



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This practical occupational short programme, which is unit standard based, is aimed at individuals working in hygiene and cleaning services in organisations and offices.

It provides cleaning services employees with the opportunity to carry out their functions more professionally and gain essential cleaning skills. It is a very comprehensive course that covers Basic Cleaning Techniques, Cleaning Equipment, Detergents and Cleaning Products, Cleaning Different Surfaces and Materials, Health and Safety, Floor Care, High Frequency Cleaning, Identifying Typical Cleaning Problems and following customer requirements in terms of appearance and procedures.

The programme can be used to articulate into the GETC: Hygiene and Cleaning.

Target Audience

This course is suitable for individuals working in or wishing to work as cleaners and supervisors in predominantly office environments.

Entry Requirements

- Communication at ABET level 3.

Additional Requirements

- You will need access to appropriate workplace activities.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet for any online learning.

Health, Safety & Hygiene

Office Cleaning & Hygiene

SERVICES SETA Statement of Results

US ID: 243204

NQF Level: 1

Credits: 15

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in experiential learning, group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results: Understand Basic Cleaning Principles you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

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

- Explain the different types of cleaning services.
- Explain the purpose of organisations operating in the cleaning surfaces industry and the benefits of a clean environment.
- Explain the essential components including staff, equipment, consumables, chemicals and the time required, for any cleaning task in a cleaning surfaces environment.
- Understand the principles of planning and preparing for cleaning tasks.
- Explain safety requirements and protocols for a range of cleaning materials and situations.
- Understand the principles of cleaning.
- Present a professional image.





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Course Content

Office Cleaning and Hygiene Understand Basic Cleaning Principles

Accreditation Body: **SERVICES SETA**

SAQA ID: 243204 | Learning Programme ID: NA
NQF Level: 1 | Credits : 15

Module 1: Basic Cleaning Techniques

- Methods for wet, damp and dry cleaning and preventing damage
- Clean dry surfaces with microfibre cloths using specific procedures
- Techniques for sanitising surfaces and performing basic cleaning tasks

Module 2: Cleaning Equipment

- Identify and use a range of the correct equipment to clean quickly, safely, efficiently and cost effectively and understand the consequences of poor or incorrect equipment choices
- Match equipment with the appropriate detergent

Module 3: Detergents and Cleaning Products

- Understand cleaning products, their uses, the correct usage and quantities and avoiding waste
- Understand how the incorrect pH dilution and concentration can damage services and pose health and safety risks

Module 4: Cleaning Various Surfaces

- Identify over 30 different surface materials
- Select the correct cleaning product, cleaning method and cleaning tools for the surface
- Understand any warnings on the surface & how permanent damage can occur
- Plan and structure a cleaning task and break into individual tasks to achieve consistent high cleaning standards

Module 5: Health and Safety in Cleaning

- Understand the role of Health and Safety, the consequences of breaching legislation, physical injuries that can occur and counteracting risks and hazards
- Use protective equipment and clothing and colour code cleaning equipment

Module 6: Floor Care

- Care for different floor surfaces, identify how to remove stains and maintain them correctly to increase their life span

Module 7: High Frequency Cleaning

- Understand infection control and hospital cleaning, biohazard, food preparation area, high risk, fire and flood and builders cleaning

Module 8: Identify Common Cleaning Problems and How to Overcome Them

- Best Practices in overcoming common cleaning problems
- Use a step by step system to handle problems

Module 9: Getting it Right the First Time

- Understand the cost savings of doing things correctly the first time
- Create a professional image in all situations

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