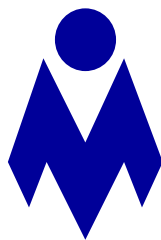




STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

**HYGIENE OPERATION
LEVEL 2**



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 OPERATION LEVEL 2

1. INTRODUCTION

Hygiene 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, many 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 operation in-house, most will outsource cleaning and hygiene operation to independent cleaning companies. As a result, there are inconsistent performances due to absence of standards.

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 operation 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 operation/ 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 operation, 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 operation

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:

- Able to read and write.
- Interest in the Hygiene Operation

2 OCCUPATIONAL STRUCTURE

The Hygiene operation (Level 2) is usually called the Hygiene Operation Crew or Hygiene Operation Personnel.

Based on the development findings, it was decided that the entry level for Hygiene Operation personnel career is at Level 2. 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 Operation (Level 2) 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 Operation (Level 2) 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. Since both the Hygiene Crew and Hygiene Crew Leader share the same competencies, both these job titles are shrunk into one job area – which is Hygiene operation (Level 2)

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 Crew at Level 2 and Hygiene Crew Leader 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 Operation Assurance	Landscaping Operation
LEVEL 2	Maintenance Operation	Hygiene Operation	Landscaping Operation
LEVEL 1	Maintenance Operation	Embedded in Level 2	Landscaping Operation

Figure 2: The Occupational Area Structure for Hygiene operation (Level 2) 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 CERTIFICATE

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 operation (Level 2)

5 OCCUPATIONAL COMPETENCIES

5.1 Core Competencies

Hygiene Operation at (Level 2) personnel are competent in performing the following core competencies:-

- Facilities Washroom Cleaning
- Facilities Floor Cleaning
- Facilities Door and Window Glass Cleaning
- Facilities Ceiling and Ceiling Fixtures Cleaning
- Facilities Wall and Wall Fitting Cleaning
- Facilities Fitting Fixtures and Furniture's Cleaning
- Facilities Domestic Waste Removal

5.2 Electives Competencies

Optionally, the Hygiene Operation at (Level 2) personnel are competent in performing the following elective competencies:-

- Facilities Plants Care
- Facilities Curtain and Blind Cleaning
- Facilities Water Features Cleaning

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 may work individually or in a modular group in a conducive and ventilated environment.

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) - <http://www.myfnbworld.com/en/directory>
- 9.1.2 Malaysian Association of Cleaning Contractors - <http://www.macc.org.my/>
- 9.1.3 The Association of Southeast Asian Nations ASEAN “Common ASEAN Tourism Curriculum (CATC)” - <http://www.asean.org/communities/asean-economic-community/category/other-documents-11>

9.2 International

- 9.2.1 Technical Education and Skills Development Authority (TESDA) - <http://www.tesda.gov.ph/>
- 9.2.2 Training.gov.au (TGA) - Vocational Education and Training in Australia - <https://training.gov.au/>

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.

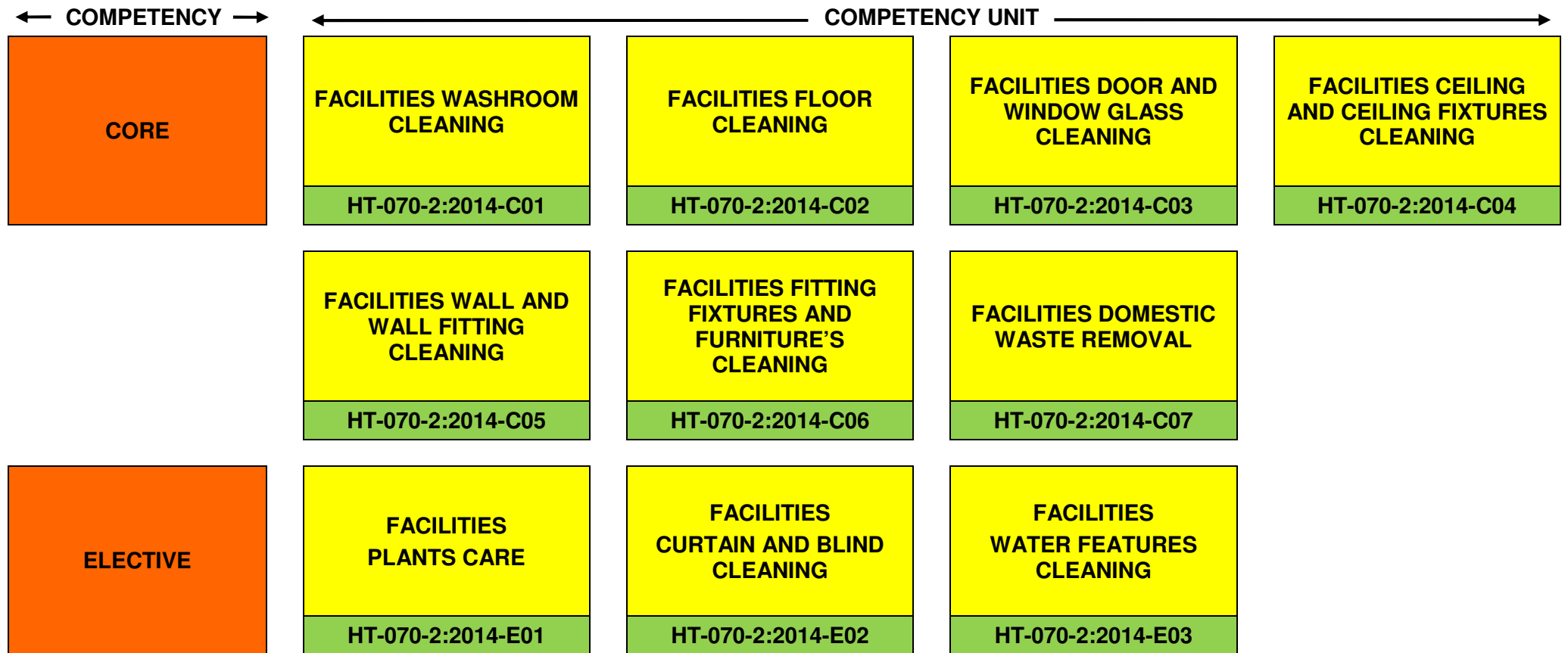
11. NOSS DEVELOPMENT COMMITTEE MEMBERS

COMMITTEE MEMBERS FOR HYGIENE OPERATION (LEVEL 2)		
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 Sdn. Bhd.
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	Manager Housekeeper Pavillion, Kuala Lumpur
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 OPERATION		
JOB LEVEL	TWO (2)	JOB AREA CODE	HT-070-2:2014



COMPETENCY PROFILE (CP)

SECTOR	TOURISM & HOSPITALITY
SUB SECTOR	FACILITIES MANAGEMENT
JOB AREA	CLEANING SERVICES
NOSS TITLE	HYGIENE OPERATION
JOB LEVEL	TWO (2)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Facilities Washroom Cleaning	HT-070-2:2014-C01	<p>This CU describes the competency required to provide professional cleaning of public washrooms in various facilities. It includes both routine and specialised cleaning of washrooms.</p> <p>The person who is competent in this CU shall be able to determine facilities washroom cleaning requirements, prepare washroom cleaning, remove general waste, carry-out fixtures and fitting cleaning, perform washroom floor wash, carry-out washroom consumables refill and finalize facilities washroom activities.</p> <p>The outcome of this competency is to ensure that all dirt, marks and stains in public washrooms of</p>	<p>1 Determine facilities washroom cleaning requirements</p> <p>2 Prepare washroom cleaning tools and equipment</p>	<p>1.1 Organization policies and procedures for washroom cleaning determined compliance with OSHA requirements.</p> <p>1.2 Grooming and personal protective equipment for washroom cleaning identified in accordance with organization policy and procedure.</p> <p>1.3 Work schedule and workflow for washroom cleaning determined based on briefing session.</p> <p>2.1 Cleaning chemicals and equipment required for facilities washroom cleaning selected and prepared for use.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>tourism facilities are routinely, efficiently and effectively removed in a professional manner in accordance with washroom cleaning standards and guidelines.</p>	<p>3 Remove general waste</p> <p>4 Carry-out fixtures and fitting cleaning</p>	<p>2.2 Supplies for facilities washroom cleaning trolleys accurately identified in sufficient quantities based on work schedule.</p> <p>2.3 Facilities washroom cleaning trolleys safely loaded with adequate supplies in accordance with organization procedures.</p> <p>2.4 Safety sign placed in accordance with safety procedures.</p> <p>3.1 Debris and litters from floor picked up and placed into waste plastic bag using cleaning tools in accordance with cleaning guideline.</p> <p>3.2 Waste plastic bags tied-up and removed to designated area.</p> <p>3.3 Waste container wiped and relined with suitable new plastic.</p> <p>4.1 Toilet bowl flushed based on cleaning guideline.</p> <p>4.2 Level of water inside toilet bowl pushed using cleaning tools based on cleaning guideline.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5 Perform washroom floor wash	4.3 Toilet bowl brushed from under rim to inside cavity using cleaning tools based on cleaning guideline. 4.4 Toilet bowl flushed again based on cleaning guideline. 4.5 Toilet bowl surfaces cleaning solution applied using cleaning tools based on cleaning guideline. 5.1 Water poured on washroom floor based on cleaning guideline. 5.2 Cleaning chemical applied using cleaning tools according to manufacturer's specifications. 5.3 Washroom floor brushed using cleaning tools based on cleaning guideline. 5.4 Clean water rinsed into floor based on cleaning guideline. 5.5 Water on the floor squeegeed using cleaning tools based on cleaning guideline. 5.6 Wet floor moped using cleaning tools based on cleaning guideline. 5.7 Washroom floor cleaning ensured.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6 Carry-out washroom consumables refill</p> <p>7 Perform closing facility general work activity</p>	<p>6.1 Soap dispenser filled up using cleaning tools based on cleaning guideline.</p> <p>6.2 Washroom hand towel replaced based on cleaning guideline.</p> <p>6.3 Washroom air freshener refilled using cleaning tools based on cleaning guideline.</p> <p>7.1 Rubbish disposed in accordance with hygiene and environmental guidelines.</p> <p>7.2 Trolleys and equipment cleaned and stored after use in accordance with safety and company procedures.</p> <p>7.3 Supplies and items checked and replenished or re-ordered in accordance with company procedures.</p> <p>7.4 Facilities washroom cleaning and faulty items recorded and notified to superior in the required format.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Facilities floor cleaning	HT-070-2:2014-C02	<p>This CU describes the competency required to provide professional cleaning for various soft and hard floors in any facilities. It includes both routine and specialised cleaning of floors, using various machineries, tools, equipment and chemicals.</p> <p>The person who is competent in this CU shall be able to determine facilities floor cleaning requirements, prepare floor cleaning, perform mop activities, perform drying floor activities and finalize floor cleaning activities.</p> <p>The outcome of this competency is to ensure that all dirt, marks and stains on both hard and soft floors of tourism facilities are routinely, efficiently and effectively removed and polished in a professional manner in accordance with floor cleaning standards and guidelines.</p>	<p>1 Determine facilities floor cleaning requirements</p> <p>2 Prepare floor cleaning</p>	<p>1.1 Organization policies and procedures for floor cleaning determined compliance with OSHA requirements.</p> <p>1.2 Grooming and personal protective equipment for floor cleaning identified in accordance with organization policy and procedure.</p> <p>1.3 Work schedule and workflow for floor cleaning determined based on briefing session</p> <p>2.1 Cleaning chemicals and equipment required for facilities floor cleaning selected and prepared for use</p> <p>2.2 Facilities floor cleaning trolleys checked in accordance with organization procedures.</p> <p>2.3 Safety sign placed in accordance with safety procedures.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3 Perform mop activities	3.1 Dust mop selected based on cleaning guideline. 3.2 Dust mop number "8" techniques applied based on cleaning guideline. 3.3 Debris collected using cleaning tools based on cleaning guideline. 3.4 Dust mop cleaned using cleaning tools based on cleaning guideline. 3.5 Wet mop selected based on cleaning guideline 3.6 Wet mop no "8" techniques applied based on cleaning guideline. 3.7 Wet mop cleaned using cleaning tools based on cleaning guideline 3.8 Cleanliness ensured
			4 Perform drying floor activities	4.1 Dry mop selected based on cleaning guideline. 4.2 Dry mop number "8" techniques applied based on cleaning guideline. 4.3 Dry mop cleaned using cleaning tools based on cleaning guideline. 4.4 Cleanliness of floors checked by visual inspection.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5 Finalize floor cleaning activities	5.1 Rubbish disposed in accordance with hygiene and environmental guidelines. 5.2 Trolleys and equipment cleaned and stored after use in accordance with safety and company procedures. 5.3 Facilities floor cleaning records and notifications completed in the required format

