

Curriculum Document				
Curriculum Code		Curriculum Title		
811202-000-00-00		Occupational Certificate: Healthcare Cleaner		
	Name	Email	Phone	Logo
Development Quality Partner	Services SETA	NoziZ@serviceseta.org.za	011 276 9600	

Learner QDF Signature

Date

QDF Signature

Date

DQP Representative Signature

Date

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Address of body: 15 Sherborne Road Parktown 2193	4
Contact person name: Nozipo Zondo	4
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SECTION 1: CURRICULUM SUMMARY

1. Occupational Information

1.1 Associated Occupation

811202: Healthcare Cleaner

1.2 Occupation or Specialisation Addressed by this Curriculum

811202-000-00-00: Healthcare Cleaner

1.3 Alternative Titles used by Industry

- Cleaner, Housekeeper, Janitor, Hospital cleaning worker, medical housekeeper

2. Curriculum Information

2.1 Curriculum Structure

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

Knowledge Modules:

Total number of credits for Knowledge Modules: 38

Practical Skill Modules:

Total number of credits for Practical Skill Modules: 26

Work Experience Modules:

Total number of credits for Work Experience Modules: 36

2.2 Entry Requirements

NQF Level 1

3. Assessment Quality Partner Information

Name of body: Services SETA

Address of body: 15 Sherborne Road Parktown 2193

Contact person name: Nozipho Zondo

Contact person work telephone number: 011 276 9600

4. Part Qualification Curriculum Structure

None

SECTION 2: OCCUPATIONAL PROFILE

1. Occupational Purpose

Healthcare Cleaners perform cleaning tasks in medical facilities to achieve a clean, hygienic and safe environment within the context of the prevention of the spread of infections and diseases

2. Occupational Tasks

- Uphold personal hygiene and workplace safety standards (NQF Level 2)
- Achieve a hygienic, clean healthcare environment (NQF Level 2)
- Attend to healthcare laundry items (NQF Level 2)

3. Occupational Task Details

3.1. Uphold personal hygiene and workplace safety standards (NQF Level 2)

Unique Product or Service:

Standards on personal hygiene and workplace safety are achieved

Occupational Responsibilities:

- Apply personal hygiene and workplace safety standards

Occupational Contexts:

- Adhere to personal hygiene and workplace safety procedures and standards

3.2. Achieve a hygienic, clean healthcare environment (NQF Level 2)

Unique Product or Service:

A visually hygienic, clean healthcare environment

Occupational Responsibilities:

- Provide healthcare cleaning services

Occupational Contexts:

- Conduct cleaning and sanitation services within a healthcare environment

3.4. Attend to healthcare laundry items (NQF Level 2)

Unique Product or Service:

Safe and responsible handling of healthcare laundry items

Occupational Responsibilities:

- Handle healthcare laundry items

Occupational Contexts:

- Attend to laundry items

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

- 811202-000-00-00-KM-01, Introductory studies for healthcare cleaners, NQF Level 2, Credits 4
- 811202-000-00-00-KM-02, Communication in a healthcare environment, NQF Level 2, Credits 4
- 811202-000-00-00-KM-03, Healthcare Cleaning, NQF Level 2, Credits 6
- 811202-000-00-00-KM-04, Personal hygiene and safety, NQF Level 2, Credits 4
- 811202-000-00-00-KM-05, Healthcare laundry handling, NQF Level 2, Credits 4
- 811202-000-00-00-KM-06, Healthcare waste handling, NQF Level 2, Credits 4
- 811202-000-00-00-KM-07, Health care cleaning associated biology and infection control, NQF Level 2, Credits 12

1. 811202-000-00-00-KM-01, Introductory studies for healthcare cleaners, NQF Level 2, Credits 4

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding and introduce the learner to both cleaning and healthcare industries, the business environment and concepts of business ethics

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: Cleaning industry careers opportunities and qualifications (5%)
- KM-01-KT02: Cleaning and healthcare industry business environment and the role of the cleaner in conformance (45%)
- KM-01-KT03: Business ethics (45%)
- KM-01-KT04: Responsibility and accountability (5%)

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: Cleaning industry careers opportunities and qualifications (5%)

Topic elements to be covered include:

- KT0101 Career opportunities for a Healthcare Cleaner
- KT0102 The structure and focus of this qualification
- KT0103 The structure of learning and delivery of the Healthcare cleaner qualification
- KT0104 The final assessment and certification of Healthcare cleaners

Internal Assessment Criteria and Weight

- IAC0101 The structure and focus of the achievement of the healthcare cleaner qualification is explained
- IAC0102 Career opportunities in the cleaning and healthcare industries are linked to personal goals and motivated

(Weight 5%)

