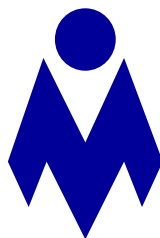




STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

**HYGIENE SUPERVISION
LEVEL 3**



JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA

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Department of Skills Development (DSD)
Federal Government Administrative Centre
62530 PUTRAJAYA, MALAYSIA

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(NATIONAL OCCUPATIONAL SKILLS STANDARD)

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**STANDARD PRACTICE
(SP)**

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR; HYGIENE OPERATIONS SUPERVISION LEVEL 3

1. INTRODUCTION

Hygiene operations or cleaning services is the systematic process of putting unwanted matter in its proper place so as to achieve a clean condition. Clean is an environmental condition free of unwanted matter such as solids, liquids, gases, or living organisms that have the potential to cause an adverse (health) effects.

With the growth of the tourism industry, especially tourism related facilities such as hotels, convention halls, theme parks, and shopping malls are now being constructed. These facilities require extensive cleaning services, some of which are very specialised. Although, some of these facilities may have their own cleaning or hygiene operations in-house, most outsource cleaning and hygiene operations to independent cleaning companies.

Since the demand for qualified commercial cleaning system services outstrips the supply, there is unlimited growth potential for anyone entering the commercial cleaning industry.

As long as there are commercial buildings, office complexes, banks, retail shopping centers, industrial facilities and medical centers, there will always be a need for quality-minded cleaning professionals, regardless of economic conditions. As new buildings are completed and new businesses open, there will be more commercial cleaning opportunities.

1.1 Occupational Overview

Hygiene Operations falls under the sub-sector of Facilities Management in the Tourism and Hospitality sector. Being one of the fastest growing sectors in Malaysia, tourism and hospitality is one of the largest income earners for the country. One of the main sub-sectors within the tourism and hospitality sector is facilities management.

The most critical requirement of facilities is cleaning services. This job area are sometimes carried out in-house, whilst most are outsourced. For both in-house and outsource services, professional cleaners is a critical job area.

1.2 Justification and Rationale of NOSS development

This is a new NOSS developed for Hygiene Operations/ Cleaning Industry under the sub sector of Facilities Management. Malaysia is a developing country with first class infrastructure. The need for facilities maintenance is very crucial to ensure condition is pleasant and conducive in which will result in producing high productivity and efficiency. A well-maintained facilities will ensure prolong lifespan of the facilities and reducing long term maintenance cost effectively.

There are currently two main associations involved in hygiene operations, which are Malaysian Association of Executive Housekeepers (MAHIR) and Malaysian

Association of Cleaning Contractors (MACC). Both associations are keen to upgrade the professionalism of the cleaning industry.

The demand for qualified and experienced Hygiene Operation personnel is important as of now and may increase in the near future. Hence, the development of this NOSS is essential for the industry to have certain guidelines and standards based on the level of competencies that have been set by the industrial experts in this field.

The NOSS document can be used by training centres as a basis to conduct and simulate training that is required by a person who chooses this profession. This is to ensure a candidate that has undergone training, as required by this NOSS, will be able to perform every task and job scope efficiently and competently.

This NOSS provides first-hand information to the workers regarding the Hygiene Operation Industry working environment. This NOSS also provides a career path and employment development for those involved in this industry.

1.3 Authority and Regulatory/Statutory Body Related to Hygiene Operations

There is no authority or regulatory body related to hygiene and cleaning services, nevertheless various aspect of cleaning services are under the following authorities:

- Department of Occupational Safety and Health
- Department of Environment

1.4 Training Programme Pre-requisite

Based on the workshop findings, it was decided that the minimum requirement for those interested to enrol this course are as follows:

- SKM (Hygiene Operation) – Level 2

2 OCCUPATIONAL STRUCTURE

The Hygiene Supervision (Level 3) is usually called the Hygiene Supervision or Hygiene Cleaning Supervisor

Based on the development findings, it was decided that the entry level for Hygiene Supervision personnel career is at Level 3. The justification is based on the nature of work that requires competency in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.

This NOSS document shows the structured career path of Hygiene Supervision (Level 3) personnel. It provides structured set of activities that enables a person who aspires to achieve competency in this particular occupation, ultimately enhancing him or her on a career in the facilities management industry.

Standard Practice and Standard Content are part of NOSS document. The job areas being developed are based on the Occupational Area Analysis (OAA). This document covers the competency standard of Hygiene Supervision (Level 3) that is currently gaining priority in the hotel and other tourism related premises. This is in support of government initiatives for the higher income workforce towards making Malaysia a develop country.

2.1 Occupational Structure (OS)

Within the facilities management sub-sector, there are three (3) job areas, namely Facilities Maintenance, Cleaning Services and Landscaping Services

This sub-sector creates many job titles ranging from Level 2 to Level 5 to serve the One (1) job area. Figure 1 shows the job-title that are available in the Facilities Management sub-sector. The job title for this NOSS is highlighted.

2.2 Occupational Area Structure (OAS)

The Occupational Area Structure for the facilities management sub-sector is shown in Figure 2. Hygiene Supervision (Level 3) job area is highlighted

SECTOR	TOURISM AND HOSPITALITY		
SUB SECTOR	Facilities Management		
JOB AREA	Facilities Maintenance	Cleaning Services	Landscaping
LEVEL 5	Facilities Manager	Hygiene Manager	Landscape Operation Manager
LEVEL 4	Engineer (mechanical-civil-electrical/charge-man)	Hygiene Executive	Landscape Operation Executive
LEVEL 3	Facilities Supervisor	Hygiene Crew Leader	Landscape Operation Supervisor
LEVEL 2	Technician	Hygiene Crew	Landscape Crew Leader
LEVEL 1	Facilities Crew	Embedded in Level 2	Garden Crew

Figure 1: The Occupational Structure for Hygiene supervision at Level 3

SECTOR	TOURISM AND HOSPITALITY		
SUB SECTOR	Facilities Management		
JOB AREA	Facilities Maintenance	Cleaning Services	Landscaping
LEVEL 5	Maintenance Operation Management	Hygiene Operation Management	Landscaping Operation Management
LEVEL 4	Maintenance Operation Management	Hygiene Operation Management	Landscaping Operation Management
LEVEL 3	Maintenance Operation	Hygiene supervision	Landscaping Operation
LEVEL 2	Maintenance Operation	Hygiene Operation	Landscaping Operation
LEVEL 1	Maintenance Operation	Imbedded in Level 2	Landscaping Operation

Figure 2: The Occupational Area Structure for Hygiene supervision (Level 3) Personnel

3 DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development (DSD), Ministry of Human Resources, Malaysia.

- Level 1 : Competent in performing a range of varied work activities, most of which are routine and predictable.
- Level 2 : Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
- Level 3 : Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
- Level 4 : Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
- Level 5 : Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4 AWARD OF CERTIFICATION

The Director General shall award to any person upon completing successfully the NOSS program following skills level qualifications:

- a) Malaysian Skills Certificate / Sijil Kemahiran Malaysia (SKM) Level 1, 2 & 3
- b) Malaysian Skills Diploma / Diploma Kemahiran Malaysia (DKM) Level 4
- c) Malaysian Skills Advance Diploma / Diploma Lanjutan Kemahiran Malaysia (DLKM) Level 5
- d) Statement of Achievement / Penyata Pencapaian (PC)

No person shall be awarded a Certificate unless he/she satisfies the requirements set by Malaysian Skills Certification System.

Candidates after being assessed and verified and fulfilled Malaysian Skills Certification requirements shall be awarded with Sijil Kemahiran Malaysia in Hygiene supervision (Level 3)

5 OCCUPATIONAL COMPETENCIES

5.1 Core Competencies

Hygiene supervision at (Level 3) personnel are competent in performing the following core competencies:-

- Hygiene Operation Stock Inventory
- Facilities Hard Floor Maintenance
- Facilities Soft Floor Maintenance
- Facilities Carpet Maintenance
- Hygiene Operation Quality Assurance

6 WORKING CONDITIONS

Generally they work from under normal working hour from morning to evening depending on organization nature of business. They may be required to work extra hours to fulfill internal and external requirement. In hygiene operation, they may be needed to work in shift to accommodate work requirements. They need to use / wear appropriate attire during the commencement of their jobs. They are required to supervise various specialized team of professional hygiene crew. Their job also require them to work in an office environment where they plan the scheduling of staff, motivate staff and manage consumable and stocks.

