





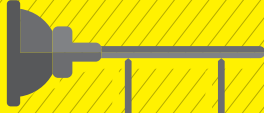

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ENVIRONMENTAL CLEANING

WSQ
GUIDEBOOK

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Creating a clean and green city

The hard work and dedication of the cleaning workforce has made Singapore the clean and green city it is today.

The demand for a skilled cleaning workforce is expected to increase with the constantly developing landscape and improved living standards of Singapore.

The Environmental Cleaning Workforce Skills Qualifications (WSQ) Framework was launched in 2010 to upgrade the skills of the cleaning workforce. This complements the Government's efforts to professionalise the cleaning industry and boost the productivity of the cleaning workforce.

Hello! I'm Hua Jie. Scan this QR code to follow me along my journey in attaining the right cleaning skills through WSQ.



Overview of WSQ

Singapore Workforce Skills Qualifications (WSQ)

The Singapore Workforce Skills Qualifications (WSQ) is a national credentialing system. WSQ trains, develops and assesses individuals for key competencies that companies recognise and look for in employees.

WSQ is based on national standards developed by the Singapore Workforce Development Agency (WDA) in collaboration with various key industry stakeholders to:



Employers

- Professionalise the industry, particularly where recognition of Continuing Education and Training (CET) qualifications are lacking.



Industry

- Allow companies in growing industries to recruit workers with the necessary skills.



Employees

- Provide more opportunities for workers to enter growing industries.

Environmental Cleaning WSQ is one of the 33 WSQ industry frameworks developed to-date.

Benefits of attaining the WSQ

Why You Should Sign Up for Environmental Cleaning WSQ

Employees

- You will be equipped with skills that are applicable to your daily work
- You will gain industry-recognised credentials for your skills
- You will enjoy opportunities for career advancement
- Your employability will be enhanced as employers prefer skilled workers



Employers

- Your employees will be skilled and more productive
- You can better align staff behaviour with organisational strategies and values
- You will be able to adapt to changes
- You can stay competitive as organisational efficiency is increased
- You will enjoy support for implementation of the framework
- You are able to achieve training criteria required for Enhanced Clean Mark Accreditation Scheme

02 Overview of Environmental Cleaning WSQ

What Environmental Cleaning WSQ Offers



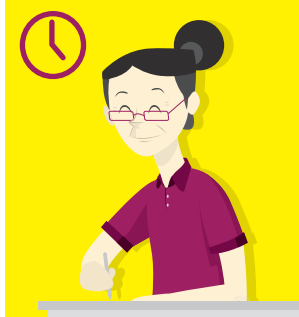
Environmental Cleaning WSQ maps out the skills and training required for entry into the cleaning industry, and progression within the industry.



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Training courses offered are flexible and bite-size to suit the busy schedules of working adults like me.



Through Environmental Cleaning WSQ, I am able to develop industry-relevant skills at my own pace towards a series of qualifications.



Academic qualifications are not necessary for entry into Environmental Cleaning WSQ training. Whether you are seeking a job or looking to get ahead in your career, there is a training path ready for you with WSQ.

The Environmental Cleaning WSQ framework caters to the training of cleaning crew, stewards and supervisors in two subsectors:

- Commercial and Private Residential Cleaning
- Public Cleaning

Gain the skills needed to help you progress in your career as a cleaning professional via these training pathways:

Core/elective Units → Statement of Attainment (SOA)

