provide quality services**^
<b>ES-JS-101G-1</b>	Comply with workplace safety and health policies and procedures**^

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#### Elective Units (Support Services)

<b>CLG-SS-201E-1</b>	Implement work plans and monitor performance*
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#### Elective Units (Commercial & Private Residential Cleaning)

<b>CLG-CPR-201E-1</b>	Perform advanced cleaning of washrooms
<b>CLG-CPR-202E-1</b>	Clean external windows, roofing and facades
<b>CLG-CPR-203E-1</b>	Perform advanced cleaning of hard floor surfaces**
<b>CLG-CPR-204E-1</b>	Perform advanced cleaning of carpets and upholstery**

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#### Elective Units (Public Cleaning)

<b>CLG-PC-201E-1</b>	Perform mechanical sweeping of pavements, grass verges & carparks
<b>CLG-PC-202E-1</b>	Perform mechanical sweeping of expressways, roads and streets
<b>CLG-PC-203E-1</b>	Perform cleaning of public residential estates (Mechanical)

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#### Elective Units (Generic Workplace Skills)

<b>ES-ACE-102G-1</b>	Solve Problems & Make Decisions at Operational Level
<b>ES-IP-101G-1</b>	Communicate and Relate Effectively in the Workplace
<b>ES-IP-102G-1</b>	Work in a Team

\* Programs offered by CBLD Center

^ Programs also offered under AOP (Assessment-Only Pathway)

\*\* Upon request.

# Programs Offered

## COMPETENCY UNITS:

### WSQ Higher Certificate in Environmental Cleaning

#### **CLG-SS-201C-1      Schedule and supervise cleaning services**

This unit addresses the competencies required to plan and supervise cleaning activities and handle contingencies during cleaning activities.

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#### **CLG-SS-202C-1      Provide on-the-job training**

This unit addresses the competencies required to prepare and provide on-the-job training according to organizational requirements, review performance of learners, obtain feedback from learners and conduct debriefing for on-the-job training sessions.

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#### **CLG-SS-101C-1      Provide quality services**

This unit addresses the competencies required to provide quality service in displaying good personal grooming, proper hygiene standards, positive image, maintaining good interpersonal relationships and proper communication with clients, and good service delivery practices.

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#### **ES-JS-101G-1      Comply with workplace safety and health policies and procedures**

This unit addresses the competencies required to comply with workplace safety and health policies and procedures in the Cleaning Industry.

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#### **CLG-CPR-201E-1      Implement work plans and monitor performance**

This unit addresses the competencies required to interpret and implement work plans, monitor implementation of workplans and monitor team performance and provide feedback.

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#### **CLG-CPR-203E-1      Perform advanced cleaning of hard floor surfaces**

This unit addresses the competencies required to prepare for work activities: scrub and burnish hard floor surfaces mechanically, seal and wax vinyl surfaces mechanically, and reinstate work area.

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#### **CLG-CPR-204E-1      Perform advanced cleaning of carpets & upholstery**

This unit addresses the competencies required to prepare for work activities, perform water extraction cleaning and shampoo cleaning of carpets, treat carpets and upholstery, perform advanced spot and stain removal, and reinstate work area.

# Programs Offered

## COMPETENCY UNITS:

### WSQ Advanced Certificate in Environmental Cleaning

Units Requirement: **6 Core + 2 Elective Units**

#### Core Units

<b>CLG-SS-301C-1</b>	Supervise service operations*
<b>CLG-SS-302C-1</b>	Manage inventory*
<b>CLG-SS-303C-1</b>	Demonstrate and apply understanding of cleaning chemicals*
<b>CLG-SS-304C-1</b>	Demonstrate and apply understanding of cleaning methods and processes*
<b>SVCF-CS-301C-1</b>	Establish relationships for customer confidence**
<b>ES-JS-301G-1</b>	Maintain workplace safety and health policies and procedures*

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#### Elective Units (Support Services)