7 EMPLOYMENT PROSPECTS

The Cleaning Industry is a steady growing industry in tandem to the infrastructure development in Malaysia. The need for a skilled worker in this field is demanding to fulfil the industrial requirement. Hence, the demand for qualified and experienced general cleaning services personnel is critical

8 CAREER ADVANCEMENT

As for career advancement, most competent hygiene crews learn their craft on the job. They usually begin as qualified hygiene crew and gradually learn their new skills as they gain experience. Further certification may increase their chances of career advancement. Thus with additional formal training/education and certification, this experience competent hygiene crew can advance to become a certified Hygiene Management

9 SOURCES OF ADDITIONAL INFORMATION

9.1 Local

- 9.1.1 Persatuan Ketua Jurukemas Malaysia (Malaysian Association of Housekeepers (MAHIR))
- 9.1.2 Malaysian Association of Cleaning Contractors
- 9.1.3 The Association of Southeast Asian Nations ASEAN “Common ASEAN Tourism Curriculum (CATC)”

9.2 International

- 9.2.1 Technical Education and Skills Development Authority (TESDA)
- 9.2.2 Training.gov.au (TGA) - Vocational Education and Training in Australia

10 ACKNOWLEDGEMENT

The Director General of Department of Skills Development would like to extend their gratitude to the organisations and individuals who have been involved in developing this standard.

11. NOSS DEVELOPMENT COMMITTEE MEMBERS

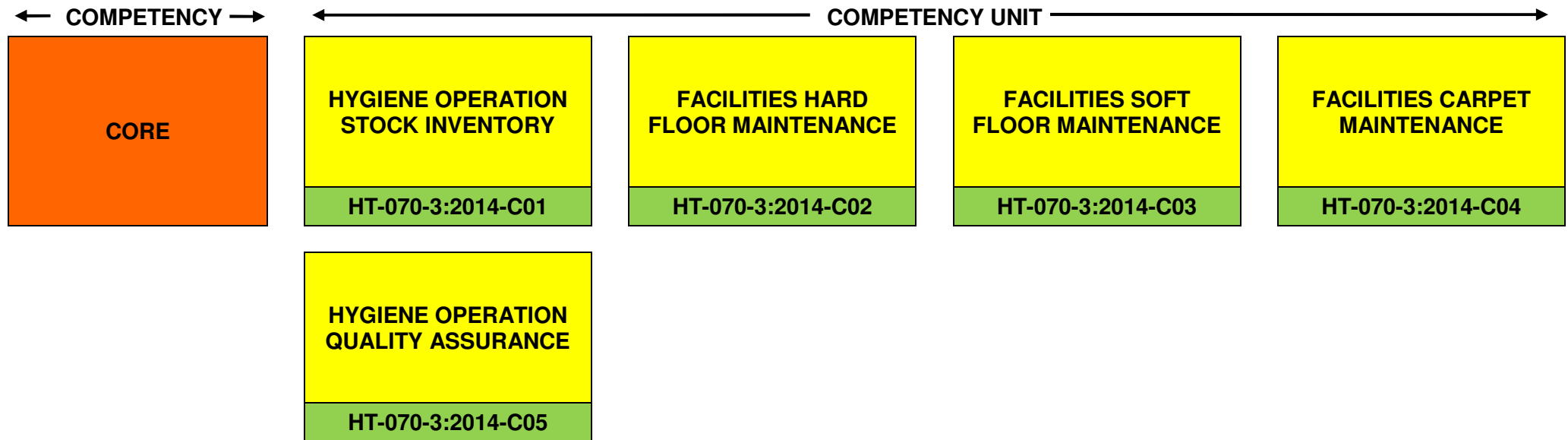
COMMITTEE MEMBERS FOR HYGIENE SUPERVISION (LEVEL 3)		
1	Darshan Kaur A/P Gurdev Singh	President Malaysian Association of Executive Housekeeper (MAHIR)
2	H.Hartini Hamid	EXCO Malaysian Association of Executive Housekeeper (MAHIR)
3	Jamiah Ja'afar	Pengarah Harta Maintenance
4	Roziyah Abdul Ghani	Independent Cleaning Consultant
5	Sarah Owen	Independent Cleaning Consultant
6	Sapiah Kamid	Senior Housekeeper Berjaya Times Square
7	V.Mayantharan A/L G.Valayutham	Executive Housekeeper Pavillion
8	Mas Zuhairin Zubir	Assistance Executive Housekeeper Concorde Hotel Kuala Lumpur
FACILITATORS		
1	Muhammad Mujaheed Mahfuz	Empire Putra College

STANDARD CONTENTS

(SC)

COMPETENCY PROFILE CHART (CPC)

SECTOR	TOURISM & HOSPITALITY		
SUB SECTOR	FACILITIES MANAGEMENT		
JOB AREA	CLEANING SERVICES		
NOSS TITLE	HYGIENE SUPERVISION		
JOB LEVEL	THREE (3)	JOB AREA CODE	HT-070-3:2014



COMPETENCY PROFILE (CP)