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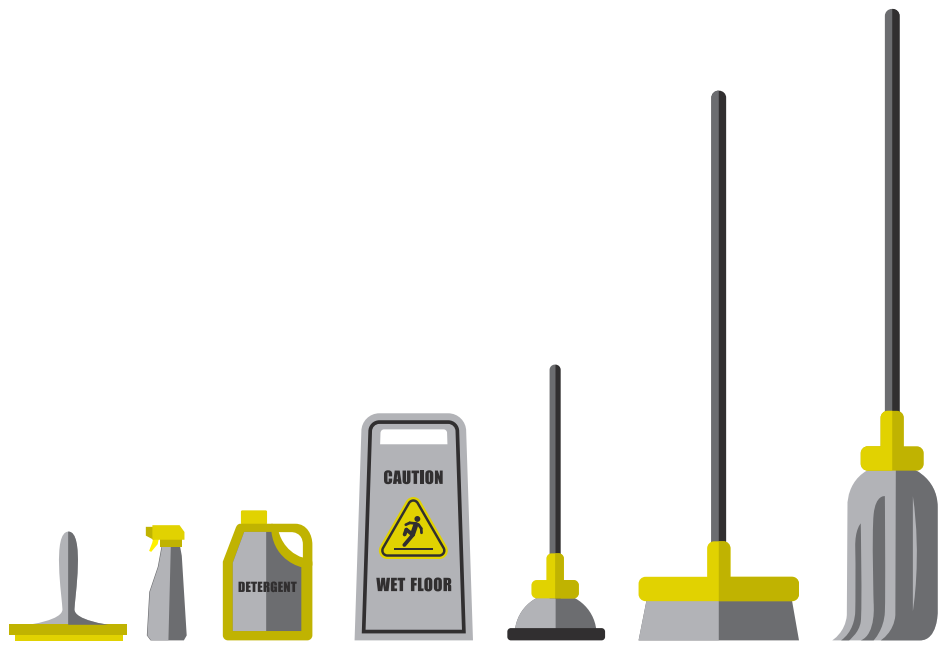
		<u>Typical job titles</u>
4 core + 2 elective units (Page 11)	➔ WSQ Certificate in Environmental Cleaning	➔ Cleaning Crew
4 core + 3 elective units (Page 17)	➔ WSQ Higher Certificate in Environmental Cleaning	➔ Cleaning Steward
6 core + 2 elective units (Page 23)	➔ WSQ Advanced Certificate in Environmental Cleaning	➔ Cleaning Supervisor

A WSQ qualification, which comes with a certificate, and full transcript, will be awarded after completing the required number of SOAs.

WSQ Certificate in Environmental Cleaning

This course aims to equip cleaning professionals with skills needed to perform basic cleaning activities.

Requirements: 4 Core + 2 Elective Units
Duration: 94 - 122h



Core Units

1. Perform basic cleaning of hard floor surfaces
2. Demonstrate understanding of the local cleaning industry environment
3. Provide quality services
4. Comply with workplace safety and health policies and procedures

Elective Units



Commercial and Private Residential Cleaning

1. Perform basic cleaning of washrooms
2. Clean vertical surfaces, glass and ceiling
3. Perform manual cleaning of escalators, travelators and lift surfaces
4. Perform basic cleaning of carpets
5. Clean food shops
6. Clean furniture and furnishings
7. Perform housekeeping duties
8. Handle and dispose waste



Public Cleaning

9. Dispose refuse in public residential estate
10. Perform manual public cleansing work
11. Perform cleaning of public residential estates (Manual)
12. Clean drains, scupper drains and drop-inlet chambers

Competency Units in WSQ Certificate in Environmental Cleaning

CLG-CPR-101C-1 Perform basic cleaning of hard floor surfaces (24h)

This unit covers the basic knowledge and skills required in

- Preparing for cleaning activities;
- Removing loose dust and debris, spillage and impacted soil from hard floor surfaces;
- Performing mopping of hard floor surfaces; and
- Reinstating work area.

CLG-GWS-101C-1 Demonstrate understanding of the local cleaning industry environment (12h)

This unit covers the knowledge and skills required in

- Identifying roles, responsibilities and development opportunities in cleaning industry;
- Following basic environmentally friendly cleaning practices; and
- Adhering to basic preventive maintenance cleaning practices.

CLG-SS-101C-1 Provide quality services (16h)

This unit covers the knowledge and skills required in

- Observing good personal grooming;
- Observing proper hygiene standards and display of positive image;
- Maintaining good interpersonal relationship;
- Proper communication with customers; and
- Practising good service delivery.

ES-JS-101G-1 Comply with workplace safety and health policies and procedures (10h)

This unit covers the knowledge and skills required in

- Following safe work practices and risk control procedures;
- Participating in workplace safety and health management activities; and
- Following workplace emergency response procedures.

Core modules

Competency Units in WSQ Certificate in Environmental Cleaning

CLG-CPR-101E-1 Perform basic cleaning of washrooms (32h)

This unit covers the basic knowledge and skills required in

- Preparing for work activities;
- Removing dust, debris, soilage and spillage from sanitary fixtures and fittings, toilet walls/partitions and toilet floors;
- Cleaning toilet floors, toilet walls/partitions and surfaces with high user contact;
- Replenishing consumable items in sanitary area; and
- Reinstating work area.

CLG-CPR-102E-1 Clean vertical surfaces, glass and ceiling (24h)

This unit covers the knowledge and skills required in

- Preparing for cleaning activities;
- Removing loose dust from vertical surfaces and ceiling surfaces (and parts);
- Performing cleaning of spillage and soilage from vertical surfaces;
- Performing spot cleaning of soilage from ceiling surfaces (and parts); and
- Reinstating work area.