1.2.2. KM-01-KT02: Cleaning and healthcare industry business environment and the role of the cleaner in conformance (45%)

Topic elements to be covered include:

- KT0201 Cleaning and healthcare industries background
- KT0202 Cleaners roles, responsibility and accountability for services rendered
- KT0203 Healthcare requirements and compliance to principles and standards
- KT0204 Range of healthcare environments/centres/facilities/institutions

Internal Assessment Criteria and Weight

- IAC0201 Representative bodies within the cleaning industry are explained in terms of roles and member services
- IAC0202 The roles and responsibilities of a cleaner in this environment are explained in terms of the job description and required services to be rendered

- IAC0203 The importance of cleaning service delivery in the healthcare environment is explained in relation to roles and service agreements
- IAC0204 The range of healthcare environments are listed

(Weight 45%)

1.2.3. KM-01-KT03: Business ethics (45%)

Topic elements to be covered include:

- KT0301 Codes of conduct
- KT0302 Values and ethics
- KT0303 Patient charter
- KT0304 Internal and external customer relations
- KT0305 Company / employer responsibilities and expectations

Internal Assessment Criteria and Weight

- IAC0301 The importance of a code of good conduct is explained
- IAC0302 Examples of values and ethics in relation to healthcare cleaning is listed with examples
- IAC0303 The rights of the patient in relation
- IAC0304 The key elements of cleaning services supplier-relations with customer/management are explained

(Weight 45%)

1.2.4. KM-01-KT04: Responsibility and accountability (5%)

Topic elements to be covered include:

- KT0401 Healthcare cleaner scope of duties
- KT0402 Responsibility to self, employer, customer and environment
- KT0403 Accountability concept and impact for non-compliance

Internal Assessment Criteria and Weight

- IAC0401 The scope of duties as a healthcare cleaner in relation to a job description and workplace schedule is explained
- IAC0402 The importance of compliance to your responsibilities is explained
- IAC0403 The concept accountability is explained
- IAC0404 The impact of non-compliance to your responsibilities are explained

(Weight 5%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content

- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

1.4 Exemptions

- None recognised

2. 811202-000-00-00-KM-02, Communication in a healthcare environment, NQF Level 2, Credits 4

2.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding and introduce the learner to basic communication process and a range of business communication methods

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Basic principles of communication (20%)
- KM-02-KT02: Formal business communication (60%)
- KM-02-KT03: Non-verbal communication (20%)

2.2 Guidelines for Topics

2.2.1. KM-02-KT01: Basic principles of communication (20%)

Topic elements to be covered include:

- KT0101 Principles of effective communication
- KT0102 The communication process
- KT0103 Listening skills
- KT0104 Barriers to effective interpersonal interaction (Perceptions, Cultural diversity, Semantic barriers)
- KT0105 Non-verbal communication

Internal Assessment Criteria and Weight

- IAC0101 Communication principles are understood and explained in relation to effective communication
- IAC0102 Good communication principles are motivated with reference to different scenarios
- IAC0103 Barriers to effective interpersonal interaction is listed and explained
- IAC0104 Non-verbal communication principles and practices are explained
- IAC0105 The importance of voice control in a healthcare environment is explained
- IAC0106 The importance of compliance to the dress code is explained

(Weight 20%)

2.2.2. KM-02-KT02: Formal business communication (60%)

Topic elements to be covered include:

- KT0201 Reports and records
- KT0202 Electronic and telephonic communication
- KT0203 Meetings and meeting procedures
- KT0204 Business letters, notices and communication documents
- KT0205 Confidentiality of information

Internal Assessment Criteria and Weight

- IAC0201 Formal business communication is explained with samples of such within a range of scenarios
- IAC0202 Communication practices that ensures efficient business communication are listed and motivated for a range or written applications
- IAC0203 Data is recorded, organised, captured and submitted for meetings or deadlines
- IAC0204 Practices that ensures effective and efficient meetings are explained
- IAC0205 Confidentiality of information is explained with examples given

(Weight 60%)

2.2.3. KM-02-KT03: Non-verbal communication (20%)

Topic elements to be covered include:

- KT0301 Body language
- KT0302 Facial expressions
- KT0303 Voice control
- KT0304 Dress code

Internal Assessment Criteria and Weight

- IAC0301 Non-verbal communication principles and practices are explained for different modes of communication

(Weight 20%)

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content
- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

2.4 Exemptions

- None recognised

3. 811202-000-00-00-KM-03, Healthcare Cleaning, NQF Level 2, Credits 6

3.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of cleaning principles and practices in a health care environment

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: Introduction to healthcare cleaning (10%)
- KM-03-KT02: Basic cleaning procedures for designated areas (30%)
- KM-03-KT03: Risk areas and surfaces (20%)
- KM-03-KT04: Caring and use of equipment (20%)
- KM-03-KT05: Use of chemicals, consumables and personal protective wear (20%)