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Facilities door and window glass cleaning	HT-070-2:2014-C03	<p>This CU describes the competency required to provide professional cleaning for various types of doors and windows in any facilities. It includes both routine and specialised cleaning of glass and wooden doors and windows.</p> <p>The person who is competent in this CU shall be able to determine facilities door and window glass cleaning requirements, prepare door and window glass cleaning, carry-out facilities glass cleaning, carry-out wipe dry activities and finalize door and window glass cleaning activities.</p> <p>The outcome of this competency is to ensure that all dirt, marks and stains on windows and doors of tourism facilities are routinely, efficiently and effectively removed and shined in a professional manner in accordance with doors and windows cleaning standards and guidelines.</p>	<ol style="list-style-type: none"> 1. Determine facilities door and window glass cleaning requirements 2. Prepare door and window glass cleaning tools and equipment 	<ol style="list-style-type: none"> 1.1 Organization policies and procedures for door and window glass cleaning determined compliance with OSHA requirements. 1.2 Grooming and personal protective equipment for door and window glass cleaning identified in accordance with organization policy and procedure. 1.3 Work schedule and workflow for door and window glass cleaning determined based on briefing session. 2.1 Cleaning chemicals and equipment required for facilities door and window glass cleaning selected and prepared for use. 2.2 Facilities door and window glass cleaning trolleys safely loaded with adequate supplies in accordance with organization procedures. 2.3 Facilities door and window glass cleaning sign placed in accordance with safety procedures.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Carry-out facilities glass cleaning	3.1 Dry cloth placed at glass panel at the bottom of glass panel based on cleaning guideline. 3.2 Glass panel divided by portions based on size of glass panel. 3.3 Glass cleaner sprayed at glass frame using cleaning tools in accordance with manufacturers manual. 3.4 Cleaning chemical applied at glass panel in accordance with procedures. 3.5 Glass panel scrubbed gently using cleaning tools bases on cleaning guideline. 3.6 Glass panel with squeegee cleaned using cleaning tools based on cleaning guideline. 3.7 Glass frame with dry cloth cleaned. 3.8 Extension pole used for high area based on cleaning guideline.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Carry-out wipe dry activities</p> <p>5. Finalize door and window glass cleaning activities</p>	<p>4.1 Glass panel squeegeed using cleaning tools based on cleaning guideline.</p> <p>4.2 Dry cloth used to dry glass panel based on cleaning guideline.</p> <p>4.3 Extension pole used for high area based on cleaning guideline.</p> <p>4.4 Cleanliness and dryness of surrounding checked to ensure no watermarks and stains.</p> <p>5.1 Rubbish disposed in accordance with hygiene and environmental guidelines.</p> <p>5.2 Trolleys and equipment cleaned and stored after use in accordance with safety and company procedures.</p> <p>5.3 Facilities door and window glass cleaning records and notifications completed in the required format.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Facilities ceiling and ceiling fixtures cleaning	HT-070-2:2014-C04	<p>This CU describes the competency required to provide professional cleaning for low and high ceilings, including all fittings attached to any ceiling of any facilities. It includes both routine and specialised cleaning of ceiling and ceiling fittings.</p> <p>The person who is competent in this CU shall be able to determine facilities ceiling and ceiling fixtures cleaning requirements, prepare ceiling and ceiling fixtures cleaning, carry-out facilities ceiling dust and cobweb clearing, carry-out facilities ceiling fitting cleaning, finalize ceiling and ceiling fixtures cleaning activities.</p> <p>The outcome of this competency is to ensure that all cobwebs, dirt, marks and stains on low and high ceiling of tourism facilities are routinely, safely, efficiently and effectively removed and cleaned in a professional manner in accordance with ceiling cleaning and safety standards and guidelines.</p>	<ol style="list-style-type: none"> 1. Determine facilities ceiling and ceiling fixtures cleaning requirements 2. Prepare ceiling and ceiling fixtures cleaning 	<ol style="list-style-type: none"> 1.1 Organization policies and procedures for ceiling and ceiling fixtures cleaning determined compliance with OSHA requirement. 1.2 Grooming and personal protective equipment for ceiling and ceiling fixtures cleaning identified in accordance with organization policy and procedure. 1.3 Work schedule and workflow for ceiling and ceiling fixtures cleaning determined based on briefing session 2.1 Cleaning chemicals and equipment required for ceiling and ceiling fixtures cleaning selected and prepared for use. 2.2 Ceiling and ceiling fixtures cleaning trolleys safely loaded with adequate supplies in accordance with organization procedures. 2.3 Safety sign placed in accordance with safety procedures.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Carry-out facilities ceiling dust and cobweb clearing</p> <p>4. Carry-out facilities ceiling fitting cleaning</p>	<p>3.1 Plastic sheet placed on the area based on cleaning guideline.</p> <p>3.2 Minimum Personnel Protective Equipment used in compliance to safety requirement.</p> <p>3.3 Dust and cobweb clearing tools fixed to duster frame based on type of equipment.</p> <p>4.1 Specific particular electrical item switched off compliance to electrical safety requirement.</p> <p>4.2 Ceiling fitting wiped using cleaning tools based on cleaning guideline.</p> <p>4.3 Stain removed.</p> <p>4.4 Cleanliness and dryness of surrounding checked to ensure no watermarks and stains.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Finalize ceiling and ceiling fixtures cleaning activities	5.1 Rubbish disposed in accordance with hygiene and environmental guidelines. 5.2 Trolleys and equipment cleaned and stored after use in accordance with safety and company procedures. 5.3 Ceiling and ceiling fixtures cleaning records and notifications completed in the required format.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Facilities wall and wall fitting cleaning	HT-070-2:2014-C05	<p>This CU describes the competency required to provide professional cleaning for various walls and wall fittings of any facilities. It includes both routine and specialised cleaning of wall and wall fittings.</p> <p>The person who is competent in this CU shall be able to determine facilities wall and wall fitting cleaning requirements, prepare wall and wall fitting cleaning, clean facilities wall fittings, clean facilities wall and finalize facilities wall and wall fitting cleaning activities.</p> <p>The outcome of this competency is to ensure that all cobwebs, dirt, marks and stains on wall and wall fittings of tourism facilities are routinely, efficiently and effectively removed and cleaned in a professional manner in accordance with wall cleaning and safety standards and guidelines.</p>	<p>1. Determine facilities wall and wall fitting cleaning requirements</p> <p>2. Prepare wall and wall fitting cleaning</p>	<p>1.1 Organization policies and procedures for wall and wall fitting cleaning determined compliance with OSHA requirements.</p> <p>1.2 Grooming and personal protective equipment for wall and wall fitting cleaning identified in accordance with organization policy and procedure.</p> <p>1.3 Work schedule and workflow for wall and wall fitting cleaning determined based on briefing session.</p> <p>2.1 Cleaning chemicals and equipment required for facilities wall and wall fitting cleaning selected and prepared for use.</p> <p>2.2 Wall and wall fitting cleaning trolleys safely loaded with adequate supplies in accordance with organization procedures.</p> <p>2.3 Safety signs placed in accordance with safety procedures.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Perform facilities wall fittings cleaning</p> <p>4. Perform facilities wall cleaning</p> <p>5. Finalize facilities wall and wall fitting cleaning activities</p>	<p>3.1 Specific particular Electrical item switched off in compliance to safety requirement.</p> <p>3.2 Unnecessary sticker or any other object on the wall and fitting removed using cleaning tools based on cleaning guideline.</p> <p>3.3 Cleaning solution applied on wet cloth using cleaning tools based on cleaning guideline.</p> <p>4.1 Unnecessary sticker or any other object removed.</p> <p>4.2 Wall and wall fitting wiped using cleaning solutions based on cleaning guideline</p> <p>4.3 Wall and wall fitting wiped dried using dry cloth based on cleaning guideline.</p> <p>4.4 Cleanliness and dryness of wall checked to ensure no watermarks and stains.</p> <p>5.1 Rubbish disposed in accordance with hygiene and environmental guidelines.</p> <p>5.2 Trolleys and equipment cleaned and stored after use in accordance with safety and company procedures.</p> <p>5.3 Facilities wall and wall fitting cleaning records and notifications completed in the required format.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Facilities fitting fixtures and furniture's cleaning	HT-070-2:2014-C06	<p>This CU describes the competency required to provide professional cleaning of furniture's and various fittings in any facilities. It includes both routine and specialised cleaning of various types of furniture and fittings either fabric, wood, leather or metal.</p> <p>The person who is competent in this CU shall be able to determine facilities fitting fixtures and furniture's cleaning requirements, prepare facilities fitting fixtures and furniture's cleaning tools and equipment, carry-out chemical application, carry-out wiping activities and finalize fitting fixtures and furniture's cleaning activities.</p> <p>The outcome of this competency is to ensure that all dirt, marks and stains on fabric, leather, wood or metal furniture and fittings in tourism facilities are routinely, efficiently and effectively removed and polished in a professional manner in accordance with furniture and fittings cleaning standards and guidelines.</p>	<ol style="list-style-type: none"> 1. Determine facilities fitting fixtures and furniture's cleaning requirements 2. Carry-out chemical application 	<ol style="list-style-type: none"> 1.1 Organization policies and procedures for fitting fixtures and furniture's cleaning determined compliance with OSHA requirements. 1.2 Grooming and personal protective equipment for fitting fixtures and furniture's cleaning identified in accordance with organization policy and procedure. 1.3 Work schedule and workflow for fitting fixtures and furniture's cleaning determined based on briefing session. 2.1 Cleaning chemicals and equipment required for fitting fixtures and furniture's cleaning selected and prepared for use. 2.2 Fitting fixtures and furniture's cleaning trolleys safely loaded with adequate supplies in accordance with organization procedures. 2.3 Safety signs placed in accordance with safety procedures. 2.4 Suitable chemical selected based on type of furniture and fitting.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Carry-out wiping activities</p> <p>4. Finalize fitting fixtures and furniture's cleaning activities</p>	<p>2.5 Correct amount of chemical sprayed on dry cloth based on manufacturer's instructions</p> <p>2.6 Chemical solution tested on inconspicuous spot on the furniture.</p> <p>3.1 Dirt and dust removed from furniture using appropriate tools.</p> <p>3.2 Furniture and fixture wiped using cloth containing cleaning chemical.</p> <p>3.3 Furniture and fixture wiped dry using dry cloth.</p> <p>4.1 Cleanliness of fitting fixtures and furniture's checked in accordance with hygiene and environmental guidelines.</p> <p>4.2 Trolleys and equipment cleaned and stored after use in accordance with safety and company procedures.</p> <p>4.3 Facilities fitting fixtures and furniture's cleaning records and notifications completed in the required format.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7. Facilities domestic waste removal	HT-070-2:2014-C07	<p>This CU describes the competency required to handle various domestic waste removal from any to designated domestic waste disposal areas. This includes various transfer stations within the tourism facilities</p> <p>The person who is competent in this CU shall be able to determine domestic waste removal requirements, segregate waste in sub-store, carry-out waste final disposal and finalize waste disposal activities.</p> <p>The outcome of this competency is to ensure that all domestic waste generated during the cleaning process are safely and efficiently disposed in accordance with safety and environmental requirements and guidelines.</p>	<p>1. Determine domestic waste removal requirements</p> <p>2. Segregate waste in sub-store</p>	<p>1.1 Organization policies and procedures for domestic waste removal determined and obtained compliance with OSHA requirements.</p> <p>1.2 Types of domestic waste removal determined in accordance with organization policy and procedure.</p> <p>1.3 Workflow for domestic waste removal determined according to organization procedure.</p> <p>1.4 Sub-store areas determined for temporary storage of waste.</p> <p>2.1 Waste bags containing papers and cardboard grouped based on cleaning guideline.</p> <p>2.2 Waste bags containing plastic and plastic container grouped based on cleaning guideline.</p> <p>2.3 Waste bags containing glass and cans grouped based on cleaning guideline.</p> <p>2.4 Waste loaded into wheel-bin using appropriate tools based on cleaning guideline.</p> <p>2.5 Waste transferred from sub-store using wheel-bin to designated waste disposal area.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Finalize waste disposal activities	3.1 Wheel-bin, if available washed using appropriate tools and equipment based on cleaning guideline. 3.2 Wheel-bin, if available wiped using appropriate tools based on cleaning guideline. 3.3 Wheel-bin, if available returned into sub-store using appropriate route according to organization SOP. 3.4 Equipment cleaned

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
8. Facilities plants care	HT-070-2:2014-E01	<p>This CU describes the competency required to provide care for indoor and outdoor plants within the facilities. This includes cleaning, watering and fertilizing of various big and small plants.</p> <p>The person who is competent in this CU shall be able to determine facilities plants care requirements, prepare plants care tools and equipment, perform plants care cleaning activities, and finalize facilities plants care activities.</p> <p>The outcome of this competency is to ensure that all indoor and outdoor plants look clean, fresh and green in accordance with plant care guidelines and standards.</p>	<ol style="list-style-type: none"> 1. Determine facilities plants care requirements 2. Prepare plants care tools and equipment 	<ol style="list-style-type: none"> 1.1 Organization policies and procedures for care of plants requirements determined compliance with OSHA requirements. 1.2 Grooming and personal protective equipment for care of plants requirements identified in accordance with organization policy and procedure. 1.3 Work schedule and workflow for plants care requirements determined based on briefing session 2.1 Cleaning chemicals and equipment required for care of plants selected and prepared for use. 2.2 Plants care cleaning trolleys safely loaded with adequate supplies in accordance with organization procedures. 2.3 Safety signs placed in accordance with safety procedures.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Perform plants care cleaning activities</p> <p>4. Finalize facilities plants care activities</p>	<p>3.1 Rubbish surrounding plant cleared using cleaning tools based on cleaning guideline.</p> <p>3.2 Clean cloth wetted with plain water based on cleaning guideline.</p> <p>3.3 Plants wiped using wet cloth based on cleaning guideline.</p> <p>3.4 Self-check</p> <p>4.1 Equipment for plants care cleaned in accordance with hygiene and environmental guidelines.</p> <p>4.2 Trolleys and equipment cleaned and stored after use in accordance with safety and company procedures.</p> <p>4.3 Plants care records and notifications completed in the required format</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
9. Facilities curtain and blind cleaning	HT-070-2:2014-E02	<p>This CU describes the competency required to provide professional cleaning of curtain and blinds in any facilities. It includes both routine and specialised cleaning of various types of curtains and blinds.</p> <p>The person who is competent in this CU shall be able to determine facilities curtain and blind cleaning requirements, prepare curtain and blind cleaning, perform dust and cobweb clearing and finalize facilities curtain and blind cleaning activities.</p> <p>The outcome of this competency is to ensure that all cobwebs, dirt, marks and stains on curtains and blinds in tourism facilities are routinely, efficiently and effectively removed in a professional manner in accordance with curtain and blinds cleaning standards and guidelines.</p>	<p>1. Determine facilities curtain and blind cleaning requirements</p> <p>2. Prepare curtain and blind cleaning</p>	<p>1.1 Organization policies and procedures for curtain and blind cleaning requirements determined compliance with OSHA requirements.</p> <p>1.2 Grooming and personal protective equipment for curtain and blind cleaning requirements identified in accordance with organization policy and procedure.</p> <p>1.3 Work schedule and workflow for curtain and blind cleaning requirements determined based on briefing session</p> <p>2.1 Cleaning chemicals and equipment required for facilities curtain and blind cleaning selected and prepared for use.</p> <p>2.2 Curtain and blinds cleaning trolleys safely loaded with adequate supplies in accordance with organization procedures.</p> <p>2.3 Safety signs placed in accordance with safety procedures.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Perform dust and cobweb clearing</p> <p>4. Finalize facilities curtain and blind cleaning activities</p>	<p>3.1 Curtain and blinds vacuumed using vacuum cleaner based on cleaning guideline.</p> <p>3.2 Dust and cobweb removed using wet cloth based on cleaning guideline.</p> <p>3.3 Clean cloth wetted with plain water based on cleaning guideline.</p> <p>3.4 Curtain and blinds wiped using cleaning tools based on cleaning guideline.</p> <p>4.1 Cleanliness of curtain and blind checked in accordance with hygiene and environmental guidelines.</p> <p>4.2 Trolleys and equipment cleaned and stored after use in accordance with safety and company procedures.</p> <p>4.3 Facilities curtain and blind cleaning records and notifications completed in the required format.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
10. Facilities water features cleaning	HT-070-2:2014-E03	<p>This CU describes the competency required to provide professional cleaning of water features in any facilities. It includes both routine and specialised cleaning of various types of water features including ponds, pools or fountains.</p> <p>The person who is competent in this CU shall be able to determine facilities water features cleaning requirements, prepare facilities water features cleaning, perform water features cleaning and finalize facilities water features cleaning activities</p> <p>The outcome of this competency is to ensure that dirt and impurities in and on water features are removed in a safety, environmentally-friendly and efficient manner in accordance with water feature cleaning guidelines</p>	<ol style="list-style-type: none"> 1. Determine facilities water features cleaning requirements 2. Prepare facilities water features cleaning 	<ol style="list-style-type: none"> 1.1 Organization policies and procedures for water features cleaning requirements determined compliance with OSHA requirements. 1.2 Grooming and personal protective equipment for water features cleaning requirements identified in accordance with organization policy and procedure. 1.3 Work schedule and workflow for water features cleaning requirements determined based on briefing session 2.1 Cleaning chemicals and equipment required for facilities water features cleaning selected and prepared for use. 2.2 Water features cleaning trolleys safely loaded with adequate supplies in accordance with organization procedures. 2.3 Safety signs placed in accordance with safety procedures.

