

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Cleaning Operations					
TSC	Furniture and Furnishing Maintenance					
TSC Description	Maintain the cleanliness and hygiene of furniture and furnishing in a safe manner					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	EVS-CGO-1003-1.1	EVS-CGO-2003-1.1	EVS-CGO-3003-1.1			
	Follow processes and procedures on cleaning of furniture and furnishing	Apply cleaning of furniture and furnishing using the appropriate mechanical devices	Supervise and review the cleaning processes and procedures of furniture and furnishing			
Knowledge	<ul style="list-style-type: none"> Dust, debris, soilage and spillage removal methods on furniture and furnishing Appropriate Personal Protective Equipment (PPE) to clean the different furniture and furnishing Organisational procedures related to furniture and furnishing cleaning Different types of safety signages Types and characteristics of the different furniture and furnishing Types of receptacles and/or racks and their uses Types of tools, equipment and supplies to perform furniture and furnishing cleaning 	<ul style="list-style-type: none"> Different mechanical devices to assist in cleaning furniture and furnishing Organisational procedures related to furniture and furnishing cleaning Types and characteristics of the furniture and furnishing Appropriate Personal Protective Equipment (PPE) to clean the furniture and furnishing with the use of mechanical devices Different types of safety signages Types and proper uses of cleaning tools, equipment and supplies Types of commonly-used cleaning chemicals and their colour coding for cleaning furniture and furnishing Workplace Safety and Health (WSH) Act 	<ul style="list-style-type: none"> Different methods to remove dust, debris, soilage and spillage for furniture and furnishing equipment and materials Workplace Safety and Health (WSH) Act Types of Personal Protective Equipment (PPE) for cleaning of furniture and furnishing, Environmental Public Health Act Environment Protection and Management Act Different types of automated mechanical devices that can assist to improve cleaning and polishing services Organisational reporting procedures Basic first-aid procedures 			
Abilities	<ul style="list-style-type: none"> Collect assigned tools, equipment and supplies and place them on rack and/or receptacles 	<ul style="list-style-type: none"> Identify the correct mechanical device to be used for cleaning the assigned furniture 	<ul style="list-style-type: none"> Communicate assigned cleaning or polishing tasks for the day to staff Allocate appropriate PPE to staff in 			

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	<ul style="list-style-type: none"> • Use allocated PPE to perform cleaning of the assigned furniture and furnishing, when necessary • Perform cleaning and/or polishing of the furniture and furnishing in accordance with organisational procedures and guidelines • Replenish consumables cleaning supplies used for furniture and furnishing cleaning when necessary to ensure smooth operations of cleaning services provided • Display the appropriate safety signage at designated area to prevent accidents during the course of cleaning. • Inform appropriate person or supervisor if work activities cannot be carried out 	<p>or furnishing material and equipment</p> <ul style="list-style-type: none"> • Select the appropriate PPE to perform cleaning and/or polishing of the furniture and furnishing with the use of the selected mechanical device • Perform cleaning and/or polishing of the furniture and furnishing using the mechanical device in accordance with organisational procedures and device manufacturer's instructions • Perform routine maintenance and checks on the mechanical device selected to ensure safe operation of the device • Display the appropriate safety signage at designated area during the course of cleaning. • Replenish consumables cleaning supplies used to ensure smooth cleaning operations with minimum delay • Inform appropriate person or supervisor if work activities cannot be carried out • Return the mechanical device used after completion of assigned work safely 	<p>accordance with the tasks assigned</p> <ul style="list-style-type: none"> • Monitor staff in performing cleaning or polishing services in accordance with regulatory guidelines and organisational procedures • Ensure there are sufficient consumables cleaning supplies for smooth operation of the cleaning and polishing services provided • Assist or guide staff in performing basic first-aid, when necessary • Monitor and review cleaning and/or polishing services provided to improve cleaning or polishing services • Report to higher management when accidents occur • Assist in incident investigations 			
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