



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

The National Certificate: Specialist Hygiene and Cleaning Services, Level 2, is a practical occupational qualification aimed at individuals working in hygiene and cleaning services.

The programme is the second in a learning pathway for those who have completed the GETC: Hygiene and Cleaning at NQF Level 1 and it builds on the entry level skills and knowledge gained. It focuses on developing further skills to offer quality service and professionalism in a range of cleaning positions across industries.

It offers articulation into other related fields within cleaning services as well as entry to level 3 qualifications in allied industries.

## Target Audience

The qualification is suitable for individuals who are working in the broad hygiene and cleaning industry and want to advance their careers within the sector.

Cleaners, team leaders and supervisors working in hospitality, healthcare, industrial and textile cleaning and manufacturing and allied industries will benefit from the programme.

## Entry Requirements

- Competency in Communication (English) at NQF Level 1 or ABET Level 4.
- Competency in Mathematical Literacy at NQF Level 1 or ABET Level 4.
- Competency in Cleaning at NQF level 1 in sub fields applicable to specialist career paths.

## Workplace Requirements

- Access to appropriate workplace environments.
- Active support by a mentor or supervisor.
- Access to a PC, software and the internet.

Health, Safety & Hygiene

# NC: Specialist Hygiene & Cleaning Services

SERVICES SETA Certification

SAQA ID: 36233

NQF Level: 2

Credits: 153

## Course Delivery & Assessment

We use in-classroom and in-workplace practical training, observation and on-the-job coaching and mentoring to embed skills.

You will need to:

- Attend all lectures and sessions and complete practical workplace experiential learning.
- Demonstrate theoretical and practical understanding of programme content.
- Participate in and contribute in group activities.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the NC: Specialist Hygiene and Cleaning Services, level 2, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the qualification, you will be able to:

- Use cleaning and chemical products and equipment appropriately.
- Apply micro-biological principles in cleaning.
- Clean, sterilise and disinfect areas.
- Clean carpets and upholstery using various cleaning methods.
- Use scrubber driers to clean floors.
- Strip, seal and vacuum wet floor surfaces.
- Practise environmental awareness.
- Work in a team.
- Provide customer care.
- Provide consistent quality and safety standards.





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## Course Content

### NC: Specialist Hygiene and Cleaning Services

Accreditation Body: SERVICES SETA

SAQA ID: 36233 | Learning Programme ID: NA  
NQF Level: 2 | Credits : 153

#### Core Modules

- Apply quality principles in everyday cleaning tasks
- Identify, collect, classify and handle waste
- Maintain health, hygiene and a professional appearance
- Practice environmental awareness
- Identify and respond to customer needs in a contact centre
- Maintain a safe working environment
- Operate in a team
- Organise oneself in the workplace
- Receive and execute instructions
- Understand and apply personal values and ethics
- Coach learners
- Maintain effective working relationships with other members of staff

#### Fundamental Modules

- Access and use information from texts and write for a defined context
- Maintain and adapt spoken communication
- Use language and communication in occupational learning
- Apply basic knowledge of statistics and probability to influence the use of data and procedures to investigate life related problems
- Apply knowledge of self to make a life decision
- Demonstrate an understanding of HIV/AIDS and its implications
- Demonstrate understanding of rational and irrational numbers and number systems
- Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2 dimensions in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Work with a range of patterns and functions and solve problems

#### Elective Modules

- Clean carpets using the wet extraction method
- Vacuum clean dry and wet surfaces
- Apply basic micro-biological principles in cleaning
- Clean wards and medium-risk, high-risk and isolation patient areas
- Maintain batteries in automatic scrubber-driers and auto sweepers
- Scrub hard and resilient floors using a battery-operated and mains-operated automatic scrubber-drier
- Strip and seal hard and resilient floors using a water-based sealing product

## Our Accredited Organisations



FACULTY  
TRAINING  
INSTITUTE



Siyangqoba



Siyaya  
SKILLS INSTITUTE



PROSERV  
SOUTH AFRICA



MBAT  
DEVELOP - EMPOWER - GROW