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	Tourism & Hospitality						
SUB SECTOR	Facilities Management						
JOB AREA	Cleaning Services						
NOSS TITLE	Hygiene Operation						
COMPETENCY UNIT TITLE	Facilities Washroom Cleaning						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional cleaning of public washrooms in various facilities. It includes both routine and specialised cleaning of washrooms. The outcome of this competency is to ensure that all dirt, marks and stains in public washrooms of tourism facilities are routinely, efficiently and effectively removed in a professional manner in accordance with washroom cleaning 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 washroom cleaning requirements • Prepare washroom cleaning • Remove general waste • Carry-out fixtures and fitting cleaning • Perform washroom floor wash • Carry-out washroom consumables refill • Finalize facilities washroom activities 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-2:2014-C01	LEVEL	Two (2)	TRAINING DURATION	150 Hours	SKILL CREDIT	15

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Determine facilities washroom cleaning requirements	i. Organization policies and procedures: <ul style="list-style-type: none"> • Process • Source • location ii. Personal grooming such as; <ul style="list-style-type: none"> • Uniform • Short nail • Neat hair iii. Types of PPE such as; <ul style="list-style-type: none"> • Gloves • Face mask • Safety boot iv. Content of work schedule such as; <ul style="list-style-type: none"> • Location • Duration/time • Task v. Sequence of workflow such as; <ul style="list-style-type: none"> • Task activity 	i. Determine organization policies and procedures ii. Identify grooming and personal protective equipment iii. Determine work schedule and workflow	<u>Attitude</u> i. Punctual when determining organization policies and procedures ii. Neat and tidy when identifying grooming and personal protective equipment iii. Respectful when determining work schedule and workflow	<u>Related Knowledge</u> 7 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration, Role play, Observation,	i. Organization policies and procedures defined ii. Personal grooming recognized iii. Types of PPE recognized iv. Content of work schedule confirmed v. Sequence of workflow confirmed
2. Prepare washroom	i. Types of cleaning chemical such as;	i. Select cleaning chemicals and	<u>Attitude</u> i. Honest when	<u>Related Knowledge</u>	<u>Related Knowledge</u>	i. Types of cleaning chemical

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
cleaning tools and equipment	<ul style="list-style-type: none"> • Multi-purpose • Toilet bowl cleaner • Glass cleaner ii. Types of cleaning equipment such as; <ul style="list-style-type: none"> • Toilet brush • Mop • Wiping cloths iii. Location of cleaning chemical and equipment iv. Cleaning chemical preparation such as; <ul style="list-style-type: none"> • Dilution/ratio • Colour labelling v. Equipment preparation such as; <ul style="list-style-type: none"> • Spray gun bottles • Bucket • Squeegee vi. Types of	equipment require ii. Prepare cleaning chemicals and equipment require iii. Identify consumables iv. Check facilities washroom cleaning v. Place safety sign	selecting cleaning chemicals and equipment require ii. Team work when preparing cleaning chemicals and equipment require iii. Diligent when identifying consumables iv. Rational when checking facilities washroom cleaning v. Meticulous when placing safety sign <u>Safety</u> i. Use PPE ii. Comply to safety standard	7 <u>Related Skills</u> 14	Lecture, E-learning, One-on-one tutorial, <u>Related Skills</u> Demonstration, Role play, Observation,	confirmed ii. Types of cleaning equipment confirmed iii. Location of cleaning chemical and equipment confirmed iv. Cleaning chemical preparation fixed v. Equipment preparation recognized vi. Types of cleaning consumables recognized vii. Par-level of consumable items checked viii. Types of signage identified

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	consumables such as; <ul style="list-style-type: none"> • Toilet roll • Hand towel • Hand soap vii. Par-level of consumable items viii. Types of signage such as; <ul style="list-style-type: none"> • Cleaning in progress • Wet floor • Caution 					
3. Remove general waste	i. Method of rubbish picking up such	i. Pick up rubbish and litters from	<u>Attitude</u> i. Diligent when	<u>Related Knowledge</u>	<u>Related Knowledge</u>	i. Method of rubbish picking up

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	as; <ul style="list-style-type: none"> • Tong • Dust pan ii. Types of debris such as; <ul style="list-style-type: none"> • Disposable waste • Recycle waste iii. Types of plastic bag such as; <ul style="list-style-type: none"> • Size • Colour iv. Technique of tying up such as; <ul style="list-style-type: none"> • Cable tie • Knot v. Location of disposal area	floor into waste plastic bag ii. Place debris and litters from floor into waste plastic bag iii. Tie-up waste plastic bags to designated area iv. Remove waste plastic bags to designated area v. Wipe waste container with disinfectant vi. Reline waste container with suitable new plastic	picking up rubbish and litters from floor into waste plastic bag ii. Patient when placing debris and litters from floor into waste plastic bag iii. Diligent when tie-up waste plastic bags to designated area iv. Diligent when removing waste plastic bags to designated area v. Meticulous when Wiping waste container with disinfectant vi. Compliance when Reline waste container with suitable new plastic <u>Safety</u> i. Comply to safety	5 <u>Related Skills</u> 11	Lecture, One-on-one tutorial, <u>Related Skills</u> Demonstration, Project, Scenario based training, Role play, Observation,	selected ii. Types of debris identified iii. Debris and litters from floor cleared into waste plastic bag iv. Technique of tying up confirmed v. Waste plastic bags to designated area cleared vi. Types of waste bin determined vii. Location of disposal confirmed viii. Technique of container wiping confirmed ix. Waste container cleaned x. Waste container with new plastic placed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			standard			
4. Carry-out fixtures and fitting washroom	i. Types of toilet bowl such as;	i. Flush toilet and urinal bowl ii. Push level of	<u>Attitude</u> i. Team work when Flush toilet and	<u>Related Knowledge</u> 9	<u>Related Knowledge</u> Lecture, Group	i. Types of toilet bowl confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
cleaning	<ul style="list-style-type: none"> • Sensor • Manual ii. Types of brush such as; <ul style="list-style-type: none"> • Round • U-shape • Scouring pad iii. Technique of brushing such as; <ul style="list-style-type: none"> • Top to bottom • Clockwise • Anti-clockwise iv. Technique of chemical application	water inside toilet bowl iii. Brush toilet bowl from under rim to inside cavity iv. Flush toilet bowl again v. Apply toilet bowl surfaces cleaning solution	urinal bowl ii. Meticulous when Push level of water inside toilet bowl iii. Diligent when Brush toilet bowl from under rim to inside cavity iv. Meticulous when Push level of water inside toilet bowl again v. Resourceful when Apply toilet bowl surfaces cleaning solution <u>Safety</u> i. Use PPE ii. Display safety sign	<u>Related Skills</u> 21	discussion <u>Related Skills</u> Demonstration, Project, Role play, Observation,	ii. Toilet bowl cleaned iii. Water inside toilet bowl pushed iv. Types of brush confirmed v. Technique of brushing recognized vi. Toilet bowl from under rim to inside cavity cleaned vii. Technique of chemical application confirmed viii. Toilet bowl surfaces cleaning solution used
5. Perform washroom floor wash	i. Technique of floor wetting such as; <ul style="list-style-type: none"> • Bucket 	i. Pour water on washroom floor ii. Apply cleaning	<u>Attitude</u> i. Diligent when Pour water on	<u>Related Knowledge</u> 9	<u>Related Knowledge</u> Lecture, Group	i. Technique of floor wetting confirmed ii. Washroom floor

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Hose ii. Cleaning chemical application such as; <ul style="list-style-type: none"> • Dilution/ratio • Colour labelling iii. Equipment application such as; <ul style="list-style-type: none"> • Spray gun bottles • Water pusher/squeegee iv. Long handle brush v. Technique of wall to wall brushing vi. Types of mop such as; <ul style="list-style-type: none"> • Micro fibre • Cotton 	chemical using cleaning tools iii. Brush washroom floor iv. Rinse clean water onto floor v. Squeegee water on the floor vi. Mop wet floor vii. Ensure washroom floor cleaning	washroom floor ii. Team work when Apply cleaning chemical using cleaning tools iii. Meticulous when Brush washroom floor iv. Meticulous when Rinse clean water onto floor v. Diligent when Squeegee water on the floor vi. Resourceful when Mop wet floor <u>Safety</u> i. Use PPE ii. Comply to safety standard iii. Display safety signage <u>Environmental</u> i. Save water	<u>Related Skills</u> 21	discussion, E-learning, <u>Related Skills</u> Demonstration, Role play, Observation,	pouring performed iii. Cleaning chemical application performed iv. Chemical equipment application selected v. Washroom floor brushed vi. Clean water onto floor applied vii. Water on the floor wiped viii. Types of mop identified ix. Technique of wall to wall brushing performed x. Washroom floor dried
6. Carry-out washroom consumables refill	i. Types of soap dispensers such as;	i. Top up soap dispenser ii. Replace	<u>Attitude</u> i. Diligent when ii. Team work when	<u>Related Knowledge</u> 5	<u>Related Knowledge</u> Lecture, One-	i. Types of soap dispensers determined

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Automated • Push ii. Technique of topping up such as; <ul style="list-style-type: none"> • Minimum level • Exchange base iii. Types of hand towel dispensers such as; <ul style="list-style-type: none"> • C-fold • Jumbo roll iv. Justification of hand towel replacement v. Types of air freshener such as; <ul style="list-style-type: none"> • Automated • Manual vi. Justification of replacement	washroom hand towel iii. Refill washroom air freshener	iii. Meticulous when <u>Safety</u> i. Use PPE ii. Comply to safety standard <u>Environmental</u> i. 3R method	<u>Related Skills</u> 11	on-one tutorial, <u>Related Skills</u> Demonstration, Role play, Observation,	ii. Technique of topping up soap dispenser confirmed iii. Soap dispenser refill iv. Types of hand towel dispensers determined v. Washroom hand towel changed vi. Justification of hand towel replacement defined vii. Types of air freshener determined viii. Washroom air freshener replenished
7. Perform closing facility general work activity	i. Technique of performing closing facility general	i. Dispose rubbish ii. Clean trolleys and equipment	<u>Attitude</u> i. Diligent when Disposing	<u>Related Knowledge</u> 5	<u>Related Knowledge</u> Lecture, Group	i. Location of disposal area confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>work activity such as;</p> <ul style="list-style-type: none"> • Location of disposal area • Location of designated store • Types of format and technique of recording • Submission procedure 	<ul style="list-style-type: none"> iii. Store trolleys and equipment iv. Check supplies and items v. Replenish supplies and items vi. Complete records and notifications 	<ul style="list-style-type: none"> rubbish ii. Team work when cleaning trolleys and equipment iii. Meticulous when Storing trolleys and equipment iv. Diligent when Checking supplies and items v. Meticulous when Replenishing supplies and items vi. Compliance when Completing records and notifications <p><u>Safety</u></p> <ul style="list-style-type: none"> i. Use PPE <p><u>Environmental</u></p> <ul style="list-style-type: none"> i. Compliance to 3R method 	<p><u>Related Skills</u></p> <p>11</p>	<p>discussion</p> <p><u>Related Skills</u> Demonstration, Role play, Observation</p>	<ul style="list-style-type: none"> ii. Washroom rubbish discarded iii. Trolleys and equipment cleaning method confirmed iv. Trolleys and equipment sanitized v. Supplies and items confirmed vi. Supplies and items refilled vii. Records and notifications for facilities washroom cleaning and faulty items completed

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilize basic IT applications	3. Interpersonal skills
01.04 Analyze information	4. Learning skills
01.05 Utilize the Internet to locate and gather information	5. Leadership skills
01.06 Utilize word processor to process information	6. Multitasking and prioritizing
01.07 Utilize database applications to locate and process information	7. Self-discipline
01.10 Apply a variety of mathematical techniques	8. Teamwork
02.01 Interpret and follow manuals, instructions and SOP's	
02.02 Follow telephone/ telecommunication procedures	
02.03 Communicate clearly	
02.05 Read/interpret flowcharts and pictorial information	
02.07 Utilize Local Area Network (LAN)/Intranet to exchange information	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
03.08 Develop and maintain cooperation within work group	
04.01 Organize own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organize and maintain own workplace	
06.01 Understand systems	
06.02 Comply with and follow chain of command	