3.2 Guidelines for Topics

3.2.1. KM-03-KT01: Introduction to healthcare cleaning (10%)

Topic elements to be covered include:

- KT0101 The need for cleaning and hygiene
- KT0102 The role of the cleaner to ensure a hygienically safe and clean environment

Internal Assessment Criteria and Weight

- IAC0101 The concepts cleaning and hygiene are explained
- IAC0102 The role of the cleaner as a healthcare team member is explained

(Weight 10%)

3.2.2. KM-03-KT02: Basic cleaning procedures for designated areas (30%)

Topic elements to be covered include:

- KT0201 Patient wards
- KT0202 Emergency department (ER)
- KT0203 Patient consulting rooms
- KT0204 Common Areas – waiting areas, offices
- KT0205 Public restrooms

Internal Assessment Criteria and Weight

- IAC0201 The cleaning procedures can be listed for the different areas

(Weight 30%)

3.2.3. KM-03-KT03: Risk areas and surfaces (20%)

Topic elements to be covered include:

- KT0301 High-risk areas and surfaces
- KT0302 Cleaning practices for various high-risk areas and surfaces

- KT0303 Medical waste handling principles and practices
- KT0304 Soiled linen handling principles and practices
- KT0305 Principles and practices of cleaning of spilled bodily fluids and sanitise the affected area

Internal Assessment Criteria and Weight

- IAC0301 Risk areas and surfaces that needs to be cleaned in a healthcare facility is listed with example of each area and surface
- IAC0302 Cleaning, sanitising and handling principles and practices of materials that poses a risk are explained with examples

(Weight 20%)

3.2.4. KM-03-KT04: Caring for and use of cleaning equipment (20%)

Topic elements to be covered include:

- KT0401 Types of cleaning equipment
- KT0402 The use and care of cleaning equipment

Internal Assessment Criteria and Weight

- IAC0401 Explain safe handling and care of cleaning equipment
- IAC0402 List the steps to follow if equipment is faulty or broken
- IAC0403 Explain risks in relation to the incorrect use or application of cleaning equipment

(Weight 20%)

3.2.5. KM-03-KT05: Use of chemicals, consumables and personal protective wear (30%)

Topic elements to be covered include:

- KT0501 Range of cleaning chemicals and consumables use and application
- KT0502 Selection, use, dispose, replenish and storing of chemicals
- KT0503 Personal protective equipment, selection and use
- KT0504 Material safety data sheets

Internal Assessment Criteria and Weight

- IAC0501 List information that should be reflected on the label of a cleaning chemical container
- IAC0502 Differentiate between a neutral, alkaline and acidic cleaning agent and give an example where each one could be used
- IAC0503 Examples of cleaning consumables are listed with example of each
- IAC0504 Explain the importance of using personal protective wear with examples of use
- IAC0505 Explain the information provided on material safety data sheets

(Weight 30%)

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content
- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

3.4 Exemptions

- None recognised

4. 811202-000-00-00-KM-04, Personal hygiene and safety, NQF Level 2, Credits 4

4.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of and introduce the learner to personal hygiene and safety in relation to personal protection for health and safety risks

The learning will enable learners to demonstrate an understanding of:

- KM-04-KT01: Personal safety in the healthcare environment (50%)
- KM-04-KT02: Workplace safety (50%)

4.2 Guidelines for Topics

4.2.2. KM-04-KT01: Personal Health and Safety in the healthcare environment (50%)

Topic elements to be covered include:

- KT0101 Selection, use and care of personal protective wear
- KT0102 Personal and hand hygiene

Internal Assessment Criteria and Weight

- IAC0101 Personal and hand hygiene is explained within the context of personal health and safety
- IAC0102 The selection and use of personal protective equipment is explained within the context of personal health and safety

4.2.2. KM-04-KT02: Workplace safety (50%)

Topic elements to be covered include:

- KT0201 Responsibilities of employers and employees
- KT0202 Personal health and safety risks in a health care environment
- KT0203 Signs and symbols

Internal Assessment Criteria and Weight

- IAC0201 Statutory provisions for assuring a safe workplace are explained
- IAC0202 Risks and measures to protect oneself from these are explained
- IAC0203 Signs and symbols that indicates risks and protective measures are identified and explained

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content
- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

4.4 Exemptions

- None recognised

5. 811202-000-00-00-KM-05, Healthcare laundry handling, NQF Level 2, Credits 4

5.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of introduce the learner to different types of healthcare laundry items care and handling principles and concepts.

