

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

TSC Category	Cleaning Operations					
TSC	Vertical Surface Maintenance					
TSC Description	Maintain the cleanliness and hygiene of vertical and ceiling surfaces in a safe manner					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	EVS-CGO-1006-1.1	EVS-CGO-2006-1.1	EVS-CGO-3006-1.1			
	Follow processes and procedures on cleaning of vertical and ceiling surfaces	Carry out cleaning of vertical and ceiling surfaces using appropriate mechanical devices	Supervise and review the cleaning processes and procedures of vertical and ceiling surfaces			
Knowledge	<ul style="list-style-type: none"> Dust, debris, soilage, and spillage removal methods on vertical and ceiling surfaces Appropriate Personal Protective Equipment (PPE) to clean vertical surfaces, especially when cleaning high heights vertical surfaces Organisational procedures relating to cleaning vertical and ceiling surfaces Types of safety signages Types and characteristics of the different vertical and ceiling surfaces Types of tools, equipment and supplies to perform cleaning of vertical and ceiling surfaces Public Utilities (Water Supply) Regulation 39 	<ul style="list-style-type: none"> Different mechanical devices to assist in cleaning vertical and ceiling surfaces Organisational procedures relating to cleaning the vertical and ceiling surfaces Types and characteristics of vertical and ceiling surfaces Appropriate Personal Protective Equipment (PPE) to clean vertical and ceiling surfaces, especially when cleaning is performed at high height Types of safety devices to perform cleaning of vertical and ceiling surfaces at high heights Different types of safety signage Types and proper uses of cleaning tools, equipment and supplies Types of commonly-used cleaning chemicals and their colour coding for cleaning vertical and ceiling surfaces Workplace Safety and Health (WSH) Act 	<ul style="list-style-type: none"> Methods to remove dust, debris, soilage, and spillage for vertical and ceiling surfaces Workplace Safety and Health (WSH) Act Types of Personal Protective Equipment (PPE) for cleaning of vertical and ceiling surfaces, especially when cleaning is performed at high height 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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		<ul style="list-style-type: none"> Public Utilities (Water Supply) Regulation 39 				
Abilities	<ul style="list-style-type: none"> Collect assigned tools, equipment and supplies and place them on rack and/or receptacles Use allocated PPE to perform cleaning of the assigned vertical and ceiling surfaces Display the appropriate safety signage at designated area to prevent accidents during the course of cleaning the surroundings Perform cleaning of the vertical surfaces in accordance with organisational procedures and guidelines Replenish consumables cleaning supplies used for cleaning vertical and ceiling surfaces when necessary to ensure smooth operation of cleaning services provided 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 the assigned vertical and ceiling surfaces Select the appropriate PPE to perform cleaning of the vertical and ceiling surfaces with the use of the selected mechanical device Assemble and check the safety devices if cleaning is performed at high heights Display the appropriate safety signage at designated area during the course of cleaning the surroundings. Perform cleaning using the mechanical device in accordance with organisational procedures and device manufacturer's instructions Perform routine maintenance and checks on the selected mechanical device to ensure safe operation of the device Replenish consumables cleaning supplies used to ensure smooth cleaning operations with minimum delay Inform appropriate person or supervisor when work activities cannot be carried out Return the mechanical device used after completion of assigned work to ensure it is secured from theft or vandalism 	<ul style="list-style-type: none"> Communicate assigned cleaning tasks to the staff Communicate the importance of safety to staff who are assigned to perform cleaning at high heights Allocate appropriate PPE to staff in accordance with the tasks assigned Monitor staff to perform cleaning services in accordance with regulatory requirements and organisational procedures, especially those who are performing the cleaning tasks at high height 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 services provided Propose solutions when cleaning services is not satisfactory through routine organisational procedures Report to higher management when accidents occur Assist in incident investigations 			