

# 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

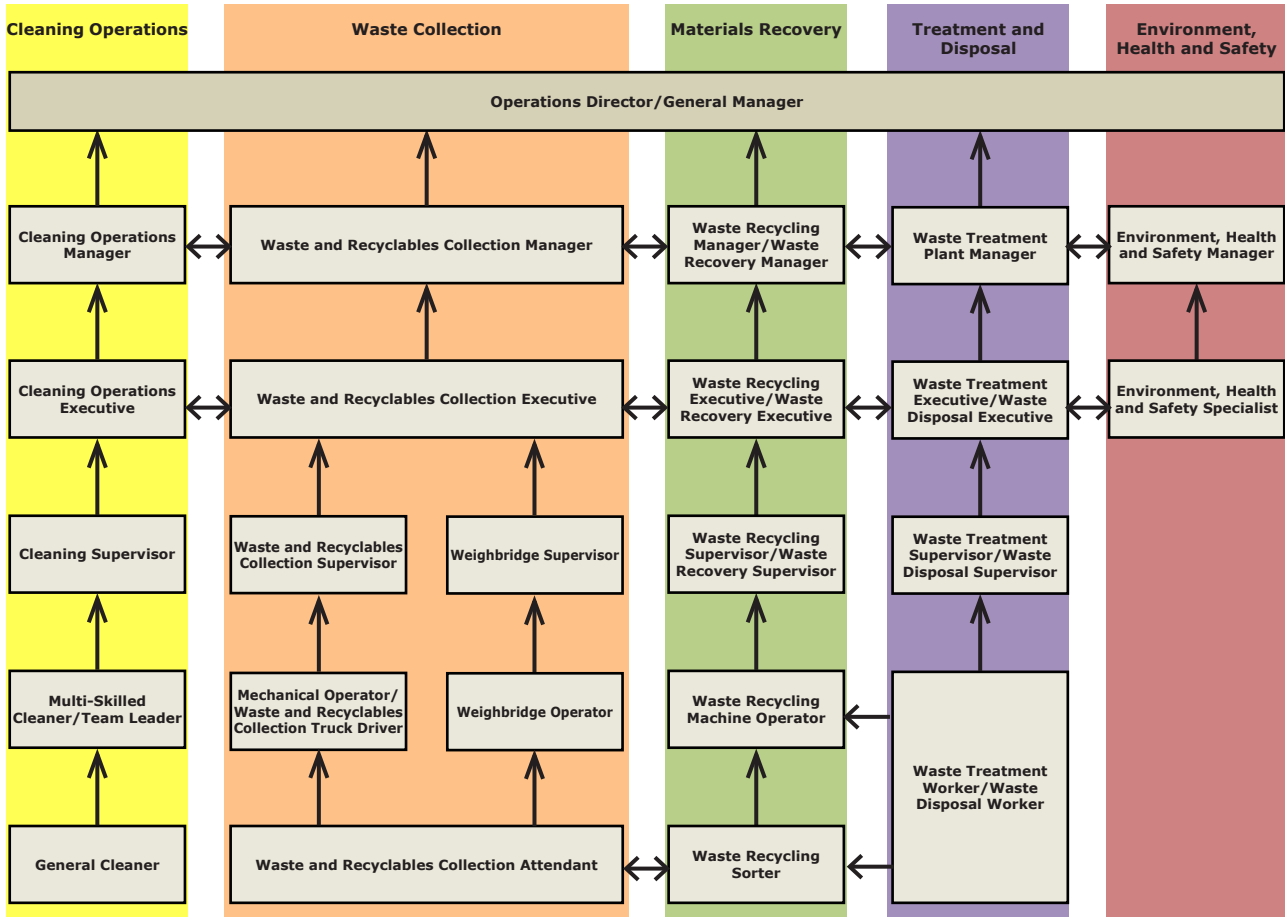
#### **Individual**

- 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 AND FOOD SERVICES (SF) 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-2018500602	Customer Management (SSO L3)
4	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-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.

**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.





**COURSES OFFERED****ENVIRONMENTAL SERVICES****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	S\$240.00	S\$40.00
2	Customer Management (PQS L1)	11	60 min	S\$240.00	S\$24.00
3	Customer Management (SSO L3)	22	120 min	S\$500.00	S\$50.00
4	Effectiveness Management (DCMP L3)	16	90 min	S\$450.00	S\$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**

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

**NON-SME**

<b>Type of Funding</b>	<b>Singapore Citizens and Permanent Residents</b>	<b>SkillsFuture Mid-career Enhanced Subsidy. Singapore Citizens 40 years or older</b>
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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