06.03	Identify and highlight problems
06.04	Adapt competency to new situations/systems

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of form	1 : 1
3. Personal Protective Equipment (PPE)	1 : 1
4. Chemical as required	1 : 25
5. Signage	1 : 25
6. Cleaning tools as required	1 : 5

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 Operation						
COMPETENCY UNIT TITLE	Facilities Floor Cleaning						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional cleaning for various soft and hard floors in any facilities. It includes both routine and specialised cleaning of floors, using various machineries, tools, equipment and chemicals. The outcome of this competency is to ensure that all dirt, marks and stains on both hard and soft floors of tourism facilities are routinely, efficiently and effectively removed and polished in a professional manner in accordance with floor cleaning 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 floor cleaning requirements • Prepare floor cleaning tools and equipment • Perform mop activities • Perform drying floor activities • Finalize floor cleaning activities 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-2:2014-C02	LEVEL	Two (2)	TRAINING DURATION	100 Hours	SKILL CREDIT	10

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
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Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Determine facilities floor cleaning requirements	i. Organization policies and procedures: <ul style="list-style-type: none"> • Process • Source • Location ii. Personal grooming such as: <ul style="list-style-type: none"> • Uniform • Short nail • Neat hair iii. Types of PPE such as; <ul style="list-style-type: none"> • Gloves • Face mask • Safety boots iv. Content of work schedule such as; <ul style="list-style-type: none"> • Location • Duration/time • Task v. Sequence of work flow as per task activity	i. Determine organization policies and procedures ii. Identify grooming and personal protective equipment iii. Determine work schedule and workflow	<u>Attitude</u> i. Punctuality when determining organization policies and procedures ii. Neat and tidy when identifying grooming and personal protective equipment iii. Respectful when determining work schedule and workflow.	<u>Related Knowledge</u> 5 <u>Related Skills</u> 11	<u>Related Knowledge</u> Lecture, E-learning, One-on-one tutorial <u>Related Skills</u> Role play, Observation,	i. Organization policies and procedures defined ii. Personal grooming recognized iii. Types of PPE recognized iv. Content of work schedule confirmed v. Sequence of workflow confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare floor cleaning	i. Types of cleaning chemical such as; <ul style="list-style-type: none"> • Multi-purpose • Alkaline ii. Types of cleaning equipment such as; <ul style="list-style-type: none"> • Vacuum cleaner • Dust mop • Wet mop iii. Location of cleaning chemical and equipment iv. Cleaning chemical preparation such as; <ul style="list-style-type: none"> • Dilution/ratio • Colour labelling v. Tools and equipment preparation such as; <ul style="list-style-type: none"> • Vacuum • Dust mop • Mop • Bucket vi. Par level of consumable items vii. Type of signage such as; <ul style="list-style-type: none"> • Cleaning in 	i. Select cleaning chemicals, tools and equipment ii. Prepare cleaning chemicals, tools and equipment iii. Check facilities floor cleaning trolleys iv. Place safety sign	<u>Attitude</u> i. Honest when selecting cleaning chemicals and equipment require ii. Team work when preparing cleaning chemicals and equipment require iii. Diligent when identifying consumables iv. Rational when checking facilities washroom cleaning v. Meticulous when placing safety sign <u>Safety</u> i. Use PPE ii. Comply to safety standard	<u>Related Knowledge</u> 6 <u>Related Skills</u> 12	<u>Related Knowledge</u> Lecture, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Observation,	i. Types of cleaning chemical confirmed ii. Types of cleaning equipment confirmed iii. Location of cleaning chemical and equipment confirmed iv. Cleaning chemical preparation procedure fixed v. Equipment preparation recognized vi. Types of cleaning consumables recognized vii. Par-level of consumable items checked viii. Types of signage identified ix. Cleaning sign placed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	progress <ul style="list-style-type: none"> • Wet floor • Caution 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Perform mop activities	<p>i. Types of vacuum such as;</p> <ul style="list-style-type: none"> • Dry vacuum • Up right vacuum <p>ii. Type of dust mop such as</p> <ul style="list-style-type: none"> • Micro fibre • Cotton • Wool <p>iii. Process of dust mopping such as:</p> <ul style="list-style-type: none"> • Divide cleaning area • Start from edges corner wall to wall cleaning <p>iv. Dust mop technique</p> <p>v. Rubbish collecting technique such as;</p> <ul style="list-style-type: none"> • Dust pan • Broom <p>vi. Dust mop cleaning method such as;</p> <ul style="list-style-type: none"> • Vacuuming • laundrette <p>vii. Types of mop such as</p> <ul style="list-style-type: none"> • Micro fibre 	<p>i. Select vacuum / dust mop</p> <p>ii. Apply vacuum / dust mop number "8" techniques</p> <p>iii. Collect rubbish</p> <p>iv. Clean dust mop</p> <p>v. Select wet mop</p> <p>vi. Apply wet mop no "8" techniques</p> <p>vii. Clean wet mop</p> <p>viii. Ensure cleanliness</p>	<p><u>Attitude</u></p> <p>i. Diligent when Select vacuum / dust mop</p> <p>ii. Meticulous when Apply vacuum / dust mop number "8" techniques</p> <p>iii. Team work when Collect rubbish</p> <p>iv. Team work when Clean dust mop</p> <p>v. Meticulous when Apply wet mop no "8" techniques</p> <p>vi. Resourceful when clean wet mop</p> <p><u>Safety</u></p> <p>i. Comply to safety standard</p> <p>ii. Display safety signage</p> <p>iii. Slippery floor</p>	<p><u>Related Knowledge</u></p> <p>8</p> <p><u>Related Skills</u></p> <p>20</p>	<p><u>Related Knowledge</u></p> <p>Lecture, Group discussion, E-learning, Case study, One-on-one tutorial, Shop talk, Seminar</p> <p><u>Related Skills</u></p> <p>Demonstration, Role play, Observation,</p>	<p>i. Types of vacuum confirmed</p> <p>ii. Type of dust mop confirmed</p> <p>iii. vacuum and dust mop chosen</p> <p>iv. Dust mop number "8" techniques performed</p> <p>v. Process of dust mopping confirmed</p> <p>vi. Rubbish collecting technique confirmed</p> <p>vii. Floor rubbish cleared</p> <p>viii. Wet mop number "8" techniques performed</p> <p>ix. Wet mop sanitized</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Finalize floor cleaning activities	i. Location of central disposal area ii. Trolley cleaning procedure such as; <ul style="list-style-type: none"> • Empty trolley • Disinfect iii. Tools and equipment cleaning Procedure such as; <ul style="list-style-type: none"> • Wipe • Disinfect iv. Location of designated store v. Recording Format vi. Submission procedure	i. Dispose Rubbish ii. Clean trolleys and equipment iii. Store trolleys and equipment iv. Complete facilities floor cleaning records and notifications	<u>Attitude</u> i. Diligent when Dispose Rubbish ii. Team work when Clean trolleys and equipment iii. Meticulous when Store trolleys and equipment iv. Tidy when Complete facilities floor cleaning records and notifications <u>Safety</u> i. Use PPE <u>Environment</u> i. Compliance to 3R method	<u>Related Knowledge</u> 3 <u>Related Skills</u> 7	<u>Related Knowledge</u> Lecture, Group discussion, E-learning, Case study, One-on-one tutorial, Shop talk, Seminar <u>Related Skills</u> Demonstration , Project	i. Location of disposal area confirmed ii. Floor rubbish discarded iii. Trolleys and equipment cleaning method confirmed iv. Trolleys and equipment sanitized v. Trolleys and equipment kept vi. Records and notifications for facilities washroom cleaning and faulty items generated

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilize basic IT applications	3. Interpersonal skills
01.04 Analyze information	4. Learning skills
01.05 Utilize the Internet to locate and gather information	5. Leadership skills
01.06 Utilize word processor to process information	6. Multitasking and prioritizing
01.07 Utilize database applications to locate and process information	7. Self-discipline
01.10 Apply a variety of mathematical techniques	8. Teamwork
02.01 Interpret and follow manuals, instructions and SOP's	
02.02 Follow telephone/ telecommunication procedures	
02.03 Communicate clearly	
02.05 Read/interpret flowcharts and pictorial information	
02.07 Utilize Local Area Network (LAN)/Intranet to exchange information	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
03.08 Develop and maintain cooperation within work group	
04.01 Organize own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organize and maintain own workplace	
06.01 Understand systems	

06.02	Comply with and follow chain of command
06.03	Identify and highlight problems
06.04	Adapt competency to new situations/systems

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of types of floor	1 : 25
3. PPE as required	1 : 1
4. Chemical	1 : 25
5. Signage	1 : 20
6. Cleaning tools as required	1 : 5

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 Operation						
COMPETENCY UNIT TITLE	Facilities Door And Window Glass Cleaning						
LEARNING OUTCOME	<p>This CU describes the competency required to provide professional cleaning for various types of doors and windows in any facilities. It includes both routine and specialised cleaning of glass and wooden doors and windows. The outcome of this competency is to ensure that all dirt, marks and stains on windows and doors of tourism facilities are routinely, efficiently and effectively removed and shined in a professional manner in accordance with doors and windows cleaning 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 door and window glass cleaning requirements • Carry-out door and window glass cleaning preparation • Carry-out facilities glass cleaning • Carry-out wipe dry activities • Finalize door and window glass cleaning activities 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-2:2014-C03	LEVEL	Two (2)	TRAINING DURATION	100 Hours	SKILL CREDIT	10

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Identify facilities door and window glass cleaning requirements	<ul style="list-style-type: none"> i. Organization policies and procedures: <ul style="list-style-type: none"> • Process • Source ii. Personal grooming such as: <ul style="list-style-type: none"> • Uniform • Short nail • Neat hair iii. Types of PPE such as; <ul style="list-style-type: none"> • Gloves • Face mask • Safety boots iv. Content of work schedule such as; <ul style="list-style-type: none"> • Location • Duration/time • Task v. Sequence of work flow as per to task activity 	<ul style="list-style-type: none"> i. Identify organization policies and procedures ii. Identify grooming and personal protective equipment iii. Determine work schedule and workflow for door and window glass cleaning 	<p><u>Attitude</u></p> <ul style="list-style-type: none"> i. Punctual when determining organization policies and procedures ii. Neat and tidy when identifying grooming and personal protective equipment iii. Respectful when determining work schedule and workflow 	<p><u>Related Knowledge</u></p> <p>5</p> <p><u>Related Skills</u></p> <p>11</p>	<p><u>Related Knowledge</u></p> <p>Lecture, Group discussion</p> <p><u>Related Skills</u></p> <p>Demonstration, Role play, Observation,</p>	<ul style="list-style-type: none"> i. Organization policies and procedures defined ii. Personal grooming recognized iii. Types of PPE recognized iv. Content of work schedule confirmed v. Sequence of workflow confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare door and window glass cleaning tools and equipment	i. Types of cleaning chemical such as; <ul style="list-style-type: none"> • Glass cleaner ii. Types of cleaning tools and equipment such as; <ul style="list-style-type: none"> • Lamb wool • Window squeegee • Bucket • Ladder iii. Cleaning chemical preparation such as; <ul style="list-style-type: none"> • Dilution/ratio • Colour labelling iv. Tools and equipment preparation such as; <ul style="list-style-type: none"> • Lamb wool • Window squeegee • Bucket • Ladder • Pole extension v. Par level of consumable items vi. Condition of trolleys such as:	i. Select cleaning chemicals, tools and equipment required ii. Prepare cleaning chemicals and equipment required iii. Check facilities door and window glass cleaning trolleys iv. Place facilities door and window glass cleaning sign	<u>Attitude</u> <ol style="list-style-type: none"> i. Honest when selecting cleaning chemicals and equipment require ii. Team work when preparing cleaning chemicals and equipment require iii. Diligent when identifying consumables iv. Rational when checking facilities door and window glass cleaning v. Meticulous when placing safety sign <u>Safety</u> <ol style="list-style-type: none"> i. Use PPE ii. Comply to safety standard 	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration, Simulation, Project, Scenario based training, Role play, Observation,	i. Types of cleaning chemical confirmed ii. Types of cleaning equipment confirmed iii. Location of cleaning chemical and equipment confirmed iv. Cleaning chemical preparation procedure fixed v. Equipment preparation recognized vi. Types of cleaning consumables recognized vii. Par-level of consumable items checked viii. Types of signage identified ix. Facilities door and window glass cleaning sign placed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Wheels • Compartment vii. Type of signage such as <ul style="list-style-type: none"> • Cleaning in progress • Caution 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry-out facilities glass cleaning	<p>i. Process of glass cleaning such as:</p> <ul style="list-style-type: none"> • Divide cleaning area • Start from edges corner panel to panel cleaning <p>ii. Technique of spraying glass panel from top to bottom</p> <p>iii. Method of cleaning by scrub use window washer from top to bottom</p> <p>iv. Method of cleaning such as:</p> <ul style="list-style-type: none"> • Extension pole function • Extension pole attachment technique • High area 	<p>i. Place the dry cloth at glass panel at the bottom of glass panel</p> <p>ii. Divide glass panel by portions</p> <p>iii. Spray glass cleaner at glass frame</p> <p>iv. Apply cleaning chemical at glass panel</p> <p>v. Scrub glass panel and frame gently</p> <p>vi. Clean glass panel with squeegee</p> <p>vii. Clean glass frame with dry cloth</p> <p>viii. Use extension pole for high area</p>	<p><u>Attitude</u></p> <p>i. Diligent when Place dry cloth at glass panel</p> <p>ii. Team work when Divide glass panel by portions</p> <p>iii. Meticulous when Apply cleaning chemical at glass panel</p> <p>iv. Compliance when Squeegee glass panel</p> <p>v. Diligent when Use extension pole for high area</p> <p><u>Safety</u></p> <p>i. Comply to safety standard</p> <p>ii. Display safety signage</p> <p>iii. Use PPE</p>	<p><u>Related Knowledge</u></p> <p>8</p> <p><u>Related Skills</u></p> <p>16</p>	<p><u>Related Knowledge</u></p> <p>Lecture, Group discussion, E-learning</p> <p><u>Related Skills</u></p> <p>Demonstration, Simulation, Project, Scenario based training, Role play, Observation,</p>	<p>i. Dry cloth at glass panel to avoid chemical dripping to floor placed</p> <p>ii. Process of dust mopping confirmed</p> <p>iii. Technique of spraying glass panel from top to bottom performed</p> <p>iv. Method of cleaning by scrub use window washer from top to bottom confirmed</p> <p>v. Glass panel wiped</p> <p>vi. Extension pole function defined</p> <p>vii. Extension pole attachment technique confirmed</p>