CLG-CPR-103E-1 Perform manual cleaning of escalator, travelator and lift surfaces (16h)

This unit covers the knowledge and skills required in

- Preparing for cleaning activities;
- Performing manual cleaning of escalator, travelator and lift surfaces; and
- Reinstating work area.

CLG-CPR-104E-1 Perform basic cleaning of carpets (24h)

This unit covers basic knowledge and skills required in

- Preparing for work activities;
- Removing loose dust and debris, spillage and stains from carpets; and
- Reinstating work area.

Elective modules



Competency Units in WSQ Certificate in Environmental Cleaning

CLG-CPR-105E-1 Clean food shops (24h)

This unit covers the knowledge and skills required in

- Preparing for work activities;
- Cleaning floor area;
- Collecting used crockery and cutlery;
- Cleaning tables;
- Cleaning used crockery and cutlery;
- Cleaning refuse-holding area; and
- Reinstating work area.

CLG-CPR-106E-1 Clean furniture and furnishings (28h)

This unit covers the knowledge and skills required in

- Preparing for cleaning activities;
- Removing loose dust and debris, spillage and stains from furniture and furnishings;
- Polishing furniture and furnishings; and
- Reinstating work area.

CLG-CPR-107E-1 Perform housekeeping duties (16h)

This unit covers the knowledge and skills required in

- Preparing materials for housekeeping duties;
- Carrying out housekeeping activities; and
- Reinstating work area.

CLG-CPR-108E-1 Handle and dispose waste (16h)

This unit covers the basic knowledge and skills required in

- Collecting wastes;
- Differentiating and dispose different types of wastes;
- Performing decontamination activities; and
- Reinstating work area.

Elective modules 

Competency Units in WSQ Certificate in Environmental Cleaning

CLG-PC-101E-1 Dispose refuse in public residential estate (20h)

This unit covers the knowledge and skills required in

- Preparing for disposal activities;
- Collecting and disposing refuse from bin chutes;
- Removing and disposing bulky items;
- Cleaning bin centre area with high-pressure jet; and
- Reinstating work area.

CLG-PC-102E-1 Perform manual public cleansing work (16h)

This unit covers the knowledge and skills required in

- Preparing for cleaning activities;
- Cleaning open public area; and
- Reinstating work area.

Elective modules 

CLG-PC-103E-1 Perform cleaning of public residential estates (Manual) (24h)

This unit covers the knowledge and skills required in

- Preparing for cleaning activities;
- Cleaning apron drains, apron gullies and floor traps, lift landings, lift cars and amenities;
- Sweeping, mopping and litter picking;
- Performing damp cloth wiping, waste bin clearing and stains removing; and
- Reinstating work area.

CLG-PC-104E-1 Clean drains, scupper drains and drop inlet chambers (16h)

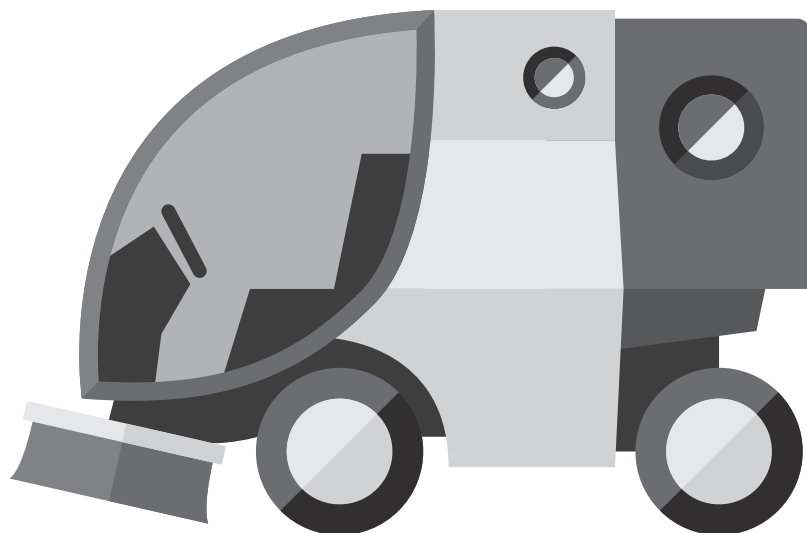
This unit covers the knowledge and skills required in

- Preparing for cleaning activities;
- Performing cleaning of drains, scupper drains, drop-inlet chambers; and
- Reinstating work area.

WSQ Higher Certificate in Environmental Cleaning

This programme is suitable for cleaning professionals who want to advance their skills with in-depth training and gain the soft skills required of a cleaning steward.