SECTOR	TOURISM & HOSPITALITY
SUB SECTOR	FACILITIES MANAGEMENT
JOB AREA	CLEANING SERVICES
NOSS TITLE	HYGIENE SUPERVISION
JOB LEVEL	THREE (3)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Hygiene Operation Stock Inventory	HT-070- 3:2014-C01	<p>This CU describes the competency required to cost effectively manage the purchase and utilisation of chemical and consumable in order to ensure profitability in the hygiene operations. This includes store management, purchasing and distribution of items, consumables and safety items.</p> <p>The person who is competent in this CU shall be able to identify stock inventory requirements, carry-out stock count, perform purchase requisition and carry-out stock receipt and issuance.</p> <p>The outcome of this competency is to ensure all items and consumables are cost effectively purchased and utilised in accordance with company SOP and budgetary requirements</p>	1. Determine stock inventory information requirements	<p>1.1 Stock inventory control tools obtained according to hygiene operations consumables and equipment requirements.</p> <p>1.2 Cleaning services tools and equipment requirements identified according to type of contracts or assignments.</p> <p>1.3 Storage space determined based on inventory requirements.</p> <p>1.4 List and detail information of suppliers gathered and compiled for references.</p> <p>1.5 Availability of MSDS store are confirmed.</p> <p>1.6 Storage containment area provided.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Carry-out stock count</p> <p>3. Perform purchase requisition</p> <p>4. Carry-out stock receipt and issuance</p>	<p>2.1 Stock card provided for each item in accordance with SOP</p> <p>2.2 Physical count of each item matched with quantity on stock card.</p> <p>2.3 Stock count recorded and updated in the required format.</p> <p>3.1 Requisition form filled up according to purchase requirement.</p> <p>3.2 Requisition form submitted to store keeper in accordance with SOP.</p> <p>3.3 Requisition approval obtained from superior.</p> <p>4.1 All received items checked based on requisition.</p> <p>4.2 Condition and quantity of received items checked.</p> <p>4.3 Stock card recorded and updated based on item received.</p> <p>4.4 Stock items issued to various cleaning groups.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Facilities Hard Floor Maintenance	HT-070-3:2014-C02	<p>This CU describes the competency required to provide professional hard floors maintenance services in any facilities. It includes both periodical and project-based maintenance activities of hard floors, using various specialised machineries, tools, equipment, chemicals and safety item.</p> <p>The person who is competent in this CU shall be able to determine facilities hard floor maintenance requirement, prepare facilities hard floor maintenance work area preparation, carry-out hard floor maintenance chemical application, monitor hard floor maintenance machine and evaluate hard floor maintenance work.</p> <p>The outcome of this competency is to ensure that the look and appearance of hard floor are maintained in good condition and all damages repaired and rectified in accordance with hard floor standards and guidelines.</p>	<p>1. Check hard floor maintenance condition for compliance</p> <p>2. Prepare facilities hard floor maintenance work area</p>	<p>1.1 Organization policies and procedures for hard floor maintenance identified.</p> <p>1.2 Grooming and personal protective equipment for hard floor maintenance identified in accordance with organization policy and procedure.</p> <p>1.3 Work schedule and workflow for hard floor maintenance identified based on briefing session.</p> <p>1.4 Type of floor identified based on cleaning guideline.</p> <p>1.5 Hard floor maintenance equipment condition determined based on manufacturers specification.</p> <p>2.1 Hard floor areas checked in accordance with cleaning and safety requirements.</p> <p>2.2 Staff attending to specific area clearly briefed using communication skills.</p> <p>2.3 Safety precaution briefed to staff based on cleaning and safety requirements.</p> <p>2.4 Machinery and tools functionality checked according to safety and health procedure.</p> <p>2.5 All safety signboard erected before work is carried out.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Carry-out hard floor maintenance chemical application</p> <p>4. Monitor hard floor machine handling</p>	<p>2.6 Right method of chemical application ensured in accordance with cleaning and safety requirements.</p> <p>3.1 Compliance of chemical usage checked in accordance with manufactures instructions and safety requirements.</p> <p>3.2 Quantity of chemical used checked based on area to be cleaned.</p> <p>3.3 Chemical put and stored at appropriate place ensured in accordance with SOP and safety.</p> <p>4.1 Hard floor maintenance machine used based on manufacturer instructions and safety requirements.</p> <p>4.2 Machine wires are in good condition and not exposed ensured based on manufacturer instructions and safety requirements.</p> <p>4.3 All tools attached properly based on manufacturer instructions and safety requirements.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Evaluate hard floor maintenance work	5.1 Hard floor maintenance condition checked for compliance based on cleaning guideline. 5.2 Hard floor maintenance work verified to ensure consistency on appearance compliance to client requirements and work schedule. 5.3 Sub-standard works rectified until standards are achieved. 5.4 Hard floor maintenances record prepared and submitted in the required format.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Facilities Soft Floor Maintenance	HT-070-3:2014-C03	<p>This CU describes the competency required to provide professional soft floors maintenance services in any facilities. It includes both periodical and project-based maintenance activities of soft floors, using various specialised machineries, tools, equipment, chemicals and safety item.</p> <p>The person who is competent in this CU shall be able to determine facilities soft floor maintenance requirement, prepare facilities soft floor maintenance work area preparation, carry-out soft floor maintenance chemical application, monitor soft floor maintenance machine and evaluate soft floor maintenance work.</p> <p>The outcome of this competency is to ensure that the look and appearance of soft floor are maintained in good condition and all damages repaired and rectified in accordance with hard floor standards and guidelines.</p>	<p>1. Check soft floor maintenance condition for compliance</p> <p>2. Prepare facilities soft floor maintenance work area</p>	<p>1.1 Organization policies and procedures for soft floor maintenance identified.</p> <p>1.2 Grooming and personal protective equipment for soft floor maintenance identified in accordance with organization policy and procedure.</p> <p>1.3 Work schedule and workflow for soft floor maintenance identified based on briefing session.</p> <p>1.4 Type of floor identified based on cleaning guideline.</p> <p>1.5 Hard floor maintenance equipment condition determined based on manufacturers specification.</p> <p>2.1 Soft floor areas checked according to cleaning and safety requirements.</p> <p>2.2 Staff attending to specific area clearly briefed and safety requirements using communication skills.</p> <p>2.3 Safety precaution briefed to staff based on cleaning and safety requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Carry-out soft floor maintenance chemical application	2.4 Machinery and tools functionality checked according to safety and health procedure. 2.5 All safety signboard erected before work is carried out. 2.6 Right method of chemical application ensured in accordance with manufacturer's specification. 3.1 Compliance of chemical usage checked in accordance with manufactures instructions and safety requirements. 3.2 Quantity of chemical used checked based on area to be cleaned. 3.3 Chemical is put and stored at appropriate place ensured in accordance with SOP and safety.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Monitor soft floor maintenance machine handling</p> <p>5. Evaluate soft floor maintenance work</p>	<p>4.1 Soft floor maintenance machine used based on manufacturer instructions and safety requirements.</p> <p>4.2 Machine wires are in good condition and not exposed ensured based on manufacturer instructions and safety requirements.</p> <p>4.3 All tools are attached properly based on manufacturer instructions and safety requirements.</p> <p>5.1 Soft floor condition checked based on cleaning guideline.</p> <p>5.2 Soft floor maintenance work verified to ensure consistency on appearance compliance to client requirements and work schedule.</p> <p>5.3 Sub-standard works rectified until standards are achieved.</p> <p>5.4 Soft floor maintenances record prepared and submitted in the required format.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Facilities Carpet Maintenance	HT-070-3:2014-C04	<p>This CU describes the competency required to provide professional carpet maintenance services in any facilities. It includes both periodical and project-based maintenance activities of carpets, using various specialised machineries, tools, equipment and chemicals.</p> <p>The person who is competent in this CU shall be able to determine facilities carpet maintenance requirements, prepare facilities carpet maintenance work area preparation, carry-out carpet maintenance chemical application, monitor carpet maintenance machine and evaluate Carpet maintenance work.</p> <p>The outcome of this competency is to ensure that the look and appearance of carpet are maintained in good condition and all damages repaired or rectified in accordance with hard floor standards and guidelines.</p>	1. Check carpet maintenance condition for compliance	<p>1.1 Organization policies and procedures for carpet maintenance identified.</p> <p>1.2 Grooming and personal protective equipment for carpet maintenance identified in accordance with organization policy and procedure.</p> <p>1.3 Work schedule and workflow for carpet maintenance identified based on briefing session</p> <p>1.4 Type of carpet identified based on cleaning guideline.</p> <p>1.5 Carpet maintenance equipment condition determined based on manufacturers specification.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Prepare facilities carpet maintenance work area</p> <p>3. Carry-out carpet maintenance chemical application</p>	<p>2.1 Carpet checked in accordance with cleaning guideline.</p> <p>2.2 Staff attending to specified area briefed in accordance with cleaning and safety requirements.</p> <p>2.3 Safety precaution briefed to staff based on cleaning and safety requirements.</p> <p>2.4 Right container ensured according to company SOP.</p> <p>2.5 Cleaning solution filled up in spray gun for spot cleaning according to carpet cleaning requirements.</p> <p>2.6 Chemical diluted as per manufacturer's instruction</p> <p>3.1 Compliance of chemical usage checked in accordance with manufactures instructions and safety requirements.</p> <p>3.2 Quantity of chemical used checked based on area to be cleaned.</p> <p>3.3 Chemical is put and stored at appropriate place in accordance with SOP and safety.</p> <p>3.4 Cleanliness ensured.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Monitor carpet machine handling for maintenance</p> <p>5. Evaluate carpet maintenance work</p>	<p>4.1 Carpet maintenance machine used based on manufacturer instructions and safety requirements.</p> <p>4.2 Machine wires are in good condition and not exposed ensured based on manufacturer instructions and safety requirements.</p> <p>4.3 All tools are attached properly based on manufacturer instructions and safety requirements.</p> <p>5.1 Carpet drying duration determined based on cleaning guideline.</p> <p>5.2 Carpet condition checked based on cleaning guideline.</p> <p>5.3 Carpet maintenance work verified to ensure consistency in appearance compliance to client requirements and work schedule.</p> <p>5.4 Compliance to standard ensured based on client requirements and work schedule.</p> <p>5.5 Carpet maintenances record prepared and submitted in the required format.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Hygiene Operation Quality Assurance	HT-070-3:2014-C05	<p>This CU describes the competency required to ensure that the quality of hygiene and cleaning operations meet the standard set by the company or the client. This includes the improvement of cleaning process and the upgrading of staff skills and abilities.</p> <p>The person who is competent in this CU shall be able to implement hygiene operation work schedule, conduct hygiene operation quality assurance inspection and monitoring, identify hygiene operation training needs and conduct hygiene operation training.</p> <p>The outcome of this competency is To ensure that all cleaning and maintenance activities and service provided by staff meet the quality standards set by the company or the clients.</p>	<ol style="list-style-type: none"> 1. Implement hygiene operation work schedule 2. Conduct hygiene operation quality assurance 	<ol style="list-style-type: none"> 1.1 Work schedule obtained based on schedule guidelines and SOP 1.2 Number of staff determine based on capacity and expertise. 1.3 Area of assignment segregated based on company SOP and guidelines 2.1 Assignment checklists developed and recorded according to client requirement. 2.2 Non-compliance to cleaning standard rectified and recorded according to client requirement. 2.3 Standard assignment inspected according to client requirement.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Identify hygiene operation training needs	3.1 Individual or group weaknesses determined according to company SOP. 3.2 Area of weaknesses identified for each crew member. 3.3 Retraining in the area of weaknesses provided according to company SOP. 3.4 Training programme planned and scheduled in accordance with SOP. 3.5 Training programme monitored from time to time according to SOP. 3.6 Training effectiveness analysed and graded according to SOP. 3.7 Staff issues identified according to SOP. 3.8 Staff training need identified according to schedule guidelines and SOP. 3.9 Proper tools and equipment provided.