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry-out wipe dry activities	<ul style="list-style-type: none"> i. Glass panel drying technique ii. Type of watermark and stains. iii. Visual inspection technique 	<ul style="list-style-type: none"> i. Squeegee glass panel ii. Use dry cloth to dry glass panel iii. Self-check cleanliness of glass panel 	<p><u>Attitude</u></p> <ul style="list-style-type: none"> i. Analytical, diligent and rational when Squeegee glass panel ii. Team work when Use dry cloth to dry glass panel iii. Meticulous and tidy when Self-check cleanliness of glass panel <p><u>Safety</u></p> <ul style="list-style-type: none"> i. Use PPE ii. Co 	<p><u>Related Knowledge</u></p> <p>8</p> <p><u>Related Skills</u></p> <p>16</p>	<p><u>Related Knowledge</u></p> <p>Lecture, Group discussion, E-learning</p> <p><u>Related Skills</u></p> <p>Demonstration, Simulation, Project, Scenario based training, Role play, Observation,</p>	<ul style="list-style-type: none"> i. Glass panel drying technique confirmed ii. Glass panel wiped iii. Type of watermark and stains identified iv. Visual inspection technique confirmed v. Glass panel cleanliness observed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Finalize door and window glass cleaning activities	i. Location of disposal area ii. Trolley cleaning Procedure such as; <ul style="list-style-type: none"> • Empty trolley • Disinfect iii. Cleaning tools and equipment procedure such as; <ul style="list-style-type: none"> • Wipe • Disinfect iv. Location of designated store v. Recording format vi. Submission procedure	i. Dispose rubbish ii. Clean trolleys and equipment iii. Store trolleys and equipment iv. Complete facilities door and window glass cleaning records and notifications	<u>Attitude</u> i. Diligent when Dispose rubbish ii. Team work when Clean trolleys and equipment iii. Meticulous when Store trolleys and equipment iv. Tidy when Complete facilities door and window glass cleaning records and notifications <u>Safety</u> i. Use PPE ii. Comply to safety standard <u>Environmental</u> i. Compliance to 3R method	<u>Related Knowledge</u> 5 <u>Related Skills</u> 11	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration, Simulation, Project, Scenario based training, Role play, Observation,	i. Location of disposal area confirmed ii. Floor rubbish discarded iii. Trolleys and equipment cleaning method confirmed iv. Trolleys and equipment sanitized v. Trolleys and equipment kept vi. Records and notifications for facilities washroom cleaning and faulty items generated

Employability Skills

Core Abilities	Social Skills
<ul style="list-style-type: none"> 01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.10 Apply a variety of mathematical techniques 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ telecommunication procedures 02.03 Communicate clearly 02.05 Read/interpret flowcharts and pictorial information 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 06.01 Understand systems 06.02 Comply with and follow chain of command 	<ul style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

06.03	Identify and highlight problems
06.04	Adapt competency to new situations/systems

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of types of glass	1 : 25
3. PPE	1 : 1
4. Chemical	1 : 25
5. Signage	1 : 25
6. Cleaning tools	1 : 5

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 Operation						
COMPETENCY UNIT TITLE	Facilities Ceiling And Ceiling Fixtures Cleaning						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional cleaning for low and high ceilings, including all fittings attached to any ceiling of any facilities. It includes both routine and specialised cleaning of ceiling and ceiling fittings. The outcome of this competency is to ensure that all cobwebs, dirt, marks and stains on low and high ceiling of tourism facilities are routinely, safely, efficiently and effectively removed and cleaned in a professional manner in accordance with ceiling cleaning and safety 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 wall and wall fitting cleaning requirements • Prepare wall and wall fitting cleaning preparations • Clean facilities wall fittings • Clean facilities wall • Finalize facilities wall and wall fitting cleaning activities 						
PRE-REQUISITE (if applicable)	Fulfil CU floor cleaning CU02						
COMPETENCY UNIT ID	HT-070-2:2014-C04	LEVEL	Two (2)	TRAINING DURATION	150 Hours	SKILL CREDIT	15

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Determine facilities ceiling and ceiling fixtures cleaning requirements	i. Organization policies and procedures: <ul style="list-style-type: none"> • Process • Source of SOP • location ii. Personal grooming such as; <ul style="list-style-type: none"> • Uniform • Short nail • Neat hair iii. Types of PPE such as; <ul style="list-style-type: none"> • Gloves • Face mask • Hair Net iv. Work schedule content such as; <ul style="list-style-type: none"> • Location • Duration/time • Task v. Sequence of work flow	i. Determine organization policies and procedures ii. Identify grooming and personal protective equipment iii. Determine work schedule and workflow	<u>Attitude</u> i. Punctual when determining organization policies and procedures ii. Neat and tidy when identifying grooming and personal protective equipment iii. Respectful when determining work schedule and workflow	<u>Related Knowledge</u> 7 <u>Related Skills</u> 16	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration , Simulation, Project, Scenario based training, Role play, Observation,	i. Organization policies and procedures defined ii. Personal grooming recognized iii. Types of PPE recognized iv. Content of work schedule confirmed v. Sequence of workflow confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare ceiling and ceiling fixtures cleaning tools and equipment	i. Types of cleaning chemical such as; <ul style="list-style-type: none"> • Multi-purpose ii. Types of cleaning tools and equipment such as; <ul style="list-style-type: none"> • Cobweb brush • Extension pole iii. Cleaning chemical preparation procedure such as; <ul style="list-style-type: none"> • Dilution/ratio iv. Tools and equipment function such as; <ul style="list-style-type: none"> • Cobweb brush • Extension pole v. Consumable items Par level	i. Select cleaning chemicals and equipment required ii. Prepare cleaning chemicals and equipment required iii. Load ceiling and ceiling fixtures cleaning trolleys iv. Place safety signs	<u>Attitude</u> <ol style="list-style-type: none"> Honest when selecting cleaning chemicals and equipment require Team work when preparing cleaning chemicals and equipment require Diligent when identifying consumables Rational when load facilities ceiling and ceiling fixtures cleaning Meticulous when placing safety sign <u>Safety</u> <ol style="list-style-type: none"> Use PPE Comply to safety standard 	<u>Related Knowledge</u> 7 <u>Related Skills</u> 16	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration , Simulation, Project, Scenario based training, Role play, Observation,	i. Types of cleaning chemical confirmed ii. Types of cleaning equipment confirmed iii. Location of cleaning chemical and equipment confirmed iv. Cleaning chemical preparation procedure fixed v. Equipment preparation recognized vi. Types of cleaning consumables recognized vii. Par-level of consumable items checked viii. Types of signage identified ix. Facilities ceiling and ceiling fixtures cleaning sign placed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Caution 					
3. Carry-out facilities ceiling dust and cobweb clearing	<ul style="list-style-type: none"> i. Types of PPE such as; <ul style="list-style-type: none"> Gloves Mask Hair net Goggles ii. Protective justification such as; <ul style="list-style-type: none"> Fitting Furniture Floor iii. Fixing technique such as; <ul style="list-style-type: none"> Duster Flexi pole Cloth 	<ul style="list-style-type: none"> i. Place plastic sheet on the area ii. Use Personnel Protective Equipment iii. Fix dust and cobweb clearing tools to duster frame 	<p><u>Attitude</u></p> <ul style="list-style-type: none"> i. Patient when Place plastic sheet on the area ii. Tidy and diligent when Use Personnel Protective Equipment iii. Attentive when Fix dust and cobweb clearing tools to duster frame <p><u>Safety</u></p> <ul style="list-style-type: none"> i. Use PPE ii. Comply to safety standard iii. Working at low/high level 	<p><u>Related Knowledge</u></p> <p>11</p> <p><u>Related Skills</u></p> <p>26</p>	<p><u>Related Knowledge</u></p> <p>Lecture, Group discussion, E-learning</p> <p><u>Related Skills</u></p> <p>Demonstration, Simulation, Project, Scenario based training, Role play, Observation,</p>	<ul style="list-style-type: none"> i. Protective justification defined ii. Plastic sheet on the area placed iii. Types of PPE confirmed iv. Fixing technique confirmed v. Dust and cobweb clearing tools to duster frame made

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry-out facilities ceiling fitting cleaning	<ul style="list-style-type: none"> i. Safety requirement ii. Multipurpose cleaning chemical iii. visual inspection Techniques iv. Types of watermark and stains. v. dust and cobweb cleaning technique 	<ul style="list-style-type: none"> i. Switch off specific particular electrical item ii. Wipe ceiling fitting iii. Remove stain iv. Check cleanliness and dryness 	<p><u>Attitude</u></p> <ul style="list-style-type: none"> i. Compliance and diligent when Switch off electrical item ii. Attentive when Wipe ceiling fitting iii. Honest and tidy when Check cleanliness and dryness <p><u>Safety</u></p> <ul style="list-style-type: none"> i. Use PPE ii. Comply to safety standard iii. Working at low/high level 	<p><u>Related Knowledge</u> 11</p> <p><u>Related Skills</u> 26</p>	<p><u>Related Knowledge</u> Lecture, Group discussion, E-learning</p> <p><u>Related Skills</u> Demonstration, Simulation, Project, Scenario based training, Role play, Observation,</p>	<ul style="list-style-type: none"> i. Safety requirement followed ii. Electrical item logged off iii. Multipurpose cleaning chemical confirmed iv. Ceiling fitting dabbed v. Visual inspection techniques confirmed vi. Types of watermark and stains defined vii. Cleanliness and dryness observed viii. Dust and cobweb cleaning technique confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Finalize ceiling and ceiling fixtures cleaning activities	i. Location of central disposal area ii. Trolley cleaning procedure such as; <ul style="list-style-type: none"> • Empty trolley • Disinfect iii. Tools and equipment cleaning Procedure such as; <ul style="list-style-type: none"> • Wipe • Disinfect iv. Location of designated store v. Recording format vi. Submission procedure	i. Dispose rubbish ii. Clean trolleys and equipment iii. Store trolleys and equipment iv. Complete ceiling and ceiling fixtures cleaning records and notifications	<u>Attitude</u> i. Compliance and diligent when Dispose rubbish ii. Attentive when Clean trolleys and equipment iii. Honest and tidy when Store trolleys and equipment <u>Safety</u> i. Use PPE ii. Comply to safety standard iii. Working at low/high level <u>Environmental</u> i. Compliance to 3R method	<u>Related Knowledge</u> 9 <u>Related Skills</u> 21	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration , Simulation, Project, Scenario based training, Role play, Observation,	i. Location of disposal area confirmed ii. Floor rubbish discarded iii. Trolleys and equipment cleaning method confirmed iv. Trolleys and equipment sanitized v. Trolleys and equipment kept vi. Records and notifications for facilities ceiling and ceiling fixtures and faulty items generated

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilize basic IT applications	3. Interpersonal skills
01.04 Analyze information	4. Learning skills
01.05 Utilize the Internet to locate and gather information	5. Leadership skills
01.06 Utilize word processor to process information	6. Multitasking and prioritizing
01.07 Utilize database applications to locate and process information	7. Self-discipline
01.10 Apply a variety of mathematical techniques	8. Teamwork
02.01 Interpret and follow manuals, instructions and SOP's	
02.02 Follow telephone/ telecommunication procedures	
02.03 Communicate clearly	
02.05 Read/interpret flowcharts and pictorial information	
02.07 Utilize Local Area Network (LAN)/Intranet to exchange information	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
03.08 Develop and maintain cooperation within work group	
04.01 Organize own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organize and maintain own workplace	
06.01 Understand systems	
06.02 Comply with and follow chain of command	

06.03	Identify and highlight problems
06.04	Adapt competency to new situations/systems

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of types of ceiling	1 : 25
3. PPE	1 : 1
4. Chemical	1 : 25
5. Signage	1 : 25
6. Cleaning tools	1 : 5

REFERENCES

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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 Operation						
COMPETENCY UNIT TITLE	Facilities Wall And Wall Fitting Cleaning						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional cleaning for various walls and wall fittings of any facilities. It includes both routine and specialised cleaning of wall and wall fittings. The outcome of this competency is to ensure that all cobwebs, dirt, marks and stains on wall and wall fittings of tourism facilities are routinely, efficiently and effectively removed and cleaned in a professional manner in accordance with wall cleaning and safety 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 wall and wall fitting cleaning requirements • Prepare wall and wall fitting cleaning preparations • Clean facilities wall fittings • Clean facilities wall • Finalize facilities wall and wall fitting cleaning activities 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-2:2014-C05	LEVEL	Two (2)	TRAINING DURATION	150 Hours	SKILL CREDIT	15