Requirements: 4 Core + 3 Elective Units
Duration: 118 - 174h



Core Units

1. Schedule and supervise cleaning services
2. Provide on-the-job training
3. Provide quality services
4. Comply with workplace safety and health policies and procedures

Elective Units

CPR

Commercial and Private Residential Cleaning

1. Perform advanced cleaning of washrooms
2. Clean external windows, roofing and facades
3. Perform advanced cleaning of hard floor surfaces
4. Perform advanced cleaning of carpets and upholstery

PC

Public Cleaning

5. Perform mechanical sweeping of pavements, grass verges and open carparks
6. Perform mechanical sweeping of expressways, roads and streets
7. Perform cleaning of public residential estates (Mechanical)

SS

Support Services

8. Implement work plans and monitor performance

GWS

Generic Workplace Skills

9. Solve problems and make decisions at Operation level
10. Communicate and relate effectively in the workplace
11. Work in a team

Competency Units in WSQ Higher Certificate in Environmental Cleaning

CLG-SS-201C-1 Schedule and supervise cleaning services (16h)

This unit covers the knowledge and skills required in

- Planning cleaning activities;
- Supervising cleaning activities; and
- Handling contingencies during cleaning activities.

CLG-SS-202C-1 Provide on-the-job training (28h)

This unit covers the knowledge and skills required in

- Preparing to provide on-the-job training; and
- Providing on-the-job training according to organisational requirements;
- Reviewing performance of learners;
- Obtaining feedback from learners; and
- Conducting debrief of the on-the-job training session.

Core modules

CLG-SS-101C-1 Provide quality services (16h)

This unit covers the knowledge and skills required in

- Observing good personal grooming, proper hygiene standards and display of positive image;
- Maintaining good interpersonal relationship and proper communication with customers; and
- Practising good service delivery.

ES-JS-101G-1 Comply with workplace safety and health policies and procedures (10h)

This unit covers the knowledge and skills required in

- Following safe work practices and risk control procedures;
- Participating in workplace safety and health management activities; and
- Following workplace emergency response procedures.

Competency Units in WSQ Higher Certificate in Environmental Cleaning

CLG-CPR-201E-1 Perform advanced cleaning of washrooms (40h)

This unit covers the knowledge and skills required in

- Preparing for work activities;
- Performing periodic cleaning of toilet ceilings, glass, walls/partitions and fixtures and fittings;
- Performing advanced cleaning of toilet floors;
- Performing de-scaling of urinals and toilet bowls;
- Performing simple maintenance to fixtures and fittings; and
- Reinstating work area.

CLG-CPR-202E-1 Clean external windows, roofing and facades (16h)

This unit covers the knowledge and skills required in

- Preparing for cleaning of external windows, roofing and facades;
- Performing cleaning of external windows, roofing and facades; and
- Completing cleaning of external windows, roofing and facades.

CLG-CPR-203E-1 Perform advanced cleaning of hard floor surfaces (32h)

This unit covers the knowledge and skills required in

- Preparing for work activities;
- Scrubbing hard floor surfaces mechanically;
- Burnishing hard floor surfaces mechanically;
- Stripping and waxing vinyl surfaces mechanically; and
- Reinstating work area.

CLG-CPR-204E-1 Perform advanced cleaning of carpets and upholstery (32h)

This unit covers the knowledge and skills required in

- Preparing for work activities;
- Water extraction cleaning;
- Shampoo cleaning of carpets;
- Treating carpets and upholstery;
- Performing advanced spot and stain removal; and
- Reinstating work area.

Elective modules



Competency Units in WSQ Higher Certificate in Environmental Cleaning

CLG-PC-201E-1
Perform mechanical sweeping of pavements, grass verges and open carparks (16h)

This unit covers the knowledge and skills required in

- Preparing for cleaning activities;
- Removing litter, debris and sand from pavements, grass verges and open carparks;
- Disposing refuse from mechanical pavement sweeper; and
- Reinstating work area.

CLG-PC-202E-1
Perform mechanical sweeping of expressways, roads and streets (16h)

This unit covers the knowledge and skills required in

- Preparing for cleaning activities;
- Removing litter, debris and sand from kerbs of expressways, roads and streets;
- Disposing refuse from mechanical road sweeper; and
- Reinstating work area.

