



# ENVIRONMENTAL SERVICES SKILLS FRAMEWORK QUALIFICATIONS

# Introduction to the Skills Framework for Environmental Services

The Skills Framework (SFw) is a SkillsFuture initiative developed for the Singapore workforce to promote skills mastery and lifelong learning, and is an integral component of the Environmental Services Industry Manpower Plan. Jointly developed by SkillsFuture Singapore (SSG), Workforce Singapore (WSG), and the National Environment Agency (NEA), together with industry associations, training providers, organisations and unions, the Skills Framework for Environmental Services provides useful information on:

- Sector information;
- Career pathways;
- Occupations and job roles;
- Existing and emerging skills; and
- Training programmes for skills upgrading and mastery.

With the Skills Framework, individuals are equipped to make informed decisions about career choices, as well as take responsibility for skills upgrading and career planning. Employers will be able to recognize these skills and invest in training their employees for career development and skills upgrading.

**SKILLS  
UPGRADING**



# Benefits of The Environmental Services Training Programs

## For Organizations

- Provides a systematic way to benchmark employees
- Enables employees to meet the required standards to perform effectively
- 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

- **Assess career interests**
  - Discover employment opportunities
  - Understand career pathways
  - Recognise personal attributes required
- **Prepare for desired jobs**
  - Understand skills and competencies required
- **Find avenues to close skills gaps**
  - Identify relevant training programs to be equipped with the required skills and competencies
  - Participate in on-the-job training opportunities provided by companies
- **Renew, upgrade and deepen skills**
  - Plan for career development/ transition
  - Recognize skills and competencies required for the intended job role
  - Identify training programs to upgrade and deepen skills



## NEW ENTRANTS

Use the Skills Framework for Environmental Services to find out about careers in the sector



## EXPLORE

the career pathways and the attributes needed to take on a particular occupation in the sector



## UNDERSTAND

the skills and competencies required for the job role & identify relevant training programs to help you become a qualified personnel



## EXISTING ENVIRONMENTAL SERVICES PROFESSIONALS

Use the Skills Framework for Environmental Services to find out how to chart your career



## PLAN

for vertical career progression within the track that you are currently in, or for lateral career moves across the tracks



## IDENTIFY

skills that you are lacking in your current or next job role

**IDENTIFY**  
relevant training programs offered by

**CBLD**

## Training Programs For Environmental Services

The Environmental Services training programs focus on the skills development for the Environmental Services 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;
- Professionalizing the cleaning industry and boosting performance and productivity of the cleaning workforce, thereby increasing opportunities for better pay and mobility

On successful completion of each Skills Framework module, worker will receive a modular Statement of Attainment (SOA) from SkillsFuture Singapore.

## 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
- Value-added services includes: assistance to apply for training grant, plan and schedule classes for your employees, provide audits and consultancy services for the cleaning industry
- Utilization of interactive & engaging training methodologies & technological platforms



# Training Programs Offered by CBLD for Environmental Services

## TECHNICAL SKILLS & COMPETENCIES FOR LEVEL 1

### **EVS-WSH-1006-1.1      Workplace Safety and Health Practices Implementation**

This unit addresses the competencies required for Workplace Safety and Health Practices Implementation in the Cleaning Industry.

Program Duration: 8hr (including assessment)

✓ AOP (Assessment-Only Pathway) • Credit Value: 2

---

### **EVS-CGO-1004-1.1      Horizontal Surface Maintenance - Perform Cleaning of Hard Floor**

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.

Program Duration: 21.5hr (including assessment)

✓ AOP (Assessment-Only Pathway) • Credit Value: 2

---

### **EVS-CGO-1007-1.1      Washroom Maintenance**

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.

Program Duration: 28hr (including assessment)

✓ AOP (Assessment-Only Pathway) • Credit Value: 2

---

### **EVS-CGO-1006-1.1      Vertical Surface Maintenance**

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.

Program Duration: 23.25hr (including assessment)

✓ AOP (Assessment-Only Pathway) • Credit Value: 2

**Note: All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.**



# TECHNICAL SKILLS & COMPETENCIES FOR LEVEL 1

## **EVS-CGO-1004-1.1     Horizontal Surface Maintenance - Perform 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.

Program Duration: 21hr (including assessment)

AOP (Assessment-Only Pathway) • Credit Value: 2

---

## **EVS-CGO-1003-1.1     Furniture and Furnishing Maintenance**

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.

Program Duration: 26hr (including assessment)

AOP (Assessment-Only Pathway) • Credit Value: 2

---

## **EVS-CFC-1005-1.1     Customer Management - Provide Quality Service**

This unit addresses the competencies required to Customer Management - 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.

Program Duration: 15.25hr (including assessment)

AOP (Assessment-Only Pathway) • Credit Value: 2

---

## **EVS-CGO-1002-1.1     Food Shop Hygiene Maintenance**

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.

Program Duration: 24hr (including assessment)

AOP (Assessment-Only Pathway) • Credit Value: 2

**Note: All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.**

# TECHNICAL SKILLS & COMPETENCIES FOR LEVEL 1

## **EVS-WMO-1002-1.1 Waste Collection Management**

This unit addresses the competencies required to carry out waste collection in accordance with assigned schedules, how to use appropriate PPE to perform waste collection and perform waste collection in accordance with regulatory requirements and organisational procedures.