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	Tourism & Hospitality						
SUB SECTOR	Facilities Management						
JOB AREA	Cleaning Services						
NOSS TITLE	Hygiene Supervision						
COMPETENCY UNIT TITLE	Hygiene Operation Stock Inventory						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to cost effectively manage the purchase and utilisation of chemical and consumable in order to ensure profitability in the hygiene operations. This includes store management, purchasing and distribution of items, consumables and safety items. The outcome of this competency is to ensure all items and consumables are cost effectively purchased and utilised in accordance with company SOP and budgetary requirements.</p> <p>Upon completion of this competency unit, trainee will be able to:-</p> <ul style="list-style-type: none"> • Determine stock inventory information requirements • Carry-out stock count • Perform purchase requisition • Carry-out stock receipt and issuance 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-3:2014-C01	LEVEL	Three (3)	TRAINING DURATION	150 Hours	SKILL CREDIT	15

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Contacts person • Telephone • Address • Product Supply v. Filing system. vi. Location and Safe keeping of MSDS vii. Updated MSDS 		<u>Environmental</u> <ul style="list-style-type: none"> i. Reduce material usage ii. Use recycle material 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vi. Verification procedure such as; <ul style="list-style-type: none"> • Physical count • Tally with stock card 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Perform purchase requisition	<ul style="list-style-type: none"> i. Process of filling up forms ii. Submission procedures iii. Approval procedure 	<ul style="list-style-type: none"> i. Fill up requisition form ii. Obtain requisition approval from superior iii. Submit requisition form to store keeper 	<p><u>Attitude</u></p> <ul style="list-style-type: none"> i. Honest and diligent when providing stock card for each item ii. Rational when matching physical count of each item with quantity on stock card iii. Meticulous when updating stock count <p><u>Safety</u></p> <ul style="list-style-type: none"> i. Use PPE ii. Comply to safety standard iii. Store material safety <p><u>Environmental</u></p> <ul style="list-style-type: none"> i. Reduce material usage ii. Re-use material 	<p><u>Related Knowledge</u> 11</p> <p><u>Related Skills</u> 26</p>	<p><u>Related Knowledge</u> Lecture, Group discussion, Problem Based Learning (PBL), One-on-one tutorial</p> <p><u>Related Skills</u> Demonstration , Project, Scenario Based Training (SBT), Role play</p>	<ul style="list-style-type: none"> i. Process of filling up forms followed ii. Requisition form wrote iii. Submission procedures confirmed iv. Requisition form to store keeper send v. Approval procedure recognized vi. Requisition approval from superior received

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry-out stock receipt and issuance	i. Physical count Procedure such as; <ul style="list-style-type: none"> • Condition • Quantity ii. Procedure Stock Item issuing such as; <ul style="list-style-type: none"> • Requisition form • Issuing form 	i. Check received items ii. Check condition and quantity of received items iii. Update stock card iv. Issue stock items to various cleaning groups	<u>Attitude</u> <ol style="list-style-type: none"> i. Honest and diligent when providing stock card for each item ii. Rational when matching physical count of each item with quantity on stock card iii. Meticulous when updating stock count <u>Safety</u> <ol style="list-style-type: none"> i. Use PPE ii. Comply to safety standard iii. Store material safety <u>Environmental</u> <ol style="list-style-type: none"> i. Reduce material usage ii. Re-use material 	<u>Related Knowledge</u> 11 <u>Related Skills</u> 26	<u>Related Knowledge</u> Lecture, Group discussion, E-learning, <u>Related Skills</u> Demonstration , Project, Role play, Observation	i. Received items tallied ii. Physical count procedure performed iii. Condition and quantity of received items confirmed iv. Stock card update performed v. Stock items to various cleaning groups updated vi. Procedure Stock Item issuing confirmed

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information	1. Communication skills
01.08 Utilize spreadsheets applications to locate and process information	2. Conceptual skills
01.09 Utilize business graphic application to process information	3. Interpersonal skills
01.10 Apply a variety of mathematical techniques	4. Learning skills
01.11 Apply thinking skills and creativity	5. Leadership skills
02.09 Prepare flowcharts	6. Multitasking and prioritizing
02.10 Prepare reports and instructions	7. Self-discipline
02.11 Convey information and ideas to people	8. Teamwork
03.09 Manage and improve performance of individuals	
03.10 Provide consultation and counselling	
03.11 Monitor and evaluate performance of human resources	
03.12 Provide coaching/ on-the job training	
03.13 Develop and maintain team harmony and resolve conflicts	
03.14 Facilitate and coordinate teams and ideas	
03.15 Liaise to achieve identified outcomes	
03.16 Identify and assess client/customer needs	
03.17 Identify staff training needs and facilitate access to training	
04.06 Allocate work	
04.07 Negotiate acceptance and support for objectives and strategies	
05.01 Implement project/work plans	
05.02 Inspect and monitor work done and/or in progress	
06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. PPE	1 : 1
2. Sample of store as required	1 : 25
3. Sample of stock card	1 : 25
4. Sample of work schedule	1 : 25
5. Sample of requisition form	1 : 25
6. Computer	1 : 2

REFERENCES

1. Donna Smallin (December 1, 2005), 1st Edition *Cleaning Plain & Simple: A ready reference guide with hundreds of sparkling solutions to your everyday cleaning challenges*, ISBN-13: 978-1580176071
2. Un-Habitat (March 12, 2010), 1st Edition *The Cleaning Encyclopedia*, ISBN: 978-0440504818
3. Don Aslet (November 20, 1999), 1st Edition *How to Start a Cleaning Service*, by Entrepreneur Press, ISBN-13: 978-0139603785

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	Tourism & Hospitality						
SUB SECTOR	Facilities Management						
JOB AREA	Cleaning Services						
NOSS TITLE	Hygiene Supervision						
COMPETENCY UNIT TITLE	Facilities Hard Floor Maintenance						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional hard floors maintenance services in any facilities. It includes both periodical and project-based maintenance activities of hard floors, using various specialised machineries, tools, equipment, chemicals and safety item. The outcome of this competency is to ensure that the look and appearance of hard floor are maintained in good condition and all damages repaired and rectified in accordance with hard floor standards and guidelines.</p> <p>Upon completion of this competency unit, trainee will be able to:-</p> <ul style="list-style-type: none"> • Determine facilities hard floor maintenance requirement • Prepare facilities hard floor maintenance work area • Carry-out hard floor maintenance chemical application • Monitor hard floor maintenance machine handling • Evaluate hard floor maintenance work 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-3:2014-C02	LEVEL	Three (3)	TRAINING DURATION	150 Hours	SKILL CREDIT	15

