



## National Certificate: Specialist Hygiene and Cleaning Services (36233)

### Program Description

The main purpose of this qualification is to positively impact on social and economic transformation in the cleaning industry by developing a culture of quality service and professionalism in this Services Industry, and by promoting and continually improving a professional image, instilling a culture of awareness of a clean environment and creating environmental awareness.. This qualification intends to produce employable cleaners/team leaders who can find gainful employment in the cleaning industry.

### Outcomes

The qualification aims to develop skills in terms of practicing professional team leader abilities, developing a sense of pride amongst employees for their jobs and their industry, developing a better understanding of the industry amongst employees, enhancing a code of ethics inclusive of viable and sustainable environmental management practices, providing consistent quality and safety standards and educating clients about hygiene, for the purpose of using “best practice” cleaning methods.

### Total duration of course

18 days (completed over 12 months)

### Number of credits

120 credits

### Modules

1. Life Skills (3 days)

*17 credits, unit standards 7800, 8618, 14349, 8416, 11813, 8494*

This highly interactive and enjoyable course offers the learner valuable insights into the person that they are, creating awareness of the type of development required without being threatening in any way.

2. Basic Teamwork Skills (1 day)

*5 credits, unit standards 8420, 11235*

Most cleaning staff work in teams and it is imperative that they are effective. A team is only as strong as its weakest player and this module shows learners how to be an effective team player.



3. Communication (3 days)

*20 credits, unit standards 8963, 8962, 8967, 8964*

Often at this level, employees are competent at their jobs but lack the necessary skills to communicate effectively. By addressing the basics of good communication at this level, the module allows the learner to become more confident about how to communicate with their colleagues and manager more successfully.

4. Coaching (2 days)

*10 credits, unit standard 9926*

Often new employees are placed in teams and learning the job function occurs informally, or takes up a large portion of the manager's time. By ensuring that all team members have effective coaching skills, this job function can be transferred effectively to another team member, which also allows for quicker bonding and increased team spirit. This module teaches the techniques to improve this process.

5. Customer Care (2 days)

*16 credits, unit standards 10348, 12511*

It is not often recognised that cleaners come into contact with customers almost more often than office staff. By creating an awareness of pride in one's work, as well as accountability, cleaning staff can feel part of an organisation through the realisation of their contribution to customer service.

6. Health and Safety (1 day)

*6 credits, unit standards 12512, 7799*

Too often this aspect of a cleaner's job is informal. It is critical that a cleaner is aware of the impact of their tools and solutions, and makes it a priority to ensure that they do not present a hazard to themselves or anyone else coming into contact with these.

7. Mathematics and Numeracy (3 days)

*16 credits, unit standards 9009, 7480, 12444, 7469, 9007*

This module deals with a core competency that a Cleaner has to have – measuring and counting. By ensuring that cleaning fluids are calculated accurately and that cleaning takes place effectively and regularly, quality standards will improve.

8. Demonstrate Your Skills (3 days)

*30 credits, unit standards 12526, 110470, 110442, 110469, 110471, 12525*

This practical module requires that the learner demonstrate their ability to do the cleaning function of their job profiles.