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|-----------------------------|--|--------------------------|--------------|---|
| Curriculum Document         |  |                          |              |  |
| Curriculum Code             | Curriculum Title                             |                          |              |   |
| 811201000-00-00             | Occupational Certificate: Commercial Cleaner |                          |              |   |
| Development Quality Partner | Name   | E-mail                   | Phone        | Logo  |
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\_\_\_\_\_  
QDF Signature

\_\_\_\_\_  
Date

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DQP Representative Signature

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Date

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Learner QDF Signature

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Date

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## **SECTION 1: CURRICULUM SUMMARY**

### **1. Occupational Information**

#### **1.1 Associated Occupation**

811201000-00-00-Occupational Certificate: Commercial Cleaner

#### **1.2 Occupation or Specialisation Addressed by this Curriculum**

None

##### **Alternative Titles used by Industry**

None

### **2. Curriculum Information**

#### **2.1 Curriculum Structure**

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

##### **Knowledge Modules:**

- 811201-000-00-00-KM-01, Introduction to the world of work, NQF level 1, Cr 6
- 811201-000-00-00-KM-02, Basics of health, safety and the environment, NQF Level 2, Credits 5
- 811201-000-00-00-KM-03, Introduction to commercial cleaning, NQF level 1, Cr 5
- 811201-000-00-00-KM-04, Commercial cleaning equipment, chemicals and consumables, NQF level 1, Cr 5
- 811201-000-00-00-KM-05, Basics of cleaning Commercial kitchennette, NQF Level 1, Cr 5
- 811201-000-00-00-KM-06, Cleaning ablution facilities, NQF level 1, Cr 5
- 811201-000-00-00-KM-07, Basics of cleaning commercial floor surfaces, NQF level 1, Cr 4
- 811201-000-00-00-KM-08, Introduction to above the floor surface, NQF level 1, Cr 4

**Total number of credits for Knowledge Modules: 39**

##### **Practical Skill Modules:**

- 811201-000-00-00-PM-01, Complete before shift duties, NQF Level 1, Cr 3
- 811201-000-00-00-PM-02, Clean above floor surfaces, NQF Level 1, Cr 6

- 811201-000-00-00-PM-03, Clean the commercial kitchenette, NQF Level 1, Cr 6
- 811201-000-00-00-PM-04, Clean ablution facilities, NQF Level 1, Cr 5
- 811201-000-00-00-PM-05, Clean and maintain storeroom, NQF Level 1, Cr 4
- 811201-000-00-00-PM-06, Clean floor surfaces, NQF Level 1, Cr 6
- 811201-000-00-00-PM-07, Check and confirm completed tasks, NQF Level 1, Cr 5

**Total number of credits for Practical Skill Modules: 35**

#### **Work Experience Modules:**

- 811201-000-00-00-WM-01, Procedures for completing before shift duties, NQF Level 1, Cr 4
- 811201-000-00-00-WM-02, Procedures for cleaning above the floor surfaces, NQF Level 1, Cr 7
- 811201-000-00-00-WM-03, Procedures for cleaning the commercial kitchenette, NQF Level 1, Cr 7
- 811201-000-00-00-WM-04, Procedures for cleaning ablution facilities, NQF Level 1, Cr 7
- 811201-000-00-00-WM-05, Procedures for cleaning and maintaining storeroom, NQF Level 1, Cr 5
- 811201-000-00-00-WM-06, Procedures for cleaning floor surfaces, NQF Level 1, Cr 10
- 811201-000-00-00-WM-07, Procedures for checking and confirming completed tasks, NQF Level 1, Cr 6

**Total number of credits for Work Experience Modules: 46**

## **2.2 Entry Requirements**

- AET Level 4

## **3. Assessment Quality Partner Information**

Name of body: Services Seta

Address of body: 5 Sherborne Rd, Parktown, Johannesburg, 2193

Contact person name: Nozipho Zondo

Contact person work telephone number: 011 276 9600

## **4. Part Qualification Curriculum Structure**

Derived qualifications registered as part qualifications

| SAQA ID | Curriculum Code | Title                           | NQF Level | Credits |
|---------|-----------------|---------------------------------|-----------|---------|
|         | 811201000-00-01 | Commercial kitchenette cleaner  | 1         | 47      |
|         | 811201000-00-02 | Commercial ablution cleaner     | 1         | 46      |
|         | 811201000-00-03 | Above the floor surface cleaner | 1         | 46      |
|         | 811201000-00-04 | Commercial floor cleaner        | 1         | 49      |

#### 4.1 Part Qualification 1:

**Title:** Commercial kitchenette cleaner, NQF Level 1 Credits 47

**Purpose:**

Cleans and maintain a commercial kitchenette

**Applicable Modules (Rules of Combination)**

This qualification is made up of the following compulsory Knowledge, Practical Skill and Work Experience Modules:

**Knowledge Modules:**

- 811201-000-00-00-KM-01, Introduction to the world of work, NQF level 1, Cr 6
- 811201-000-00-00-KM-04, Commercial cleaning equipment, chemicals and consumables, NQF level 1, Cr 5
- 811201-000-00-00-KM-05, Basics of cleaning commercial kitchenette, NQF Level 1, Cr 5

**Total number of credits for Knowledge Modules: 16**

**Practical Skill Modules:**

- 811201-000-00-00-PM-01, Complete before shift duties, NQF Level 1, Cr 3
- 811201-000-00-00-PM-03, Clean the commercial kitchenette, NQF Level 1, Cr 6
- 811201-000-00-00-PM-07, Check and confirm completed tasks, NQF Level 1, Cr 5

**Total number of credits for Practical Skill Modules: 14**



**Work Experience Modules:**

- 811201-000-00-00-WM-01, Procedures for completing before shift duties, NQF Level 1, Cr 4
- 811201-000-00-00-WM-03, Procedures for cleaning the commercial kitchenette, NQF Level 1, Cr 7
- 811201-000-00-00-WM-07, Procedures for checking and confirming completed tasks, NQF Level 1, Cr 6

**Total number of credits for Work Experience Modules: 17**

**ENTRY REQUIREMENTS**

- AET Level 4

**EXIT LEVEL OUTCOMES:****EXIT LEVEL OUTCOMES 1**

Prepare equipment and tools, chemicals and consumables to clean the kitchenette to specifications

Associated Assessment Criteria

- The PPE adonned complies to professional appearance and safety requirements
- The tools and equipment selected complies to the assignment requirements
- The inspection conducted on equipment, tools , consumables and chemicals record and report usage and addistional stock requirements

**EXIT LEVEL OUTCOMES 2**

Complete cleaning of the kitchenette to standard using cleaning principles and methods

Associated Assessment Criteria

- Explanation provided for functioning within workplaces demonstrate complete understanding of concepts and application within the work of work
- Use of equipment, tools, chemicals and consumables demonstrate understanding of their use, storage and functions to industry standards
- Cleaning of components of a kitchenette complies to specifications, cleaning procedures and comform to cleaning principles
- End of task duties are completed to industry standard and storage requirements

- Records for usage of chemicals and consumables and their replenishment are kept for compliance to procedural requirements

## **4.2 Part Qualification 2:**

**Title:** Commercial ablution cleaner, NQF Level 1 Credits 46

**Purpose:**

Cleans and maintain toilet and bathroom facilities

**Applicable Modules (Rules of Combination)**

This qualification is made up of the following compulsory Knowledge, Practical Skill and Work Experience Modules:

**Knowledge Modules:**

- 811201-000-00-00-KM-01, Introduction to the World of Work, NQF level 1, Cr 6
- 811201-000-00-00-KM-04, Commercial Cleaning Equipment, Chemicals and Consumables, NQF level 1, Cr 5
- 811201-000-00-00-KM-06, Cleaning Ablution Facilities, NQF level 1, Cr 5

**Total number of credits for Knowledge Modules: 16**

**Practical Skill Modules:**

- 811201-000-00-00-PM-01, Complete before shift duties, NQF Level 1, Cr 3
- 811201-000-00-00-PM-04, Clean ablution facilities, NQF Level 1, Cr 5
- 811201-000-00-00-PM-07, Check and confirm completed tasks, NQF Level 1, Cr 5

**Total number of credits for Practical Skill Modules: 13**

**Work Experience Modules:**

- 811201-000-00-00-WM-01, Procedures for completing before shift duties, NQF Level 1, Cr 4
- 811201-000-00-00-WWM-04, Procedures for cleaning ablution facilities, NQF Level 1, Cr 7
- 811201-000-00-00-WM-07, Procedures for checking and confirming completed tasks, NQF Level 1, Cr 6

**Total number of credits for Work Experience Modules: 17**

## **ENTRY REQUIREMENTS**

- AET Level 4

## **EXIT LEVEL OUTCOMES:**

### **EXIT LEVEL OUTCOMES 1**

Prepare equipment and tools, chemicals, and consumables to clean commercial ablution facilities to specifications

#### ***Associated Assessment Criteria***

- The PPE adonned complies to professional appearance and safety requirements
- The tools and equipment selected complies to the assignment requirements for cleaning commercial ablution facilities
- The inspection conducted on equipment, tools, consumables and chemicals record and report usage and additional stock requirements for commercial ablution cleaning

### **EXIT LEVEL OUTCOMES 2**

Complete cleaning of the commercial ablution facilities to standard using cleaning principles and methods

#### ***Associated Assessment Criteria***

- Explanation provided for functioning within workplaces demonstrate complete understanding of concepts and application within the work of work
- Use of equipment, tools, chemicals and consumables demonstrate understanding of their use, storage and functions to industry standards
- Cleaning of components of a commercial ablution facility complies to specifications, cleaning procedures and conform to cleaning principles
- End of task duties are completed to industry standard and storage requirements
- Records for usage of chemicals and consumables and their replenishment are kept for compliance to procedural requirements

## **4.2 Part Qualification 3:**

**Title:** Above surface cleaner, NQF Level 1 Credits 46

**Purpose:**

Clean and disinfect above floor structures, fixtures and accessories in a commercial environment

**Applicable Modules (Rules of Combination)**

This qualification is made up of the following compulsory Knowledge, Practical Skill and Work Experience Modules:

**Knowledge Modules:**

- 811201-000-00-00-KM-01, Introduction to the World of Work, NQF level 1, Cr 6
- 811201-000-00-00-KM-04, Commercial Cleaning Equipment, Chemicals and Consumables, NQF level 1, Cr 5
- 811201-000-00-00-KM-08, Introduction to above the floor surface, NQF level 1, Cr 4

**Total number of credits for Knowledge Modules: 15**

**Practical Skill Modules:**

- 811201-000-00-00-PM-01, Complete before shift duties, NQF Level 1, Cr 3
- 811201-000-00-00-PM-02, Clean above floor surfaces, NQF Level 1, Cr 6
- 811201-000-00-00-PM-07, Check and confirm completed tasks, NQF Level 1, Cr 5

**Total number of credits for Practical Skill Modules: 14**

**Work Experience Modules:**

- 811201-000-00-00-WM-01, Procedures for completing before shift duties, NQF Level 1, Cr 4
- 811201-000-00-00-WM-02, Procedures for cleaning above the floor surfaces, NQF Level 1, Cr 7
- 811201-000-00-00-WM-07, Procedures for checking and confirming completed tasks, NQF Level 1, Cr 6

**Total number of credits for Work Experience Modules: 17**

**ENTRY REQUIREMENTS**

- AET Level 4

## **EXIT LEVEL OUTCOMES:**

### **EXIT LEVEL OUTCOMES 1**

Prepare equipment and tools, chemicals, and consumables to clean above surface to specifications

#### ***Associated Assessment Criteria***

- The PPE adonned complies to professional appearance and safety requirements
- The tools and equipment selected complies to the assignment requirements for cleaning above surface
- The inspection conducted on equipment, tools, consumables and chemicals record and report usage and additional stock requirements for above surface cleaning

### **EXIT LEVEL OUTCOMES 2**

Complete cleaning of above surface to standard using cleaning principles and methods

#### ***Associated Assessment Criteria***

- Explanation provided for functioning within workplaces demonstrate complete understanding of concepts and application within the work of work
- Use of equipment, tools, chemicals and consumables demonstrate understanding of their use, storage and functions to industry standards
- Cleaning of components of above surface complies to specifications, cleaning procedures and conform to cleaning principles
- End of task duties are completed to industry standard and storage requirements
- Records for usage of chemicals and consumables and their replenishment are kept for compliance to procedural requirements

## **4.2 Part Qualification 4:**

**Title:** Commercial floor cleaner, NQF Level 1 Credits 49

### **Purpose:**

Clean and maintain different types of floors surfaces in commercial environment

### **Applicable Modules (Rules of Combination)**

This qualification is made up of the following compulsory Knowledge, Practical Skill and Work Experience Modules:

**Knowledge Modules:**

- 811201-000-00-00-KM-01, Introduction to the World of Work, NQF level 1, Cr 6
- 811201-000-00-00-KM-04, Commercial Cleaning Equipment, Chemicals and Consumables, NQF level 1, Cr 5
- 811201-000-00-00-KM-07, Basics of Cleaning Commercial floor surface, NQF level 1, Cr 4

**Total number of credits for Knowledge Modules: 15**

**Practical Skill Modules:**

- 811201-000-00-00-PM-01, Complete before shift duties, NQF Level 1, Cr 3
- 811201-000-00-00-PM-06, Clean floor surfaces, NQF Level 1, Cr 6
- 811201-000-00-00-PM-07, Check and confirm completed tasks, NQF Level 1, Cr 5

**Total number of credits for Practical Skill Modules: 14**

**Work Experience Modules:**

- 811201-000-00-00-WM-01, Procedures for completing before shift duties, NQF Level 1, Cr 4
- 811201-000-00-00-WM-06, Procedures for cleaning floor surfaces, NQF Level 1, Cr 10
- 811201-000-00-00-WM-07, Procedures for checking and confirming completed tasks, NQF Level 1, Cr 6

**Total number of credits for Work Experience Modules: 20**

**ENTRY REQUIREMENTS**

- AET Level 4

**EXIT LEVEL OUTCOMES:**

**EXIT LEVEL OUTCOMES 1**

Prepare equipment and tools, chemicals, and consumables to clean commercial floors to specifications

***Associated Assessment Criteria***

- The PPE adonned complies to professional appearance and safety requirements
- The tools and equipment selected complies to the assignment requirements for cleaning commercial floors
- The inspection conducted on equipment, tools, consumables and chemicals record and report usage and additional stock requirements for cleaning commercial floors

## **EXIT LEVEL OUTCOMES 2**

Complete cleaning of commercial floors to standard using cleaning principles and methods

### ***Associated Assessment Criteria***

- Explanation provided for functioning within workplaces demonstrate complete understanding of concepts and application within the work of work
- Use of equipment, tools, chemicals and consumables demonstrate understanding of their use, storage and functions to industry standards
- Cleaning of components of commercial floors complies to specifications, cleaning procedures and conform to cleaning principles
- End of task duties are completed to industry standard and storage requirements
- Records for usage of chemicals and consumables and their replenishment are kept for compliance to procedural requirements

## **SECTION 2: OCCUPATIONAL PROFILE**

### **1. Occupational Purpose**

Cleans offices, retail complexes, warehouses, residential complexes, construction sites and other commercial premises using chemicals, consumables, cleaning tools and equipment.

