

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

TSC Category	Cleaning Operations					
TSC	Public Hygiene Maintenance					
TSC Description	Maintain the cleanliness and hygiene of public areas and its related amenities in a safe manner					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	EVS-CGO-1005-1.1	EVS-CGO-2005-1.1	EVS-CGO-3005-1.1			
	Follow processes and procedures when cleaning public areas and its related amenities	Apply appropriate mechanical devices when cleaning public areas and its related amenities	Supervise and review the cleaning processes and procedures of public areas and its related amenities			
Knowledge	<ul style="list-style-type: none"> Common debris, soilage, spillage and chokes removal methods on public areas and related amenities Appropriate Personal Protective Equipment (PPE) to clean the public areas, especially when dealing with hazardous materials Organisational procedures relating to cleaning the amenities in public areas Different types of safety signage Types and characteristics of the public amenities Types of tools, equipment and supplies to perform cleaning of public amenities Public Utilities (Water Supply) Regulation 39 	<ul style="list-style-type: none"> Different mechanical devices to assist in cleaning or polishing amenities in public areas Organisational procedures relating to cleaning and/or polishing the amenities in public areas Types and characteristics of the different tiles and finishing on the amenities in different public areas Appropriate Personal Protective Equipment (PPE) to clean and/or polish the different types of tiles or finishes on amenities with the use of mechanical devices Different types of safety signage Types and proper uses of cleaning tools, equipment, supplies and commonly-used cleaning chemicals and their colour coding for cleaning amenities in public areas Workplace Safety and Health (WSH) Act Public Utilities (Water Supply) Regulation 39 	<ul style="list-style-type: none"> Different methods to remove dust, debris, soilage, spillage and chokes for public areas Workplace Safety and Health (WSH) Act Different types of Personal Protective Equipment (PPE) for cleaning of amenities in public area, especially with the use of mechanical devices or when dealing with potentially hazardous environment Environmental Public Health Act Environment Protection and Management Act Different types of automated mechanical devices that can assist to improve cleaning services Organisational reporting procedures Basic first-aid procedures Public Utilities (Water Supply) Regulation 39 			

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<p>Abilities</p>	<ul style="list-style-type: none"> • Collect assigned tools, equipment and supplies and place them on rack/ receptacles • Use allocated personal protective equipment (PPE) to perform cleaning of the assigned area in the public areas • Perform cleaning in the public areas and the related amenities in accordance to organisational procedures and guidelines • Ensure waste collected at waste-holding area are secured in its containers • Replenish consumables cleaning supplies used for cleaning the amenities in public area when necessary to ensure smooth operation of cleaning services provided • Display the appropriate safety signage at designated area to prevent accidents during the course of cleaning the surroundings • Inform appropriate person or supervisor if work activities cannot be carried out 	<ul style="list-style-type: none"> • Identify the correct mechanical device to be used for cleaning and/or polishing the public areas and the related amenities • Select the appropriate personal protective equipment (PPE) to perform cleaning and/or polishing of the amenities in public area with the use of the selected mechanical device • Perform cleaning or polishing in the public areas and the related amenities using the mechanical device in accordance to 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 the surroundings • Replenish consumables cleaning supplies used to ensure smooth cleaning operation can be performed without delay • Inform appropriate person or supervisor if work activities cannot be carried out • Return the mechanical device used after completion of assigned work 	<ul style="list-style-type: none"> • Communicate with staff in assigning the cleaning or polishing tasks assigned for the day • Allocate appropriate personal protective equipment (PPE) to staff in accordance to the tasks assigned • Monitor staff to perform cleaning or polishing services in the public areas and the related amenities in accordance to regulatory guidelines and organisational procedures • Monitor staff to ensure the various types of waste are disposed of in accordance to organisational guidelines • Allocate consumables cleaning supplies to ensure there are sufficient consumables for smooth operation of the cleaning services provided • Assist or guide staff in performing basic first-aid, when necessary • Monitor and review cleaning processes improve processes in the public areas and the related amenities • Report to higher management when accidents occur • Assist in incident investigations 			
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