The learning will enable learners to demonstrate an understanding of:

- KM-05-KT01: Identification and classification of laundry items (50%)
- KM-05-KT02: Safe handling principles of laundry items (50%)

5.2 Guidelines for Topics

5.2.1. KM-05-KT01: Identification and classification of laundry items (50%)

Topic elements to be covered include:

- KT0101 Standard laundry identification and classification

Internal Assessment Criteria and Weight

- IAC0101 Standard classification is listed with example of each
- IAC0102 Explain how laundry items are categorised and itemised

(Weight 50%)

5.2.2. KM-05-KT02: Safe handling principles of laundry items (50%)

Topic elements to be covered include:

- KT0201 Rules for safe handling of laundry
- KT0202 Risks related to laundry items

Internal Assessment Criteria and Weight

- IAC0201 List safe handling principles and precautions in relation to possible contamination
- IAC0202 Describe how to protect yourself and the environment against illness and disease when handling contaminated/soiled/infected/infested items and the importance of personal and environmental hygiene practises

(Weight 50%)

5.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content
- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

5.4 Exemptions

- None recognised

6. 811202-000-00-00-KM-06, Healthcare waste handling, NQF Level 2, Credits 4

6.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of and introduce the learner to different types of healthcare waste and safe and responsible handling principles

The learning will enable learners to demonstrate an understanding of:

- KM-06-KT01: Identification and classification of waste (50%)
- KM-06-KT02: Principles for the safe handling of waste (50%)

6.2 Guidelines for Topics

6.2.1. KM-06-KT01: Identification and classification of waste (50%)

Topic elements to be covered include:

- KT0101 Standard waste identification and classification

Internal Assessment Criteria and Weight

- IAC0101 Standard waste classification is listed with examples given
- IAC0102 Explain how waste is categorised

(Weight 30%)

6.2.2. KM-06-KT02: Principles for the safe handling of waste (50%)

Topic elements to be covered include:

- KT0201 Requirements for safe handling of healthcare waste

Internal Assessment Criteria and Weight

- IAC0201 List safe waste handling principles and precautions in relation to possible contamination
- IAC0202 The role and responsibility of the healthcare cleaner in the safe handling of waste is explained

(Weight 50%)

6.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content
- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

6.4 Exemptions

- None recognised

7. 811202-000-00-00-KM-07, Health care associated biology infection control, NQF Level 2, Credits 12

7.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of viral, bacterial, and fungal pathogens and the prevention of the spread of these in a health care setting.

The learning will enable learners to demonstrate an understanding of:

- KM-07-KT01: Viral pathogens (30%)
- KM-07-KT02: Bacterial pathogens (40%)
- KM-07-KT03: Fungal pathogens (30%)

7.2 Guidelines for Topics

7.2.1. KM-07-KT01: Viral pathogens (30%)

Topic elements to be covered include:

- KT0101 Biology of a virus
- KT0102 Common viral diseases
- KT0103 Prevention of spreading of viral infections in a health care environment

Internal Assessment Criteria and Weight

- IAC0101 Basic biological concepts can be explained
- IAC0102 Common viral diseases can be listed
- IAC0103 Measures to prevent the spreading of viral infections in a health care environment can be explained

(Weight 30%)

7.2.2. KM-07-KT02: Bacterial pathogens (40%)

Topic elements to be covered include:

- KT0201 Biology of bacteria
- KT0202 Common bacterial infections
- KT0203 Prevention of spreading bacterial infections in a health care environment

Internal Assessment Criteria and Weight

- IAC0201 Basic biological concepts can be explained
- IAC0202 Common bacterial infections can be listed
- IAC0203 Measures to prevent the spreading of bacterial infections in a health care environment can be explained

(Weight 40%)

7.2.3. KM-07-KT03: Fungal pathogens (30%)

Topic elements to be covered include:

- KT0301 Biology of fungal pathogens

- KT0302 Common fungal pathogens
- KT0303 Prevention of spreading fungal pathogens in a health care environment

Internal Assessment Criteria and Weight

- IAC0301 Basic biological concepts can be explained
- IAC0302 Common infections by fungal pathogens can be listed
- IAC0303 Measures to prevent the spreading of fungal pathogens in a health care environment can be explained

(Weight 30%)

7.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content
- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

7.4 Exemptions

- None recognised

SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skill Module Specifications

- 811202-000-00-00-PM-01, Maintain personal hygiene and infection control precautions, NQF Level 2, Credits 4
- 811202-000-00-00-PM-02, Provide cleaning and sanitation services in public areas and offices, NQF Level 2, Credits 6
- 811202-000-00-00-PM-03, Provide cleaning and sanitation services in patient consulting, treatment areas and wards, NQF Level 2, Credits 10
- 811202-000-00-00-PM-04, Handle healthcare laundry items, NQF Level 2, Credits 6