### **2. Occupational Tasks**

- Plan and prepare for cleaning operation (NQF level 2)
- Clean different types of surfaces (NQF level 1)
- Conduct end of task duties (NQF level 2)

### **3. Occupational Task Details**

#### **3.1. Plan and prepare for cleaning operation**

##### **Unique Product or Service:**

- Cleaning schedule, equipment, chemicals and consumables

##### **Occupational Responsibilities:**

- Complete before shift duties

##### **Occupational Contexts:**

- Procedures for completing before shift duties

#### **3.2. Clean different types of surfaces**

##### **Unique Product or Service:**

- Cleaned surfaces

##### **Occupational Responsibilities:**

- Clean above the floor surfaces
- Clean the commercial kitchenette
- Clean ablution facilities
- Clean and maintain cleaning storeroom
- Clean floor surfaces



**Occupational Contexts:**

- Processes for cleaning above floor surfaces
- Procedures for cleaning the commercial kitchenette
- Procedures for cleaning ablution facilities
- Procedures for cleaning and maintaining storeroom
- Procedures for cleaning floor surfaces

**3.3. Conduct end of task duties****Unique Product or Service:**

- Completed end of task duties

**Occupational Responsibilities:**

- Check and confirm completed tasks

**Occupational Context**

- Procedures for checking and confirming completed task

### **SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS**

#### **SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS**

- 811201-000-00-00-KM-01, Introduction to the world of work, NQF level 1, Cr 6
- 811201-000-00-00-KM-02, Basics of health, safety and the environment, NQF Level 2, Credits 5
- 811201-000-00-00-KM-03, Introduction to commercial cleaning, NQF level 1, Cr 5
- 811201-000-00-00-KM-04, Commercial cleaning equipment, chemicals and consumables, NQF level 1, Cr 5
- 811201-000-00-00-KM-05, Basics of cleaning Commercial kitchennette, NQF Level 1, Cr 5
- 811201-000-00-00-KM-06, Cleaning ablution facilities, NQF level 1, Cr 5
- 811201-000-00-00-KM-07, Basics of cleaning commercial floor surfaces, NQF level 1, Cr 4
- 811201-000-00-00-KM-08, Introduction to above the floor surface, NQF level 1, Cr 4

## 1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the world of work. The knowledge acquired will enable the learner to demonstrate an understanding of various work related requirements like employment contract, relationships, work ethics, work performance and basic communication at work.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 7.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: Employment (20%)
- KM-01-KT02: Organisation of work (20%)
- KM-01-KT03: Employer-Employee relationships (15%)
- KM-01-KT04: Concepts related to the performance of work (15%)
- KM-01-KT05: Ethics at work (10%)
- KM-01-KT06: Current trends influencing work (10%)
- KM-01-KT07: Basic Communication Skills (10%)

## 1.2 Guidelines for Topics

### 1.2.1. KM-01-KT01: Employment (20%)

***Topic elements to be covered include:***

- KT0101: An employee's legal rights
- KT0102: Employer roles and responsibilities
- KT0103: Employee role and responsibilities
- KT0104: Role of organised labour in business, structures and processes

***Internal Assessment Criteria and Weight***

- IAC0101: Define and describe the concepts which underpin employment, employment related legislation and systems
- IAC0102: Discuss the impact of the these concepts on an employer and employee
- IAC0103: Describe processes which govern employment, disputes and other labour relations issues

***(Weight 20%)***

### **1.2.2. KM-01-KT02: Organisation of work (20%)**

#### ***Topic elements to be covered include:***

- KT0201: What is work, including products and services, paid and unpaid
- KT0202: Work as sets of value-adding processes
- KT0203: Work as collaboration - the role of teams in work processes
- KT0204: How teams function
- KT0205: Meeting protocols for a variety of meeting types, including formal meetings and informal "stand-up" meetings

#### ***Internal Assessment Criteria and Weight***

- IAC0201: Define and describe the concepts which underpin work and working relationships
- IAC0202: Discuss the impact of the these concepts on an employee and co-workers
- IAC0203: Describe work procedures in terms of teams, meeting protocols and value add

***(Weight 20%)***

### **1.2.3. KM-01-KT03: Employer-Employee relationships (15%)**

#### ***Topic elements to be covered include:***

- KT0301: Employment contracts
- KT0302: Workplace procedures
- KT0303: Rules, codes of conduct and ethics
- KT0304: Organisation values
- KT0305: Basic labour relations

#### ***Internal Assessment Criteria and Weight***

- IAC0301: Define and describe the concepts which define employer and employee relationships
- IAC0302: Discuss the impact of the these concepts on an employer and employee
- IAC0303: Describe process which govern employer-employee relationships

***(Weight 15%)***

### **1.2.4. KM-01-KT04: Concepts related to the performance of work (15%)**

#### ***Topic elements to be covered include:***

- KT0401: Understanding job card
- KT0402: Work flow

- KT0403: Wastage
- KT0404: Productivity, efficiency
- KT0405: Housekeeping
- KT0406: Personal time management

***Internal Assessment Criteria and Weight***

- IAC0401: Define and describe the concepts related to the performance of work
- IAC0402: Discuss the impact of the these concepts on the individual employee
- IAC0403: Describe processes which govern performance of work

***(Weight 15%)***

**1.2.5. KM-01-KT05: Ethics at work (10%)**

***Topic elements to be covered include:***

- KT0501: Definition of ethical behaviour
- KT0502: Components of ethical behaviour
- KT0503: Unwritten but expected behaviours
- KT0504: Lapses in ethical behaviourtheft, abuse of company property, rules, time and sick leave
- KT0505: Conflicts of interest, including primary and secondary interests the impact on individuals and organisations and the link to corruption
- KT0506: The need for ethical behaviour and the impact on consequences of lapses in unethical behaviour
- KT0506: Time management

***Internal Assessment Criteria and Weight***

- IAC0501: Define and describe the concepts, issues and examples of ethical and unethical conduct
- IAC0502: Discuss the impact of the these factors on an employer and employee
- IAC0503: Describe the impact of lapses in ethical behaviour on the organisation and individuals in the organisations
- IAC0504: Describe the processes which employer organisations use to support ethical conduct in the workplace

***(Weight 15%)***

**1.2.6. KM-01-KT06: Current trends influencing work (10%)**

***Topic elements to be covered include:***

- KT0601: Employment equity

- KT0602: Broad-Based Black Economic Empowerment
- KT0603: Sustainability
- KT0604: Diversity
- KT0605: Work-life balance
- KT0606: Working smart

***Internal Assessment Criteria and Weight***

- IAC0601: Describe and explain the current trends affecting organisations and employees
- IAC0602: Discuss the impact of these factors on an employer and employee

***(Weight 10%)***

**1.2.7. KM-01-KT07: Basic Communication Skills(10%)**

***Topic elements to be covered include:***

- KT0701 Listening methods
- KT0702 Verbal and non verbal communication
- KT0703 Forms of reporting

***Internal Assessment Criteria and Weight***

- IAC0701 Discuss methods of listening
- IAC0702 Discuss verbal and non-verbal communication
- IAC0703 Discuss different ways to report work performance

***(Weight 10%)***

**1.3 Provider Programme Accreditation Criteria**

***Physical Requirements:***

- Standard facilities for classroom training
- Training Material compliant to the Qualification

***Human Resource Requirements:***

- Facilitator with relevant industry experience and a knowledge of the work context
- Facilitator/learner ratio 1 to 24

***Legal Requirements:***

- Compliant with relevant health and safety requirements

**1.4 Exemptions**

- None

## **2. 811201-000-00-00-KM-02 Basics of health, safety and the environment, NQF Level 2, Credits 5**

### **2.1 Purpose of the Knowledge Modules**

The main focus of the learning in this knowledge module is to build an understanding of the basic principles relating to health, safety and the environment, in the construction and mining environment in particular.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 6.25 days.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Safety (40%)
- KM-02-KT02: Health (30%)
- KM-02-KT03: Workplace environments (30%)

### **2.2 Guidelines for Topics**

#### **2.2.1. KM-02-KT01: Safety (40%)**

##### ***Topic elements to be covered include:***

- KT0101: Legislation and regulations related to safety
- KT0102: Material Safety datasheet
- KT0103: Types and uses of Personal protective equipment
- KT0104: Interaction between man and machine, machine and machine in close proximity, including proximity safety devices
- KT0105: Start-of-shift procedures
- KT0106: Emergency preparedness and response and evacuation procedures
- KT0107: Fires
- KT0108: Heat
- KT0109: Fatigue
- KT0110: Concepts and principles of hazard identification and risk assessment (including electrical, mechanical and environmental hazards)
- KT0111: Natural hazards (such as snakes, where applicable)

##### ***Internal Assessment Criteria and Weight***

- IAC0101: Describe the relevant legal requirements
- IAC0102: Describe emergency and rescue procedures and processes

- IAC0103: Discuss start of shift procedures
- IAC0104: Discuss standard evacuation procedures

**(Weight 40%)**

### **2.2.2. KM-02-KT02: Health (30%)**

**Topic elements to be covered include:**

- KT0201: Personal health and wellbeing (HIV/ Aids, Substance abuse, including, impact on work)
- KT0202: Principles of employee wellness programmes
- KT0203: Principles of employee assistance programmes
- KT0204: Ergonomic Principles

**Internal Assessment Criteria and Weight**

- IAC0201: Describe the principles underpinning health programmes
- IAC0202: Describe the principles underpinning employee assistance-programmes
- IAC0203: Describe the impact of substance abuse

**(Weight 30%)**

### **2.2.3. KM-02-KT03: Workplace environments (30%)**

**Topic elements to be covered include:**

- KT0301: Basic ventilation principles
- KT0302: Dust, including health hazards and risks
- KT0303: Water
- KT0304: Spillages
- KT0305: Moving machinery
- KT0306: Electrical connections
- KT0307: Waste disposal and recycling

**Internal Assessment Criteria and Weight**

- IAC0301: Describe the various environmental elements, hazards, risk assessment and explain methods of elimination and mitigation
- IAC0302: Discuss procedures for movement of equipment within working environment
- IAC0303: Discuss processes of waste disposal and recycling

**(Weight 30%)**

## **2.3 Provider Programme Accreditation Criteria**

*Physical Requirements:*



- Standard facilities for classroom training
- Relevant training materials

*Human Resource Requirements:*

- Facilitator with relevant industry experience and a knowledge of the work context
- Facilitator/learner ratio 1 to 24

*Legal Requirements:*

- Compliant with relevant health and safety requirements

**2.4 Exemptions**

- None

### **3. 811201-000-00-00-KM-03, Introduction to Commercial Cleaning, NQF level 1, Cr 5**

#### **3.1 Purpose of the Knowledge Module**

The main focus of the learning in this knowledge module is to build an understanding of commercial cleaning services. The knowledge acquired will enable the learner to demonstrate an understanding of various functions performed by the Commercial Cleaner

*The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 6.25 days.*

The learning will enable learners to demonstrating an understanding of:

Introduction to Principles of Cleaning

- KM-03-KT01 Principles of Cleaning (60%)
- KM-03-KT02 Attributes of a Commercial Cleaner (5%)
- KM-03-KT03 Commercial Environment (10%)
- KM-03-KT04 Basics of customer care (5%)
- KM-03-KT05 Maintenance Issues (10%)
- KM-03-KT06 Dressing the part (5%)
- KM-03-KT07 Storage and handling of lost property (5%)

#### **3.2 Guidelines for Topics**

##### **3.2.1 KM-03-KT01: Principles of Cleaning (60%)**

- KT0101: Clean from top to bottom
- KT0102: Clean dry to wet and clean to dirty
- KT0103: Cleaning furthest to door
- KT0104: Use correct PPE for cleaning tasks
- KT0105: Use correct correct chemicals for cleaning and disinfecting
- KT0106: Clean to defined specifications
- KT0107: Equipment and consumables
- KT0108: Use colour coded cleaning methods
- KT0109: Clean methodically

***Internal Assessment Criteria and Weight***

- IAC0101 Discuss cleaning procedures in terms of principles of cleaning
- IAC0102 Discuss uses of PPE during cleaning processes
- IAC0103 Explain the uses of colour coded clothes
- IAC0104 Identify and discuss uses of different cleaning equipment, chemicals and consumables

***(Weight 60%)***

**3.2.3 KM-03-KT02: Attributes of Commercial Cleaner (5%)*****Topic elements to be covered include:***

- KT0201 Tidy appearance for work
- KT0202 Step by step working procedures
- KT0203 Helpfulness
- KT0204 Understanding their tools

***Internal Assessment Criteria and Weight***

- IAC0201 Discuss why a good commercial cleaner should understand the use of tools and equipment
- IAC0202 Explain helpfulness as an important attribute of a good commercial cleaner
- IAC0203 Discuss importance of tidy appearance in commercial environment

***(Weight 15%)***

**3.2.3 KM-03-KT03: Commercial environment (10%)*****Topic elements to be covered include:***

- KT0301 Conference facilities
- KT0302 Offices spaces
- KT0303 Gym
- KT0304 Restaurant
- KT0305 Kitchennette
- KT0306 Ablution Facilities
- KT0307 Garden
- KT0308 General public spaces (mall)
- KT0309 Classroom

***Internal Assessment Criteria and Weight***

- IAC0301 Explain the uses of different services and facilities in a commercial establishment

- IAC0302 Discuss standard maintenance of the commercial environment

**(Weight 10%)**

### **3.2.4 KM-03-KT04: Basics of customer care (5%)**

***Topic elements to be covered include:***

- KT0401 Greetings and welcoming
- KT0402 Visitors/ building occupants
- KT0403 Office staff
- KT0404 Basics of customer care
- KT0405 Building lasting impression for the customer

***Internal Assessment Criteria and Weight***

- IAC0401 Discuss the importance of greeting and welcoming customers on arrival
- IAC0402 Discuss procedures for relating to clients guests during cleaning
- IAC0403 Discuss basics of customer care and relationship building
- IAC0404 Explain the need for building lasting impression on the customers

**(Weight 5%)**

### **3.2.5 KM-03-KT05: Maintenance of equipment (10%)**

***Topic elements to be covered include:***

- KT0501 Equipment functionality and servicing
- KT0502 Recording faulty and damaged property
- KT0503 Reporting procedures

***Internal Assessment Criteria and Weight***

- IAC0501 Discuss the importance of supporting facilities maintenance for the Commercial Cleaner
- IAC0502 Discuss processes for reporting faulty or damaged equipment and property

**(Weight 10 %)**

### **3.3.6 KM-03-KT06: Dressing the part (5%)**

***Topic elements to be covered include:***

- KT0601 Dressing for work
- KT0602 Grooming standards
- KT0603 Maintenance of work uniform

***Internal Assessment Criteria and Weight***

- IAC00601 Discuss the importance of appearance for commercial cleaner in working environment
- IAC00602 Explain grooming standards
- IAC0603 Discuss the procedures for maintenance of work uniform

**(Weight 5%)**

### **3.2.7 KM-03-KT07: Storage and handling of lost properties (5%)**

***Topic elements to be covered include:***

- KT0701 Procedures of protecting customer and staff property
- KT0702 Consequences for not protecting customer/visitors and staff information
- KT0703 Storage procedures for customer/visitors properties
- KT0704 Identification and storage of suspicious items

***Internal Assessment Criteria and Weight***

- IAC0701 Discuss the importance and consequence of protecting customer information
- IAC0702 Discuss suspicious items and how to handle them
- IAC0703 Explain the standard procedures for storage of customer information

**(Weight 5%)**

## **3.3 Provider Programme Accreditation Criteria**

***Physical Requirements:***

- Standard facilities for classroom training
- Relevant training materials

***Human Resource Requirements:***

- Facilitator with relevant industry experience and a knowledge of the work context
- Facilitator/learner ratio 1 to 24

***Legal Requirements:***

- Compliant with relevant health and safety requirements

### **3.2.4 Exemptions**

- None

#### **4. 811201-000-00-00-KM-04, Commercial cleaning equipment and chemicals and consumables, NQF level 1, Cr 5**

##### **4.1 Purpose of the Knowledge Module**

The main focus of the learning in this knowledge module is to build an understanding of the commercial cleaning equipment and chemicals. The knowledge acquired will enable the learner demonstrate an understanding of types and functions of cleaning equipment, handling and caring of equipment, types and functions of chemical and PPE.

