



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

Cleaning Support Services is a sub-portfolio within Health, Safety and Hygiene that offers a selection of practical, accredited cleaning-related Unit Standards that can be run individually or in combination, to suit delegate requirements.

The programme is aimed at cleaners and supervisors working in cleaning services and support roles in sectors including business, medical facilities, pharmaceutical, hospitality food and beverage services and manufacturing.

Topics include cleaning hard floors and carpeted floors, cleaning windows and above floor surfaces, vacuuming dry services.

## Target Audience

General and specialist cleaning and support services personnel will be able to select subject areas applicable to their own workplace environments.

## Entry Requirements

- Competency in Communication at ABET level 1.
- Understand basic cleaning principles (Level 1).
- Use chemicals in the cleaning services environment (Level 1)

## Additional Requirements

- Access to appropriate practical workplace activities and equipment.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet where online learning is required.

Health, Safety & Hygiene

# Cleaning Support Services

SERVICES SETA Statement of Results

US ID's:	As outlined
NQF Level:	1
Credits:	41

## Course Delivery & Assessment

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

You will need to:

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

To receive your Statement of Results for any of the Unit Standards, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

Learning Outcomes are specific to each Unit Standard:

- Clean above floor surfaces.
- Clean windows.
- Vacuum dry surfaces.
- Remove spots and spillages from carpets and upholstery.
- Clean carpets using the wet extraction method.
- Sweep floors.
- Wet mop floors.
- Clean floors using a single disk machine.





## Course Content

### Cleaning Support Services

Accreditation Body: SERVICES SETA

#### Rules of Combination:

The following Core or Elective Unit Standard cannot be selected on their own and a Core must be selected with at least one Elective .

We recommend that all unit standards are completed in a single programme, to allow further articulation in specialised cleaning programmes at higher NQF Levels where these unit standards are considered minimum entry requirements.

#### Clean above Floor Surfaces

US ID: 243199 | NQF Level: 1 | Credits : 4 | Core

- Plan and prepare for cleaning above the floor surfaces
- Clean above the floor surfaces
- Perform end of task procedures after cleaning floor surfaces

#### Clean Windows

US ID: 243207 | NQF Level: 1 | Credits : 4 | Elective

- Plan and prepare for cleaning windows
- Clean windows
- Perform end of task procedures after cleaning windows

#### Vacuum Dry Surfaces

US ID: 243201 | NQF Level: 1 | Credits : 4 | Core

- Plan and prepare to vacuum dry surfaces
- Vacuum dry surfaces.
- Perform end of task procedures after vacuuming dry surfaces

#### Remove Spots and Spillages from Carpets and Upholstery

US ID: 243197 | NQF Level: 1 | Credits : 5 | Core

- Plan and prepare for removal of spots and spillages from carpets and upholstery.
- Remove spots and spillages from carpets and upholstery
- Identify and report stains found on carpets and upholstery
- Perform end of task procedures after removing spots and spillages from carpets and upholstery.

#### Clean Carpets using the Wet Extraction Method

US ID: 110468 | NQF Level: 1 | Credits : 8 | Elective

- Prepare wet extraction equipment and consumables
- Prepare the area for wet extraction
- Clean the carpet using the wet extraction machine
- Perform end of task procedures after cleaning carpets using the wet extraction method

#### Sweep Floors

US ID: 243194 | NQF Level: 1 | Credits : 4 | Elective

- Plan and prepare for sweeping floors
- Sweep floors
- Perform end of task duties after sweeping floors

#### Wet Mop Floors

US ID: 243198 | NQF Level: 1 | Credits : 4 | Elective

- Plan and prepare to wet mop floors
- Spot mop floors
- Wet mop floors
- Perform end of task procedures after wet mopping floors

#### Clean Floors Using a Single Disc Machine

US ID: 243202 | NQF Level: 1 | Credits : 8 | Elective

- Plan and prepare to clean floors using a single disc machine
- Buff floors
- Scrub floors
- Perform end of task duties after maintaining floors with a single disc machine



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## Our Accredited Organisations



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