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Check hard floor maintenance condition for compliance	i. Method of condition checked such as; <ul style="list-style-type: none"> • Visual • Gloss Reader ii. Types of disposition such as: <ul style="list-style-type: none"> • Sand • Dust • Dirt iii. Justification of rectifying works <ul style="list-style-type: none"> • Format of Recording • Submission Procedure 	i. Identify organization policies and procedures ii. Identify grooming and personal protective equipment iii. Identify work schedule and workflow iv. Identify type of hard floor v. Determine hard floor maintenance equipment condition	<u>Attitude</u> i. Compliance, team work and self-reliance when identifying organization policies and procedures ii. Compliance, self-reliance and Identify grooming and personal protective equipment iii. Compliance, analytical and self-reliance when Identify work schedule and workflow iv. Self-reliance, diligent and Identify type of hard floor v. Self-reliance, diligent and compliance when Determine hard floor maintenance	<u>Related Knowledge</u> 7 <u>Related Skills</u> 16	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation	i. Organization policies and procedures defined ii. Personal grooming recognized and fixed iii. Types of PPE recognized and arranged iv. Content of work schedule confirmed and arranged v. Sequence of workflow confirmed vi. Type of hard floor identified vii. Hard floor maintenance equipment condition checked and confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			equipment condition <u>Safety</u> i. Use PPE ii. Comply to safety standard			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare facilities hard floor maintenance work area	i. Visual inspection technique ii. Details of briefing session such as; <ul style="list-style-type: none"> • Safety • Location • Task • Time iii. Techniques of Checking such as: <ul style="list-style-type: none"> • Clean and wires in good condition • Plugs in good condition • Functionality of the Machines iv. Safety signage such as; <ul style="list-style-type: none"> • Barricade the working area • User Lane v. OSHA compliance	i. Check hard floor areas ii. Brief staff attending to specific area iii. Brief safety precaution to staff iv. Check machinery and tools v. Erect all safety signboard vi. Ensure right method of chemical application	<u>Attitude</u> i. Diligent and compliance when Check hard floor areas ii. Diligent and compliance when Brief staff attending to specific area iii. Diligent and compliance when Brief safety precaution to staff iv. Compliance and self-reliance when Erect all safety signboard v. Diligent and compliance when Ensure right method of chemical application	<u>Related Knowledge</u> 9 <u>Related Skills</u> 20	<u>Related Knowledge</u> Lecture, E-learning, One-on-one tutorial <u>Related Skills</u> Demonstration , Project, Role play, Observation	i. Visual inspection technique confirmed ii. Techniques of Checking confirmed iii. Hard floor areas examined iv. Staff attending to specific area informed v. Safety precaution to staff informed vi. Machinery and tools functionality observed and confirmed vii. Safety signage prepared viii. OSHA compliance followed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry-out hard floor maintenance chemical application	i. Method of compliance such as: <ul style="list-style-type: none"> Refer to MSDS/CSDS Refer to SOP ii. Method of Checking such as; <ul style="list-style-type: none"> Measuring Jug/Cup Calculate total cleaning area iii. Location of Cleaning Chemical	i. Check compliance of chemical usage ii. Check quantity of chemical used iii. Ensure chemical put and stored at appropriate place	<u>Attitude</u> <ol style="list-style-type: none"> Patient and compliance when Check compliance of chemical usage Responsible, honest and diligent when Check quantity of chemical used Responsible, honest, diligent and compliance when Ensure chemical put and stored at appropriate place <u>Safety</u> <ol style="list-style-type: none"> Use PPE Comply to safety standard 	<u>Related Knowledge</u> 13 <u>Related Skills</u> 29	<u>Related Knowledge</u> Lecture, One-on-one tutorial, <u>RelatedSkills</u> Demonstration , Project, Scenario, Role play	i. MSDS compliance confirmed ii. compliance of chemical usage observed and confirmed iii. quantity of chemical used fixed and confirmed iv. Location of Cleaning Chemical confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Monitor hard floor machine handling	i. Types of Machines <ul style="list-style-type: none"> • Scrubbing Machine • Vacuum Machine • Scrubbing Pads ii. Inspection procedure such as; <ul style="list-style-type: none"> • Cleanliness • Functionality iii. Technique of wire checking such as: <ul style="list-style-type: none"> • Damaged • Loosed ends • Defective iv. Safety requirement v. List of Tools such as: <ul style="list-style-type: none"> • Broom • Mop • Dustpan • Garbage Bag 	i. Inspect hard floor maintenance machine ii. Ensure machine wires are in good condition and not exposed iii. Attach all tools properly	<u>Attitude</u> <ul style="list-style-type: none"> i. Responsible, compliance and diligent when Inspect hard floor maintenance machine ii. Responsible, compliance and diligent when Ensure machine wires are in good condition and not exposed iii. Responsible, compliance and diligent when Attach all tools properly 	<u>Related Knowledge</u> 5 <u>Related Skills</u> 11	<u>Related Knowledge</u> Lecture, E-learning, <u>Related Skills</u> Project, Role play, Observation	i. Types of Machines determined and confirmed ii. Inspection procedure verified iii. hard floor maintenance machine checked and confirmed iv. Technique of wire checking determined v. Safety requirement followed vi. List of tools confirmed and fixed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Evaluate hard floor maintenance work	i. Method of condition checked such as; <ul style="list-style-type: none"> • Visual • Gloss Reader ii. Types of disposition such as: <ul style="list-style-type: none"> • Sand • Dust • Dirt iii. Justification of rectifying works iv. Format of Recording v. Submission Procedure	i. Check hard floor maintenance condition for compliance ii. Verified hard floor maintenance work iii. Rectify sub-standard works until standards are achieved iv. Prepare hard floor maintenances report v. Submit hard floor maintenances report	<u>Attitude</u> i. Responsible when Check hard floor maintenance condition for compliance ii. Rational when Verified hard floor maintenance work iii. Compliance and diligent when Rectify sub-standard works until standards are achieved iv. Patient when Prepare hard floor maintenances report	<u>Related Knowledge</u> 11 <u>Related Skills</u> 29	<u>Related Knowledge</u> Lecture, E-learning, <u>Related Skills</u> Project, Role play, Observation	i. Method of condition checking confirmed ii. Hard floor maintenance condition for compliance examined and assessed iii. Types of disposition confirmed iv. Justification of rectifying works recognized and confirmed v. Format of recording determined and confirmed vi. Hard floor maintenances report generated vii. Submission procedure followed and confirmed viii. Hard floor maintenances

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
						report sent

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application to process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/ on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 03.17 Identify staff training needs and facilitate access to training 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.07 Develop and maintain networks	9. Communication skills 10. Conceptual skills 11. Interpersonal skills 12. Learning skills 13. Leadership skills 14. Multitasking and prioritizing 15. Self-discipline 16. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. PPE	1 : 1
2. Sample of store	1 : 25
3. Sample of stock card	1 : 25
4. Sample of work schedule	1 : 25
5. Sample of requisition form	1 : 25
6. Computer	1 : 2

REFERENCES

1. *Donna Smallin (December 1, 2005), 1st Edition Cleaning Plain & Simple: A ready reference guide with hundreds of sparkling solutions to your everyday cleaning challenges, ISBN-13: 978-1580176071*
2. *Un-Habitat (March 12, 2010), 1st Edition The Cleaning Encyclopedia, ISBN: 978-0440504818*
3. *Don Aslet (November 20, 1999), 1st Edition How to Start a Cleaning Service, by Entrepreneur Press, ISBN-13: 978-0139603785*

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	Tourism & Hospitality						
SUB SECTOR	Facilities Management						
JOB AREA	Cleaning Services						
NOSS TITLE	Hygiene Supervision						
COMPETENCY UNIT TITLE	Facilities Soft Floor Maintenance						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional soft floors maintenance services in any facilities. It includes both periodical and project-based maintenance activities of soft floors, using various specialised machineries, tools, equipment, chemicals and safety item. The outcome of this competency is to ensure that the look and appearance of soft floor are maintained in good condition and all damages repaired and rectified in accordance with hard floor standards and guidelines.</p> <p>Upon completion of this competency unit, trainee will be able to:-</p> <ul style="list-style-type: none"> • Determine facilities soft floor maintenance requirement • Prepare facilities soft floor maintenance work area • Carry-out hard soft maintenance chemical application • Monitor hard soft maintenance machine handling • Evaluate hard soft maintenance work 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-3:2014-C03	LEVEL	Three (3)	TRAINING DURATION	150 Hours	SKILL CREDIT	15