*The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 6.25 days.*

The learning will enable learners to demonstrating an understanding of:

- KM-04-KT01: Types and functions of Cleaning Equipment (20%)
- KM-04-KT02: Handling and caring for equipment (20%)
- KM-04-KT03: Types, functions of consumables (20%)
- KM-04-KT04: Categories of Chemicals (20%)
- KM-04-KT05: PPE (20%)

##### **4.2 Guidelines for Topics**

###### **4.2.1 KM-04-KT01: Types and functions of Cleaning Equipment (20%)**

***Topic elements to be covered include:***

- KT0101 Mopping Equipment
- KT0102 Sweeping Equipment
- KT0103 Trolley
- KT0104 Vacuum Cleaners

***Internal Assessment Criteria and Weight***

- IAC0101 Discuss mopping and sweeping equipment in terms of their functions and types of floors relevant for each case
- IAC0102 Discuss the uses of a trolley for the commercial cleaning environment
- IAC0103 Discuss the uses of vacuum cleaners

***(Weight 20 %)***

#### **4.2.2 KM-04-KT02: Handling and caring for equipment**

***Topic elements to be covered include:***

- KT0201 Procedures for cleaning of different cleaning equipment
- KT0202 Equipment malfunction
- KT0203 Store cleaning equipment

***Internal Assessment Criteria and Weight***

- IAC0201 Discuss procedures for cleaning different equipment
- IAC0202 identify faulty equipmentDiscuss procedures
- IAC0203 Discuss procedures for storing of cleaning equipment

***(Weight 20%)***

#### **4.2.3 KM-04-KT03: Types and functions of consumables (20%)**

***Topic elements to be covered include:***

- KT0301 Colour coded clothes and buckets
- KT0302 Brushes
- KT0303 Mop heads

***Internal Assessment Criteria and Weight***

- IAC301 Discuss the uses of different consumables
- IAC302 Discuss uses of different colour-coded clothes

***(Weight 20%)***

#### **4.2.4 KM-04-KT04: Types and use of Chemicals (20%)**

***Topic elements to be covered include:***

- KT0401 Alkaline
- KT0402 Acid
- KT0403 Neutral
- KT0404 pH scale
- KT0405 Material safety data sheet

***Internal Assessment Criteria and Weight***

- IAC401 Explain the use of different chemicals used for cleaning
- IAC402 Describe how different chemical are used to remove dirt from different surfaces
- IAC403 Discuss the storage of different chemicals used for cleaning
- IAC404 Discuss the importance of material safety data sheet

***(Weight 20%)***

#### **4.2.5 KM-04-KT05:Types Personal Protective Clothes**

***Topic elements to be covered include:***

- KT0501 Masks
- KT0502 Shoes
- KT0503 Uniform
- KT0504 Earplugs

***Internal Assessment Criteria and Weight***

- IAC0501 Discuss procedure for maintenance of work uniform
- IAC0503 Discuss uses of different protective clothes

***(Weight 20 %)***

#### **4.3 Provider Accreditation Requirements for the Knowledge Module**

***Physical Requirements:***

- Standard facilities for classroom training
- Relevant training materials

***Human Resource Requirements:***

- Facilitator with relevant industry experience and a knowledge of the work context
- Facilitator/learner ratio 1 to 24

***Legal Requirements:***

- Compliant with relevant health and safety requirements

#### **4.2.4 Exemptions**

None



**5. 811201-000-00-00-KM-05, Basics of Cleaning Commercial Kitchennette, NQF Level 1, Cr 5**

**5.1 Purpose of the Knowledge Module**

The main focus of the learning in this knowledge module is to build an understanding of the basics of cleaning a commercial kitchennette. The knowledge acquired will enable the learner to demonstrate an understanding of the types and functions of a kitchennette components, equipment cutlery and crockery and its cleaning procedures.

*The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 6.25 days.*

The learning will enable learners to demonstrating an understanding of:

- KM-05-KT01: Types and functions of kitchenette components (25%)
- KM-05-KT02: Types and functions of kitchennetter equipment (25%)
- KM-05-KT03: Cutlery and crockery (25%)
- KM-05-KT04: Cleaning procedures in the Kitchennette (25%)

**5.2 Guidelines for Topics**

**5.2.1 KM-05-KT01: Types and functions of kitchenette components (25%)**

***Topic elements to be covered include:***

- KT0101 Fridge
- KT0102 Cupboards
- KT0103 Stove

***Internal Assessment Criteria and Weight***

- IAC0101 Discuss different kitchenette components
- IAC0102 Discuss cleaning procedures for kitchenette components

***(Weight 25 %)***

**5.2.2 KM-05-KT02: Types and functions of kitchennette equipment (25%)**

***Topic elements to be covered include:***

- KT0201 Microwave
- KT0202 Bins
- KT0203 Kitchenware

***Internal Assessment Criteria and Weight***

- IAC0201 Discuss the uses of different equipment in the kitchenette
- IAC0202 Discuss procedures for cleaning different kitchenette equipment

**(Weight 25 %)**

### **5.2.3 KM-05-KT03: Types and functions of kitchenware (25%)**

**Topic elements to be covered include:**

- KT0301 Types of Cutlery
- KT0302 Types of crockery in commercial kitchenette
- KT0303 Caring for kitchenware

**Internal Assessment Criteria and Weight**

- IAC0301 Identify and discuss different use of kitchenware
- IAC0302 Discuss cleaning procedures for kitchenware

**(Weight 25 %)**

### **5.2.4 KM-05-KT04: Cleaning procedures in the Kitchenette (25%)**

**Topic elements to be covered include:**

- KT0401 Methodology of cleaning
- KT0402 Frequency of cleaning
- KT0403 Kitchenette cleaning tools and materials
- KT0404 Housekeeping procedures

**Internal Assessment Criteria and Weight**

- IAC0401 Discuss cleaning procedures and principles
- IAC0402 Discuss different cleaning tools and material used for cleaning kitchenette
- IAC0403 Discuss housekeeping procedures

**(Weight 25 %)**

## **5.3 Provider Accreditation Requirements for the Knowledge Module**

*Physical Requirements:*

- Standard facilities for classroom training
- Relevant training materials

*Human Resource Requirements:*

- Facilitator with relevant industry experience and a knowledge of the work context
- Facilitator/learner ratio 1 to 24

*Legal Requirements:*

- Compliant with relevant health and safety requirements

#### **5.2.4 Exemptions**

None

## **6. 811201-000-00-00-KM-06, Cleaning Ablution Facilities, NQF level 1, Cr 5**

### **6.1 Purpose of the Knowledge Module**

The main focus of the learning in this knowledge module is to build an understanding of the cleaning ablution facilities. The knowledge acquired will enable the learner demonstrate an understanding of the functions of different components of ablution facilities, types and functions of bathroom fittings and cleaning procedures.

*The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 6.25 days.*

The learning will enable learners to demonstrating an understanding of:

- KM-06-KT01: Functions of different components of ablution facilities (50%)
- KM-06-KT02: Types and functions of bathroom fittings (20%)
- KM-06-KT03: Cleaning procedures for ablution facilities (30%)

### **6.2 Guidelines for Topics**

#### **6.2.1 KM-06-KT01: Functions of different component of an ablution facilities (50%)**

***Topic elements to be covered include:***

- KT0101 Urinal
- KT0102 Westernize and easternise toilet seat
- KT0103 Basin
- KT0104 Dispensers
- KT0105 Handdryers

#### **Internal Assessment Criteria and Weight**

- IAC0101 Discuss the uses of components of ablution facilities
- IAC0102 Discuss cleaning procedures and principles for ablution facilities
- IAC0103 Discuss the uses of dispensers in ablution facilities

***(Weight 50 %)***

#### **6.2.2 KM-06-KT02: Types and functions of bathroom fitting (20%)**

***Topic elements to be covered include:***

- KT0201 Toilet holder
- KT0202 Handdryers
- KT0203 Soap dispensers

**Internal Assessment Criteria and Weight**

- IAC0201 Discuss different bathroom fittings and their functions
- IAC0202 Identify and discuss different dispensers

**(Weight 20 %)**

**6.2.3 KM-06-KT03: Procedures for cleaning Ablution facilities (30%)****Topic elements to be covered include:**

- KT0301 Protective equipment
- KT0302 Check ablution facilities
- KT0303 Record and report leakages or breakages
- KT0304 Use correct colour coding
- KT0305 Disinfect all component and equipment in the ablution facility
- KT0306 Empty and disinfect wastebins

**Internal Assessment Criteria and Weight**

- IAC0301 Discuss disinfection procedures
- IAC0302 Discuss different colour coded clothes and their respective uses
- IAC0303 Explain what to look for in checking ablution facilities

**(Weight 30%)**

**6.3 Provider Accreditation Requirements for the Knowledge Module****Physical Requirements:**

- Standard facilities for classroom training
- Relevant training materials

**Human Resource Requirements:**

- Facilitator with relevant industry experience and a knowledge of the work context
- Facilitator/learner ratio 1 to 24

**Legal Requirements:**

- Compliant with relevant health and safety requirements

**6.2.4 Exemptions**

None

## **7. 811201-000-00-00-KM-07, Basics of Cleaning Commercial floor surface, NQF level 1, Cr 4**

### **7.1 Purpose of the Knowledge Module**

The main focus of the learning in this knowledge module is to build an understanding of the basics of cleaning commercial floor surfaces. The knowledge acquired will enable the learner demonstrate an understanding of the basics of floor types, cleaning methodologies of floor types and maintenance of floors.

*The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 5 days.*

The learning will enable learners to demonstrating an understanding of:

- KM-07-KT01: Basics of floor types (25%)
- KM-07-KT02: Cleaning methodologies of floor types(50%)
- KM-07-KT03: Maintenance of floors (25%)

### **7.2.2 Guidelines for Topics**

#### **7.2.1 KM-07-KT01: Basics of floor types (25%)**

***Topic elements to be covered include:***

- KT0101 Hard floor surfaces
- KT0102 Textile floor surfaces
- KT0103 Resilient floor surfaces

***Internal Assessment Criteria and Weight***

- IAC0101 Discuss the types of hard floor surfaces
- IAC0102 Discuss the types of textile floor surfaces
- IAC0103 Discuss the types of resilient floor surfaces
- IAC0104 Explain the differences for each for surface type

***(Weight 25%)***

#### **7.2.2 KM-02-KT02: Cleaning methodologies of floor types (50%)**

***Topic elements to be covered include:***

- KT0201 Procedures for sweeping types of floors
- KT0202 Procedures for moppong floors surfaces
- KT0203 Procedures for vacuuming floors surfaces

***Internal Assessment Criteria and Weight***

- IAC0201 Explain the types of sweeping equipment
- IAC0202 Discuss the methodology of sweeping floors
- IAC0203 Explain the types of mopping equipment
- IAC0204 Discuss the methodology of mopping floors
- IAC0205 Explain the types of vacuuming equipment
- IAC0206 Discuss the methodology of vacuuming floors

***(Weight 50%)***

**7.2.3 KM-07-KT03: Maintenance of floors (25%)*****Topic elements to be covered include:***

- KT0301 Reason for maintenance of floors
- KT0302 Maintenance schedules
- KT0303 Floor maintenance procedures

***Internal Assessment Criteria and Weight***

- IAC0301 Explain maintenance of different types of floor surfaces
- IAC0302 Discuss maintenance schedules for cleaning floors

***(Weight 25%)***

**7.3 Provider Accreditation Requirements for the Knowledge Module*****Physical Requirements:***

- Standard facilities for classroom training
- Relevant training materials

***Human Resource Requirements:***

- Facilitator with relevant industry experience and a knowledge of the work context
- Facilitator/learner ratio 1 to 24

***Legal Requirements:***

- Compliant with relevant health and safety requirements

**7.4 Exemptions**

None

## **8. 811201-000-00-00-KM-08, Introduction to above the floor surface, NQF level 1, Cr 4**

### **8.1 Purpose of the Knowledge Module**

The main focus of the learning in this knowledge module is to build an understanding of Basic cleaning principles applicable to cleaning above the floor surfaces. The knowledge acquired will enable the learner demonstrate an understanding of assessing the area to be cleaned and plan the cleaning activities, cleaning furniture, partitions and fittings and checking the quality of cleaning above the floor surfaces.

*The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 5 days.*

The learning will enable learners to demonstrating an understanding of:

- KM-08-KT01: Assess the area to be cleaned and plan the cleaning activities.(25%)
- KM-08-KT02: Clean furniture, partitions and fittings( 50%)
- KM-087-KT03:Check the quality of cleaning above the floor surfaces.(25%)

### **8.2.2 Guidelines for Topics**

#### **8.2.1 KM-08-KT01: Clean above the floor surfaces (25%)**

***Topic elements to be covered include:***

- KT0101 Reasons to prepare for cleaning above the floor surfaces
- KT0102 Assess the area to be cleaned and plan the cleaning activities
- KT0103. Clean furniture, partitions and fittings
- KT0104 Clean telephones, ashtrays, waste paper bins and desk lamps

***Internal Assessment Criteria and Weight***

- IAC0101 Discuss the standard frequency of cleaning for above the floor surfaces
- IAC0102 Explain the types of cleaning equipment
- IAC0103 Discuss cleaning procedures for above the floor surfaces

***(Weight 25%)***

#### **8.2.2 KM-08-KT02: Clean furniture, partitions and fittings (50%)**

***Topic elements to be covered include:***

- KT0201 Assess areas to be cleaned



- KT0202 Wipe above the floor surfaces
- KT0203 Dab above the floor surfaces

***Internal Assessment Criteria and Weight***

- IAC0201 Cleaning of above the floor surfaces complies to principles of cleaning
- IAC0202 Cleaning of above the floor surfaces follows cleaning methods

***(Weight 50%)***

**8.2.3 KM-08-KT03: Check the quality of cleaning above the floor surfaces (25%)**

***Topic elements to be covered include:***

- KT0301 Inspect surfaces for dirt and spots
- KT0302 Record the unclean areas
- KT0303 Clean the area using tools, equipment and chemicals

***Internal Assessment Criteria and Weight***

- IAC0301 Discuss the processes for inspection of surfaces
- IAC0302 Explain the reasons for record keeping

***(Weight 25%)***

**8.3 Provider Accreditation Requirements for the Knowledge Module**

***Physical Requirements:***

- Standard facilities for classroom training
- Relevant training materials

***Human Resource Requirements:***

- Facilitator with relevant industry experience and a knowledge of the work context
- Facilitator/learner ratio 1 to 24

***Legal Requirements:***

- Compliant with relevant health and safety requirements

**8.4 Exemptions**

None

## **SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS**

### **List of Practical Skill Module Specifications**

- 811201-000-00-00-PM-01, Complete before shift duties, NQF Level 1, Cr 3
- 811201-000-00-00-PM-02, Clean above floor surfaces, NQF Level 1, Cr 6
- 811201-000-00-00-PM-03, Clean the commercial kitchenette, NQF Level 1, Cr 6
- 811201-000-00-00-PM-04, Clean ablution facilities, NQF Level 1, Cr 5
- 811201-000-00-00-PM-05, Clean and maintain storeroom, NQF Level 1, Cr 4
- 811201-000-00-00-PM-06, Clean floor surfaces, NQF Level 1, Cr 6
- 811201-000-00-00-PM-07, Check and confirm completed tasks, NQF Level 1, Cr 5

## **1. 811201-000-00-00-PM-01, Complete before shift duties, NQF Level 1, Cr 3**

### **1.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to complete before shift duties within a simulated or working environment. Learners will also be practising skills related to donning PPE, checking tools and equipment for functionality and collecting consumables and chemicals.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 7.5 days.