1. 811202-000-00-00-PM-01, Maintain personal hygiene and infection control precautions, NQF Level 2, Credits 4

2.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner with an opportunity to gain practical skills to: Maintain personal hygiene and infection control precautions in a health care cleaning environment

The learner will be required to:

- PM-01-PS01: Apply correct hand and personal hygiene procedure
- PM-01-PS02: Use and dispose of personal protective wear

1.2 Guidelines for Practical Skills

1.2.1. PM-01-PS01: Apply hand and personal hygiene procedure

Scope of Practical Skill

Given a simulated exercise the learner must be able to:

- PA0101 Wash hands in accordance with hand hygiene procedure
- PA0102 Sanitise hand wash area after use

Applied Knowledge

- AK0101 Modes of transmission of illness and disease
- AK0103 Standard infection control precautions

Internal Assessment Criteria

- IAC0101 Hand hygiene procedure is applied
- IAC0102 The impact of deviation from standard hand hygiene practises can be explained

1.2.2. PM-01-PS02: Use and dispose of personal protective wear

Scope of Practical Skill

Given a simulated exercise the learner must be able to:

- PA0201 Select personal protective wear in accordance with cleaning task
- PA0202 Use and dispose of personal protective wear

Applied Knowledge

- AK0201 Environmental awareness and waste disposal
- AK0202 Standard infection control precautions

Internal Assessment Criteria

- IAC0201 Personal protective wear is identified and used in accordance with task
- IAC0202 Disposable items is disposed of as per waste policy
- IAC0203 Hand hygiene procedure is followed

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content

- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

1.4 Exemptions

- None recognised

2. 811202-000-00-00-PM-02, Provide cleaning and sanitation services in public areas and offices, NQF Level 2, Credits 6

2.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner with an opportunity to gain practical skills to: Provide cleaning and sanitation services in public areas and offices

The learner will be required to:

- PM-02-PS01: Clean and sanitise public areas
- PM-02-PS02: Clean and sanitise offices
- PM-02-PS03: Clean and sanitise public restroom areas

2.2 Guidelines for Practical Skills

2.2.1. PM-02-PS01: Clean and sanitise public areas

Scope of Practical Skill

Given a simulated exercise the learner must be able to:

- PA0101 Prepare for the cleaning and sanitation activities (PPE, availability of cleaning material and equipment, cleaning chemicals and consumables, placement of signage)
- PA0102 Scan the area for soiled areas and waste and clean
- PA0103 Clean and sanitise surface areas
- PA0104 Remove waste from collection bins
- PA0105 Perform equipment clean-up and storage activities of cleaning equipment, unused chemicals and consumables

Applied Knowledge

- AK0101 Standard cleaning practices
- AK0102 Cleaning material, chemicals and equipment
- AK0103 Personal protective equipment

Internal Assessment Criteria

- IAC0101 Cleaning and sanitation activities are performed in accordance with standard practices
- IAC0102 Clean-up and storage activities are performed in accordance with standard practices

2.2.2. PM-02-PS02: Clean and sanitise offices

Scope of Practical Skill

Given a simulated exercise the learner must be able to:

- PA0201 Prepare for the cleaning and sanitation activities (PPE, availability of cleaning material and equipment, cleaning chemicals and consumables, placement of signage)
- PA0202 Scan the area for soiled areas and waste and clean
- PA0203 Clean office floors and surface areas
- PA0204 Clean and polish office furniture
- PA0205 Dry wipe and dust office equipment

- PA0205 Spot clean and vacuum office carpets
- PA0206 Remove waste from collection bins
- PA0207 Perform equipment clean-up and storage activities of cleaning equipment, unused chemicals and consumables

Applied Knowledge

- AK0201 Standard cleaning practices
- AK0202 Cleaning material, chemicals and equipment
- AK0203 Personal protective equipment

Internal Assessment Criteria

- IAC0201 Cleaning and sanitation activities are performed in accordance with standard practices
- IAC0202 Clean-up and storage activities are performed in accordance with standard practices

2.2.3. PM-02-PS03: Clean and sanitise public restroom areas

Scope of Practical Skill

Given a simulated exercise the learner must be able to:

- PA0301 Prepare for the cleaning and sanitation activities (PPE, availability of cleaning material and equipment, cleaning chemicals and consumables, placement of signage)
- PA0302 Scan the area for soiled areas and waste and spot clean
- PA0303 Clean and sanitise toilets, urinals and hand wash basins
- PA0304 Flush urinals and toilets, check for proper functioning and report problems
- PA0305 Clean and sanitise surface areas
- PA0306 Remove waste from receptacles and place trash in cart
- PA0307 Replace or refill personal sanitizers, towels and toilet paper
- PA0308 Perform equipment clean-up and storage activities of cleaning equipment, unused chemicals and consumables