Program Duration: 16hr (including assessment) • Credit Value: 2

AOP (Assessment-Only Pathway) availability: To be advised

\*Note: This module is still under development.

---

## **ES-IP-101G-1 Communicate and Relate Effectively in the Workplace**

This unit addresses the competencies required to interpret and analyse information received, identify signs, stages and causes of conflict with individuals or groups of people, negotiate for mutually acceptable solutions by all parties using effective communication and negotiation skills and communicate outcome of negotiation and propose relevant recommendations with justifications to supervisor.

Program Duration: 16hr (including assessment)

AOP (Assessment-Only Pathway) • Credit Value: 2

\*Note: This module will be conducted by CBLD's training partner.

---

## **ES-ACE-102G-1 Solve Problems and Make Decisions at Operations Level**

This unit addresses the competencies required to identify deviations from organisational norm and SOPs based on symptom identified, evaluate selected ideas using pertinent criteria and choose the most desirable one as solution to the problem, evaluate the effectiveness of the implemented solution and action plan and initiate corrective actions where necessary and identify preventive measures to avoid recurrence of similar problems in the future.

Program Duration: 16hr (including assessment)

AOP (Assessment-Only Pathway) • Credit Value: 2

\*Note: This module will be conducted by CBLD's training partner.

---

## **ES-IP-102G-1 Work in a Team**

This unit addresses the competencies required to identify potential areas of conflict with team members and methods to overcome them, taking into consideration diversity issues, demonstrate responsibility and commitment for work done and to the achievement of individual and team goals and recommend improvements to established policies and procedures in a proactive manner.

Program Duration: 16hr

AOP (Assessment-Only Pathway) • Credit Value: 2

\*Note: This module will be conducted by CBLD's training partner.

# Training Programs Offered by GBLD for Environmental Services

## TECHNICAL SKILLS & COMPETENCIES FOR LEVEL 2

### **EVS-CFC-3007-1.1 Stakeholder Management**

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

Program Duration: 15hr (including assessment) • Credit Value: 2

---

### **EVS-PDV-2003-1.1 Learning and Development**

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.

Program Duration: 27.5hr (including assessment) • Credit Value: 2

---

### **EVS-PDV-3002-1.1 Effectiveness Management**

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

Program Duration: 15.17hr (including assessment) • Credit Value: 2

**Note:** All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.

# Training Programs Offered by CBLD for Environmental Services

## TECHNICAL SKILLS & COMPETENCIES FOR LEVEL 3

### **EVS-CFC-3005-1.1      Customer Management - Supervise Service Operation**

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.

Program Duration: 22.5hr (including assessment) • Credit Value: 3

---

### **EVS-EQM-3001-1.1      Equipment and Inventory Management**

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

Program Duration: 15.75hr (including assessment) • Credit Value: 3

---

### **EVS-CGO-3001-1.1      Chemical Cleaning Handling - Demonstrate and apply understanding of chemicals, methods and processes**

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.

Program Duration: 32hr (including assessment) • Credit Value: 3

---

### **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.

Program Duration: 16hr (including assessment) • Credit Value: 3

**Note: All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.**

## TECHNICAL SKILLS & COMPETENCIES FOR LEVEL 3

### **EVS-WSH-3007-1.1      Workplace Safety and Health System Management**

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

Program Duration: 24hr (including assessment) • Credit Value: 3

---

### **EVS-PIN-3001-1.1      Process Improvement and Optimisation - Implement Continuous Improvement in Service Delivery**

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.

Program Duration: 26.75hr (including assessment) • Credit Value: 3

---

### **EVS-PIN-3001-1.1      Process Improvement and Optimisation - Plan & 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.

Program Duration: 18.75hr (including assessment) • Credit Value: 3

**Note: All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.**

# More Details on the Environmental Services Training Programs by CBLD

## Mode of Training

All programs listed in this brochure are blended and includes an assessment that will be conducted by CBLD at the end of the module.

## Funding Information

All programs listed in this brochure are SkillsFuture Credit (SFC) eligible. Please see brochure insert for program fees with the relevant funding and subsidy available. For company-sponsored trainee who is a Singaporean Citizen or Permanent Resident, up to 90% funding is available from Skills Connect, find out more at [skillsconnect.gov.sg](https://skillsconnect.gov.sg).

## Pre-requisites for Trainees

- **Level 1 Programs / Level 2 Programs**
  - Not applicable
- **Level 3 Programs**
  - Able to listen and speak English at Employability Skills System (ESS) Literacy Level 3
  - Able to read and write at Employability Skills System (ESS) Literacy Level 3





**Head Office & East Campus:**

140 Paya Lebar Road, #06-05/06  
AZ @ Paya Lebar, Singapore 409015  
Tel: 6339 9272 • Fax: 6222 2370

**Central Campus:**

Blk 261 Waterloo Street, #04-36  
Waterloo Centre, Singapore 180261  
Tel: 6285 3669 • Fax: 6285 9515

---

**visit:**

[www.cbld-center.com.sg](http://www.cbld-center.com.sg)

**email us:**

[ESenquiries@cbld-center.com.sg](mailto:ESenquiries@cbld-center.com.sg)