The learner will be required to:

- PM-01-PS01 Don PPE (10%)
- PM-01-PS02 Check tools and equipment for functionality (60%)
- PM-01-PS03 Collect consumables and chemicals (30%)

### **1.2 Guidelines for Practical Skill**

#### **1.2.1 PM-01-PS01: Don PPE (10%)**

##### ***Scope of Practical Skill***

Given the assignment, roleplayers, different types of PPE, working conditions, specifications, learners must be able to:

- PA0101 Select PPE for the assignment
- PA0102 Inspect and report PPE for damages
- PA0103 Wear PPE

##### ***Applied Knowledge***

- AK0101 Manufacture manual
- AK0102 Hand washing practice
- AK0103 Health safety practices
- AK0104 Uses of PPE

##### ***Internal Assessment Criteria***

- IAC0101 Selected PPE meet the requirements for completion of the work assignment
- IAC0102 Damaged PPE is identified for repair and disposal
- IAC0103 Wearing of PPE is done ahead of the assignment for professional appearance
- IAC0104 Selected PPE is adequate for safe working conditions

**(Weight 10%)**

### **1.2.2 PM-01-PS02: Check tools and equipment for functionality (60%)**

#### **Scope of Practical Skill**

Given the workshop, assignment, roleplays, case study, various tools and equipment, store room, working procedures, videos learners must be able to:

- PA0201 Identify and select tools and equipment for assignment
- PA0202 Inspect equipment and tools for conditions
- PA0203 Test tools and equipment for functionality
- PA0204 Complete the inspection checklist
- PA0205 Report damages to tools and equipment

#### **Applied Knowledge**

- AK0201 Applied use of tools and equipment
- AK0202 Manufacture manual
- AK0203 Applied health and safety procedures
- AK0204 Applied ergonomics

#### **Internal Assessment Criteria**

- IAC0201 Tools and equipment identified and selected are relevant for completion of the assignment
- IAC0202 Tools and equipment are inspected and tested for compliance with safety requirements and functionality
- IAC0203 Damaged and conditions of tools and equipment are reported for observed damages, functionality and safety requirements
- IAC0204 Inspection checklist is completed to demonstrate equipment conditions, functionality and safety

**(Weight 60 %)**

### **1.2.3 PM-01-PS02: Collect consumables and chemicals (10%)**

#### **Scope of Practical Skill**

Given the assignment, roleplayers, PPE, different set of consumables, different chemicals, storeroom procedures, learners must be able to:

- PA0301 Identify and select consumables for the assignment
- PA0302 Identify and select chemicals for the assignment
- PA0303 Pack the consumables and chemicals on the trolley
- PA0304 Take the consumables and chemicals to the work site

#### **Applied Knowledge**

- AK0301 Uses of different consumables
- AK0302 Uses of different chemicals
- AK0303 Manufacturers manual
- AK0304 Hand washing practice
- AK0305 Health safety practices

#### ***Internal Assessment Criteria***

- IAC0301 Selected consumables are relevant for the assignment and completion of work
- IAC0302 Selected chemicals are relevant for the assignment and completion of work
- IAC0303 Packaging of chemical and consumables (on the trolley) is done to promote safety during use and efficiency
- IAC0304 Hand washing is done to promote safe use and at the right time to limit exposure

***(Weight 30%)***

### **1.3 Provider Accreditation Requirements for the Module**

Physical Requirements:

- Access to Commercial Cleaning environment
- Access to tools and equipment in order for learners to complete before shift duties
- Commercial cleaning learning material and concepts

Human Resource Requirements:

- Trainers should be in possession of a Commercial Housekeeper qualification with at least 10 years post qualification experience working within a commercial environment
- Trainer/learner ratio 1 to 15
- Workshop coach/learner ratio 1 to 2

Legal Requirements:

- Compliance to Safety Health Environmental Risk and Quality (SHERQ)
- Compliance to OHS Act and relevant labour legislation laws

### **1.4 Exemptions**

- None

## **2. 811201-000-00-00-PM-02, Clean above floor surfaces, NQF Level 1, Cr 6**

### **2.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to clean above floor surfaces within a simulated or working environment. Learners will also be practising skills related to confirming the surface and soiling for above surface cleaning, using cleaning methods to clean different above the floor surface and cleaning upholstery.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 7.5 days.

The learner will be required to:

- PM-02-PS01 Confirm the surface and soiling for above surface cleaning (20%)
- PM-02-PS02 Use cleaning methods to clean different above the floor surfaces (50%)
- PM-02-PS03 Clean upholstery (30%)

### **2.2 Guidelines for Practical Skill**

#### **2.2.1 PM-02-PS01: Confirm the surface and soiling for above surface cleaning (20%)**

##### ***Scope of Practical Skill***

Given Assignment, roleplays, soiled above floor surfaces, different above floor surfaces, desks, office furniture, office equipment, decorated walls, windows, learners must be able to:

- PA0101 Confirm the surface with supervisor
- PA0102 Collect tools and equipment
- PA0103 Collect consumables for the assignment
- PA0104 Collect the cleaning solution for different above floor surfaces

##### ***Applied Knowledge***

- AK0101 Use correct PPE
- AK0102 Uses of different tools and equipment
- AK0103 Use the correct consumables
- AK0104 Use the correct cleaning solution

- AK0105 Use correct tools, equipment, consumables and cleaning solution for each Surface

#### ***Internal Assessment Criteria***

- IAC0101 Select correct PPE for the assignment and completion of work
- IAC0102 Select equipment and tools are relevant for the assignment and completion of work
- IAC0103 Select consumables are relevant for the assignment and completion of work
- IAC0104 Select cleaning solution are relevant for the assignment and completion of work

***(Weight 20%)***

### **2.2.2 PM-02-PS02: Use cleaning methods to clean different above the floor surfaces (50%)**

#### ***Scope of Practical Skill***

Given Assignment, roleplays and cleaning methods to clean above the floor surfaces learners must be able to:

- PA0201 Use top to bottom method to clean all surfaces
- PA0202 Dust all surfaces
- PA0203 Inspect surfaces and remove spots
- PA0204 Empty wastepaper bins and dustbins
- PA0205 Electronic equipment

#### ***Applied Knowledge***

- AK0201 Clean according to worksite procedures
- AK0202 Clean hand contact surfaces
- AK0203 Use colour coded cleaning items
- AK0204 Use correct procedure to remove spots
- AK0205 Use correct procedure to empty wastepaper and dustbins
- AK0206 Working with electronic equipments

#### ***Internal Assessment Criteria***

- IAC0201 Colour coded clothes are used to promote adherence to hygiene standard
- IAC0202 Choice of cleaning method demonstrate understanding of how different surfaces are cleaned
- IAC0203 Identification and cleaning of spot complies to normal industry standard
- IAC0204 Electronic equipment are put aside carefully to avoid damage and ensure clean environment

**(Weight 50%)**

### **2.2.3 PM-02-PS03: Clean upholstery (30%)**

#### ***Scope of Practical Skill***

Given assignment, roleplays, soiled upholstery, tools and equipment, cleaning solution, consumables, sealing procedures, learners must be able to:

- PA0301 Confirm material used for upholstering furniture to be cleaned
- PA0302 Select cleaning methods based on material and degree of dirt
- PA0303 Identify and select tools
- PA0304 Collect and carry the cleaning chemicals
- PA0305 Remove spots
- PA0306 Clean the upholstery
- PA0307 Dry the upholstery
- PA0308 Record and report damages from the upholstery

#### ***Applied Knowledge***

- AK0301 Health and safety procedures
- AK0302 Waste recycling practices
- AK0303 Housekeeping procedures
- AK0304 Cleaning techniques for different types of upholstery material
- AK0305 Simple spot removal procedures
- AK0306 Record keeping procedures

#### ***Internal Assessment Criteria***

- IAC0301 Tools and equipment selected for cleaning comply to work assignment
- IAC0302 Cleaning and removal of spots is limited only to spots and not stains
- IAC0303 Identified damages and stain are reported following standard procedures
- IAC0304 Upholstery is cleaned to defined standard
- IAC0305 Drying of upholstery uses standard equipment and procedures relevant to upholstery material

**(Weight 30%)**

### **2.3 Provider Accreditation Requirements for the Module**

Physical Requirements:

- Access to Commercial Cleaning environment
- Access to tools and equipment in order for learners to clean above floor surfaces
- Commercial cleaning learning material and concepts



#### Human Resource Requirements:

- Trainers should be in possession of a Commercial Housekeeper qualification with at least 10 years post qualification experience working within a commercial environment
- Trainer/learner ratio 1 to 15
- Workshop coach/learner ratio 1 to 2

#### Legal Requirements:

- Compliance to Safety Health Environmental Risk and Quality (SHERQ)
- Compliance to OHS Act and relevant labour legislation laws

## **2.4 Exemptions**

- None

### **3. 811201-000-00-00-PM-03, Clean the commercial kitchenette, NQF Level 1, Cr 6**

#### **3.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to clean the commercial kitchen within a simulated or working environment. Learners will also be practising skills related to cleaning kitchen floors, cupboards, appliances kitchenware and refill and replenish kitchen dispensers

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 7.5 days.

The learner will be required to:

- PM-03-PS01 Clean kitchen floors (20%)
- PM-03-PS02 Clean cupboards (20%)
- PM-03-PS03 Clean kitchen appliances (fridges, kettles, microwave, stove (20%)
- PM-03-PS04 Clean kitchenware (20%)
- PM-03-PS05 Refill and replenish Kitchenette dispenser (20%)

#### **3.2 Guidelines for Practical Skill**

##### **3.2.1 PM-03-PS01: Clean kitchen floors (20%)**

###### ***Scope of Practical Skill***

Given the assignment, role players, PPE, working conditions, specifications, learners must be able to:

- PA0101 Select equipment, consumables and chemicals
- PA0102 Inspect equipment, consumables and chemicals
- PA0103 Report poor condition and damage of equipment and consumables
- PA0104 Inspect the work area
- PA0105 Report damage to floors and any unsafe conditions
- PA0106 Damp mop the floor

###### ***Applied Knowledge***

- AK0101 Manufacturer's instructions
- AK0102 Hand washing practice
- AK0103 Health and Safety practice
- AK0104 Use of PPE

- AK0105 Dilution and use of chemicals and consumables
- AK0106 Cleaning methods for different floor surfaces
- AK0107 Applied principles of cleaning
- AK0108 Types of mopping equipment
- AK0109 Standard worksite procedures

#### ***Internal Assessment Criteria***

- IAC0101 Equipment, consumables and chemical identified and selected are relevant for completion of the assignment
- IAC0102 Equipment, consumables and chemicals are inspected for compliance with safety requirements, hygiene standards and functionality
- IAC0103 Poor condition and damaged equipment, consumables are reported
- IAC0104 Inspection checklist is completed to demonstrate equipment condition, functionality and safety
- IAC0105 PPE are identified and selected as relevant for the completion of the assignment
- IAC0106 PPE are inspected for compliance with safety requirements, hygiene standards and functionality
- IAC0107 Poor condition and damaged PPE are reported
- IAC0108 Inspection checklist is completed to demonstrate PPE condition, functionality and safety
- IAC0109 Floors are inspected for condition and damage
- IAC0110 Poor and unsafe conditions and damage to floors are reported
- IAC0111 Floors are mopped to demonstrate conformance to hygiene and cleanliness standards

***(Weight 20%)***

### **3.2.2 PM-03-PS02: Clean cupboards and surfaces (20%)**

#### ***Scope of Practical Skill***

Given the assignment, role players, PPE, working conditions, specifications, learners must be able to:

- PA0201 Select equipment, consumables and chemicals
- PA0202 Inspect equipment, consumables and chemicals
- PA0203 Report condition and damage of equipment and consumables
- PA0204 Inspect cupboards and surfaces

- PA0205 Report poor condition, damage to cupboards and surfaces and unsafe conditions
- PA0206 Damp wipe cupboards and surface

### ***Applied Knowledge***

- AK0201 Manufacturer's instructions
- AK0202 Hand washing practice
- AK0203 Health and Safety practice
- AK0204 Dilution and use of chemicals and consumables
- AK0205 Different cleaning methods for different above floor surfaces
- AK0206 Principles of cleaning
- AK0207 Colour-coding practices
- AK0208 Touch point cleaning and disinfection
- AK0209 Principles of disinfection
- AK0210 Employer and worksite procedures

### ***Internal Assessment Criteria***

- IAC0201 Equipment, consumables and chemical identified and selected are relevant for completion of the assignment
- IAC0202 Equipment, consumables and chemical bottles are inspected for compliance with safety requirements, hygiene standards and functionality
- IAC0203 Poor condition and damaged equipment, consumables and chemical bottles are reported
- IAC0204 Inspection checklist is completed to demonstrate equipment, consumables and chemical bottles' condition, functionality and safety
- IAC0205 Cupboards and surfaces are inspected for condition and damage
- IAC0206 Poor and unsafe conditions and damage are reported
- IAC0207 Cupboards and surfaces are damp wiped to demonstrate conformance to hygiene and cleanliness standards

***(Weight 20 %)***

### **3.2.3 PM-03-PS03: Clean kitchen appliances (fridges, kettles, microwave, stove) (20%)**

#### ***Scope of Practical Skill***

Given assignment, role players, PPE, working conditions, specifications learners must be able to:

- PA0301 Select consumables and chemicals
- PA0302 Inspect consumables

- PA0303 Report poor condition and damage to consumables
- PA0304 Inspect appliances for condition, damage and unsafe conditions
- PA0305 Report poor and unsafe conditions and damage to appliances
- PA0306 Clean kitchen appliances

### ***Applied Knowledge***

- AK0301 Manufacturer's instructions
- AK0302 Hand washing practice
- AK0303 Health and Safety practice
- AK0304 Dilution and use of chemicals and consumables
- AK0305 Different cleaning methods for different above floor surfaces
- AK0306 Principles of cleaning
- AK0307 Colour-coding practices
- AK0308 Touch point cleaning and disinfection
- AK0309 Principles of disinfection
- AK0310 Standard worksite procedures

### ***Internal Assessment Criteria***

- IAC0301 Consumables and chemical identified and selected are relevant for completion of the assignment
- IAC0302 Consumables and chemical bottles are inspected for compliance with safety requirements, hygiene standards and functionality
- IAC0303 Poor condition and damaged consumables and chemical bottles are reported
- IAC0304 Inspection checklist is completed to demonstrate consumables and chemical bottles' condition, functionality and safety
- IAC0305 Inspect kitchen appliances to demonstrate compliance with safety and functionality
- IAC0306 Poor and unsafe condition and damage to kitchen appliances are reported
- IAC0307 Kitchen appliances are cleaned to demonstrate conformance to hygiene and cleanliness standards

***(Weight 20%)***

### **3.2.4 PM-03-PS04: Clean kitchenware (20%)**

#### ***Scope of Practical Skill***

Given assignment, role players, PPE, working conditions, specifications, learners must be able to:

- PA0401 Select consumables and chemicals

- PA0402 Inspect consumables
- PA0403 Report poor condition and damage to consumables
- PA0404 Inspect kitchenware for condition and damage
- PA0405 Report poor and unsafe conditions and damage to kitchenware
- PA0406 Wash kitchenware
- PA0407 Dry kitchenware
- PA0408 Pack kitchenware in cupboards and drawers

#### ***Applied Knowledge***

- AK0401 Manufacturer's instructions
- AK0402 Hand washing practice
- AK0403 Health and Safety practice
- AK0404 Dilution and use of chemicals and consumables
- AK0405 Different cleaning methods for different kitchenware
- AK0406 Principles of washing kitchenware
- AK0407 Employer and worksite procedures

#### ***Internal Assessment Criteria***

- IAC0401 Consumables and chemical identified and selected are relevant for completion of the assignment
- IAC0402 Consumables are inspected for compliance with safety requirements, hygiene standards and functionality
- IAC0403 Poor condition and damaged consumables are reported
- IAC0404 Inspection checklist is completed to demonstrate consumables' condition, functionality and safety
- IAC0405 Inspect kitchenware to demonstrate compliance with safety and functionality
- IAC0406 Poor and unsafe condition and damage to kitchenware are reported
- IAC0407 Kitchenware are cleaned to demonstrate conformance to hygiene and cleanliness standards
- IAC0408 Kitchenware are dried to demonstrate conformance to hygiene standards
- IAC0409 Kitchenware are packed away to demonstrate conformance to housekeeping standards

***(Weight 20%)***

### **3.2.5 PM-03-PS05: Refill and replenish Kitchenette dispensers (20%)**

#### ***Scope of Practical Skill***

Given assignment, role players, PPE, working conditions, specifications, learners must be able to:

- PA0501 Select consumables and chemicals
- PA0502 Inspect consumables
- PA0503 Report poor condition and damage to consumables
- PA0504 Inspect dispensers for condition and damage
- PA0505 Report poor and unsafe conditions and damage to dispensers
- PA0506 Refill dispensers
- PA0507 Report on usage of hygiene products

#### ***Applied Knowledge***

- AK0501 Manufacturer's instructions
- AK0502 Hand washing practice
- AK0503 Health and Safety practice
- AK0504 Employer and worksite procedures
- AK0505 types of dispensers

#### ***Internal Assessment Criteria***

- IAC0501 Consumables identified and selected are relevant for completion of the assignment
- IAC0502 Consumables are inspected for condition
- IAC0503 Poor condition and damaged consumables are reported
- IAC0504 Inspect dispensers to demonstrate compliance with safety and functionality
- IAC0505 Poor and unsafe condition and damage to dispensers are reported
- IAC0506 Appliances are refilled to demonstrate conformance to hygiene and cleanliness standards

***(Weight 20%)***

### **3.3 Provider Accreditation Requirements for the Module**

Physical Requirements:

- Access to Commercial Cleaning environment
- Access to tools and equipment in order for learners to clean the commercial kitchen checklist
- Commercial cleaning learning material and concepts

Human Resource Requirements:

- Trainers should be in possession of a Commercial Housekeeper qualification with at least 10 years post qualification experience working within a commercial environment

- Trainer/learner ratio 1 to 15
- Workshop coach/learner ratio 1 to 2

Legal Requirements:

- Compliance to Safety Health Environmental Risk and Quality (SHERQ)
- Compliance to OHS Act and relevant labour legislation laws

### **3.4 Exemptions**

- None



#### **4. 811201-000-00-00-PM-04, Clean ablution facilities, NQF Level 1, Cr 5**

##### **4.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to clean ablution facilities within a simulated or working environment. Learners will also be practising skills related to cleaning ablution facilities, i.e. toilets and urinals, basins, baths, showers, above floor surfaces and refill dispensers.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 6.25 days.