CLG-PC-203E-1
Perform cleaning of public residential estates (Mechanical) (24h)

This unit covers the knowledge and skills required in

- Preparing for cleaning activities;
- Cleaning external compounds with mechanical blower;
- Cleaning tiled areas with walk-behind scrubber dryer;
- Cleaning tiled areas with single-disc scrubber and wet and dry vacuum cleaner;
- Cleaning common areas with high-pressure jet; and
- Reinstating work area.

CLG-SS-201E-1
Implement work plans and monitor performance (16h)

This unit covers the knowledge and skills required in

- Interpreting and implementing work plans;
- Monitoring implementation of work plans; and
- Monitoring team performance and providing feedback.

Elective modules

PC

SS

ES-ACE-102G-1
Solve problems and make decisions at operations level (24h)

This unit covers the knowledge and skills required in

- Problem solving and decision making, including proactively identifying root causes to a problem;
- Generating and evaluating alternative situations; and
- Making appropriate decisions and taking responsibility for the decisions within his/her own circle of influence.

ES-IP-101G-1
Communicate and relate effectively at the workplace (24h)

This unit covers the knowledge and skills required in

- Using effective communication techniques to interpret, clarify, analyse and respond to information received; and
- Using effective negotiation skills to resolve conflicts for win-win outcomes, taking into consideration social and cultural differences.

ES-IP-102G-1
Work in a team (24h)

This unit covers the knowledge and skills required in

- Applying effective communication techniques to maintain open communication;
- Resolving issues and concerns; and
- Providing support to team members to achieve individual and team goals while taking into consideration diversity issues.

Elective modules

GWS

WSQ Advanced Certificate in Environmental Cleaning

This course aims to equip cleaning professionals with skills needed for supervisory positions.

Requirements: 6 Core + 2 Elective Units
Duration: 166 - 206h



Core Units

1. Supervise service operations
2. Manage Inventory
3. Demonstrate and apply understanding of cleaning chemicals
4. Demonstrate and apply understanding of cleaning methods and processes
5. Build relationships with customers
6. Maintain workplace safety and health policies and procedures

Elective Units

SS

Support Services

1. Control and supply resources to service sites
2. Implement maintenance of cleaning tools and equipment
3. Interpret tender specifications and prepare quotations for cleaning services
4. Implement continuous improvements in service delivery within cleaning industry
5. Plan and implement environmentally sustainable work practices
6. Lead a service team
7. Coach service teams and individuals
8. Support achievement of results
9. Conduct interviews and make hiring decisions

CPR

Commercial and Private Residential Cleaning

10. Restore stone surfaces

GWS

Generic Workplace Skills

11. Solve problems and make decisions at Supervisory Level
12. Facilitate effective communication and engagement at the workplace
13. Facilitate effective work teams

Competency Units in WSQ Advanced Certificate in Environmental Cleaning

CLG-SS-301C-1 Supervise service operations (24h)

This unit covers the knowledge and application skills required in

- Planning to meet internal and external customer requirements;
- Ensuring the delivery of quality service; and
- Monitoring and reviewing customer service.

CLG-SS-302C-1 Manage inventory (16h)

This unit covers the knowledge and skills required in

- Acquiring inventory items;
- Managing inventory control; and
- Reviewing effectiveness of inventory management.

CLG-SS-303C-1 Demonstrate and apply understanding of cleaning chemicals (20h)

This unit covers the knowledge and skills required in

- Demonstrating understanding of cleaning chemicals;
- Applying knowledge in the use of cleaning chemicals; and
- Reviewing effectiveness of cleaning chemicals.

CLG-SS-304C-1 Demonstrate and apply understanding of cleaning methods and processes (20h)

This unit covers the knowledge and skills required in

- Demonstrating understanding of cleaning methods and techniques;
- Applying cleaning methods and processes; and
- Evaluating effectiveness of cleaning methods and processes.

Core modules

Competency Units in WSQ Advanced Certificate in Environmental Cleaning

SV-CS-302G-0 Build relationships with customers (30h)

This unit covers the knowledge and skills required in

- Building relationships with customers in service environments;
- Building customers' confidence;
- Maintaining and developing customer relations; and
- Handling referred difficult customers.

ES-JS-301G-1 Maintain workplace safety and health policies and procedures (24h)

This unit covers the knowledge and skills required in

- Interpreting workplace safety and health policies, procedures and programmes;
- Educating workers on workplace safety and health policies procedures and programmes;
- Implementing and control workplace safety and health management programmes;
- Implementing workplace management programmes; and
- Maintaining workforce risk control measures.

CLG-SS-301E-1 Control and supply resources to service sites (20h)

This unit covers the knowledge and skills required in

- Supplying resources to service sites;
- Managing and controlling supply of resources to service sites; and
- Reviewing effectiveness in supply and control of resources to service sites.