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Determine facilities wall and wall fitting cleaning requirements	i. Organization policies and procedures: <ul style="list-style-type: none"> • Process • Source of SOP • location ii. Personal grooming such as; <ul style="list-style-type: none"> • Uniform • Short nail • Neat hair iii. Types of PPE such as; <ul style="list-style-type: none"> • Gloves • Face mask • Hair Net iv. Work schedule content such as; <ul style="list-style-type: none"> • Location • Duration/time • Task v. Sequence of work flow	i. Determine organization policies and procedures ii. Identify grooming and personal protective equipment iii. Determine work schedule and workflow	<u>Attitude</u> i. Punctual when determining organization policies and procedures ii. Neat and tidy when identifying grooming and personal protective equipment iii. Respectful when determining work schedule and workflow	<u>Related Knowledge</u> 7 <u>Related Skills</u> 16	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration, Simulation, Project, Scenario based training, Role play, Observation,	i. Organization policies and procedures defined ii. Personal grooming recognized iii. Types of PPE recognized iv. Content of work schedule confirmed v. Sequence of workflow confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare wall and wall fitting cleaning	i. Types of cleaning chemical such as; <ul style="list-style-type: none"> Multi-purpose Glass cleaner ii. Types of cleaning equipment such as; <ul style="list-style-type: none"> Feather Duster Vacuum Cleaner Wiping cloths iii. Cleaning chemical and equipment location iv. Cleaning chemical preparation procedure such as; <ul style="list-style-type: none"> Dilution/ratio Colour labelling v. Tools and equipment function such as; <ul style="list-style-type: none"> Cobweb brush Extension pole Ladder vi. Consumable items Par level vii. trolleys condition such as: <ul style="list-style-type: none"> Wheels 	i. Select cleaning chemicals and equipment required ii. Prepare cleaning chemicals and equipment required iii. Load wall and wall fitting cleaning trolleys iv. Place safety signs	<u>Attitude</u> <ul style="list-style-type: none"> Honest when selecting cleaning chemicals and equipment require Team work when preparing cleaning chemicals and equipment require Rational when loading facilities wall and wall fitting cleaning Meticulous when placing safety sign <u>Safety</u> <ul style="list-style-type: none"> Use PPE Comply to safety standard 	<u>Related Knowledge</u> 7 <u>Related Skills</u> 16	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration, Simulation, Project, Scenario based training, Role play, Observation,	i. Types of cleaning chemical confirmed ii. Types of cleaning equipment confirmed iii. Location of cleaning chemical and equipment confirmed iv. Cleaning chemical preparation procedure fixed v. Equipment preparation recognized vi. Types of cleaning consumables recognized vii. Par-level of consumable items checked viii. Types of signage identified ix. Facilities wall and wall fitting cleaning sign placed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Compartment viii. Type of signage such as • Cleaning in progress • Caution 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Perform facilities wall fittings cleaning	i. Safety requirements ii. Types of stain and stickers such as; <ul style="list-style-type: none"> • Cellophane tape • Double sided tape • Glue iii. Stains & Stickers removing techniques of; <ul style="list-style-type: none"> • Knife scraper • Spot cleaning • Label remover iv. Cleaning solution application technique v. Cleaning solution dilution/ratio	i. Switch off specific particular electrical item ii. Remove unnecessary sticker or any other object iii. Apply cleaning solution on wet cloth	<u>Attitude</u> <ol style="list-style-type: none"> i. Patient when Switch off electrical item ii. Tidy and diligent when Remove unnecessary sticker or any other object iii. Attentive when Apply cleaning solution on wet cloth <u>Safety</u> <ol style="list-style-type: none"> i. Use PPE ii. Comply to safety standard iii. Working at low/high level 	<u>Related Knowledge</u> 11 <u>Related Skills</u> 26	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration, Simulation, Project, Scenario based training, Role play, Observation,	<ol style="list-style-type: none"> i. Protective justification defined ii. Plastic sheet on the area placed iii. Types of PPE confirmed iv. Fixing technique confirmed v. Dust and cobweb clearing tools to duster frame made

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Perform facilities wall cleaning	i. Types of walls such as; <ul style="list-style-type: none"> • Wall paper • Tiles • Cements ii. Types of fitting such as; <ul style="list-style-type: none"> • Photo frames • Wall lights • Decoration iii. Wall and wall fitting size iv. Type of Wiping Cloth such as; <ul style="list-style-type: none"> • Micro Fibre • Glass cloth v. Wipe drying techniques vi. Visual inspection technique	i. Remove unnecessary sticker or any other object ii. Wipe wall and wall fitting iii. Wipe-dry wall and wall fitting iv. Check cleanliness and dryness of wall	<u>Attitude</u> <ol style="list-style-type: none"> i. Compliance and diligent whenwiping wall and wall fitting ii. Attentive when Wipe-drying wall and wall fitting iii. Honest and tidy whenchecking cleanliness and dryness of wall <u>Safety</u> <ol style="list-style-type: none"> i. Use PPE ii. Comply to safety standard iii. Working at low/high level 	<u>Related Knowledge</u> 11 <u>Related Skills</u> 26	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration , Simulation, Project, Scenario based training, Role play, Observation,	<ol style="list-style-type: none"> i. Safety requirement followed ii. Electrical item logged off iii. Multipurpose cleaning chemical confirmed iv. Wall fitting dabbed v. Visual inspection techniques confirmed vi. Types of watermark and stains defined vii. Cleanliness and dryness observed viii. Dust and cobweb cleaning technique confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Finalize facilities wall and wall fitting cleaning activities	i. Location of central disposal area ii. Trolley cleaning procedure such as; <ul style="list-style-type: none"> • Empty trolley • Disinfect iii. Tools and equipment cleaning Procedure such as; <ul style="list-style-type: none"> • Wipe • Disinfect iv. Location of designated store v. Recording format vi. Submission procedure	i. Dispose rubbish ii. Clean trolleys and equipment iii. Store trolleys and equipment iv. Complete facilities wall and wall fitting cleaning records and notifications	<u>Attitude</u> i. Compliance and diligent when Dispose rubbish ii. Attentive when Clean trolleys and equipment iii. Honest and tidy when Store trolleys and equipment <u>Safety</u> i. Use PPE ii. Comply to safety standard iii. Working at low/high level <u>Environmental</u> i. Compliance to 3R method	<u>Related Knowledge</u> 9 <u>Related Skills</u> 21	<u>Related Knowledge</u> Lecture, Group discussion, E-learning <u>Related Skills</u> Demonstration, Simulation, Project, Scenario based training, Role play, Observation,	i. Location of disposal area confirmed ii. Floor rubbish discarded iii. Trolleys and equipment cleaning method confirmed iv. Trolleys and equipment sanitized v. Trolleys and equipment kept vi. Records and notifications for facilities wall and wall fitting cleaning and faulty items generated

Employability Skills

Core Abilities	Social Skills
<ul style="list-style-type: none"> 01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.10 Apply a variety of mathematical techniques 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ telecommunication procedures 02.03 Communicate clearly 02.05 Read/interpret flowcharts and pictorial information 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 06.01 Understand systems 06.02 Comply with and follow chain of command 	<ul style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

06.03	Identify and highlight problems
06.04	Adapt competency to new situations/systems

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of wall fitting	1 : 25
3. PPE	1 : 1
4. Chemical	1 : 1
5. Signage	1 : 25
6. Cleaning tools	1 : 5

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 Operation						
COMPETENCY UNIT TITLE	Facilities Fitting Fixtures And Furniture's Cleaning						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional cleaning of furniture's and various fittings in any facilities. It includes both routine and specialised cleaning of various types of furniture and fittings either fabric, wood, leather or metal. The outcome of this competency is to ensure that all dirt, marks and stains on fabric, leather, wood or metal furniture and fittings in tourism facilities are routinely, efficiently and effectively removed and polished in a professional manner in accordance with furniture and fittings cleaning 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 fitting fixtures and furniture's cleaning requirements • Carry-out chemical application • Carry-out wiping activities • Finalize fitting fixtures and furniture's cleaning activities 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-2:2014-C06	LEVEL	Two (2)	TRAINING DURATION	150 Hours	SKILL CREDIT	15

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Determine facilities fitting fixtures and furniture's cleaning requirements	i. Organization policies and procedures: <ul style="list-style-type: none"> • Process • Source of SOP • Location ii. Personal grooming such as; <ul style="list-style-type: none"> • Uniform • Short nail • Neat hair iii. Types of PPE such as; <ul style="list-style-type: none"> • Gloves • Face mask • Hair Net iv. Work schedule content such as; <ul style="list-style-type: none"> • Location • Duration/time • Task v. Sequence of work flow	i. Determine organization policies and procedures ii. Identify grooming and personal protective equipment iii. Determine work schedule and workflow	<u>Attitude</u> i. Punctual when determining organization policies and procedures ii. Neat and tidy when identifying grooming and personal protective equipment iii. Respectful when determining work schedule and workflow	<u>Related Knowledge</u> 7 <u>Related Skills</u> 16	<u>Related Knowledge</u> Lecture, Group discussion, E-learning, Case study, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Organization policies and procedures defined ii. Personal grooming recognized iii. Types of PPE recognized iv. Content of work schedule confirmed v. Sequence of workflow confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	as; <ul style="list-style-type: none"> • Cleaning in progress • Wet floor • Caution ix. Types of chemical such as; <ul style="list-style-type: none"> • Multi-purpose • Wood Shine x. Chemical solution testing technique xi. Chemical solution dilution/ratio xii. Chemical application technique					identified xi. Colour resistance fixed xii. Type of dirt determined xiii. Dirt and dust from furniture cleared xiv. wiping techniques confirmed xv. Furniture and fixture cleaned

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry-out wiping activities	i. Type of surfaces ii. Colour resistance iii. Type of make such as; <ul style="list-style-type: none"> • Rattan • PVC • Fabric iv. Type of dirt such as; <ul style="list-style-type: none"> • Grease • Gum • Dust v. Wiping techniques such as; <ul style="list-style-type: none"> • Dry wipe • Damp wipe 	i. Remove dirt and dust from furniture ii. Wipe furniture and fixture iii. Wipe dry furniture and fixture	<u>Attitude</u> i. Diligent and resourceful when Remove dirt and dust from furniture ii. Team work when Wipe furniture and fixture iii. Neat and tidy when Wipe dry furniture and fixture	<u>Related Knowledge</u> 11 <u>Related Skills</u> 26	<u>Related Knowledge</u> Lecture, Group discussion, E-learning, Case study, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Cleanliness key performance indicators(KPI) observed ii. Trolleys and equipment cleaning method confirmed iii. Trolleys and equipment sanitized iv. Trolleys and equipment kept v. Records and notifications for facilities fitting fixtures and furniture's cleaning and faulty items generated

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Finalize fitting fixtures and furniture's cleaning activities	i. Key performance indicators(KPI) such as; <ul style="list-style-type: none"> • Smell free • Stains free • Dust free ii. Trolley cleaning procedure such as; <ul style="list-style-type: none"> • Empty trolley • Disinfect iii. Tools and equipment cleaning Procedure such as; <ul style="list-style-type: none"> • Wipe • Disinfect iv. Location of designated store v. recording Format vi. Submission procedure	i. Check cleanliness of fitting fixtures and furniture's ii. Clean trolleys and equipment iii. Store trolleys and equipment iv. Complete facilities fitting fixtures and furniture's cleaning records and notifications	<u>Attitude</u> <ol style="list-style-type: none"> i. Diligent and resourceful when Check cleanliness of fitting fixtures and furniture's ii. Team work when Clean trolleys and equipment iii. Neat and tidy when Store trolleys and equipment <u>Safety</u> <ol style="list-style-type: none"> i. Use PPE ii. Comply to safety standard <u>Environmental</u> <ol style="list-style-type: none"> i. Compliance to 3R method 	<u>Related Knowledge</u> 9 <u>Related Skills</u> 21	<u>Related Knowledge</u> Lecture, Group discussion, E-learning, Case study, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Cleanliness key performance indicators(KPI) observed ii. Trolleys and equipment cleaning method confirmed iii. Trolleys and equipment sanitized iv. Trolleys and equipment kept v. Records and notifications for facilities fitting fixtures and furniture's cleaning and faulty items generated

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilize basic IT applications	3. Interpersonal skills
01.04 Analyze information	4. Learning skills
01.05 Utilize the Internet to locate and gather information	5. Leadership skills
01.06 Utilize word processor to process information	6. Multitasking and prioritizing
01.07 Utilize database applications to locate and process information	7. Self-discipline
01.10 Apply a variety of mathematical techniques	8. Teamwork
02.01 Interpret and follow manuals, instructions and SOP's	
02.02 Follow telephone/ telecommunication procedures	
02.03 Communicate clearly	
02.05 Read/interpret flowcharts and pictorial information	
02.07 Utilize Local Area Network (LAN)/Intranet to exchange information	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
03.08 Develop and maintain cooperation within work group	
04.01 Organize own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organize and maintain own workplace	
06.01 Understand systems	

06.02	Comply with and follow chain of command
06.03	Identify and highlight problems
06.04	Adapt competency to new situations/systems

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of fitting & fixtures	1 : 25
3. PPE	1 : 1
4. Chemical	1 : 25
5. Signage	1 : 1
6. Cleaning tools	1 : 5

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 Operation						
COMPETENCY UNIT TITLE	Facilities Domestic Waste Removal						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to handle various domestic waste removal from any to designated domestic waste disposal areas. This includes various transfer stations within the tourism facilities. The outcome of this competency is to ensure that all domestic waste generated during the cleaning process are safely and efficiently disposed in accordance with safety and environmental requirements and guidelines.</p> <p>Upon completion of this competency unit, trainee will be able to:-</p> <ul style="list-style-type: none"> • Determine domestic waste removal requirements • Segregate waste in sub-store • Finalize waste disposal activities 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-2:2014-C07	LEVEL	Two (2)	TRAINING DURATION	100 Hours	SKILL CREDIT	10