The learner will be required to:

- PM-04-PS01 Clean ablution facility surfaces (40%)
- PM-04-PS02 Clean toilet and urinal (25%)
- PM-04-PS03 Clean basins, baths and showers (25%)
- PM-04-PS04 Replenish ablution facility dispensers (10%)

##### **4.2 Guidelines for Practical Skill**

###### **4.2.1 PM-04-PS01: Clean ablution facility surfaces (40%)**

###### ***Scope of Practical Skill***

Given assignment, roleplays, equipment, colour coded clothes, dispensers, consumables, buckets, water, chemicals, used ablution facility, learners must be able to:

- PA0101 Place cautions signs for hazard
- PA0102 Sweep the floor
- PA0103 Damp wipe the skirting
- PA0104 Dust off and wipe all pipes
- PA0105 Wipe the wall and wall fixtures
- PA0106 Mop the floor

###### ***Applied Knowledge***

- AK0101 Applied cleaning methods
- AK0102 Health and safety practice
- AK0103 Uses of PPE
- AK0104 Hand washing practice

###### ***Internal Assessment Criteria***

- IAC0101 Discuss cleaning methods for surfaces in the ablution facility

- IAC0102 Explain the reasons for placement of caution signs when cleaning

**(Weight %)**

#### **4.2.2 PM-04-PS02: Clean toilet and urinal (25%)**

##### ***Scope of Practical Skill***

Given assignment, roleplays, equipment, colour coded clothes, dispensers, consumables, buckets, water, chemicals, used ablution facility, learners must be able to:

- PA0201 Apply the cleaning chemicals to toilet and urinal
- PA0202 Clean toilet and urinal
- PA0203 Flush off chemicals from urinal and toilet
- PA0204 Damp wipe the toilet and urinal

##### ***Applied Knowledge***

- AK0201 Hand washing practice
- AK0202 Health and safety procedures
- AK0203 Applied use of chemical
- AK0204 Manufacturer's manual

##### ***Internal Assessment Criteria***

- IAC0201 Discuss reasons for applying chemicals on surfaces before cleaning
- IAC0202 Discuss procedures for cleaning different surfaces of the toilet and urinal

**(Weight %)**

#### **4.2.3 PM-04-PS03: Clean basins, baths and showers (25%)**

##### ***Scope of Practical Skill***

Given assignment, roleplays, equipment, colour coded clothes, dispensers, consumables, buckets, water, chemicals, used ablution facility, learners must be able to:

- PA0301 Apply chemicals and scrub basin, baths and shower surfaces
- PA0302 Rinse chemicals from basin, baths and shower surfaces
- PA0303 Wipe basin, baths and shower surfaces

##### ***Applied Knowledge***

- AK0301 Hand washing practice
- AK0302 Health and safety procedures
- AK0303 Uses of different consumables
- AK0304 Use of PPE

##### ***Internal Assessment Criteria***

- IAC0301 Discuss processes for cleaning basins, baths and showers

- IAC0302 Discuss types of chemicals and consumables used for cleaning basin, baths and showers

**(Weight %)**

#### **4.2.5 PM-04-PS05: Replenish ablution facility dispensers (10%)**

##### ***Scope of Practical Skill***

Given assignment, roleplays, equipment, colour coded clothes, dispensers, consumables, buckets, water, chemicals, used ablution facility, standard procedures, used consumables, consumables, learners must be able to:

- PA0501 Complete checklist for ablution facility
- PA0502 Collect and record consumables used
- PA0503 Replace and replenish consumables and dispensers
- PA0504 Record and report use of consumables

##### ***Applied Knowledge***

- AK0501 Hand washing practices
- AK0502 Health and safety procedures
- AK0503 Uses of different consumables
- AK0504 Manufacturer's specifications
- AK0505 Recording and reporting procedures

##### ***Internal Assessment Criteria***

- IAC0501 Storage of chemical in the storeroom complies to prescribed temperature to maintain compliance to health and safety standards
- IAC0502 Uses of different consumables is discussed in relation to their use in the bathroom

**(Weight 10%)**

### **4.3 Provider Accreditation Requirements for the Module**

Physical Requirements:

- Access to Commercial Cleaning environment
- Access to tools and equipment in order for learners to clean ablution facilities
- Commercial cleaning learning material and concepts

Human Resource Requirements:

- Trainers should be in possession of a Commercial Housekeeper qualification with at least 10 years post qualification experience working within a commercial environment
- Trainer/learner ratio 1 to 15

- Workshop coach/learner ratio 1 to 2

Legal Requirements:

- Compliance to Safety Health Environmental Risk and Quality (SHERQ)
- Compliance to OHS Act and relevant labour legislation laws

#### **4.4 Exemptions**

- None

## **5. 811201-000-00-00-PM-05, Clean and maintain storeroom, NQF Level 1 Cr 4**

### **5.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to clean and maintain storeroom within a simulated or working environment. Learners will also be practising skills related to storing chemicals safely, cleaning the storeroom and packing equipment and tools.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 5 days.

The learner will be required to:

- PM-05-PS01 Store chemicals safely (40%)
- PM-05-PS02 Clean the storeroom (30%)
- PM-05-PS03 Pack equipment and tools (30%)

### **5.2 Guidelines for Practical Skill**

#### **5.2.1 PM-05-PS01: Store chemicals safely (40%)**

##### ***Scope of Practical Skill***

Given assignment, roleplays, storeroom, stored chemicals, shelves, consumables, tools and equipment, given room temperature, standard procedures, learners must be able to:

- PA0101 Store chemicals in a cool room, away from the sunlight
- PA0102 Store chemicals on pallet racks elevated from the floor
- PA0103 Stack and pack chemicals from bottom to top shelf, replenishing from front to the back of the shelf
- PA0104 Store chemicals using the first-in-first-out (FIFO) principle
- PA0105 Dispose of expired chemicals in a safe and environmentally responsible manner

##### ***Applied Knowledge***

- AK0101 Uses of different chemicals
- AK0102 Manufacturer's specification
- AK0103 Chemical disposal procedures
- AK0104 Storage procedures
- AK0105 Hand washing practice

##### ***Internal Assessment Criteria***

- IAC0101 The chemicals are stored in the environment compliant to manufacturer's specifications
- IAC0102 Chemicals and spillage is disposed compliant to prescribed standards

**(Weight 40%)**

### **5.2.2 PM-05-PS02: Clean the storeroom (30%)**

#### ***Scope of Practical Skill***

Given assignment, roleplays, stored chemicals, consumables, tools and equipment, given room temperature, standard procedures, learners must be able to:

- PA0201 Keep the storeroom clean
- PA0202 Clean any spillage on the floor to prevent falling/injuries
- PA0203 Open windows to ensure sufficient ventilation
- PA0204 Clean chemical bottles after use

#### ***Applied Knowledge***

- AK0201 Uses of different chemicals
- AK0202 Manufacturer's specification
- AK0203 Chemical disposal procedures
- AK0204 Storage procedures
- AK0205 Hand washing practice

#### ***Internal Assessment Criteria***

- IAC0201 Windows are opened during cleaning to allow fresh air and ventilation of the storeroom
- IAC0202 Chemicals used for cleaning spillage compliance to their use specification

**(Weight 30%)**

### **5.2.3 PM-05-PS03: Pack equipment and tools (30%)**

#### ***Scope of Practical Skill***

Given assignment, roleplays, stored chemicals, consumables, tools and equipment, given room temperature, standard procedures, learners must be able to:

- PA0301 Keep inventory sheet of items stored in the storeroom
- PA0302 Record items delivered and items removed from the storeroom
- PA0303 Record consumables which are depleted for replenishing/ restocking
- PA0304 Record any faulty equipment/machinery
- PA0305 Conduct periodic spot checks and stock count of all items in the storeroom

#### ***Applied Knowledge***

- AK0301 Uses of different chemicals

- AK0302 Manufacturer's specification
- AK0303 Chemical disposal procedures
- AK0304 Storage procedures
- AK0305 Hand washing practice

#### ***Internal Assessment Criteria***

- IAC0301 The inventory sheet is checked to ensure that all tools and equipment are stored
- IAC0302 Consumables and chemicals are recorded for stock administration purposes and record keeping

***(Weight 30 %)***

### **5.3 Provider Accreditation Requirements for the Module**

Physical Requirements:

- Access to Commercial Cleaning environment
- Access to tools and equipment in order for learners to clean and maintain storeroom
- Commercial cleaning learning material and concepts

Human Resource Requirements:

- Trainers should be in possession of a Commercial Housekeeper qualification with at least 10 years post qualification experience working within a commercial environment
- Trainer/learner ratio 1 to 15
- Workshop coach/learner ratio 1 to 2

Legal Requirements:

- Compliance to Safety Health Environmental Risk and Quality (SHERQ)
- Compliance to OHS Act and relevant labour legislation laws

### **5.4 Exemptions**

- None

## **6. 811201-000-00-00-PM-06, Clean floor surfaces, NQF Level 1, Cr 6**

### **6.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to clean floor surfaces within a simulated or working environment. Learners will also be practising skills related to completing cleaning on all floor surfaces and periodic cleaning on all floor surfaces

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 7,5 days.

The learner will be required to:

- PM-06-PS01 Complete cleaning on all floor surfaces (50%)
- PM-06-PS02 Complete periodic cleaning on all floor surfaces (50%)

### **6.2 Guidelines for Practical Skill**

#### **6.2.1 PM-06-PS01: Complete cleaning on all floor surfaces (50%)**

##### ***Scope of Practical Skill***

Given assignment, roleplays, tools and equipment, types of mops, sweepers, pans, pads, buckets, bags, trolleys, different types of soiled floors, blowers, PPE, learners must be able to:

- PA0101 Collect Cleaning schedule
- PA0102 Collect cleaning equipment, tools and chemicals
- PA0103 Select consumables
- PA0104 Dust off and clean carpet floors
- PA0105 Scrub hard surfaces
- PA0106 Pick up dirty solutions
- PA0107 Dry floors
- PA0108 Apply floor finishes to different floors

##### ***Applied Knowledge***

- AK0101 Uses of different tools and equipment
- AK0102 Procedures for cleaning different floor surfaces
- AK0103 Characteristics of material used for different floor surfaces
- AK0104 Use of PPE
- AK0105 Housekeeping procedures
- AK0106 Health safety practice



- AK0107 Hand wash practice
- AK0108 Waste recycling practices
- AK0109 Sealing procedures
- AK0110 Floor finishing procedures
- AK0111 Manufacturer's manual

#### ***Internal Assessment Criteria***

- IAC0101 Procedures for cleaning of different floor surfaces are complied with to maintain hygienic surfaces
- IAC0102 PPE used for different methods of cleaning complies to its use and cleaning purposes Selected floor finish applied to different floor surfaces complies to its prescribed use for the specific surfaces

***(Weight 50%)***

### **6.2.2 PM-06-PS02: Complete periodic cleaning on all floor surfaces (outside and inside) (50%)**

#### ***Scope of Practical Skill***

Given assignment, roleplays, tools and equipment, types of mops, sweepers, pans, pads, buckets, bags, trolleys, different types of soiled floors, blowers, PPE, learners must be able to:

- PA0201 Complete normal cleaning of different types of floor surfaces
- PA0202 Spread floor stripping chemicals over the floor surface
- PA0203 Allow the chemicals to work on the floor for recommended period
- PA0204 Use equipment to scrub the floor
- PA0205 Pick up dirty solutions
- PA0206 Rinse and dry floors
- PA0207 Apply floor finish
- PA0208 Strip and seal the floor

#### ***Applied Knowledge***

- AK0201 Uses of different tools and equipment
- AK0202 Procedures for cleaning different floor surfaces
- AK0203 Characteristics of material used for different floor surfaces
- AK0204 Use of PPE
- AK0205 Housekeeping procedures
- AK0206 Health safety practice
- AK0207 Hand wash practice
- AK0208 Waste recycling practices

- AK0209 Sealing procedures
- AK0210 Floor finishing procedures
- AK0211 Manufacturer's manual

#### ***Internal Assessment Criteria***

- IAC0201 Processes applied for stripping and sealing complies to standard industry practices The time allowed for chemicals on floor surfaces complias to manufacturer's specifications
- IAC0202 Waste is recycled in compliance with standard procedures

***(Weight 50%)***

### **6.3 Provider Accreditation Requirements for the Module**

Physical Requirements:

- Access to Commercial Cleaning environment
- Access to tools and equipment in order for learners to clean floor surfaces
- Commercial cleaning learning material and concepts

Human Resource Requirements:

- Trainers should be in possession of a Commercial Housekeeper qualification with at least 10 years post qualification experience working within a commercial environment
- Trainer/learner ratio 1 to 15
- Workshop coach/learner ratio 1 to 2

Legal Requirements:

- Compliance to Safety Health Environmental Risk and Quality (SHERQ)
- Compliance to OHS Act and relevant labour legislation laws

### **6.4 Exemptions**

- None

## **7. 811201-000-00-00-PM-07, Check and confirm completed tasks, NQF Level 1 Cr 5**

### **7.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to check and confirm completed tasks within a simulated or working environment. Learners will also be practising skills related to cleaning and taking care of equipment and consumables, replenishing and cleaning consumables/chemicals within a commercial environment, removing PPE and reporting defects and maintenance requirements.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 6.25 days.