CLG-SS-302E-1 Implement maintenance of cleaning tools and equipment (16h)

This unit covers the knowledge and skills required in

- Establishing maintenance requirements of cleaning tools and equipment;
- Carrying out implementation plan for maintenance of cleaning tools and equipment; and
- Evaluating maintenance of cleaning tools and equipment.

Core modules

Elective modules

SS

Competency Units in WSQ Advanced Certificate in Environmental Cleaning

CLG-SS-303E-1 Interpret tender specifications and prepare quotations for cleaning services (32h)

This unit covers the knowledge and skills required in

- Interpreting tender specifications;
- Assessing organisational capability to meet tender requirements; and
- Preparing quotation for cleaning services.

CLG-SS-304E-1 Implement continual improvements in service delivery within cleaning industry (28h)

This unit covers the knowledge and skills required in

- Preparing work team for continual improvement;
- Executing action plan for continual improvement;
- Monitoring and evaluating results of action plan for continual improvement; and
- Addressing performance gaps in improvement-related targets.

Elective modules 

CLG-SS-305E-1 Plan and implement environmentally sustainable work practices (20h)

This unit covers the knowledge and skills required in

- Assessing current work practices;
- Planning and implementing environmentally sustainable work practices; and
- Assessing effectiveness of environmentally sustainable work practices.

SV-CS-301G-0 Lead a service team (30h)

This unit covers the knowledge and skills required in

- Promoting team effectiveness by developing team plans to meet expected service outcomes; and
- Leading a small service team and proactively working with organisational line management to improve service delivery.

Competency Units in WSQ Advanced Certificate in Environmental Cleaning

SV-PP-301G-0 Coach service teams and individuals (30h)

This unit covers the knowledge and skills required in

- Providing coaching in organisational service environments;
- Preparing to coach;
- Coaching on-the-job; and
- Following up on the results of coaching.

LPM-RES-301C-0 Support achievement of results (32h)

This unit addresses the skills and knowledge required in

- Interpreting and implementing plans;
- Establishing performance contracts; and
- Monitoring team performance.

Elective modules 

HR-RS-302E-0 Conduct interviews and make hiring decisions (16h)

This unit addresses the skills and knowledge required in

- Preparing for and conducting interviews;
- Planning and conducting the interview; and
- Making a hiring decision.

CLG-CPR-301E-1
Restore stone surfaces
(40h)

This unit covers the knowledge and skills required in

- Preparing for work activities;
- Restoring chips and grouts;
- Salvaging and protecting stone surfaces; and
- Reinstating work area.

ES-ACE-302G-1
Solve Problems & Make
Decisions at Supervisory
Level (24h)

This unit covers the knowledge and skills required in

- Working with a team of subordinates in practising problem solving and decision making;
- Anticipating and identifying potential problems;
- Facilitating team's efforts to resolve the problems;
- Making appropriate decisions; and
- Seeing implementation plans through.

ES-IP-301G-1
Facilitate effective
communication and
engagement at the
workplace (24h)

This unit covers the knowledge and skills required in

- Promoting effective communication within the team;
- Use appropriate communication, conflict resolution and negotiation skills to build rapport and relationship with colleagues, stakeholders and customers; and
- Resolve conflicts through negotiation while taking diversity issues into consideration.

ES-IP-302G-1
Facilitate effective work
teams (24h)

This unit covers the knowledge and skills required in

- Facilitating work team activities and improve team performance by promoting ownership and commitment among team members to achieve goals and targets set;
- Maintain positive relationships among team members from diverse backgrounds; and
- Provide support and opportunities for individual and team contributions.

03 Recognition and Certification for Existing Skills

Hua Jie, do I need to attend the full course if I already have some skills from my work experience and prior training in cleaning?

In that case, you can go for Assessment Only Pathway, AOP.

What is AOP?

AOP is an alternative pathway for you to obtain Environmental Cleaning WSQ directly, without having to go through the training session. You just have to attend an assessment!

That's great, how do I sign up for AOP?

It's simple. To enrol in the AOP, you will have to go through a screening process, to assess your skills level acquired from your prior training and work experience. Once done, you are ready to go!



Oh, now that you mentioned prior training, I remember that I took NSRS modules* before.

That's fine too! Since 2010, Environmental Cleaning WSQ has replaced the NSRS. 15 Cleaning NSRS modules have been mapped and aligned fully into the Environmental Cleaning WSQ.

So how does the mapping work out for me?

