

ENVIRONMENTAL SERVICES SKILLS FRAMEWORK (WORKFORCE SKILLS QUALIFICATIONS)



Create
CLEAN & GREEN
Environment



Bespoke Solution Training Consultancy Pte Ltd (Bespoke STC) is a Singapore Workforce Skills Qualifications (WSQ) Approved Training Organisation (ATO). Bespoke STC currently offers a range of WSQ Courses in Environmental Services.



ENVIRONMENTAL SERVICES WORKFORCE SKILLS QUALIFICATIONS

Environmental Services Workforce Skills Qualifications (WSQ) is designed to help workers improve their employability and progress in their careers within the cleaning industry. This framework caters to the training of cleaning Crew, Stewards and Supervisors in the following two subsectors.

Subsectors

Commercial and Private Residential Cleaning

Targeted at commercial buildings e.g. office, hawker centers & food courts; private residential areas e.g. condominium, healthcare facilities, industrial facilities, and other commercial facilities.

Public Cleaning

Targeted at public areas such as streets, expressways, beaches, parks, HDB blocks & carparks.

Benefits of the Environmental Services WSQ

Organisation

- Helps to equip employees of the Organisation to be skilled and more productive
- Helps to align staff behaviour with Organisational strategies and values
- Helps Organisation to adapt to changes
- Helps to stay competitive as Organisational efficiency is increased
- Supports the performance management system
- Enjoys support for implementation of the framework
- Organisation will be able to achieve training criteria required for NEA Licensing and Enhanced Clean Mark Accreditation Scheme