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Check soft floor maintenance condition for compliance	<p>i. Method of condition checked such as;</p> <ul style="list-style-type: none"> • Visual • Gloss Reader <p>ii. Types of disposition such as:</p> <ul style="list-style-type: none"> • Sand • Dust • Dirt <p>iii. Justification of rectifying works</p> <ul style="list-style-type: none"> • Format of Recording • Submission Procedure 	<p>i. Identify organization policies and procedures</p> <p>ii. Identify grooming and personal protective equipment</p> <p>iii. Identify work schedule and workflow</p> <p>iv. Identify type of soft floor</p> <p>v. Determine soft floor maintenance equipment condition</p>	<p><u>Attitude</u></p> <p>i. Compliance, team work and self-reliance when identifying organization policies and procedures</p> <p>ii. Compliance, self-reliance and Identify grooming and personal protective equipment</p> <p>iii. Compliance, analytical and self-reliance when Identify work schedule and workflow</p> <p>iv. Self-reliance, diligent and Identify type of soft floor</p> <p>v. Self-reliance, diligent and compliance when Determine soft floor maintenance</p>	<p><u>Related Knowledge</u></p> <p>7</p> <p><u>Related Skills</u></p> <p>16</p>	<p><u>Related Knowledge</u></p> <p>Lecture, Group discussion, One-on-one tutorial</p> <p><u>Related Skills</u></p> <p>Demonstration , Role play, Coaching, Observation</p>	<p>i. Organization policies and procedures defined</p> <p>ii. Personal grooming recognized and fixed</p> <p>iii. Types of PPE recognized and arranged</p> <p>iv. Content of work schedule confirmed and arranged</p> <p>v. Sequence of workflow confirmed</p> <p>vi. Type of soft floor identified</p> <p>vii. Soft floor maintenance equipment condition checked and confirmed</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>equipment condition</p> <p><u>Safety</u></p> <ul style="list-style-type: none"> i. Use PPE ii. Comply to safety standard 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare facilities soft floor maintenance work area	i. Visual inspection technique ii. Details of briefing session such as; <ul style="list-style-type: none"> • Safety • Location • Task • Time iii. Techniques of Checking such as: <ul style="list-style-type: none"> • Clean and wires in good condition • Plugs in good condition • Functionality of the Machines iv. Safety signage such as; <ul style="list-style-type: none"> • Barricade the working area • User Lane v. OSHA compliance	i. Check soft floor areas ii. Brief staff attending to specific area iii. Brief safety precaution to staff iv. Check machinery and tools v. Erect all safety signboard vi. Ensure right method of chemical application	<u>Attitude</u> i. Diligent and compliance when Check soft floor areas ii. Diligent and compliance when Brief staff attending to specific area iii. Diligent and compliance when Brief safety precaution to staff iv. Compliance and self-reliance when Erect all safety signboard v. Diligent and compliance when Ensure right method of chemical application	<u>Related Knowledge</u> 9 <u>Related Skills</u> 21	<u>Related Knowledge</u> Lecture, E-learning, One-on-one tutorial <u>Related Skills</u> Demonstration , Project, Role play, Observation	i. Visual inspection technique confirmed ii. Techniques of Checking confirmed iii. Soft floor areas examined iv. Staff attending to specific area informed v. Safety precaution to staff informed vi. Machinery and tools functionality observed and confirmed vii. Safety signage prepared viii. OSHA compliance followed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry-out soft floor maintenance chemical application	i. Method of compliance such as: <ul style="list-style-type: none"> Refer to MSDS/CSDS Refer to SOP ii. Method of Checking such as; <ul style="list-style-type: none"> Measuring Jug/Cup Calculate total cleaning area iii. Location of Cleaning Chemical	i. Check compliance of chemical usage ii. Check quantity of chemical used iii. Ensure chemical put and stored at appropriate place	<u>Attitude</u> <ol style="list-style-type: none"> Patient and compliance when Check compliance of chemical usage Responsible, honest and diligent when Check quantity of chemical used Responsible, honest, diligent and compliance when Ensure chemical put and stored at appropriate place <u>Safety</u> <ol style="list-style-type: none"> Use PPE Comply to safety standard 	<u>Related Knowledge</u> 11 <u>Related Skills</u> 26	<u>Related Knowledge</u> Lecture, One-on-one tutorial, <u>Related Skills</u> Demonstration, Project, Scenario, Role play	i. MSDS compliance confirmed ii. compliance of chemical usage observed and confirmed iii. quantity of chemical used fixed and confirmed iv. Location of Cleaning Chemical confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Monitor soft floor maintenance machine handling	i. Types of Machines <ul style="list-style-type: none"> • Scrubbing Machine • Vacuum Machine • Scrubbing Pads ii. Inspection procedure such as; <ul style="list-style-type: none"> • Cleanliness • Functionality iii. Technique of wire checking such as: <ul style="list-style-type: none"> • Damaged • Loosed ends • Defective iv. Safety requirement v. List of Tools such as: <ul style="list-style-type: none"> • Broom • Mop • Dustpan • Garbage Bag 	i. Inspect soft floor maintenance machine ii. Ensure machine wires are in good condition and not exposed iii. Attach all tools properly	<u>Attitude</u> <ul style="list-style-type: none"> i. Responsible, compliance and diligent when Inspect soft floor maintenance machine ii. Responsible, compliance and diligent when Ensure machine wires are in good condition and not exposed iii. Responsible, compliance and diligent when Attach all tools properly 	<u>Related Knowledge</u> 11 <u>Related Skills</u> 26	<u>Related Knowledge</u> Lecture, E-learning, <u>Related Skills</u> Project, Role play, Observation	i. Types of Machines determined and confirmed ii. Inspection procedure verified iii. Soft floor maintenance machine checked and confirmed iv. Technique of wire checking determined v. Safety requirement followed vi. List of tools confirmed and fixed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Evaluate soft floor maintenance work	i. Method of condition checked such as; <ul style="list-style-type: none"> • Visual • Gloss Reader ii. Types of disposition such as: <ul style="list-style-type: none"> • Sand • Dust • Dirt iii. Justification of rectifying works iv. Format of Recording v. Submission Procedure	i. Check soft floor maintenance condition for compliance ii. Verify soft floor maintenance work iii. Rectify sub-standard works until standards are achieved iv. Prepare and submit soft floor maintenance report	<u>Attitude</u> <ol style="list-style-type: none"> i. Responsible when Check soft floor maintenance condition for compliance ii. Rational when Verified soft floor maintenance work iii. Compliance and diligent when Rectify sub-standard works until standards are achieved iv. Patient when Prepare soft floor maintenance report 	<u>Related Knowledge</u> 7 <u>Related Skills</u> 16	<u>Related Knowledge</u> Lecture, E-learning, <u>Related Skills</u> Project, Role play, Observation	<ol style="list-style-type: none"> i. Method of condition checking confirmed ii. Soft floor maintenance condition for compliance examined and assessed iii. Types of disposition confirmed iv. Justification of rectifying works recognized and confirmed v. Format of recording determined and confirmed vi. Soft floor maintenance report generated vii. Submission procedure followed and confirmed viii. Soft floor maintenance

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
						report sent

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application to process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.09 Manage and improve performance of individuals 03.10 Provide consultation and counselling 03.11 Monitor and evaluate performance of human resources 03.12 Provide coaching/ on-the job training 03.13 Develop and maintain team harmony and resolve conflicts 03.14 Facilitate and coordinate teams and ideas 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client/customer needs 03.17 Identify staff training needs and facilitate access to training 04.06 Allocate work 04.07 Negotiate acceptance and support for objectives and strategies 05.01 Implement project/work plans 05.02 Inspect and monitor work done and/or in progress 06.07 Develop and maintain networks	17. Communication skills 18. Conceptual skills 19. Interpersonal skills 20. Learning skills 21. Leadership skills 22. Multitasking and prioritizing 23. Self-discipline 24. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. PPE	1 : 1
2. Sample of store	1 : 25
3. Sample of stock card	1 : 25
4. Sample of work schedule	1 : 25
5. Sample of requisition form	1 : 25
6. Computer	1 : 2