Applied Knowledge

- AK0301 Standard cleaning practices
- AK0302 Cleaning material, chemicals and equipment
- AK0303 Personal protective equipment

Internal Assessment Criteria

- IAC0301 Cleaning and sanitation activities are performed in accordance with standard practices
- IAC0302 Clean-up and storage activities are performed in accordance with standard practices

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content

- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

2.4 Exemptions

- None recognised

3. 811202-000-00-00-PM-03, Provide cleaning and sanitation services in patient consulting, treatment areas and wards, NQF Level 2, Credits 10

3.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to gain practical skills to: Provide cleaning and sanitation services in patient treatment areas and wards

The learner will be required to:

- PM-04-PS01: Clean and sanitise patient consulting rooms
- PM-04-PS02: Clean and sanitise patient emergency treatment areas
- PM-04-PS03: Clean and sanitise wards

4.2 Guidelines for Practical Skills

4.2.1. PM-04-PS01: Clean and sanitise patient consulting rooms

Scope of Practical Skill

Given a simulated exercise the learner must be able to:

- PA0101 Prepare for the cleaning and sanitation activities (PPE, availability of cleaning material and equipment, cleaning chemicals and consumables, placement of signage)
- PA0102 Scan the area for soiled areas and waste and clean
- PA0103 Clean and sanitise areas soiled with bodily fluids in accordance with prescribed procedures
- PA0104 Remove and replace all used linen
- PA0105 Handle soiled linen in accordance with prescribed procedures
- PA0106 Clean and sanitise surface areas
- PA0107 Remove waste from collection bins
- PA0108 Handle hazardous waste in accordance with prescribed procedures
- PA0109 Perform equipment clean-up and storage activities of cleaning equipment, unused chemicals and consumables

Applied Knowledge

- AK0101 Standard cleaning practices
- AK0102 Cleaning material, chemicals and equipment
- AK0103 Personal protective equipment
- AK0104 Handling of hazardous waste and soiled linen
- AK0105 Cleaning of spilled bodily fluids

Internal Assessment Criteria

- IAC0101 Cleaning and sanitation activities are performed in accordance with standard practices
- IAC0102 Clean-up and storage activities are performed in accordance with standard practices
- IAC0103 Handle all hazardous waste and soiled linen in accordance with prescribed procedures
- IAC0104 Follow pre-determined facility guidelines for cleaning path, clockwise, top to bottom, following a logical pattern.

4.2.2. PM-04-PS02: Clean and sanitise patient emergency treatment areas

Scope of Practical Skill

Given a simulated exercise the learner must be able to:

- PA0101 Prepare for the cleaning and sanitation activities (PPE, availability of cleaning material and equipment, cleaning chemicals and consumables, placement of signage)
- PA0102 Scan the area for soiled areas and waste, clean and sanitise
- PA0103 Clean and sanitise areas soiled with bodily fluids in accordance with prescribed procedures
- PA0104 Turn, clean and sanitise patient treatment mattress
- PA0105 Clean and sanitise patient monitoring and treatment equipment
- PA0106 Clean and sanitise surface areas
- PA0107 Remove soiled treatment bed linen and waste from collection bins
- PA0108 Handle and hazardous waste in accordance with prescribed procedures
- PA0109 Replace linen and make up the patient treatment bed
- PA0110 Perform equipment clean-up and storage activities of cleaning equipment, unused chemicals and consumables

Applied Knowledge

- AK0101 Standard cleaning practices
- AK0102 Cleaning material, chemicals and equipment
- AK0103 Personal protective equipment
- AK0104 Handling of hazardous waste and soiled linen
- AK0105 Cleaning of spilled bodily fluids

Internal Assessment Criteria

- IAC0101 Cleaning and sanitation activities are performed in accordance with standard practices
- IAC0102 Clean-up and storage activities are performed in accordance with standard practices
- IAC0103 Handle hazardous waste and soiled linen in accordance with prescribed procedures
- IAC0104 Follow pre-determined facility guidelines for cleaning path, clockwise, top to bottom, following a logical pattern.