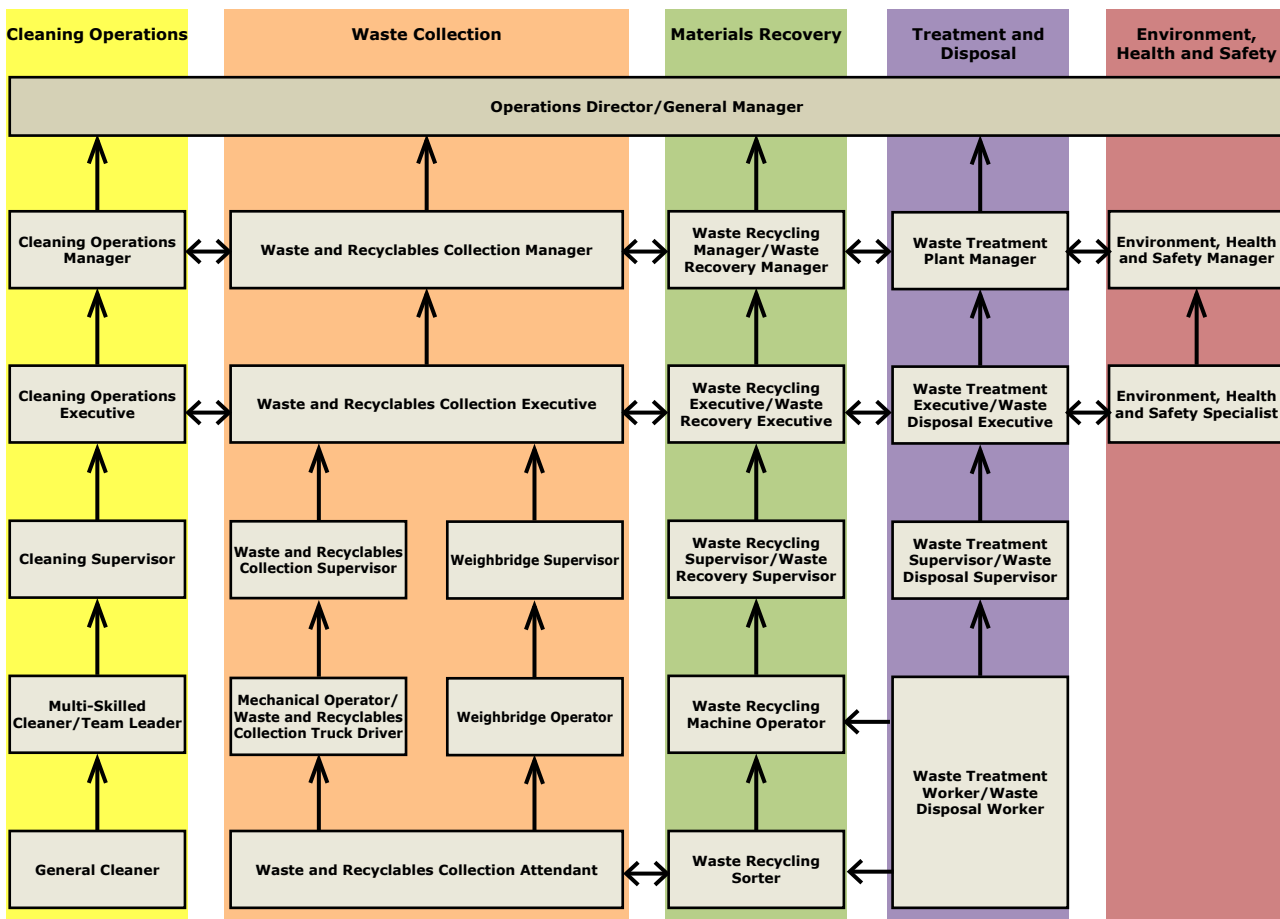
Individual

- Equips individual with skills that are applicable to daily work
- Helps individual gains confidence at work as the progress of WSQ training programs
- Helps individual gains more opportunities for career advancement
- Helps individual plans own career paths and achieve career goals
- Helps individual to upgrade skills at specific competencies
- Provides individual with programs that are certified by the SSG
- Enhances the employability of individual

PATHWAY PROGRESSION

Upon completion of each module, a Statement of Attainment (SOA) will be awarded.

SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES: CAREER PATHWAY



Legend

↑ Vertical movement up the Career Pathway

↔ Lateral movements between job roles

The Career Map serves as a reference to **reflect the available job roles and possible career pathways** in the Environmental Services industry, which may vary depending on **organisation's structure and business context**.

The Career Pathway would depend on **individual aspiration, performance, capability, experience and organisation's needs**.

COURSES OFFERED

ENVIRONMENTAL SERVICES WORKFORCE SKILLS QUALIFICATIONS

S/N	Course Code	Course Title
1	TGS-2021002405	Workplace Safety and Health Practices Implementation (WSH L1)
2	TGS-2021002357	Customer Management (PQS L1)
3	TGS-2018500599	Food Shop Hygiene Maintenance (CFS L1)
4	TGS-2018500600	Furniture and Furnishing Maintenance (CFF L1)
5	TGS-2018500597	Horizontal Surface Maintenance (CHF L1)
6	TGS-2018500603	Public Hygiene Maintenance (CRE L1)
7	TGS-2018500598	Vertical Surface Maintenance (CVS L1)
8	TGS-2018500596	Washroom Maintenance (CW L1)
9	TGS-2018500601	Learning and Development (POJT L2)
10	TGS-2018500606	Furniture and Furnishing Maintenance (ACCU L2)
11	TGS-2018500607	Horizontal Surface Maintenance (ACHF L2)
12	TGS-2018500608	Washroom Maintenance (ACW L2)
13	TGS-2018500602	Customer Management (SSO L3)
14	TGS-2018500605	Effectiveness Management (DCMP L3)



COURSES OFFERED**ENVIRONMENTAL SERVICES****COURSE SYNOPSIS****TGS-2021002405: Workplace Safety and Health Practices Implementation (WSH L1)**

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.

TGS-2021002357: Customer Management (PQS L1)

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.

TGS-2018500599: Food Shop Hygiene Maintenance (CFS L1)

This unit covers the knowledge and skills required in handling and managing for food and beverage work activities such as cleaning floor area, collecting used crockery and cutlery, cleaning tables, cleaning used crockery and cutlery, cleaning refuse-holding area, and reinstating work area.

TGS-2018500600: Furniture and Furnishing Maintenance (CFF L1)

This unit covers the knowledge and skills required in furniture and furnishing cleaning activities, i.e. removing loose dust and debris, spillage and stains from furniture and furnishings, polishing furniture and furnishings, and reinstating work area.



COURSES OFFERED**ENVIRONMENTAL SERVICES****COURSE SYNOPSIS****TGS-2018500597: Horizontal Surface Maintenance (CHF L1)**

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.

TGS-2018500603: Public Hygiene Maintenance (CRE L1)

This unit covers the knowledge and skills required in cleaning activities of public residential estates, i.e. cleaning apron drains, apron gullies and floor traps, lift landings, lifts cars and amenities, sweeping, mopping and litter picking, performing damp cloth wiping, waste bin clearing and stains removing, and reinstating work area.

TGS-2018500598: Vertical Surface Maintenance (CVS L1)

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.

TGS-2018500596: Washroom Maintenance (CW L1)

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.

TGS-2018500601: Learning and Development (POJT L2)

This unit covers the knowledge and skills required in preparing to provide on-the-job training, 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.

COURSES OFFERED**ENVIRONMENTAL SERVICES****COURSE SYNOPSIS****TGS-2018500607: Horizontal Surface Maintenance (ACHF L2)**

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.