The learner will be required to:

- PM-07-PS01 Clean and care for equipment and consumables (30%)
- PM-07-PS02 Replenish and clean consumables/ chemicals within a commercial environment (30%)
- PM-07-PS03 Remove PPE (doffing) (20%)
- PM-07-PS04 Report defects and maintenance requirement (20%)

### **7.2 Guidelines for Practical Skill**

#### **7.2.1 PM-07-PS01: Clean and care for equipment and consumable (30%)**

##### ***Scope of Practical Skill***

Given assignment, roleplays, checklists, tools, equipment, PPE, store room, defective equipment, consumables, chemicals, learners must be able to:

- PA0101 Clean all equipment
- PA0102 Store equipment
- PA0103 Wipe down all consumable containers

##### ***Applied Knowledge***

- AK0101 Manufacture manual
- AK0102 Health and safety practices
- AK0103 Hand wash practice
- AK0104 Housekeeping practices
- AK0105 Storage procedures for tools and equipment
- AK0106 Storage procedures for consumables and chemicals

- AK0107 Manufacturer's manual

#### ***Internal Assessment Criteria***

- IAC0101 Methods for cleaning individual equipment and tools comply to manufacturer's specifications
- IAC0102 Storing of equipment and chemicals comply to standard health and safety requirements as well as manufacturer's specifications

***(Weight 30%)***

### **7.2.2 PM-07-PS02: Replenish cleaning consumables/ chemicals stock (30%)**

#### ***Scope of Practical Skill***

Given assignment, roleplays, checklists, tools, equipment, PPE, store room, defective equipment, consumables, chemicals, learners must be able to:

- PA0201 Identify dispensers requiring replenishment
- PA0202 Collect chemicals and consumables
- PA0203 Refill dispensers (containers) for with chemicals
- PA0204 Record quantities of chemical and consumables used

#### ***Applied Knowledge***

- AK0101 Manufacture manual
- AK0102 Health and safety practices
- AK0103 Hand wash practice
- AK0104 Housekeeping practices
- AK0105 Storage procedures for tools and equipment
- AK0106 Storage procedures for consumables and chemicals
- AK0107 Use of PPE

#### ***Internal Assessment Criteria***

- IAC0201 The chemicals and consumables are replenished into the correct containers
- IAC0202 The use of chemicals and consumables are recorded in compliance with storage procedures
- IAC0203 Refilling of consumables and chemicals is undertaken correctly using tools and PPE to ensure compliance to health and safety requirements

***(Weight 30%)***

### **7.2.3 PM-07-PS03: Remove PPE (20%)**

#### ***Scope of Practical Skill***

Given assignment, roleplays, checklists, tools, equipment, PPE, store room, defective equipment, consumables, chemicals, learners must be able to:

- PA0301 Remove (dof) PPE
- PA0302 Store or dispose used PPE

#### ***Applied Knowledge***

- AK0101 Manufacture manual
- AK0102 Health and safety practices
- AK0103 Hand wash practice
- AK0104 Housekeeping practices
- AK0105 Storage procedures for tools and equipment
- AK0106 Storage procedures for consumables and chemicals
- AK0107 Uses of MSDS

#### ***Internal Assessment Criteria***

- IAC0301 PPE used is removed carefully to limit exposure to chemicals and promote compliance to health safety requirements
- IAC0302 PPE is stored in accordance with housekeeping practices

***(Weight 20%)***

### **7.2.4 PM-07-PS04: Report defects and maintenance requirement (20%)**

#### ***Scope of Practical Skill***

Given assignment, roleplays, checklists, tools, equipment, PPE, store room, defective equipment, consumables, chemicals, learners must be able to:

- PA0401 Check machinery for damages or defects
- PA0402 Complete damages report
- PA0403 Submit report to relevant person

#### ***Applied Knowledge***

- AK0101 Manufacture manual
- AK0102 Health and safety practices
- AK0103 Hand wash practice
- AK0104 Housekeeping practices
- AK0105 Storage procedures for tools and equipment
- AK0106 Storage procedures for consumables and chemicals
- AK0107 Reporting procedures
- AK0108 Uses of MSDS

#### ***Internal Assessment Criteria***

- IAC0401 Inspection and checking of equipment for damages is undertaken in compliance with standard operating practices

- IAC0402 Inspecting report identified all damages to tools and equipment

**(Weight 20%)**

### **7.3 Provider Accreditation Requirements for the Module**

Physical Requirements:

- Access to Commercial Cleaning environment
- Access to tools and equipment in order for learners to clean and maintain storeroom
- Commercial cleaning learning material and concepts

Human Resource Requirements:

- Trainers should be in possession of a Commercial Housekeeper qualification with at least 10 years post qualification experience working within a commercial environment
- Trainer/learner ratio 1 to 15
- Workshop coach/learner ratio 1 to 2

Legal Requirements:

- Compliance to Safety Health Environmental Risk and Quality (SHERQ)
- Compliance to OHS Act and relevant labour legislation laws

### **7.4 Exemptions**

- None

## **SECTION 3C: WORKPLACE MODULE SPECIFICATIONS**

### **List of Workplace Module Specifications**

- 811201-000-00-00-WM-01, Procedures for completing before shift duties, NQF Level 1, Cr 4
- 811201-000-00-00-WM-02, Procedures for cleaning above the floor surfaces, NQF Level 1, Cr 7
- 811201-000-00-00-WM-03, Procedures for cleaning the commercial kitchenette, NQF Level 1, Cr 7
- 811201-000-00-00-WM-04, Procedures for cleaning ablution facilities, NQF Level 1, Cr 7
- 811201-000-00-00-WM-05, Procedures for cleaning and maintaining storeroom, NQF Level 1, Cr 5
- 811201-000-00-00-WM-06, Procedures for cleaning floor surfaces, NQF Level 1, Cr 10
- 811201-000-00-00-WM-07, Procedures for checking and confirming completed tasks, NQF Level 1, Cr 6

**1. 811201-000-00-00-WM-01, Procedures for completing before shift duties, NQF Level 1, Cr 4**

**1.1 Purpose of the Practical Skill Modules**

The focus of the work experience is on providing the learner an opportunity to gain real work exposure to complete before shift duties. The learner will be required to successfully complete each work experience under supervision and independently at least five times within a period of five weeks.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 5 days.

The learner will be required to:

- WM-01-WE01 Don PPE
- WM-01-WE02 Check tools and equipment for functionality
- WM-01-WE03 Collect consumables and chemicals

**1.2 Guidelines for Work Experiences**

**1.2.1 WM-01-WE01: Don PPE**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0101 Select PPE for the assignment
- WA0102 Inspect and report PPE for damages
- WA0103 Wear PPE

***Supporting evidence***

- SE0101 Attendance register with the name of the learner in attendance and signed
- SE0102 Work task observation checklist signed by supervisor demonstrating that the learner completed donning PPE

**1.2.2 WM-01-WE02: Check tools and equipment for functionality**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 Identify and select tools and equipment for assignment
- WA0202 Inspect equipment and tools for conditions
- WA0203 Test tools and equipment for functionality



- WA0204 Complete the inspection checklist
- WA0205 Report damages to tools and equipment

#### ***Supporting evidence***

- SE0201 Attendance register with the name of the learner in attendance and signed
- SE0202 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed checking tools and equipment for functionality

### **1.2.3 WM-01-WE02: Collect consumables and chemicals**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0301 Identify and select consumables for the assignment
- WA0302 Identify and select chemicals for the assignment
- WA0303 Pack the consumables and chemicals on the trolley
- WA0304 Take the consumables and chemicals to the work site

#### ***Supporting evidence***

- SE0301 Attendance register with the name of the learner in attendance and signed
- SE0302 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed collection of consumables and chemicals

### **1.3 Contextualised Workplace Knowledge**

1. Company before shift policy
2. Company health safety policy and procedures
3. Company quality assurance procedures
4. Company hand washing policy
5. Company PPE policy

### **1.4 Criteria for Workplace Approval**

#### ***Physical Requirements:***

- Access to commercial cleaner environment in order for learner to have exposure to all aspects of occupational tasks
- Tools and equipment to conduct occupational tasks

#### ***Human Resource Requirements:***

- A supervisor qualified with cleaning and hygiene qualification. Commercial Cleaner or equivalent with 3 years industry working experience.
- Workshop supervisor ratio 1 to 8

#### ***Legal Requirements:***

- Compliant with Safety, Health, Environmental, Risk and Quality (SHERQ) requirements
- Compliant with Compensation for Occupational Injuries and Diseases Act (COIDA) requirements

#### **1.5 Assignments to be Assessed Externally**

- None

## **2. 811201-000-00-00-WM-02, Procedures for cleaning above floor surfaces, NQF Level 1, Cr 7**

### **2.1 Purpose of the Practical Skill Modules**

The focus of the work experience is on providing the learner an opportunity to gain real work exposure to clean above floor surfaces. The learner will be required to successfully complete each work experience under supervision and independently at least three times within a period of five weeks.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 8.75 days.

The learner will be required to:

- WM-02-WE01 Confirm the surface and soilage for above surface cleaning
- WM-02-WE02 Use cleaning methods to clean different above the floor surfaces
- WM-02-WE03 Clean upholstery

### **2.2 Guidelines for Practical Skill**

#### **2.2.1 WM-02-WE01: Confirm the surface and soilage for above surface cleaning**

##### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0101 Confirm the surface with supervisor
- WA0102 Collect tools and equipment
- WA0103 Collect consumables for the assignment
- WA0104 Collect the chemicals for different above floor surfaces

##### ***Supporting evidence***

- SE0101 Attendance register with the name of the learner in attendance and signed
- SE0102 Work task observation checklist signed by supervisor demonstrating that the learner completed confirming the surface and soilage for above surface cleaning

#### **2.2.2 WM-02-WE02: Use cleaning methods to clean different above the floor surfaces**

##### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 Top to bottom method
- WA0202 Dust all surfaces
- WA0203 Inspect surfaces and remove spots and stains
- WA0204 Wipe surfaces
- WA0205 Wash surfaces
- WA0206 Empty wastepaper bins and dustbins
- WA0207 Electronic equipment e.g. Laptop, Screen, printer, projector, projector screen ect.

### ***Supporting evidence***

- SE0201 Attendance register with the name of the learner in attendance and signed
- SE0202 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed using cleaning methods to clean different above the floor surfaces

## **2.2.3 WM-02-WE03: Clean upholstery**

### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0301 Confirm material used for upholstering furniture to be cleaned
- WA0302 Select cleaning methods based on material and degree of dirt
- WA0303 Identify and select tools
- WA0304 Collect and carry the cleaning solution
- WA0305 Remove spots
- WA0306 Clean the upholstery
- WA0307 Dry the upholstery
- WA0308 Record and report damages from the upholstery

### ***Supporting evidence***

- SE0301 Attendance register with the name of the learner in attendance and signed
- SE0302 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning upholstery

## **2.3 Contextualised Workplace Knowledge**

1. Company kitchenette cleaning policy
2. Company health safety policy and procedures
3. Company quality assurance procedures
4. Company hand washing procedures

5. Company consumable replacement procedures

## **2.4 Criteria for Workplace Approval**

- Access to commercial cleaner environment in order for learner to have exposure to all aspects of occupational tasks
- Tools and equipment to conduct occupational tasks

### *Human Resource Requirements:*

- A supervisor qualified with cleaning and hygiene qualification. Commercial Cleaner or equivalent with 3 years industry working experience.
- Workshop supervisor ratio 1 to 8

### *Legal Requirements:*

- Compliant with Safety, Health, Environmental, Risk and Quality (SHERQ) requirements
- Compliant with Compensation for Occupational Injuries and Diseases Act (COIDA) requirements

## **2.5 Assignments to be Assessed Externally**

- None

### **3. 811201-000-00-00-WM-03, Procedures for cleaning the commercial kitchenette, NQF Level 1, Cr 7**

#### **3.1 Purpose of the Practical Skill Modules**

The focus of the work experience is on providing the learner an opportunity to gain real work exposure cleaning the commercial kitchenette. The learner will be required to successfully complete each work experience under supervision and independently at least five times within a period of five weeks.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 8.75 days.

The learner will be required to:

- WM-03-WE01 Clean kitchen floors
- WM-03-WE02 Clean cupboards
- WM-03-WE03 Clean kitchen appliances
- WM-03-WE04 Clean kitchenware
- WM-03-WE05 Refill and replenish kitchenette dispenser

#### **3.2 Guidelines for Practical Skill**

##### **3.2.1 WM-03-WE01: Clean kitchen floors**

###### ***Scope of Work Experience***

The person will be expected to engage in the following work activities

- WA0101 Select equipment, consumables and chemicals
- WA0102 Inspect equipment, consumables and chemicals
- WA0103 Report poor condition and damage of equipment and consumables
- WA0104 Inspect the work area
- WA0105 Report damage to floors and any unsafe conditions
- WA0106 Damp mop the floor

###### ***Supporting evidence***

- SE0101 Attendance register with the name of the learner in attendance and signed
- SE0102 Work task observation checklist signed by supervisor demonstrating that the learner completed cleaning kitchen floors

### **3.2.2 WM-03-WE02: Clean cupboards and surfaces**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 Select equipment, consumables and chemicals
- WA0202 Inspect equipment, consumables and chemicals
- WA0203 Report condition and damage of equipment and consumables
- WA0204 Inspect cupboards and surfaces
- WA0205 Report poor condition, damage to cupboards and surfaces and unsafe conditions
- WA0206 Damp wipe cupboards and surface

#### ***Supporting evidence***

- SE0201 Attendance register with the name of the learner in attendance and signed
- SE0202 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning cupboards and surfaces

### **3.2.3 WM-03-WE03: Clean kitchen appliances**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0301 Select consumables and chemicals
- WA0302 Inspect consumables
- WA0303 Report poor condition and damage to consumables
- WA0304 Inspect appliances for condition, damage and unsafe conditions
- WA0305 Report poor and unsafe conditions and damage to appliances
- WA0306 Clean kitchen appliances

#### ***Supporting evidence***

- SE0301 Attendance register with the name of the learner in attendance and signed
- SE0302 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning kitchen appliances (fridges, kettles, microwave, stove)

### **3.2.4 WM-03-WE04: Clean kitchenware**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0401 Select consumables and chemicals

- WA0402 Inspect consumables
- WA0403 Report poor condition and damage to consumables
- WA0404 Inspect kitchenware for condition and damage
- WA0405 Report poor and unsafe conditions and damage to kitchenware
- WA0406 Wash kitchenware
- WA0407 Dry kitchenware
- WA0408 Pack kitchenware in cupboards and drawers

***Supporting evidence***

- SE0401 Attendance register with the name of the learner in attendance and signed
- SE0402 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning kitchenware

**3.2.5 WM-03-WE05: Refill and replenish Kitchenette dispensers**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0501 Select consumables and chemicals
- WA0502 Inspect consumables
- WA0503 Report poor condition and damage to consumables
- WA0504 Inspect dispensers for condition and damage
- WA0505 Report poor and unsafe conditions and damage to dispensers
- WA0506 Refill dispensers
- WA0507 Report on usage of hygiene products

***Supporting evidence***

- SE0501 Attendance register with the name of the learner in attendance and signed
- SE0502 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed refilling and replenish kitchenette dispenser's

**3.3 Contextualised Workplace Knowledge**

1. Company kitchenette cleaning policy
2. Company health safety policy and procedures
3. Company quality assurance procedures
4. Company hand washing procedures
5. Company consumable replacement procedures



### **3.4 Criteria for Workplace Approval**

- Access to commercial cleaner environment in order for learner to have exposure to all aspects of occupational tasks
- Tools and equipment to conduct occupational tasks

#### *Human Resource Requirements:*

- A supervisor qualified with cleaning and hygiene qualification. Commercial Cleaner or equivalent with 3 years industry working experience.
- Workshop supervisor ratio 1 to 8

#### *Legal Requirements:*

- Compliant with Safety, Health, Environmental, Risk and Quality (SHERQ) requirements
- Compliant with Compensation for Occupational Injuries and Diseases Act (COIDA) requirements

### **3.5 Assignments to be Assessed Externally**

- None

#### **4. 811201-000-00-00-WM-04, Procedures for cleaning ablution facilities, NQF Level 1, Cr7**

##### **4.1 Purpose of the Practical Skill Modules**

The focus of the work experience is on providing the learner an opportunity to gain real work exposure cleaning ablution facilities. The learner will be required to successfully complete each work experience under supervision and independently at least five times within a period of five weeks.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 8.75 days.

The learner will be required to:

- WM-04-WE01 Clean ablution facility surfaces
- WM-04-WE02 Clean toilet and urinal
- WM-04-WE03 Clean basins, baths and showers
- WM-04-WE05 Replenish ablution facility dispensers

##### **4.2 Guidelines for Practical Skill**

###### **4.2.1 WM-04-WE01: Clean ablution facility floors**

###### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0101 Place caution board for hazard
- WA0102 Sweep the floor
- WA0103 Damp wipe the skirting
- WA0104 Dust off and wipe all pipes
- WA0105 Wipe the wall and wall fixtures
- WA0106 Mop the floor

###### ***Supporting evidence***

- SE0101 Attendance register with the name of the learner in attendance and signed
- SE0102 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning ablution facility surfaces

###### **4.2.2 WM-04-WE02: Clean toilet and urinal**

###### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 Apply the cleaning chemicals to toilet seat and urinal
- WA0202 Clean toilet and urinal
- WA0203 Flush off chemicals from urinal and toilet
- WA0204 Damp wipe the toilet seat and urinal

**Supporting evidence**

- SE0201 Attendance register with the name of the learner in attendance and signed
- SE0202 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning toilet and urinal

**4.2.3 WM-04-WE03: Clean basins, baths and showers**

**Scope of Work Experience**

The person will be expected to engage in the following work activities:

- WA0301 Apply chemicals to scrub basin, baths and shower surfaces
- WA0302 Wash chemicals from basin, baths and shower surfaces
- WA0303 Wipe dry basin, baths and shower surfaces

**Supporting evidence**

- SE0301 Attendance register with the name of the learner in attendance and signed
- SE0302 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning basins, baths and showers

**4.2.4 WM-04-WE04: Replenish ablution facility dispensers**

**Scope of Work Experience**

The person will be expected to engage in the following work activities:

- WA0401 Complete checklist for ablution facility
- WA0402 Collect and record consumables used
- WA0403 Replace and replenish consumables and dispensers
- WA0404 Record and report use of consumables

**Supporting evidence**

- SE0401 Attendance register with the name of the learner in attendance and signed
- SE0402 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed refilling ablution facility dispensers

**4.3 Contextualised Workplace Knowledge**

1. Company hand washing policy
2. Company health safety policy and procedures

3. Company quality assurance procedures
4. Ablution cleaning procedures

#### **4.4 Criteria for Workplace Approval**

- Access to commercial cleaner environment in order for learner to have exposure to all aspects of occupational tasks
- Tools and equipment to conduct occupational tasks

##### *Human Resource Requirements:*

- A supervisor qualified with cleaning and hygiene qualification. Commercial Cleaner or equivalent with 3 years industry working experience.
- Workshop supervisor ratio 1 to 8

##### *Legal Requirements:*

- Compliant with Safety, Health, Environmental, Risk and Quality (SHERQ) requirements
- Compliant with Compensation for Occupational Injuries and Diseases Act (COIDA) requirements

#### **4.5 Assignments to be Assessed Externally**

- None

## **5. 811201-000-00-00-WM-05, Procedures for cleaning and maintaining storeroom, NQF Level 1 Cr 5**

### **5.1 Purpose of the Practical Skill Modules**

The focus of the work experience is on providing the learner an opportunity to gain real work exposure cleaning and maintaining storeroom. The learner will be required to successfully complete each work experience under supervision and independently at least five times within a period of five weeks.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 6.25 days.