4.2.3. PM-04-PS03: Clean and sanitise patient wards

Scope of Practical Skill

Given a simulated exercise the learner must be able to:

- PA0301 Prepare for the cleaning and sanitation activities (PPE, availability of cleaning material and equipment, cleaning chemicals and consumables, placement of signage)
- PA0302 Scan the area for soiled areas and waste, clean and sanitise
- PA0303 Clean and sanitise areas soiled with bodily fluids in accordance with prescribed procedures

- PA0304 Clean and sanitise patient monitoring and treatment equipment
- PA0305 Clean and sanitise surface areas
- PA0306 Remove soiled bed linen and waste from collection bins
- PA0307 Handle and hazardous waste in accordance with prescribed procedures
- PA0308 Replace linen and make up the patient bed
- PA0309 Perform equipment clean-up and storage activities of cleaning equipment, unused chemicals and consumables

Applied Knowledge

- AK0101 Standard cleaning practices
- AK0102 Cleaning material, chemicals and equipment
- AK0103 Personal protective equipment
- AK0104 Handling of hazardous waste and soiled linen
- AK0105 Cleaning of spilled bodily fluids

Internal Assessment Criteria

- IAC0101 Cleaning and sanitation activities are performed in accordance with standard practices
- IAC0102 Clean-up and storage activities are performed in accordance with standard practices
- IAC0103 Handle hazardous waste and soiled linen in accordance with prescribed procedures
- IAC0104 Follow pre-determined facility guidelines for cleaning path, clockwise, top to bottom, following a logical pattern.

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content
- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

4.4 Exemptions

- None recognised

4. 811202-000-00-00-PM-04, Handle healthcare laundry items, NQF Level 2, Credits 6

5.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to gain practical skills to: Handle healthcare laundry items

The learner will be required to:

- PM-04-PS01: Receive soiled and used laundry items
- PM-04-PS02: Handle cleaned laundry items

4.1 Guidelines for Practical Skills

4.1.1. PM-04-PS01: Receive soiled and used laundry items

Scope of Practical Skill

Given a controlled simulated learning environment the learner must be able to:

- PA0101 Receive various types of laundry items from departments or units
- PA0102 Sort, categorise and mark laundry items in accordance with national healthcare standards and categories
- PA0103 Count and record items received
- PA0104 Release laundry items for cleaning

Applied Knowledge

- AK0101 Laundry types and items
- AK0102 Standard laundry procedure
- AK0103 Standard infection control procedures

Internal Assessment Criteria

- IAC0102 Items are received and recorded
- IAC0102 Different types of laundry items is identified
- IAC0103 Laundry items are sorted and categorised in accordance with national healthcare standards and categories
- IAC0104 Laundry items are marked in accordance with requirements
- IAC0105 Laundry items are released for cleaning in accordance with requirements

4.1.2. PM-05-PS01: Handle cleaned laundry items

Scope of Practical Skill

Given a controlled simulated learning environment the learner must be able to:

- PA0201 Receive clean laundry items
- PA0202 Count and record items received
- PA0203 Place items in storage and maintain storage records
- PA0204 Release laundry items from storage and maintain records

Applied Knowledge

- AK0201 Laundry types and items
- AK0202 Standard laundry procedure
- AK0203 Standard infection control procedures

Internal Assessment Criteria

- IAC0201 Receive and record as per laundry handling procedure
- IAC0202 Different types of laundry items are identified
- IAC0203 Laundry items are released and recorded in accordance with requirements

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Resources to deliver module content
- Resources to assess learner competence

Human Resource Requirements:

- Facilitator with demonstrable subject knowledge relevant to the module
- Assessor with demonstrable subject matter expertise and assessment competence gained in the health care industry

Legal Requirements:

- None prescribed

5.4 Exemptions

- None recognised

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

List of Work Experience Module Specifications

- 811202-000-00-00-WM-01, Conduct cleaning and sanitation services in public areas and offices, NQF Level 2, Credits 10
- 811202-000-00-00-WM-02, Conduct cleaning and sanitation services in patient consulting, treatment areas and wards, NQF Level 2, Credits 16
- 811202-000-00-00-WM-03, Attend to handling of healthcare laundry items, NQF Level 3, Credits 10

1. 811202-000-00-00-WM-01, Conduct cleaning and sanitation services in public areas and offices, NQF Level 2, Credits 10

1.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain experience in the delivery of office and public area cleaning and sanitation services in a health care facility

The learner will be required to:

- WM-01-WE01: Assist with and observe the delivery of office and public area cleaning and sanitation services for a week
- WM-01-WE02: Deliver office and public area cleaning and sanitation services for a week

1.2 Guidelines for Work Experiences

1.2.1. WM-01-WE01: Assist with and observe the delivery of office and public area cleaning and sanitation services for a week

Scope of Work Experience

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

- WA0101 Assist with and observe the cleaning of offices and public areas
- WA0102 Assist with and observe general interaction, reporting and communication

Supporting Evidence

- SE0101 Report by coach

1.2.2. WM-01-WE02: Deliver of office and public area cleaning and sanitation services for a week

Scope of Work Experience

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

- WA0201 Deliver cleaning of offices and public areas under supervision
- WA0202 Attend to general interaction, reporting and communication with persons in managerial positions; under direct supervision