TGS-2018500606: Furniture and Furnishing Maintenance (ACCU L2)

This unit covers the knowledge and skills required in preparing for work activities; water extraction cleaning; treating carpets and upholstery; performing advanced spot and stain removal; and reinstating work area.

TGS-2018500608: Washroom Maintenance (ACW L2)

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.

TGS-2018500602: Customer Management (SSO L3)

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.



COURSES OFFERED**ENVIRONMENTAL SERVICES****COURSE SYNOPSIS****TGS-2018500605: Effectiveness Management (DCMP L3)**

This unit covers the knowledge and application skills required in demonstrating understanding of cleaning methods and techniques, applying cleaning methods and processes, and evaluating effectiveness of cleaning methods and processes.



COURSE FEES

S/N	Course Title	Training Hours	Assessment Duration	Course Fee Before Funding*	Nett Course Fee After 90% SSG Funding*
1	Workplace Safety and Health Practices Implementation (WSH L1)	7	60 min	\$240.00	\$40.00
2	Customer Management (PQS L1)	11	60 min	\$240.00	\$24.00
3	Food Shop Hygiene Maintenance (CFS L1)	22	120 min	\$460.00	\$46.00
4	Furniture and Furnishing Maintenance (CFF L1)	25	60 min	\$520.00	\$52.00
5	Horizontal Surface Maintenance (CHF L1)	22	70 min	\$450.00	\$45.00
6	Public Hygiene Maintenance (CRE L1)	22	120 min	\$480.00	\$48.00
7	Vertical Surface Maintenance (CVS L1)	22	70 min	\$450.00	\$45.00
8	Washroom Maintenance (CW L1)	30	85 min	\$600.00	\$60.00
9	Learning and Development (POJT L2)	26	120 min	\$635.00	\$63.50
10	Furniture and Furnishing Maintenance (ACCU L2)	24	120 min	\$640.00	\$64.00
11	Horizontal Surface Maintenance (ACHF L2)	25	120 min	\$640.00	\$64.00
12	Washroom Maintenance (ACW L2)	34	120 min	\$800.00	\$80.00
13	Customer Management (SSO L3)	22	120 min	\$500.00	\$50.00
14	Effectiveness Management (DCMP L3)	16	90 min	\$450.00	\$45.00

*Terms and Conditions Apply. GST on full course fees is applicable.

Information on SSG funding guidelines is available at <https://www.ssg.gov.sg/programmes-and-initiatives/funding/funding-for-employer-based-training.html>

SSG FUNDING INFORMATION

SME

Type of Funding	Singapore Citizens and Permanent Residents	SkillsFuture Mid-career Enhanced Subsidy. Singapore Citizens 40 years or older
Course Fee Funding	90% of course fees, capped at \$25 per hour	

NON-SME

Type of Funding	Singapore Citizens and Permanent Residents	SkillsFuture Mid-career Enhanced Subsidy. Singapore Citizens 40 years or older
Course Fee Funding	80% of course fees, capped at \$17 per hour	90% of course fees, capped at \$25 per hour

CONFIRMATION AND CANCELLATION POLICY

Registration and Course Confirmation

For Company-sponsored trainees:

- Company is to submit complete name list & particulars of trainees.
- For Singaporeans and Singapore PR trainees, Company is to apply training grant with SkillsConnect before the commencement of the course. Company shall be billed the nett fees after SSG funding, with GST based on full course fees.
- There is no SSG funding for foreign trainees.
- Bespoke STC shall issue invoice to Company upon grant approval from SSG.
- Company is to issue letter of appointment to Bespoke STC and make payment for the invoice one week before commencement of course.

Cheque payable to: **Bespoke Solution Training Consultancy Pte Ltd.**

Note

Trainees must complete at least 75% attendance of the training and 100% attendance for assessment in order to be eligible for SSG funding. Otherwise, there will be no SSG funding and trainees must pay course fees in full.

Cancellation

Trainees who wish to withdraw from the course will be charged cancellation fees as follows:

More than 10 working days before commencement of class	Full refund of fees collected
4-10 working days before commencement of class	Refund of course fees collected, with an admin charge of S\$53.50, incl. GST
3 or less working days before commencement of class	No refund of fees collected

*Bespoke STC reserves the right to cancel or reschedule the class. All efforts will be made to inform clients/trainees the soonest possible.

"OUR MOTTO"

- Inspire** : We inspire trainees to improve work and life perspectives
- Learn** : Commitment in Life long learning with competency based curriculum
- Apply** : Apply the acquired skills and knowledge with confidence
- Improve** : Improve work performances and better prospect in life



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