The learner will be required to:

- WM-05-WE01 Store chemicals safely
- WM-05-WE02 Clean the storeroom
- WM-05-WE03 Pack equipment and tools

### **5.2 Guidelines for Practical Skill**

#### **5.2.1 WM-05-WE01: Store chemicals safely**

##### ***Scope of Work Experience***

The person will be expected to engage in the following work activities

- WA0101 Store chemicals in a cool room, away from the sunlight
- WA0102 Store chemicals on pallet racks elevated from the floor
- WA0103 Stack and pack chemicals from bottom to top shelves, replenishing from front to the back of the shelf
- WA0104 Store chemicals using the first-in-first-out (FIFO) principle
- WA0105 Dispose of expired chemicals in a safe and environmentally responsible manner

##### ***Supporting evidence***

- SE0101 Attendance register with the name of the learner in attendance and signed
- SE0102 Work task observation checklist signed by supervisor demonstrating that the learner completed storing chemicals safely

### **5.2.2 WM-05-WE02: Clean the storeroom**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities

- WA0201 Keep the storeroom clean
- WA0202 Clean any spillage on the floor to prevent falling/injuries
- WA0203 Open windows to ensure sufficient ventilation
- WA0204 Clean chemical bottles after use
- WA0205 Clean equipment and machinery prior to storing

#### ***Supporting evidence***

- SE0201 Attendance register with the name of the learner in attendance and signed
- SE0202 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning the storeroom

### **5.2.3 WM-05-WE03: Pack equipment and tools**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities

- WA0301 Keep inventory sheet of items stored in the storeroom
- WA0302 Record items delivered and items removed from the storeroom
- WA0303 Record consumables which are depleted for replenishing/ restocking
- WA0304 Record any damaged equipment/machinery
- WA0305 Conduct periodic spot checks and stock count of all items in the storeroom

#### ***Supporting evidence***

- SE0301 Attendance register with the name of the learner in attendance and signed
- SE0302 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed packing equipment and tools

## **5.3 Contextualised Workplace Knowledge**

1. Company hand washing policy
2. Company health safety policy and procedures
3. Company quality assurance procedures
4. Company cleaning policy
5. Company housekeeping policy
6. Company waste management procedures

#### **5.4 Criteria for Workplace Approval**

- Access to commercial cleaner environment in order for learner to have exposure to all aspects of occupational tasks
- Tools and equipment to conduct occupational tasks

##### *Human Resource Requirements:*

- A supervisor qualified with cleaning and hygiene qualification. Commercial Cleaner or equivalent with 3 years industry working experience.
- Workshop supervisor ratio 1 to 8

##### *Legal Requirements:*

- Compliant with Safety, Health, Environmental, Risk and Quality (SHERQ) requirements
- Compliant with Compensation for Occupational Injuries and Diseases Act (COIDA) requirements

#### **5.5 Assignments to be Assessed Externally**

- None

## 6. 811201-000-00-00-WM-06, Procedures for cleaning floor surfaces, NQF Level 1, Cr 10

### 6.1 Purpose of the Practical Skill Modules

The focus of the work experience is on providing the learner an opportunity to gain real work exposure cleaning floor surfaces. The learner will be required to successfully complete each work experience under supervision and independently at least five times within a period of five weeks.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 12.5 days.

The learner will be required to:

- WM-06-WE01 Complete cleaning on all floor surfaces
- WM-06-WE02 Complete floor buffing

### 6.2 Guidelines for Practical Skill

#### 6.2.1 WM-06-WE01: Complete cleaning on all floor surfaces

##### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0101 Collect Cleaning schedule
- WA0102 Collect cleaning equipment, tools and chemicals
- WA0103 Select consumables
- WA0104 Dust off and clean carpet floors
- WA0105 Scrub hard surfaces
- WA0106 Pick up dirty solutions
- WA0107 Dry floors
- WA0108 Apply floor finishes to different floors

##### ***Supporting evidence***

- SE0101 Attendance register with the name of the learner in attendance and signed
- SE0102 Work task observation checklist signed by supervisor demonstrating that the learner completed completing cleaning on all floor surfaces

#### 6.2.2 WM-06-WE02: Complete floor buffing



### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 Sweeping the floor surfaces
- WA0202 Mop the floor surfaces
- WA0203 Apply the polish to the floor surface
- WA0204 Use the buffing machine for floor shine
- WA0205 Check and record the completed work

### ***Supporting evidence***

- SE0201 Attendance register with the name of the learner in attendance and signed
- SE0202 Work task observation checklist signed by supervisor demonstrating that the learner completed completing floor buffing

### **6.3 Contextualised Workplace Knowledge**

1. Company buffing policy
2. Company floor inspection procedures
3. Company health and safety procedures
4. Company hand washing policy

### **6.4 Criteria for Workplace Approval**

- Access to commercial cleaner environment in order for learner to have exposure to all aspects of occupational tasks
- Tools and equipment to conduct occupational tasks

*Human Resource Requirements:*

- A supervisor qualified with cleaning and hygiene qualification. Commercial Cleaner or equivalent with 3 years industry working experience.
- Workshop supervisor ratio 1 to 8

*Legal Requirements:*

- Compliant with Safety, Health, Environmental, Risk and Quality (SHERQ) requirements
- Compliant with Compensation for Occupational Injuries and Diseases Act (COIDA) requirements

### **6.5 Assignments to be Assessed Externally**

- None

## **7. 811201-000-00-00-WM-07, Procedures for checking and confirming completed tasks, NQF Level 1 Cr 6**

### **7.1 Purpose of the Practical Skill Modules**

The focus of the work experience is on providing the learner an opportunity to gain real work exposure checking and confirming completed tasks. The learner will be required to successfully complete each work experience under supervision and independently at least five times within a period of five weeks.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 7.5 days.

The learner will be required to:

- WM-07-WE01 Clean and care for equipment and consumables
- WM-07-WE02 Replenish and clean consumables/ chemicals within a commercial environment
- WM-07-WE03 Remove PPE (doffing)
- WM-07-WE04 Report defects and maintenance requirement

### **7.2 Guidelines for Practical Skill**

#### **7.2.1 WM-07-WE01: Clean and care for equipment and consumable**

##### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0101 Clean all equipment
- WA0102 Store equipment
- WA0103 Wipe down all consumable containers

##### ***Supporting evidence***

- SE0101 Attendance register with the name of the learner in attendance and signed
- SE0102 Work task observation checklist signed by supervisor demonstrating that the learner completed cleaning and caring for equipment and consumable

#### **7.2.2 WM-07-WE02: Replenish cleaning consumables/ chemicals stock**

##### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 Identify dispensers requiring replenishment
- WA0202 Collect chemicals and consumables
- WA0203 Refill dispensers (containers) for with chemicals
- WA0204 Record quantities of chemical and consumables used

***Supporting evidence***

- SE0201 Attendance register with the name of the learner in attendance and signed
- SE0202 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed replenishing cleaning consumables/ chemicals stock

**7.2.3 WM-07-WE03: Remove PPE**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0301 Remove (dof) PPE
- WA0302 Store or dispose used PPE

***Supporting evidence***

- SE0301 Attendance register with the name of the learner in attendance and signed
- SE0302 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed s removing PPE

**7.2.4 WM-07-WE04: Report defects and maintenance requirement**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0401 Check machinery for damages or defects
- WA0402 Complete damages report
- WA0403 Submit report to relevant person

***Supporting evidence***

- SE0401 Attendance register with the name of the learner in attendance and signed
- SE0402 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed reporting defects and maintenance requirements

**7.3 Contextualised Workplace Knowledge**

1. Company end of task policy
2. Company health safety policy and procedures
3. Company quality assurance procedures
4. Company equipment maintenance policy
5. Company reporting policy

6. Procedures consumables and chemicals replenishing procedures

**7.4 Criteria for Workplace Approval**

- Access to commercial cleaner environment in order for learner to have exposure to all aspects of occupational tasks
- Tools and equipment to conduct occupational tasks

*Human Resource Requirements:*

- A supervisor qualified with cleaning and hygiene qualification. Commercial Cleaner or equivalent with 3 years industry working experience.
- Workshop supervisor ratio 1 to 8

*Legal Requirements:*

- Compliant with Safety, Health, Environmental, Risk and Quality (SHERQ) requirements
- Compliant with Compensation for Occupational Injuries and Diseases Act (COIDA) requirements

**7.5 Assignments to be Assessed Externally**

#### SECTION 4: STATEMENT OF WORK EXPERIENCE

|                    |  |
|--------------------|--|
| Curriculum Number: | 811201-000-00-00                             |
| Curriculum Title:  | Occupational Certificate: Commercial Cleaner |

|                 |  |
|-----------------|--|
| Learner Details |  |
| Name:           |  |
| ID Number:      |  |

|                  |  |
|------------------|--|
| Employer Details |  |
| Company Name:    |  |
| Address:         |  |
| Supervisor Name: |  |
| Work Telephone:  |  |
| E-Mail:          |  |

**1. 811201-000-00-00-WM-01, Procedures for completing before shift duties, NQF Level 1, Cr 4**

|                   |   |             |                  |
|-------------------|---|-------------|------------------|
| <b>WM-01-WE01</b> | <b>Don PPE</b>  |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0101            | Select PPE for the assignment   |             |                  |
| WA0102            | Inspect and report PPE for damages  |             |                  |
| WA0103            | Wear PPE  |             |                  |
|                   | <i>Supporting Evidence</i>  | <i>Date</i> | <i>Signature</i> |
| SE0101            | Attendance register with the name of the learner in attendance and signed   |             |                  |
| SE0102            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed donning PPE |             |                  |
| <b>WM-01-WE02</b> | <b><i>Check tools and equipment for functionali</i></b>   |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0201            | Identify and select tools and equipment for assignment  |             |                  |
| WA0202            | Inspect equipment and tools for conditions  |             |                  |
| WA0203            | Test tools and equipment for functionality  |             |                  |
| WA0204            | Complete the inspection checklist   |             |                  |
| WA0205            | Report damages to tools and equipment   |             |                  |
|                   | <i>Supporting Evidence</i>  | <i>Date</i> | <i>Signature</i> |
| SE0201            | Attendance register with the name of the learner in attendance and signed   |             |                  |

|                   |   |             |                  |
|-------------------|---|-------------|------------------|
| SE0202            | Work task observation checklist signed by<br>signed by supervisor demonstrating that the<br>learner completed checking tools and<br>equipment for functionality |             |                  |
| <b>WM-01-WE03</b> | <b>Collect consumables and chemicals</b>  |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0301            | Identify and select consumables for the<br>assignment   |             |                  |
| WA0302            | Identify and select chemicals for the<br>assignment   |             |                  |
| WA0303            | Pack the consumables and chemicals on<br>the trolley  |             |                  |
| WA0304            | Take the consumables and chemicals to the<br>work site  |             |                  |
|                   | <i>Supporting Evidence</i>  | <i>Date</i> | <i>Signature</i> |
| SE0301            | Attendance register with the name of the<br>learner in attendance and signed  |             |                  |
| SE0301            | Work task observation checklist signed by<br>signed by supervisor demonstrating that<br>the learner completed collection of<br>consumables and chemicals        |             |                  |

|   | <b>Contextualised<br/>Workplace Knowledge</b>  | <b>Date</b> | <b>Signature</b> |
|---|--|-------------|------------------|
| 1 | Company before shift policy                    |             |                  |
| 2 | Company health safety<br>policy and procedures |             |                  |
| 3 | Company quality assurance<br>procedures        |             |                  |

|   |                             |  |  |
|---|-----------------------------|--|--|
| 4 | Company hand washing policy |  |  |
| 5 | Company PPE policy          |  |  |

|  |  |      |           |
|--|--|------|-----------|
|  | Additional Assignments to be Assessed Externally | Date | Signature |
|--|--|------|-----------|



**2. 811201-000-00-00-WM-02, Procedures for cleaning above floor surfaces, NQF Level 1, Cr 7**

|                   |   |             |                  |
|-------------------|---|-------------|------------------|
| <b>WM-02-WE01</b> | <b>Confirm the surface and soilage for above surface cleaning</b>   |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0101            | Confirm the surface with supervisor   |             |                  |
| WA0102            | Collect tools and equipment   |             |                  |
| WA0103            | Collect consumables for the assignment  |             |                  |
| WA0104            | Collect the chemicals for different above floor surfaces  |             |                  |
|                   | <i>Supporting Evidence</i>  | <i>Date</i> | <i>Signature</i> |
| SE0101            | Attendance register with the name of the learner in attendance and signed   |             |                  |
| SE0102            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed confirming the surface and soilage for above surface cleaning |             |                  |
| <b>WM-02-WE02</b> | <b>Use cleaning methods to clean different above the floor surfaces</b>   |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0201            | Top to bottom method  |             |                  |
| WA0202            | Dust all surfaces   |             |                  |
| WA0203            | Inspect surfaces and remove spots and stains  |             |                  |
| WA0204            | Wipe surfaces   |             |                  |
| WA0205            | Wash surfaces   |             |                  |

|                   |  |             |                  |
|-------------------|--|-------------|------------------|
| WA0206            | Empty wastepaper bins and dustbins   |             |                  |
| WA0207            | Electronic equipment e.g. Laptop, Screen, printer, projector, projector screen ect.  |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
| SE0201            | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE202             | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed using cleaning methods to clean different above the floor surfaces |             |                  |
| <b>WM-02-WE03</b> | <b>Clean upholstery</b>  |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0301            | Confirm material used for upholstering furniture to be cleaned   |             |                  |
| WA0302            | Select cleaning methods based on material and degree of dirt   |             |                  |
| WA0303            | Identify and select tools  |             |                  |
| WA0304            | Collect and carry the cleaning solution  |             |                  |
| WA0305            | Remove spots   |             |                  |
| WA0306            | Clean the upholstery   |             |                  |
| WA0307            | Dry the upholstery   |             |                  |
| WA0308            | Record and report damages from the upholstery  |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
| SE0301            | Attendance register with the name of the learner in attendance and signed  |             |                  |

|        |   |  |  |
|--------|---|--|--|
| SE0302 | Work task observation checklist signed by<br>signed by supervisor demonstrating that the<br>learner completed cleaning upholstery |  |  |
|--------|---|--|--|

|   | <b>Contextualised<br/>Workplace Knowledge</b>  | <b>Date</b> | <b>Signature</b> |
|---|--|-------------|------------------|
| 1 | Company kitchenette<br>cleaning policy         |             |                  |
| 2 | Company health safety<br>policy and procedures |             |                  |
| 3 | Company quality<br>assurance procedure         |             |                  |
| 4 | Company hand washing<br>procedures             |             |                  |
| 5 | Company consumable<br>replacement procedures   |             |                  |

|  | <b>Additional Assignments<br/>to be Assessed Externally</b> | <b>Date</b> | <b>Signature</b> |
|--|---|-------------|------------------|
|--|---|-------------|------------------|