Supporting Evidence

- SE0201 Standard cleaning operational reports
- SE0202 Minutes of meetings

2.3 Contextualised Workplace Knowledge

1 Data capturing and reporting systems

2 Infection control, safety and quality assurance procedures

3 Cleaning operational control standards

2.4 Criteria for Workplace Approval

Physical Requirements:

- A healthcare facility with a structured managerial component that employs at least 5 persons in cleaning operational positions

Human Resource Requirements:

- A person with 3 years' experience in a healthcare supervisory or managerial role trained as a workplace coach/mentor must be available for every 5 learners

Legal Requirements:

- Workplace compliance with occupational health safety and environmental protection requirements

2.5 Additional Assignments to be Assessed Externally

None specified

2. 811202-000-00-00-WM-02, Conduct cleaning and sanitation services in patient consulting, treatment areas and wards, NQF Level 2, Credits 16

1.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain experience in the delivery of cleaning and sanitation services in patient consulting, treatment areas and wards

The learner will be required to:

- WM-01-WE01: Assist with and observe the delivery of cleaning and sanitation services in patient consulting, treatment areas and wards for two weeks
- WM-01-WE02: Deliver cleaning and sanitation services in patient consulting, treatment areas and wards for two weeks

1.2 Guidelines for Work Experiences

1.2.1. WM-01-WE01: Assist with and observe the delivery of cleaning and sanitation services in patient consulting, treatment areas and wards for two weeks

Scope of Work Experience

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

- WA0101 Assist with and observe cleaning and sanitation services in patient consulting, treatment areas and wards
- WA0102 Assist with and observe general interaction, reporting and communication

Supporting Evidence

- SE0101 Report by coach

1.2.2. WM-01-WE02: Delivery office and public area cleaning and sanitation services for a week

Scope of Work Experience

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

- WA0201 Deliver cleaning and sanitation services in patient consulting, treatment areas and wards under supervision
- WA0202 Attend to general interaction, reporting and communication with persons in managerial positions; under direct supervision

Supporting Evidence

- SE0201 Standard cleaning operational reports
- SE0202 Minutes of meetings

2.3 Contextualised Workplace Knowledge

1 Data capturing and reporting systems

2 Infection control, safety and quality assurance procedures

3 Cleaning operational control standards

2.4 Criteria for Workplace Approval

Physical Requirements:

- A healthcare facility with a structured managerial component that employs at least 5 persons in cleaning operational positions

Human Resource Requirements:

- A person with 3 years' experience in a healthcare supervisory or managerial role trained as a workplace coach/mentor must be available for every 5 learners

Legal Requirements:

- Workplace compliance with occupational health safety and environmental protection requirements

2.5 Additional Assignments to be Assessed Externally

None specified

3. 811202-000-00-00-WM-03, Attend to handling of healthcare laundry items, NQF Level 3, Credits 10

3.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Expose the learner handling of laundry items under authentic working conditions.

The learner will be required to:

- WM-04-WE01: Assist and observe an experienced person attending to healthcare laundry items for two weeks
- WM-04-WE02: Handle laundry items under the direct supervision of an experienced person acting in a coaching role for two weeks

3.2 Guidelines for Work Experiences

3.2.1. WM-04-WE01: Assist and observe an experienced person attending to healthcare laundry items for two weeks

Scope of Work Experience

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

- WA0101 Assist with and observe an experienced person in handling of healthcare laundry items collecting, receiving, identification, classification, safe handling, dispatch, storing, recording and reporting
- WA0102 Assist with and observe general interaction, reporting and communication with other departments

Supporting Evidence

- SE0101 Report by coach

3.2.2. WM-04-WE02: Handle laundry activities under the direct supervision of an experienced person acting in a coaching role for two weeks

Scope of Work Experience

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

- WA0201 Attend to laundry functions such as collections, receiving, classification, marking, handling, despatch/storing reporting and control, of various types of laundry items
- WA0202 Attend to general interaction, reporting and communication with other departments

Supporting Evidence

- SE0201 Laundry procedures, processes, records and reports
- SE0202 Minutes of meetings

3.3 Contextualised Workplace Knowledge

1 Standard infection control precautions and quality standards

2 Standard laundry handling workplace procedures

3 Classification of laundry items

4 Laundry process flow and control

3.4 Criteria for Workplace Approval

Physical Requirements:

- A healthcare facility with a structured managerial component that employs at least 5 persons in cleaning operational positions

Human Resource Requirements:

- A person with 3 years' experience in a supervisory or managerial role in a healthcare cleaning position trained as a workplace coach/mentor must be available for every 5 learners

Legal Requirements:

- Workplace compliance with occupational health safety and environmental protection requirements

3.5 Additional Assignments to be Assessed Externally

None specified