You will be exempted from taking those Environmental Cleaning WSQ Modules that have been fully aligned. All you have to do is "top-up" other units to obtain a full Environmental Cleaning WSQ Qualification!

* The National Skills Recognition System (NSRS) was established in 2000 as a national framework to establish work performance standards, identify job competencies and certify skills acquisition.

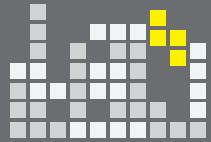
Cleaning NSRS modules that have been aligned fully into the Environmental Cleaning WSQ are shown in the table below.

Certificate Level			
Cleaning NSRS		Equivalent Environmental Cleaning WSQ	
Competency Code	Title	Competency Code	Title
CNG-004-3-0699	Provide quality services	CLG-SS-101C-1	Provide quality services
CNG-001-3-0599	Clean hard floor	CLG-CPR-101C-1	Perform basic cleaning of hard floor surfaces
CNG-005-3-0699	Clean sanitary fixtures, fittings and toilet floors	CLG-CPR-101E-1	Perform basic cleaning of washrooms
CNG-003-3-0699	Clean vertical surfaces, glass and ceiling	CLG-CPR-102E-1	Clean vertical surfaces, glass and ceiling
CNG-008-3-0601	Clean escalators, travelators and lifts	CLG-CPR-103E-1	Perform manual cleaning of escalator, travelator and lift surfaces
CNG-002-3-0599	Clean carpets	CLG-CPR-104E-1	Perform basic cleaning of carpets
FSS-001-3-0302	Clean food shops	CLG-CPR-105E-1	Clean food shops
CNG-006-3-0699	Clean furniture and furnishings	CLG-CPR-106E-1	Clean furniture and furnishings
PCG-002-3-0203	Perform manual public cleansing work	CLG-PC-102E-1	Perform manual public cleansing work
PCG-001-3-0903	Clean residential estate (Manual)	CLG-PC-103E-1	Perform cleaning of public residential estate (Manual)
PCG-003-3-0203	Clean open drains, scupper pipes and drop-inlet chambers	CLG-PC-104E-1	Clean drains, scupper drains and drop-inlet chambers

Higher Certificate Level			
Cleaning NSRS		Equivalent Environmental Cleaning WSQ	
Competency Code	Title	Competency Code	Title
PCG-005-3-0203	Sweep pavements, grass verges and open carparks (Mechanical)	CLG-PC-201E-1	Perform mechanical sweeping of pavements, grass verges and open carparks
PCG-004-3-0203	Sweep expressways, roads and streets (Mechanical)	CLG-PC-202E-1	Perform mechanical sweeping of expressways, roads and streets
PCG-009-3-0903	Clean residential estate (Mechanical)	CLG-PC-203E-1	Perform cleaning of public residential estate (Mechanical)

Advanced Certificate Level			
Cleaning NSRS		Equivalent Environmental Cleaning WSQ	
Competency Code	Title	Competency Code	Title
CNG-010-2-0601	Restore natural stone surfaces	CLG-CPR-301E-1	Restore stone surfaces

04 How Your Company Can Adopt WSQ



1. Identify skills gaps

Are there any essential skills and knowledge your employees need in their particular roles? Environmental Cleaning WSQ can help fill in skills gaps your employees may have within their job scope.



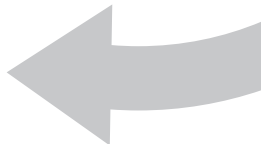
2. Select relevant Environmental Cleaning WSQ modules or training pathways

These courses will help supplement the existing skills set of your employees and enhance their abilities at work.



3. Contact programme partners

Environmental Cleaning WSQ training is available at our programme partners. Contact them to sign up.



UPGRADE



4. Commit to sending employees for training

Set a timeline for implementation. Schedule your employees for Environmental Cleaning WSQ training in phases to suit your company's needs.

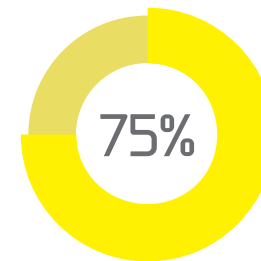
Enhanced "Clean Mark" accreditation scheme

Attain "Clean Mark" Award

The Enhanced Clean Mark Accreditation Scheme administered by the National Environment Agency (NEA) seeks to raise the overall standards and professionalism of the cleaning industry through better employment practices and productivity initiatives, including adequate training of workers and supervisors, together with a new accreditation requirement on progressive wages. The Enhanced Clean Mark Accreditation Scheme (EAS) is open for application from 1 Nov 2012.