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Determine domestic waste removal requirements	i. Organization policies and procedures: <ul style="list-style-type: none"> • Process • Source of SOP • Location ii. Personal grooming such as; <ul style="list-style-type: none"> • Uniform • Short nail • Neat hair iii. Types of PPE such as; <ul style="list-style-type: none"> • Gloves • Face Mask • Safety Boot • Apron iv. Types of removal such as; <ul style="list-style-type: none"> • By trolley • By hand v. Workflow sequence	i. Determine organization policies and procedures ii. Determine types of domestic waste removal iii. Determine workflow for domestic waste removal(review)	<u>Attitude</u> <ul style="list-style-type: none"> i. Punctual when determining organization policies and procedures ii. Neat and tidy when obtain organization policies and procedures iii. Meticulous when Determine types of domestic waste removal iv. Analytical when determining workflow for domestic waste removal 	<u>Related Knowledge</u> 9 <u>Related Skills</u> 21	<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 iii. Types of PPE recognized iv. Type of removal confirmed v. Content of work schedule confirmed vi. Sequence of workflow confirmed vii. Sub-store areas for temporary storage of waste confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Segregate waste in sub-store	i. Tie up techniques such as; <ul style="list-style-type: none"> • Knot • Cable tie • Raffia string ii. Type of Wheel bins and containers such as; <ul style="list-style-type: none"> • 660kg • 240kg • 120kg iii. Central Waste Store Location iv. Central Waste store Route v. Waste classification such as; <ul style="list-style-type: none"> • Recycle • Reduce • Reuse 	i. Group waste bags containing papers and cardboard ii. Group waste bags containing plastic and plastic container iii. Group waste bags containing glass and cans iv. Load waste into wheel-bin v. Transfer waste from sub-store to main-store vi. Self-check of cleanliness	<u>Attitude</u> i. Diligent when Group waste bags containing papers and cardboard ii. Resourceful and team work when Group waste bags containing plastic and plastic container iii. Honest and tidy when Group waste bags containing glass and cans iv. Diligent and resourceful when loading waste into wheel-bin v. Team work and tidy when transferring waste from sub-store <u>Environmental</u> i. Compliance to 3R method	<u>Related Knowledge</u> 11 <u>Related Skills</u> 27	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Waste grouping procedure confirmed ii. Papers and cardboard classification clustered iii. plastic and plastic container clustered iv. glass and cans clustered v. Tie up techniques confirmed vi. Disposal waste relined vii. Type of Wheel bins and containers confirmed viii. Central Waste Store Location confirmed ix. Central Waste store Route selected

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Finalize waste disposal activities	i. Wheel bin washing technique; <ul style="list-style-type: none"> • Hose washing • Jet spray ii. Wheel bin wiping technique iii. Wheel bins store Location iv. wheel bin store route	i. Wash wheel-bin if available ii. Wipe wheel-bin if available iii. Return wheel-bin if available into sub-store iv. Clean equipment	<u>Attitude</u> i. Diligent and team work when Wash wheel-bin if available ii. Honest when Wipe wheel-bin if available iii. Resourceful and tidy when Return wheel-bin if available into sub-store <u>Safety</u> i. Working in heat ii. Outdoor safety iii. Slippery floor <u>Environmental</u> i. Save water	<u>Related Knowledge</u> 11 <u>Related Skills</u> 21	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Wheel bin washing technique confirmed ii. Wheel-bin cleaned iii. Wheel bin wiping technique confirmed iv. Wheel-bin wiped v. Wheel-bin into sub-store placed

Employability Skills

Core Abilities	Social Skills
<ul style="list-style-type: none"> 01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the Internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.10 Apply a variety of mathematical techniques 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ telecommunication procedures 02.03 Communicate clearly 02.05 Read/interpret flowcharts and pictorial information 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts 03.08 Develop and maintain cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 06.01 Understand systems 06.02 Comply with and follow chain of command 	<ul style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

06.03	Identify and highlight problems
06.04	Adapt competency to new situations/systems

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of sub-store	1 : 25
3. PPE	1 : 1
4. Chemical	1 : 25
5. Signage	1 : 1
6. Cleaning tools	1 : 5

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 Operation						
COMPETENCY UNIT TITLE	Facilities Plants Care						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide care for indoor and outdoor plants within the facilities. This includes cleaning, watering and fertilizing of various big and small plants. The outcome of this competency is to ensure that all indoor and outdoor plants look clean, fresh and green in accordance with plant care guidelines and standards.</p> <p>Upon completion of this competency unit, trainee will be able to:-</p> <ul style="list-style-type: none"> • Determine facilities care of plants requirements • Prepare plants care tools and equipment • Perform plants care cleaning activities • Finalize facilities plants care activities 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-2:2014-E01	LEVEL	Two (2)	TRAINING DURATION	80 Hours	SKILL CREDIT	8

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Determine facilities care of plants requirements	i. Organization policies and procedures : <ul style="list-style-type: none"> • Source of SOP • Location • Process ii. Personal Grooming such as: <ul style="list-style-type: none"> • Uniform • Neat Hair • Disposition iii. Types of PPE such as: <ul style="list-style-type: none"> • Face Mask • Ladder • Signage • Gloves iv. Work schedule content such as; <ul style="list-style-type: none"> • Location • Duration/time • Task • Work flow sequence 	i. Determine organization policies and procedures ii. Identify grooming and personal protective equipment iii. Determine work schedule and workflow for care of plants requirements	<u>Attitude</u> i. Punctual when determining organization policies and procedures ii. Neat and tidy when identifying grooming and personal protective equipment iii. Respectful when determining work schedule and workflow	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<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 iii. Types of PPE recognized iv. Content of work schedule confirmed v. Sequence of workflow confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare plants care tools and equipment	i. Types of Cleaning chemical such as; <ul style="list-style-type: none"> • Multi-purpose • Water ii. Types of cleaning equipment such as; <ul style="list-style-type: none"> • Vacuum cleaner • Micro-fibre cloth • Mop iii. Cleaning chemical and equipment location iv. Cleaning Agent preparation procedure such as: <ul style="list-style-type: none"> • Colour labelling • Water v. Tools and equipment function such as; <ul style="list-style-type: none"> • Vacuum cleaner • Micro-fibre cloth • Mop • Ladder vi. Protective justification such as; <ul style="list-style-type: none"> • Wrapping • Tray 	i. Select cleaning chemicals and equipment ii. Prepare cleaning chemicals and equipment iii. Load plants care cleaning trolleys iv. Place safety signs	<u>Attitude</u> i. Honest when selecting cleaning chemicals and equipment require ii. Team work when preparing cleaning chemicals and equipment require iii. Rational when load facilities plants care cleaning iv. Meticulous when placing safety sign <u>Safety</u> i. Use PPE ii. Comply to safety standard	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Types of cleaning chemical confirmed ii. Types of cleaning equipment confirmed iii. Location of cleaning chemical and equipment confirmed iv. Cleaning chemical preparation procedure fixed v. Equipment preparation recognized vi. Types of cleaning consumables recognized vii. Par-level of consumable items checked viii. Types of signage identified ix. plants care sign placed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vii. Equipment preparation such as; <ul style="list-style-type: none"> • Trolley • Vacuum cleaner • Micro-fibre cloth • Mop • Brush • Water viii. Trolleys condition such as: <ul style="list-style-type: none"> • Wheels • Compartment ix. Types of signage such as; <ul style="list-style-type: none"> • Cleaning in progress • Wet floor • Caution 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Perform plants care cleaning activities	<ul style="list-style-type: none"> i. Rubbish clearing technique such as: <ul style="list-style-type: none"> • Tong • Rubber Gloves ii. Types of disposition such as: <ul style="list-style-type: none"> • Sweet Wrapper • Cigarette Butts iii. Types of plant such as; <ul style="list-style-type: none"> • Indoor • Outdoor iv. Types of pot such as; <ul style="list-style-type: none"> • Ceramic • Plastic • Fibre • Wooden • Lacquer • Dry leaves v. Plant/leaves and pots wiping technique 	<ul style="list-style-type: none"> i. Clear rubbish surrounding plant ii. Wet clean cloth with plain water iii. Wipe plants iv. Self-check 	<p><u>Attitude</u></p> <ul style="list-style-type: none"> i. Diligent when Clear rubbish ii. Patient and team work when Wet clean cloth with plain water iii. Tidy when Wipe plants <p><u>Safety</u></p> <ul style="list-style-type: none"> i. Use PPE ii. Comply to safety standard 	<p><u>Related Knowledge</u></p> <p>6</p> <p><u>Related Skills</u></p> <p>14</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>	<ul style="list-style-type: none"> i. Rubbish clearing technique confirmed ii. Rubbish surrounding plant collected iii. Clean cloth with plain water damped iv. Plants wipe performed v. Types of disposition confirmed vi. Types of plant identified vii. Types of pot identified viii. Plant/leaves and pots wiping Technique confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Finalize facilities plants care activities	i. Types of cleaning equipment such as: <ul style="list-style-type: none"> • Spray Gun • Bottle • Micro-fibre cloth ii. Trolley cleaning procedure such as; <ul style="list-style-type: none"> • Empty trolley • Disinfect iii. Tools and equipment cleaning Procedure such as; <ul style="list-style-type: none"> • Wipe • Disinfect iv. Location of designated store v. Recording format vi. Submission procedure	i. Clean equipment ii. Clean trolleys iii. Store trolleys and equipment iv. Complete plants care records and notifications	<u>Attitude</u> i. Tidy when Clean equipment ii. Compliance when Store trolleys and equipment iii. Resourceful when Complete plants care records and notifications	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration ,Role play, Coaching, Observation,	i. Trolleys and equipment cleaning method confirmed ii. Plants care equipment washed iii. Trolleys and equipment sanitized iv. Trolleys and equipment kept v. Records and notifications for facilities wall and wall fitting cleaning and faulty items generated

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilize basic IT applications	3. Interpersonal skills
01.04 Analyze information	4. Learning skills
01.05 Utilize the Internet to locate and gather information	5. Leadership skills
01.06 Utilize word processor to process information	6. Multitasking and prioritizing
01.07 Utilize database applications to locate and process information	7. Self-discipline
01.10 Apply a variety of mathematical techniques	8. Teamwork
02.01 Interpret and follow manuals, instructions and SOP's	
02.02 Follow telephone/ telecommunication procedures	
02.03 Communicate clearly	
02.05 Read/interpret flowcharts and pictorial information	
02.07 Utilize Local Area Network (LAN)/Intranet to exchange information	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
03.08 Develop and maintain cooperation within work group	
04.01 Organize own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organize and maintain own workplace	
06.01 Understand systems	

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| 06.02 | Comply with and follow chain of command |
| 06.03 | Identify and highlight problems |
| 06.04 | Adapt competency to new situations/systems |

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of types Plants/artificial Plants	1 : 25
3. PPE	1 : 1
4. Chemical	1 : 25
5. Signage	1 : 25
6. Cleaning tools	1 : 5

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 Operation						
COMPETENCY UNIT TITLE	Facilities Curtain And Blind Cleaning						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional cleaning of curtain and blinds in any facilities. It includes both routine and specialised cleaning of various types of curtains and blinds. The outcome of this competency is to ensure that all cobwebs, dirt, marks and stains on curtains and blinds in tourism facilities are routinely, efficiently and effectively removed in a professional manner in accordance with curtain and blinds cleaning 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 curtain and blind cleaning requirements • Prepare curtain and blind cleaning • Perform dust and cobweb clearing • Finalize facilities curtain and blind cleaning activities 						
PRE-REQUISITE (if applicable)	NIL						
COMPETENCY UNIT ID	HT-070-2:2014-E02	Level	Two (2)	TRAINING DURATION	80 Hours	SKILL CREDIT	8

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Determine facilities curtain and blind cleaning requirements	i. Organization policies n procedures : <ul style="list-style-type: none"> • Source of SOP • Location • Process ii. Personal Grooming such as: <ul style="list-style-type: none"> • Uniform • Neat Hair • Disposition iii. Types of PPE such as: <ul style="list-style-type: none"> • Face Mask • Ladder • Signage • Hair net iv. Work schedule content such as; <ul style="list-style-type: none"> • Location • Duration/time • Task • Work flow sequence 	i. Determine organization policies and procedures ii. Identify grooming and personal protective equipment iii. Determine work schedule and workflow	<u>Attitude</u> i. Punctual when determining organization policies and procedures ii. Neat and tidy when identifying grooming and personal protective equipment iii. Respectful when determining work schedule and workflow	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<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 iii. Types of PPE recognized iv. Content of work schedule confirmed v. Sequence of workflow confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare plants care tools and equipment	i. Types of cleaning tools and equipment such as; <ul style="list-style-type: none"> • Vacuum cleaner • Micro-fibre cloth • Mop • Ladder ii. Function of cleaning tools and equipment iii. Cleaning chemical tools and equipment location iv. Cleaning chemical preparation such as: <ul style="list-style-type: none"> • Dilution/ratio • Colour labelling v. Protective justification such as; <ul style="list-style-type: none"> • Wrapping • Hanging vi. Trolleys condition such as: <ul style="list-style-type: none"> • Wheels • Compartment vii. Types of signage such as; <ul style="list-style-type: none"> • Work in progress 	i. Select cleaning chemicals and equipment ii. Prepare cleaning chemicals and equipment iii. Load curtain and blinds cleaning trolleys iv. Place safety signs	<u>Attitude</u> i. Honest when selecting cleaning chemicals and equipment require ii. Team work when preparing cleaning chemicals and equipment require iii. Rational when checking facilities curtain and blinds cleaning iv. Meticulous when placing safety sign <u>Safety</u> i. Use PPE ii. Comply to safety standard	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Types of cleaning chemical confirmed ii. Types of cleaning equipment confirmed iii. Location of cleaning chemical and equipment confirmed iv. Cleaning chemical preparation procedure fixed v. Equipment preparation recognized vi. Types of cleaning consumables recognized vii. Par-level of consumable items checked viii. Types of signage identified ix. Curtain and blind sign placed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Caution 					
3. Perform dust and cobweb clearing	<ul style="list-style-type: none"> i. Types of Curtains and Blind such as; <ul style="list-style-type: none"> • Linen • Silk (material must be fire retardant) ii. Types of Vacuum such as <ul style="list-style-type: none"> • Backpack • cordless iii. Vacuum technique iv. Types of disposition such as: <ul style="list-style-type: none"> • Cobwebs • Dust v. Dust and cobweb removing technique vi. Damp cloth cleaning technique vii. Wiping and cleaning Technique such as: <ul style="list-style-type: none"> • Multipurpose cleaner • Dry microfiber cloth 	<ul style="list-style-type: none"> i. Vacuum curtain and blinds ii. Remove dust and cobweb iii. Clean cloth dabbed with plain water iv. Wipe curtain and blinds 	<u>Attitude</u> <ul style="list-style-type: none"> i. Diligent when Vacuum curtain and blinds ii. Patient and team work when Remove dust and cobweb iii. Tidy when Clean cloth dabbed with plain water <u>Safety</u> <ul style="list-style-type: none"> i. Use PPE ii. Comply to safety standard 	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration, Role play, Coaching, Observation,	<ul style="list-style-type: none"> i. Types of Curtains and Blind identified ii. Vacuum technique determined vacuumed iii. Dust and cobweb removing technique confirmed iv. Dust and cobweb cleared v. Damp cloth cleaning technique confirmed vi. Cloth dabbed with plain water washed vii. Wiping and cleaning Technique recognized viii. Curtain and blinds wiped