REFERENCES

1. *Donna Smallin (December 1, 2005), 1st Edition Cleaning Plain & Simple: A ready reference guide with hundreds of sparkling solutions to your everyday cleaning challenges, ISBN-13: 978-1580176071*
2. *Un-Habitat (March 12, 2010), 1st Edition The Cleaning Encyclopedia, ISBN: 978-0440504818*
3. *Don Aslet (November 20, 1999), 1st Edition How to Start a Cleaning Service, by Entrepreneur Press, ISBN-13: 978-0139603785*

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	Tourism & Hospitality						
SUB SECTOR	Facilities Management						
JOB AREA	Cleaning Services						
NOSS TITLE	Hygiene Supervision						
COMPETENCY UNIT TITLE	Facilities Carpet Maintenance						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional carpet maintenance services in any facilities. It includes both periodical and project-based maintenance activities of carpets, using various specialised machineries, tools, equipment and chemicals. The outcome of this competency is to ensure that the look and appearance of carpet are maintained in good condition and all damages repaired or rectified in accordance with hard floor standards and guidelines.</p> <p>Upon completion of this competency unit, trainer will be able to:-</p> <ul style="list-style-type: none"> • Determine facilities carpet maintenance requirements • Prepare facilities carpet maintenance work area • Carry-out carpet maintenance chemical application • Monitor carpet maintenance machine • Evaluate Carpet maintenance work 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-3:2014-C04	LEVEL	Three (3)	TRAINING DURATION	150 Hours	SKILL CREDIT	15

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Check carpet maintenance condition for compliance	i. Organization policies and procedures: ii. Process iii. Source of SOP iv. Location v. Availability of Personal Grooming such as: <ul style="list-style-type: none"> Uniform Neat Hair/Disposition vi. Availability and condition of PPE such as: <ul style="list-style-type: none"> Face Mask Signage Rubber Boots vii. Content of briefing such as; <ul style="list-style-type: none"> Method of cleaning Location Duration/time Man power Tools and equipment viii. Type of carpet such as; <ul style="list-style-type: none"> Handmade Loop pile 	i. Identify organization policies and procedures ii. Identify grooming and personal protective equipment iii. Identify work schedule and workflow iv. Identify type of carpet v. Determine carpet maintenance equipment condition	<u>Attitude</u> i. Compliance, team work and self-reliance when identifying organization policies and procedures ii. Compliance, self-reliance and Identify grooming and personal protective equipment iii. Compliance, analytical and self-reliance when Identify work schedule and workflow iv. Self-reliance, diligent and Identify type of carpet v. Self-reliance, diligent and compliance when Determine carpet maintenance	<u>Related Knowledge</u> 7 <u>Related Skills</u> 16	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation	i. Organization policies and procedures defined ii. Personal grooming recognized and fixed iii. Types of PPE recognized and arranged iv. Content of work schedule confirmed and arranged v. Sequence of workflow confirmed vi. Type of carpet identified vii. Carpet maintenance equipment condition checked and confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Turf <p>ix. Sequence of workflow</p> <ul style="list-style-type: none"> • Daily - Vacuuming • Weekly – Spot cleaning • Half yearly – Shampoo • As and when require <p>x. Justification of tools and equipment condition such as</p> <ul style="list-style-type: none"> • Machine in good working • Clean • Wire and plug top in order • Periodic servicing 		<p>equipment condition</p> <p><u>Safety</u></p> <ul style="list-style-type: none"> i. Use PPE ii. Comply to safety standard 			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare facilities carpet maintenance work area	i. Workflow of cleaning such as <ul style="list-style-type: none"> Confirm and assemble to work area Ensure machine wires are in good condition ii. Divide cleaning area iii. Details of briefing session such as; <ul style="list-style-type: none"> Safety Location iv. Process of filling up solution chemical v. Dilution Justification such as; <ul style="list-style-type: none"> 1:1 1:5 	i. Check carpet areasfor? ii. Brief staff attending to specific area iii. Brief safety precaution to staff iv. Ensure right container v. Fill up cleaning solution in spray gunfor spot cleaning vi. Dilute chemical as per manufacturer's instruction	<u>Attitude</u> i. Diligent and compliance when Check carpet areas ii. Diligent and compliance when Brief staff attending to specific area iii. Diligent and compliance when Brief safety precaution to staff iv. Compliance and self-reliance when Identify container for cleaning solution v. Diligent and compliance when Fill up cleaning solution in small bottles	<u>Related Knowledge</u> 7 <u>Related Skills</u> 16	<u>elated Knowledge</u> Lecture, E-learning, One-on-one tutorial <u>Related Skills</u> Demonstration , Project, Role play, Observation	i. Workflow of carpet cleaning confirmed ii. Details of briefing session confirmed iii. Staff attending to specific area informed iv. Safety precaution to staff informed v. Process of filling up solution chemical confirmed and fixed vi. container for cleaning solution determined and selected vii. Cleaning solution filling up performed viii. Chemical as per manufacturer's instruction diluted and fixed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry-out carpet maintenance chemical application	i. Method of compliance such as: <ul style="list-style-type: none"> • Refer to MSDS/CSDS • Refer to SOP ii. Method of Checking such as; <ul style="list-style-type: none"> • Measuring Jug/Cup • Calculate total cleaning area iii. Location of Cleaning Chemical	i. Check compliance of chemical usage ii. Check quantity of chemical used iii. Put and stored at appropriate place iv. Ensure cleanliness	<u>Attitude</u> i. Patient and compliance when Check compliance of chemical usage ii. Responsible, honest and diligent when Check quantity of chemical used iii. Responsible, honest, diligent and compliance when putting and stored at appropriate place <u>Safety</u> i. Use PPE ii. Comply to safety standard	<u>Related Knowledge</u> 11 <u>Related Skills</u> 26	<u>Related Knowledge</u> Lecture, One-on-one tutorial, <u>Related Skills</u> Demonstration , Project, Scenario, Role play	i. MSDS compliance confirmed ii. compliance of chemical usage observed and confirmed iii. quantity of chemical used fixed and confirmed iv. Location of Cleaning Chemical confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Monitor carpet machine handling for maintenance	i. Types of Machines <ul style="list-style-type: none"> • Scrubbing Machine • Vacuum Machine • Scrubbing Pads ii. Inspection procedure such as; <ul style="list-style-type: none"> • Cleanliness • Functionality iii. Technique of wire checking such as: <ul style="list-style-type: none"> • Damaged • Loosed ends • Defective iv. Safety requirement v. List of Tools such as: <ul style="list-style-type: none"> • Broom • Mop • Dustpan 	i. Inspect carpet maintenance machine ii. Ensure machine wires are in good condition and not exposed iii. Attach all tools properly	<u>Attitude</u> <ul style="list-style-type: none"> i. Responsible, compliance and diligent when Inspect carpet maintenance machine ii. Responsible, compliance and diligent when Ensure machine wires are in good condition and not exposed iii. Responsible, compliance and diligent when Attach all tools properly <u>Safety</u> <ul style="list-style-type: none"> i. Use PPE ii. Comply to safety standard 	<u>Related Knowledge</u> 11 <u>Related Skills</u> 26	<u>Related Knowledge</u> Lecture, E-learning, <u>Related Skills</u> Project, Role play, Observation	i. Types of Machines determined and confirmed ii. Inspection procedure verified iii. Carpet maintenance machine checked and confirmed iv. Technique of wire checking determined v. Safety requirement followed vi. List of tools confirmed and fixed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Evaluate carpet maintenance work	i. Criteria of time factor involved such as; <ul style="list-style-type: none"> • Room size • Room temperature • Type of carpet ii. Method of condition checked such as; <ul style="list-style-type: none"> • Visual • Gloss Reader iii. Types of disposition such as: <ul style="list-style-type: none"> • Sand • Dust • Dirt iv. Justification of rectifying works v. Format of recording vi. Submission procedure	i. Determine carpet drying duration ii. Check carpet condition iii. Verify carpet maintenance work iv. Ensure compliance to standard v. Prepare and submit carpet maintenances report to superior	<u>Attitude</u> i. Responsible when Determine carpet drying duration ii. Rational when Check carpet condition iii. Compliance and diligent when Verify carpet maintenance work iv. Rational when Ensure compliance to standard v. Meticulous when Rectify sub-standard works vi. Patient when Prepare carpet maintenances report vii. Responsible when Submit carpet maintenances report	<u>Related Knowledge</u> 9 <u>Related Skills</u> 21	<u>Related Knowledge</u> Lecture, E-learning, <u>Related Skills</u> Project, Role play, Observation	i. Criteria of time factor involved confirmed and verified ii. Carpet drying duration defined and checked iii. Method of condition checking confirmed iv. Carpet maintenance condition for compliance examined and assessed v. Carpet maintenance work to ensure consistency in appearance measured and confirmed vi. Justification of rectifying works recognized and confirmed vii. Format of