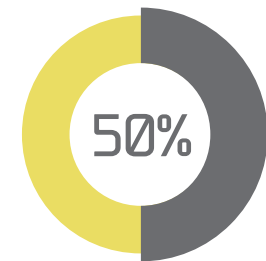
To Meet Training Requirements under EAS

Clean Mark Gold Award



Team leaders, supervisors and Cleaning crew

Clean Mark Silver Award



Team leaders, supervisors and Cleaning crew

Need to be trained in any 2 appropriate modules under the Environmental Cleaning WSQ framework, at the point of application and throughout the accreditation award.

For more information on EAS, please visit NEA's website at <http://app2.nea.gov.sg/grants-awards/clean-mark-accreditation-scheme/about-the-scheme>

05 About WDA

Singapore Workforce Development Agency (WDA)

The Singapore Workforce Development Agency (WDA) aims to enhance the employability and competitiveness of our workforce to meet the changing needs of the nation's economy. WDA works with key industry players, unions, employers, economic agencies, professional associations and training organisations, to raise industry standards and build a resilient workforce through training and skills upgrading.



Website: www.wda.gov.sg/environmentalcleaning
Email: wda_biz_scv@wda.gov.sg
Facebook: www.facebook.com/WDASingapore
Tel: 6883 5885

Information correct at time of print - September 2013



For Employees

Workfare Training Support Scheme

Cleaning professionals can receive course fee funding and cash rewards under WTS

1. WTS keeps training costs low

Singapore Citizens	Course Fee Funding
≥ 35 years old; earning ≤ \$1,900 per month	95%

2. Receive cash rewards for WSQ training under Training Commitment Award (TCA) if you are a Workfare Income Supplement (WIS) Scheme recipient.

You are eligible for \$200 TCA if you achieve any one of the following:

WSQ courses	Academic CET courses	Other Certifiable Skills Training courses
<ul style="list-style-type: none"> • 2 Statements of Attainment (SOAs) attained within a 12-month period; or • 1 WSQ Qualification 	<ul style="list-style-type: none"> • 1 Academic CET Modular Certificate or Post-Diploma Certificate; or • 1 Academic CET Qualification 	<ul style="list-style-type: none"> • 1 Qualification for other Certifiable Skills Training courses supported by WDA

You can receive a cash award of up to \$400 a year.

For TCA, WIS criteria applies.

For full information about Workfare Training Support (WTS), please visit www.workfare.sg

For Employers

WSQ makes good business sense

Employers can enjoy lower training cost and more training choices

You can enjoy lower training costs and more training choices when you send your employees for training.

Employees who are Singapore Citizens	Course Fee Funding Support	Absentee Payroll Funding
≥ 35 years old; earning ≤ \$1,900 per month	95% (without dollar cap)	95% (without dollar cap)

For more information, please visit <http://www.workfare.sg/wts-employer.html>

Take your next step towards a brighter future

Academic qualifications are not required when signing up for WSQ training.

1. Ask your employers today about Environmental Cleaning WSQ

OR

2. Contact the following programme partners to sign up for courses:

Programme partners

Centre for Competency-Based Learning and Development Pte Ltd

6 Harper Road, #06-01, Leong Huat Building, Singapore 369674

Tel: (65) 6285 3669, Fax: (65) 6285 9515

Email: envclg@cbl-d-center.com Website: www.cbl-d-center.com

NTUC LearningHub Pte Ltd

141 Redhill Road Block C, #01-05, Singapore 158828

Tel: (65) 6471 2223, Fax: (65) 6471 2707

Email: dorcas.ong@ntuclearninghub.com Website: www.ntuclearninghub.com

ST Electronics (e-Services) Pte Ltd - Centre for SHEQ

1003 Bukit Merah Central, #01-01, Inno Centre, Singapore 159836

Tel: (65) 6274 7307/ 6271 8037/6270 6836, Fax: (65) 6274 9831

Email: registration@sheq.asia Website: www.sheq.asia

Training Masters Workforce Institute Pte Ltd

10 Arumugan Road, #07-02, Singapore 409957

Tel: (65) 6392 2966, Fax: (65) 6392 1728

Email: floricalgoh@trainingmasters.com.sg Website: www.trainingmasters.com.sg

U-Training Centre Pte Ltd

33 Ubi Ave 3 #04-15, Singapore 408868

Tel: (65) 6684 8135, Fax: (65) 6481 7042

Email: utc@u-training.com.sg Website: www.u-training.com.sg

For more information, please visit www.wda.gov.sg/environmentalcleaning