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Finalize facilities curtain and blind cleaning activities	i. Curtain and blind drying duration ii. Curtain and blind cleanliness KPI iii. Checking technique such as; <ul style="list-style-type: none"> • Visual • Touch • Smell iv. Trolley cleaning procedure such as; <ul style="list-style-type: none"> • Empty trolley • Disinfect v. Tools and equipment cleaning procedure such as; <ul style="list-style-type: none"> • Wipe • Disinfect vi. Location of designated store vii. recording Format viii. Submission procedure	i. Check cleanliness of curtain and blind ii. Clean trolleys and equipment iii. Store trolleys and equipment iv. Complete facilities curtain and blind cleaning records and notifications	<u>Attitude</u> i. Tidy when Check cleanliness of curtain and blind ii. Patient and team work when Clean trolleys and equipment iii. Compliance when Store trolleys and equipment	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Cleanliness key performance indicators(KPI) observed ii. Trolleys and equipment cleaning method confirmed iii. Trolleys and equipment sanitized iv. Trolleys and equipment kept v. Records and notifications for facilities curtain and blind cleaning and faulty items generated

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilize basic IT applications	3. Interpersonal skills
01.04 Analyze information	4. Learning skills
01.05 Utilize the Internet to locate and gather information	5. Leadership skills
01.06 Utilize word processor to process information	6. Multitasking and prioritizing
01.07 Utilize database applications to locate and process information	7. Self-discipline
01.10 Apply a variety of mathematical techniques	8. Teamwork
02.01 Interpret and follow manuals, instructions and SOP's	
02.02 Follow telephone/ telecommunication procedures	
02.03 Communicate clearly	
02.05 Read/interpret flowcharts and pictorial information	
02.07 Utilize Local Area Network (LAN)/Intranet to exchange information	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
03.08 Develop and maintain cooperation within work group	
04.01 Organize own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organize and maintain own workplace	
06.01 Understand systems	

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| 06.02 | Comply with and follow chain of command |
| 06.03 | Identify and highlight problems |
| 06.04 | Adapt competency to new situations/systems |

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of curtain	1 : 25
3. PPE	1 : 1
4. Chemical	1 : 25
5. Signage	1 : 25
6. Cleaning tools	1 : 1

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 Operation						
COMPETENCY UNIT TITLE	Facilities Water Features Cleaning						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to provide professional cleaning of water features in any facilities. It includes both routine and specialised cleaning of various types of water features including ponds, pools or fountains. The outcome of this competency is to ensure that dirt and impurities in and on water features are removed in a safety, environmentally-friendly and efficient manner in accordance with water feature cleaning guidelines.</p> <p>Upon completion of this competency unit, trainee will be able to:-</p> <ul style="list-style-type: none"> • Determine facilities water features cleaning requirements • Prepare facilities water features cleaning • Perform water features cleaning • Finalize facilities water features cleaning activities 						
PRE-REQUISITE (IF APPLICABLE)	NIL						
COMPETENCY UNIT ID	HT-070-2:2014-E03	LEVEL	Two (2)	TRAINING DURATION	80 Hours	SKILL CREDIT	8

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Determine facilities water features cleaning requirements	i. Organization policies n procedures : <ul style="list-style-type: none"> • Source of SOP • Location • Process ii. Personal Grooming such as: <ul style="list-style-type: none"> • Uniform • Neat Hair • Disposition iii. Types of PPE such as: <ul style="list-style-type: none"> • Face Mask • Ladder • Signage • Gloves iv. Work schedule content such as; <ul style="list-style-type: none"> • Location • Duration/time • Task • Work flow sequence v. Technique of cleaning	i. Determine organization policies and procedures ii. Identify grooming and personal protective equipment iii. Determine work schedule and workflow	<u>Attitude</u> i. Punctual when determining organization policies and procedures ii. Neat and tidy when identifying grooming and personal protective equipment iii. Respectful when determining work schedule and workflow	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<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 iii. Types of PPE recognized iv. Content of work schedule confirmed v. Sequence of workflow confirmed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare facilities water features cleaning	i. Types of Cleaning chemical such as; <ul style="list-style-type: none"> • Wet and Dry vacuum cleaner • Microfiber cloth • Nylon hand brush • Ladder ii. Function of cleaning chemical tools and equipment iii. Cleaning chemical tools and equipment location iv. Cleaning chemical preparation such as: <ul style="list-style-type: none"> • Colour labelling • Dilution/ratio v. Protective justification such as; <ul style="list-style-type: none"> • Wrapping • Tray 	i. Select cleaning chemicals and equipment ii. Prepare cleaning chemicals and equipment iii. Load water features cleaning trolleys iv. Place safety signs	<u>Attitude</u> <ol style="list-style-type: none"> i. Honest when selecting cleaning chemicals and equipment require ii. Team work when preparing cleaning chemicals and equipment require iii. Diligent when identifying consumables iv. Rational when checking facilities washroom cleaning v. Meticulous when placing safety sign <u>Safety</u> <ol style="list-style-type: none"> i. Use PPE ii. Comply to safety standard 	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Types of cleaning chemical confirmed ii. Types of cleaning equipment confirmed iii. Location of cleaning chemical and equipment confirmed iv. Cleaning chemical preparation procedure fixed v. Equipment preparation recognized vi. Types of cleaning consumables recognized vii. Par-level of consumable items checked viii. Types of signage identified ix. Facilities water features sign placed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vi. Trolleys condition such as: <ul style="list-style-type: none"> • Wheels • Compartment vii. Types of signage such as; <ul style="list-style-type: none"> • Red tape • Caution signage 					

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Perform water features cleaning	i. Switch off power supply procedure such as; <ul style="list-style-type: none"> • Tape switches • Unplug ii. Safety requirements iii. Draining Water technique iv. Litter clearing technique v. Scrubbing technique vi. Rinsing water technique such as: <ul style="list-style-type: none"> • Draining out through outlet • Using wet and dry vacuum vii. Water Refilling techniques such as; <ul style="list-style-type: none"> • Water pressure • Water level viii. OSHA compliance such as:	i. Switch off and display notice on electrical power supply ii. Drain water iii. Clear litter around water features iv. Scrub algae v. Rinse water features area vi. Fill up water features to the appropriate level vii. Switch on and remove display notice from electrical power supply	<u>Attitude</u> i. Diligent when Switch off and display notice on electrical power supply ii. Patient and team work when Clear litter around water features iii. Tidy when Scrub algae iv. Rinse water <u>Safety</u> i. Use PPE ii. Comply to safety standard	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Switch off power supply procedure confirmed ii. Electrical power supply logged off iii. Notice on electrical power supply patched iv. Draining Water technique recognized v. Water on water features channelled out vi. Litter clearing technique confirmed vii. Litter around water features collected viii. Scrubbing technique determined ix. Water features algae brushed x. Rinsing water technique selected xi. water features area washed

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Record plug point used • Additional circuit breakage used 					xii. Water Refilling techniques selected xiii. Water features to the appropriate level refilled xiv. OSHA compliance followed xv. Electrical power supply logged on xvi. Electrical power supply notice cleared

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Finalize facilities water features cleaning activities	i. Water features cleanliness KPI ii. Checking technique such as; <ul style="list-style-type: none"> • Visual • Touch • Smell iii. Cleaning trolleys and equipment Technique Such as: <ul style="list-style-type: none"> • Micro-fibre cloth/Mop to be washed • Trolleys to wipe with detergent iv. Location of designated store v. Format of recording vi. Submission procedure	i. Check cleanliness of water features cleaning ii. Clean trolleys and equipment iii. Store trolleys and equipment iv. Complete facilities water features cleaning records and notifications	<u>Attitude</u> i. Tidy whenCheck cleanliness of water features cleaning ii. Patient and team work whenClean trolleys and equipment iii. Compliance whenStore trolleys and equipment iv. Resourceful whenComplete facilities water features cleaning records and notifications	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture, Group discussion, One-on-one tutorial <u>Related Skills</u> Demonstration , Role play, Coaching, Observation,	i. Cleanliness key performance indicators(KPI) observed ii. Trolleys and equipment cleaning method confirmed iii. Trolleys and equipment sanitized iv. Trolleys and equipment kept v. Records and notifications for facilities water features cleaning and faulty items generated

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information	1. Communication skills
01.02 Document information, procedures or processes	2. Conceptual skills
01.03 Utilize basic IT applications	3. Interpersonal skills
01.04 Analyze information	4. Learning skills
01.05 Utilize the Internet to locate and gather information	5. Leadership skills
01.06 Utilize word processor to process information	6. Multitasking and prioritizing
01.07 Utilize database applications to locate and process information	7. Self-discipline
01.10 Apply a variety of mathematical techniques	8. Teamwork
02.01 Interpret and follow manuals, instructions and SOP's	
02.02 Follow telephone/ telecommunication procedures	
02.03 Communicate clearly	
02.05 Read/interpret flowcharts and pictorial information	
02.07 Utilize Local Area Network (LAN)/Intranet to exchange information	
03.01 Apply cultural requirements to the workplace	
03.02 Demonstrate integrity and apply ethical practices	
03.03 Accept responsibility for own work and work area	
03.04 Seek and act constructively upon feedback about performance	
03.05 Demonstrate safety skills	
03.06 Respond appropriately to people and situations	
03.07 Resolve interpersonal conflicts	
03.08 Develop and maintain cooperation within work group	
04.01 Organize own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organize and maintain own workplace	

06.01	Understand systems	
06.02	Comply with and follow chain of command	
06.03	Identify and highlight problems	
06.04	Adapt competency to new situations/systems	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of policy and procedure	1 : 1
2. Sample of nylon hand brush	1 : 25
3. PPE	1 : 1
4. Sample of microfibre cloth	1 : 25
5. Signage	1 : 25
6. Cleaning tools	1 : 1

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

Training Hours Summary

SUMMARY OF TRAINING DURATION FOR HYGIENE OPERATION (LEVEL 2)						
NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
HT-070- 2:2014: C01	Facilities Washroom Cleaning	1. Determine facilities washroom cleaning requirements	7	14	21	150
		2. Prepare washroom cleaning tools and equipment	7	14	21	
		3. Remove general waste	5	11	16	
		4. Carry-out fixtures and fitting washroom cleaning	9	21	30	
		5. Perform washroom floor wash	9	21	30	
		6. Carry-out washroom consumables refill	5	11	16	
		7. Perform closing facility general work activity	5	11	16	
HT-070- 2:2014: C02	Facilities Floor Cleaning	1. Determine facilities floor cleaning requirements	5	11	16	100
		2. Prepare floor cleaning	6	12	18	
		3. Perform mop activities	8	20	28	
		4. Perform drying floor activities	8	20	28	
		5. Finalize floor cleaning activities	3	7	10	

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
HT-070-2:2014:C03	Facilities Door and Window Glass Cleaning Operation	1. Identify facilities door and window glass cleaning requirements	5	11	16	100
		2. Prepare door and window glass cleaning tools and equipment	6	14	20	
		3. Carry-out facilities glass cleaning	8	16	24	
		4. Carry-out wipe dry activities	8	16	24	
		5. Finalize door and window glass cleaning activities	5	11	16	

HT-070-2:2014:C04	Facilities Ceiling And Ceiling Fixtures Cleaning	1. Determine facilities ceiling and ceiling fixtures cleaning requirements	7	16	23	150
		2. Prepare ceiling and ceiling fixtures cleaning tools and equipment	7	16	23	
		3. Carry-out facilities ceiling dust and cobweb clearing	11	26	37	
		4. Carry-out facilities ceiling fitting cleaning	11	26	37	
		5. Finalize ceiling and ceiling fixtures cleaning activities	9	21	30	

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
HT-070-2:2014:C05	Facilities Wall And Wall Fitting Cleaning	1. Determine facilities wall and wall fitting cleaning requirements	7	16	23	150
		2. Prepare wall and wall fitting cleaning	7	16	23	
		3. Perform facilities wall fittings cleaning	11	26	37	
		4. Perform facilities wall cleaning	11	26	37	
		5. Finalize facilities wall and wall fitting cleaning activities	9	21	30	
HT-070-2:2014:C06	Facilities Fitting Fixtures And Furniture's Cleaning	1. Determine facilities fitting fixtures and furniture's cleaning requirements	7	16	23	150
		2. Carry-out chemical application	11	26	37	
		3. Carry-out wiping activities	11	26	37	
		4. Finalize fitting fixtures and furniture's cleaning activities	9	21	30	
HT-070-2:2014:C07	Facilities Domestic Waste Removal	1. Determine domestic waste removal requirements	9	21	30	100
		2. Segregate waste in sub-store	11	27	38	
		3. Finalize waste disposal activities	11	21	32	

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
HT-070-2:2014:E01	Facilities Plants Care	1. Determine facilities care of plants requirements	6	14	20	80
		2. Prepare plants care tools and equipment	6	14	20	
		3. Perform plants care cleaning activities	6	14	20	
		4. Finalize facilities plants care activities	6	14	20	
HT-070-2:2014:E02	Facilities Curtain And Blind Cleaning	1. Determine facilities curtain and blind cleaning requirements	6	14	20	80
		2. Prepare plants care tools and equipment	6	14	20	
		3. Perform dust and cobweb clearing	6	14	20	
		4. Finalize facilities curtain and blind cleaning activities	6	14	20	
HT-070-2:2014:E03	Facilities Water Features Cleaning	1. Determine facilities water features cleaning requirements	6	14	20	80
		2. Prepare facilities water features cleaning	6	14	20	
		3. Perform water features cleaning	6	14	20	
		4. Finalize facilities water features cleaning activities	6	14	20	