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
						<ul style="list-style-type: none"> recording determined and confirmed viii. Carpet maintenances report generated ix. Submission procedure followed and confirmed x. Carpet maintenances report sent

Employability Skills

Core Abilities	Social Skills
01.07 Utilize database applications to locate and process information	25. Communication skills
01.08 Utilize spreadsheets applications to locate and process information	26. Conceptual skills
01.09 Utilize business graphic application to process information	27. Interpersonal skills
01.10 Apply a variety of mathematical techniques	28. Learning skills
01.11 Apply thinking skills and creativity	29. Leadership skills
02.09 Prepare flowcharts	30. Multitasking and prioritizing
02.10 Prepare reports and instructions	31. Self-discipline
02.11 Convey information and ideas to people	32. Teamwork
03.09 Manage and improve performance of individuals	
03.10 Provide consultation and counselling	
03.11 Monitor and evaluate performance of human resources	
03.12 Provide coaching/ on-the job training	
03.13 Develop and maintain team harmony and resolve conflicts	
03.14 Facilitate and coordinate teams and ideas	
03.15 Liaise to achieve identified outcomes	
03.16 Identify and assess client/customer needs	
03.17 Identify staff training needs and facilitate access to training	
04.06 Allocate work	
04.07 Negotiate acceptance and support for objectives and strategies	
05.01 Implement project/work plans	
05.02 Inspect and monitor work done and/or in progress	
06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. PPE	1 : 1
2. Sample of store	1 : 25
3. Sample of stock card	1 : 25
4. Sample of work schedule	1 : 25
5. Sample of requisition form	1 : 25
6. Computer	1 : 2

REFERENCES

1. *Donna Smallin (December 1, 2005), 1st Edition Cleaning Plain & Simple: A ready reference guide with hundreds of sparkling solutions to your everyday cleaning challenges, ISBN-13: 978-1580176071*
2. *Un-Habitat (March 12, 2010), 1st Edition The Cleaning Encyclopedia, ISBN: 978-0440504818*
3. *Don Aslet (November 20, 1999), 1st Edition How to Start a Cleaning Service, by Entrepreneur Press, ISBN-13: 978-0139603785*

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	Tourism & Hospitality						
SUB SECTOR	Facilities Management						
JOB AREA	Cleaning Services						
NOSS TITLE	Hygiene Supervision						
COMPETENCY UNIT TITLE	Hygiene Operation Quality Assurance						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to ensure that the quality of hygiene and cleaning operations meet the standard set by the company or the client. This includes the improvement of cleaning process and the upgrading of staff skills and abilities. The outcome of this competency is To ensure that all cleaning and maintenance activities and service provided by staff meet the quality standards set by the company or the clients.</p> <p>Upon completion of this competency unit, trainee will be able to:-</p> <ul style="list-style-type: none"> • Implement hygiene operation work schedule • Conduct hygiene operation quality assurance • Identify hygiene operation training needs 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-3:2014-C05	LEVEL	Three (3)	TRAINING DURATION	200 Hours	SKILL CREDIT	20

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
						assignment to crew briefed xi. Equipment tools and materials to respective groups allocated

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Conduct hygiene operation quality assurance	i. Sequence of Inspection ii. Objective of check list iii. Measurement of work performance iv. Technique of Inspection v. Process of recording vi. Principal of non-compliance; <ul style="list-style-type: none"> • Key Performance Indicators (KPI) vii. Details of non-compliance <ul style="list-style-type: none"> • Stains • Bad Smell • Not Dry viii. Process of rectification	i. Develop assignment checklists ii. Record assignment checklists iii. Inspect standard assignment iv. Record non-compliance to cleaning standard v. Rectify non-compliance to cleaning standard	<u>Attitude</u> i. Honest and diligent when Develop assignment checklists ii. Rational when Record assignment checklists iii. Meticulous when Inspect standard assignment iv. Diligent when Record non-compliance to cleaning standard v. Analytical when Rectify non-compliance to cleaning standard	<u>Related Knowledge</u> 15 <u>Related Skills</u> 35	<u>Related Knowledge</u> Lecture, Group discussion, Problem Based Learning (PBL), One-on-one tutorial <u>Related Skills</u> Demonstration, Project, Scenario Based Training (SBT), Role play	i. Sequence of inspection recognized and confirmed ii. Objective of check list confirmed iii. Assignment checklists generated iv. Measurement of work performance justified and confirmed v. Technique of inspection selected vi. Process of recording confirmed vii. Assignment checklists recorded viii. Standard assignment examined ix. Principal of non-compliance justified and

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
						measured x. Details of non-compliance confirmed xi. Non-compliance to cleaning standard record updated xii. Process of rectification confirmed xiii. non-compliance to cleaning standard corrected

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Courses xii. Record of staff grievance and complain xiii. Type of Equipment related to Task					x. Details and work flow of Training confirmed xi. Training programme proposed xii. Training programme schedule produced xiii. Training programme observed xiv. Process of performance review followed xv. Training effectiveness studied xvi. Process of grading followed xvii. Training effectiveness ranked xviii. Staff welfare recognized xix. Staff characteristic determined xx. staff issues

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
						confirmed xxi. List of staff training courses generated xxii. Record of staff grievance and complain checked xxiii. Type of Equipment related to Task identified

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02.10 Prepare reports and instructions	39. Self-discipline
02.11 Convey information and ideas to people	40. Teamwork
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03.17 Identify staff training needs and facilitate access to training	
04.06 Allocate work	
04.07 Negotiate acceptance and support for objectives and strategies	
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Training Hours Summary

SUMMARY OF TRAINING DURATION FOR HYGIENE SUPERVISION (LEVEL 3)						
NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
HT-070-3:2014:C01	Hygiene Operation Stock Inventory	1. Determine stock inventory information requirements	11	28	39	150
		2. Carry-out stock count	11	26	37	
		3. Perform purchase requisition	11	26	37	
		4. Carry-out stock receipt and issuance	11	26	37	
HT-070-3:2014:C02	Facilities Hard Floor Maintenance	1. Check hard floor maintenance condition for compliance	7	16	23	150
		2. Prepare facilities hard floor maintenance work area	9	20	29	
		3. Carry-out hard floor maintenance chemical application	13	29	42	
		4. Monitor hard floor machine handling	5	11	16	
		5. Evaluate hard floor maintenance work	11	29	40	

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
HT-070-3:2014:C03	Facilities Soft Floor Maintenance	1. Check soft floor maintenance condition for compliance	7	16	23	150
		2. Prepare facilities soft floor maintenance work area	9	21	30	
		3. Carry-out soft floor maintenance chemical application	11	26	37	
		4. Monitor soft floor maintenance machine handling	11	26	37	
		5. Evaluate soft floor maintenance work	7	16	23	

HT-070-3:2014:C04	Facilities Carpet Maintenance	1. Check carpet maintenance condition for compliance	7	16	23	150
		2. Prepare facilities carpet maintenance work area	7	16	23	
		3. Carry-out carpet maintenance chemical application	11	26	37	
		4. Monitor carpet machine handling for maintenance	11	26	37	
		5. Evaluate carpet maintenance work	9	21	30	

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
HT-070-3:2014:C05	Hygiene Operation Quality Assurance	1. Implement hygiene operation work schedule	25	55	80	200
		2. Conduct hygiene operation quality assurance	20	50	70	
		3. Identify hygiene operation training needs	15	35	50	