**1. 811201-000-00-00-WM-03, Procedures for cleaning the commercial kitchenette, NQF Level 1, Cr 7**

|                   |   |             |                  |
|-------------------|---|-------------|------------------|
| <b>WM-03-WE01</b> | <b>Clean kitchen floors</b>   |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0101            | Select equipment, consumables and chemicals   |             |                  |
| WA0102            | Inspect equipment, consumables and chemicals  |             |                  |
| WA0103            | Report poor condition and damage of equipment and consumables   |             |                  |
| WA0104            | Inspect the work area   |             |                  |
| WA0105            | Report damage to floors and any unsafe conditions   |             |                  |
| WA0106            | Damp mop the floor  |             |                  |
|                   | <i>Supporting Evidence</i>  | <i>Date</i> | <i>Signature</i> |
| SE0101            | Attendance register with the name of the learner in attendance and signed   |             |                  |
| SE0102            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning kitchen floors |             |                  |
| <b>WM-03-WE02</b> | <b>Clean cupboards and surface</b>  |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0201            | Select equipment, consumables and chemicals   |             |                  |
| WA0202            | Inspect equipment, consumables and chemicals  |             |                  |

|        |   |             |                  |
|--------|---|-------------|------------------|
| WA0203 | Report condition and damage of equipment and consumables  |             |                  |
| WA0204 | Inspect cupboards and surfaces  |             |                  |
| WA0205 | Report poor condition, damage to cupboards and surfaces and unsafe conditions   |             |                  |
| WA0206 | Damp wipe cupboards and surface   |             |                  |
|        | <i>Supporting Evidence</i>  | <i>Date</i> | <i>Signature</i> |
| SE0201 | Attendance register with the name of the learner in attendance and signed   |             |                  |
| SE0202 | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning cupboards and surfaces |             |                  |

|                   |  |             |                  |
|-------------------|--|-------------|------------------|
| <b>WM-03-WE03</b> | <b>Clean kitchen appliances</b>                                |             |                  |
|                   | <i>Scope Work Experience</i>                                   | <i>Date</i> | <i>Signature</i> |
| WA0301            | Select consumables and chemicals                               |             |                  |
| WA0302            | Inspect consumables  |             |                  |
| WA0303            | Report poor condition and damage to consumables                |             |                  |
| WA0304            | Inspect appliances for condition, damage and unsafe conditions |             |                  |
| WA0305            | Report poor and unsafe conditions and damage to appliances     |             |                  |
| WA0306            | Clean kitchen appliances                                       |             |                  |
|                   | <i>Supporting Evidence</i>                                     | <i>Date</i> | <i>Signature</i> |

|                   |  |             |                  |
|-------------------|--|-------------|------------------|
| SE0301            | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE0301            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning kitchen appliances (fridges, kettles, microwave, stove) |             |                  |
| <b>WM-03-WE04</b> | <b>Clean kitchenware</b>   |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0401            | Select consumables and chemicals   |             |                  |
| WA0402            | Inspect consumables  |             |                  |
| WA0403            | Report poor condition and damage to consumables  |             |                  |
| WA0404            | Inspect kitchenware for condition and damage   |             |                  |
| WA0405            | Report poor and unsafe conditions and damage to kitchenware  |             |                  |
| WA0406            | Wash kitchenware   |             |                  |
| WA0407            | Dry kitchenware  |             |                  |
| WA0408            | Pack kitchenware in cupboards and drawers  |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
| SE0401            | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE04201           | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning kitchenware   |             |                  |

|                   |   |             |                  |
|-------------------|---|-------------|------------------|
| <b>WM-03-WE05</b> | <b>Refill and replenish Kitchenette dispensers</b>  |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0501            | Select consumables and chemicals  |             |                  |
| WA0502            | Inspect consumables   |             |                  |
| WA0503            | Report poor condition and damage to consumables   |             |                  |
| WA0504            | Inspect dispensers for condition and damage   |             |                  |
| WA0505            | Report poor and unsafe conditions and damage to dispensers  |             |                  |
| WA0506            | Refill dispensers   |             |                  |
| WA0507            | Report on usage of hygiene products   |             |                  |
|                   | <i>Supporting Evidence</i>  | <i>Date</i> | <i>Signature</i> |
| SE0501            | Attendance register with the name of the learner in attendance and signed   |             |                  |
| SE0502            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed refilling and replenish kitchenette dispenser's |             |                  |

|   |   |             |                  |
|---|---|-------------|------------------|
|   | <b>Contextualised Workplace Knowledge</b>   | <b>Date</b> | <b>Signature</b> |
| 1 | Company kitcheette cleaning policy          |             |                  |
| 2 | Company health safety policy and procedures |             |                  |

|   |   |  |  |
|---|---|--|--|
| 3 | Company quality assurance procedures      |  |  |
| 4 | Company hand washing procedures           |  |  |
| 5 | Company consumable replacement procedures |  |  |

|  |  |      |           |
|--|--|------|-----------|
|  | Additional Assignments to be Assessed Externally | Date | Signature |
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**811201-000-00-00-WM-04, Procedures for cleaning ablution facilities, NQF Level 1, Cr7**

|                   |  |             |                  |
|-------------------|--|-------------|------------------|
| <b>WM-04-WE01</b> | <b>Clean ablution facility floors</b>  |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0101            | Place caution board for hazard   |             |                  |
| WA0102            | Sweep the floor  |             |                  |
| WA0103            | Damp wipe the skirting   |             |                  |
| WA0104            | Dust off and wipe all pipes  |             |                  |
| WA0105            | Wipe the wall and wall fixtures  |             |                  |
| WA0106            | Mop the floor  |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
| SE0101            | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE0102            | SE0102 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning ablution facility floors |             |                  |
| <b>WM-04-WE02</b> | <b>Clean toilet and urinal</b>   |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0201            | Apply the cleaning chemicals to toilet seat and urinal   |             |                  |
| WA0202            | Clean toilet and urinal  |             |                  |
| WA0203            | Flush off chemicals from urinal and toilet   |             |                  |
| WA0204            | Damp wipe the toilet seat and urinal   |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |

|        |  |  |  |
|--------|--|--|--|
| SE0201 | Attendance register with the name of the learner in attendance and signed  |  |  |
| SE0202 | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning toilet and urinal |  |  |

|                   |   |             |                  |
|-------------------|---|-------------|------------------|
| <b>WM-04-WE03</b> | <b>Clean basins, baths and showers</b>  |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0301            | Apply chemicals to scrub basin, baths and shower surfaces   |             |                  |
| WA0302            | Wash chemicals from basin, baths and shower surfaces  |             |                  |
| WA0303            | Wipe dry basin, baths and shower surfaces   |             |                  |
|                   | <i>Supporting Evidence</i>  | <i>Date</i> | <i>Signature</i> |
| SE0301            | Attendance register with the name of the learner in attendance and signed   |             |                  |
| SE0302            | SE0302 Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning basins, baths and showers |             |                  |
| <b>WM-04-WE04</b> | <b>Replenish ablution facility dispensers</b>   |             |                  |
|                   | <i>Scope Work Experience</i>  | <i>Date</i> | <i>Signature</i> |
| WA0401            | Complete checklist for ablution facility  |             |                  |
| WA0402            | Collect and record consumables used   |             |                  |
| WA0403            | Replace and replenish consumables and dispensers  |             |                  |
| WA0404            | Record and report use of consumables  |             |                  |

|        | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
|--------|--|-------------|------------------|
| SE0401 | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE0402 | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed refilling ablution facility dispensers |             |                  |

|   | <b>Contextualised Workplace Knowledge</b>   | <b>Date</b> | <b>Signature</b> |
|---|---|-------------|------------------|
| 1 | Company hand washing policy                 |             |                  |
| 2 | Company health safety policy and procedures |             |                  |
| 3 | Company quality assurance procedures        |             |                  |
| 4 | Ablution cleaning procedures                |             |                  |

|  | Additional Assignments to be Assessed Externally | Date | Signature |
|--|--|------|-----------|
|--|--|------|-----------|

**5. 811201-000-00-00-WM-05, Procedures for cleaning and maintain storeroom, NQF Level 1 Cr 5**

|                   |  |  |             |                  |
|-------------------|--|--|-------------|------------------|
| <b>WM-05-WE01</b> | <b>Store chemicals safely</b>  |  |             |                  |
|                   | <i>Scope Work Experience</i>   |  | <i>Date</i> | <i>Signature</i> |
| WA0101            | Store chemicals in a cool room, away from the sunlight   |  |             |                  |
| WA0102            | Store chemicals on pallet racks elevated from the floor  |  |             |                  |
| WA0103            | Stack and pack chemicals from bottom to top shelf, replenishing from front to the back of the shelf                              |  |             |                  |
| WA0104            | Store chemicals using the first-in-first-out (FIFO) principle  |  |             |                  |
| WA0105            | Dispose of expired chemicals in a safe and environmentally responsible manner  |  |             |                  |
|                   | <i>Supporting Evidence</i>   |  | <i>Date</i> | <i>Signature</i> |
| SE0101            | Attendance register with the name of the learner in attendance and signed  |  |             |                  |
| SE0102            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed storing chemicals safely |  |             |                  |
| <b>WM-05-WE02</b> | <b>Clean the storeroom</b>   |  |             |                  |
|                   | <i>Scope Work Experience</i>   |  | <i>Date</i> | <i>Signature</i> |

|                   |  |  |             |                  |
|-------------------|--|--|-------------|------------------|
| WA0201            | Keep the storeroom clean at all times using the top-to-bottom cleaning principle                                     |  |             |                  |
| WA0202            | Clean any spillage on the floor to prevent falling/injuries  |  |             |                  |
| WA0203            | Open windows to ensure sufficient ventilation  |  |             |                  |
| WA0204            | Clean chemical bottles after use   |  |             |                  |
| WA0205            | Clean equipment and machinery prior storing  |  |             |                  |
|                   | <i>Supporting Evidence</i>   |  | <i>Date</i> | <i>Signature</i> |
| SE0201            | Attendance register with the name of the learner in attendance and signed  |  |             |                  |
| SE0202            | Work task observation checklist signed by supervisor demonstrating that the learner completed cleaning the storeroom |  |             |                  |
| <b>WM-05-WE03</b> | <b>Pack equipment and tools</b>  |  |             |                  |
|                   | <i>Scope Work Experience</i>   |  | <i>Date</i> | <i>Signature</i> |
| WA0301            | Keep inventory sheet of items stored in the storeroom  |  |             |                  |
| WA0302            | Record items delivered and items removed from the storeroom  |  |             |                  |
| WA0303            | Record consumables which are depleted for replenishing/ restocking   |  |             |                  |
| WA0304            | Record any equipment/machinery which is not functional or is defective   |  |             |                  |

|        |   |  |             |                  |
|--------|---|--|-------------|------------------|
| WA0305 | Conduct periodic spot checks and stock count of all items in the storeroom  |  |             |                  |
|        | <i>Supporting Evidence</i>  |  | <i>Date</i> | <i>Signature</i> |
| SE0301 | Attendance register with the name of the learner in attendance and signed   |  |             |                  |
| SE0302 | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed packing equipment and tools |  |             |                  |

|   | <b>Contextualised<br/>Workplace Knowledge</b> | <b>Date</b> | <b>Signature</b> |
|---|---|-------------|------------------|
| 1 | Company hand washing policy                   |             |                  |
| 2 | Company health safety policy and procedures   |             |                  |
| 3 | Company quality assurance procedures          |             |                  |
| 4 | Company cleaning policy                       |             |                  |
| 5 | Company housekeeping policy                   |             |                  |
| 6 | Company waste management procedures           |             |                  |

|  |  |      |           |
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|  | Additional Assignments to be Assessed Externally | Date | Signature |
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**6. 811201-000-00-00-WM-06, Procedures for cleaning floor surfaces, NQF Level 1,  
Cr 10**

|                   |  |             |                  |
|-------------------|--|-------------|------------------|
| <b>WM-06-WE01</b> | <b>Complete cleaning on all floor surfaces</b>   |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0101            | Collect Cleaning schedule  |             |                  |
| WA0102            | Collect cleaning equipment, tools and chemicals  |             |                  |
| WA0103            | Select consumables   |             |                  |
| WA0104            | Dust off and clean carpet floors   |             |                  |
| WA0105            | Scrub hard surfaces  |             |                  |
| WA0106            | Pick up dirty solutions  |             |                  |
| WA0107            | Dry floors   |             |                  |
| WA0108            | Apply floor finishes to different floors   |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
| SE0101            | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE0102            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed completing cleaning on all floor surfaces (outside and inside) |             |                  |
| <b>WM-06-WE02</b> | <b>Complete floor buffing</b>  |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0201            | Sweeping the floor surfaces  |             |                  |
| WA0202            | Mop the floor surfaces   |             |                  |
| WA0203            | Apply the polish to the floor surface  |             |                  |

|        |  |             |                  |
|--------|--|-------------|------------------|
| WA0204 | Use the buffing machine for floor shine  |             |                  |
| WA0205 | Check and record the completed wor   |             |                  |
|        | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
| SE0201 | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE0202 | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed completing floor buffing |             |                  |

|   | <b>Contextualised Workplace Knowledge</b> | <b>Date</b> | <b>Signature</b> |
|---|---|-------------|------------------|
| 1 | Company buffing policy                    |             |                  |
| 2 | Company floor inspection procedures       |             |                  |
| 3 | Company health and safety procedures      |             |                  |
| 4 | Company hand washing policy               |             |                  |

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|  | Additional Assignments to be Assessed Externally | Date | Signature |
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**7. 811201-000-00-00-WM-07, Procedures for checking and confirming completed tasks, NQF Level 1 Cr 6**

|                   |  |             |                  |
|-------------------|--|-------------|------------------|
| <b>WM-07-WE01</b> | <b>Clean and care for equipment and consumable</b>   |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0101            | Clean all equipment  |             |                  |
| WA0102            | Store equipment  |             |                  |
| WA0103            | Wipe down all consumable containers  |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
| SE0101            | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE0102            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed cleaning and caring for equipment and consumable |             |                  |
| <b>WM-07-WE02</b> | <b>Replenish cleaning consumables/chemicals stock</b>  |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0201            | Identify dispensers requiring replenishment  |             |                  |
| WA0202            | Collect chemicals and consumables  |             |                  |
| WA0203            | Refill dispensers (containers) for with chemicals  |             |                  |
| WA0204            | Record quantities of chemical and consumables used   |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |

|                   |  |             |                  |
|-------------------|--|-------------|------------------|
| SE0201            | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE0202            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed replenishing cleaning consumables/ chemicals stock |             |                  |
| <b>WM-07-WE03</b> | <b>Remove PPE</b>  |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0301            | Remove (dof) PPE   |             |                  |
| WA0302            | Store or dispose used PPE  |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
| SE0301            | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE0302            | Work task observation checklist signed by signed by supervisor demonstrating that the learner completed s removing PPE                                     |             |                  |
| <b>WM-07-WE04</b> | <b>Report defects and maintenance require</b>  |             |                  |
|                   | <i>Scope Work Experience</i>   | <i>Date</i> | <i>Signature</i> |
| WA0401            | Check machinery for damages or defe  |             |                  |
| WA0402            | Complete damages report  |             |                  |
| WA0403            | Submit report to relevant person   |             |                  |
|                   | <i>Supporting Evidence</i>   | <i>Date</i> | <i>Signature</i> |
| SE0401            | Attendance register with the name of the learner in attendance and signed  |             |                  |
| SE0402            | Work task observation checklist signed by signed by supervisor demonstrating that  |             |                  |

|  |  |  |  |
|--|--|--|--|
|  | the learner completed reporting defects and maintenance requirements |  |  |
|--|--|--|--|

|   | <b>Contextualised<br/>Workplace Knowledge</b>                    | <b>Date</b> | <b>Signature</b> |
|---|--|-------------|------------------|
| 1 | Company end of task policy                                       |             |                  |
| 2 | Company health safety policy and procedures                      |             |                  |
| 3 | Company quality assurance procedures                             |             |                  |
| 4 | Company equipment maintenance policy                             |             |                  |
| 5 | Company reporting policy   |             |                  |
| 6 | Procedures for consumables and chemicals replenishing procedures |             |                  |

|  |  |      |           |
|--|--|------|-----------|
|  | Additional Assignments to be Assessed Externally | Date | Signature |
|--|--|------|-----------|