<b>CLG-SS-301E-1</b>	Control and supply resources to service sites
<b>CLG-SS-302E-1</b>	Implement maintenance of cleaning tools and equipment
<b>CLG-SS-303E-1</b>	Interpret tender specifications and prepare quotations for cleaning services
<b>CLG-SS-304E-1</b>	Implement continuous improvements in service delivery within cleaning industry*
<b>CLG-SS-305E-1</b>	Plan and implement environmentally sustainable work practices*
<b>SV-CS-301G-0</b>	Manage operations for service excellence
<b>SV-PP-301G-0</b>	Coach service teams and individuals
<b>LPM-RES-301C-0</b>	Support achievement of results
<b>HR-RS-302E-0</b>	Conduct Competency-Based Interviews and Make Hiring Decisions*

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#### Elective Units (Commercial & Private Residential Cleaning)

<b>CLG-CPR-301E-1</b>	Restore stone surfaces
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#### Elective Units (Generic Workplace Skills)

<b>ES-ACE-302G-1</b>	Solve Problems & Make Decisions at Supervisory Level
<b>ES-IP-301G-1</b>	Facilitate Effective Communication and Engagement at the Workplace
<b>ES-IP-302G-1</b>	Facilitate Effective Work Teams

\* Programs offered by CBLD Center

\*\* Upon request.

# Programs Offered

## COMPETENCY UNITS:

### **WSQ Advanced Certificate in Environmental Cleaning**

#### **CLG-SS-301C-1      Supervise service operations**

This unit addresses the competencies required to plan and supervise service operation to meet internal and external customer requirements, ensure the delivery of quality service, and monitor and review customer service.

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#### **CLG-SS-302C-1      Manage inventory**

This unit addresses the competencies required to acquire inventories, manage inventory control, and review effectiveness of inventory management.

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#### **CLG-SS-303C-1      Demonstrate and apply understanding of cleaning chemicals**

This unit addresses the competencies required to demonstrate understanding of cleaning chemicals, apply knowledge in the use of cleaning chemicals, and review effectiveness of cleaning chemicals.

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#### **CLG-SS-304C-1      Demonstrate and apply understanding of cleaning methods and processes**

This unit addresses the competencies required to demonstrate understanding of cleaning methods and techniques, apply cleaning methods and processes and evaluate effectiveness of cleaning methods and processes.

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#### **SVCF-CS-301C-1      Establish relationships for customer confidence**

This unit addresses the competencies required to build customer confidence in the organization and to develop customer relationships that build customer loyalty. It also involves the know-how of handling service opportunities and escalated service challenges.

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#### **ES-JS-301G-1      Maintain workplace safety and health policies and procedures**

This unit addresses the competencies required to maintain workplace safety and health policies and procedures in the Cleaning Industry.

## **WSQ Advanced Certificate in Environmental Cleaning**

### **CLG-SS-304E-1      Implement continuous improvements in service delivery within Cleaning Industry**

This unit addresses the competencies required to prepare work team for continual improvement, execute action plan for continual improvement, monitor and evaluate results of action plan and address performance gaps.

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### **CLG-SS-305E-1      Plan and implement environmentally sustainable work practices**

This unit addresses the competencies required to assess current work practices, plan and implement environmentally sustainable work practices and assess effectiveness of environmentally sustainable work practices.

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### **HR-RS-302E-0      Conduct Competency-Based Interviews and Make Hiring Decisions**

This unit addresses the competencies required to prepare for and conduct interviews. It covers planning and conducting the interview as well as making a hiring decision.

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## **Composite Programs**

- **Perform basic cleaning of hard floor surfaces**
- **Clean vertical surfaces, glass and ceiling**
- **Clean furniture and furnishings**

This unit addresses the competencies required for individuals to perform basic cleaning of hard floor surfaces, vertical surfaces, glass, ceilings, furniture and furnishings.

- **Demonstrate and apply understanding of cleaning chemicals**
- **Demonstrate and apply understanding of cleaning methods and processes**

This unit addresses the competencies required to demonstrate and apply understanding of cleaning chemicals, cleaning methods and processes.

*(For more information refer to the insert sheet)*

## WHY CHOOSE CBLD?

- Flexibility in scheduling of classes for corporate clients
- Professional and experienced trainers, who are industry practitioners
- Hands-on training methodologies (including demonstration and skills practice) to equip cleaners with competencies required
- Structured training and job aids (e.g. use of templates and work flow charts) to maximize learning retention and transfer
- Experienced in contextualising training speedily to meet the needs of organizations and individuals
- Utilization of interactive & engaging training methodologies & technological platforms (e.g. using interactive products from SMART® Technology & eBeam from Luidia®)





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