

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

TSC Category	Cleaning Operations					
TSC	Washroom Maintenance					
TSC Description	Maintain the cleanliness and hygiene of washroom facilities in a safe manner					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	EVS-CGO-1007-1.1	EVS-CGO-2007-1.1	EVS-CGO-3007-1.1			
	Follow processes and procedures on cleaning of washroom facilities	Apply advanced cleaning and perform maintenance of washroom facilities	Supervise and review cleaning processes and procedures of washroom facilities			
Knowledge	<ul style="list-style-type: none"> Dust, debris, soilage, and spillage removal methods in washroom facilities Appropriate Personal Protective Equipment (PPE) to clean washroom facilities Organisational procedures relating to cleaning of washroom facilities Types of safety signages Types and characteristics of the different hard floor surfaces and washroom facilities Types of tools, equipment and supplies to carry out cleaning of washroom facilities Organisational reporting procedures Public Utilities (Water Supply) Regulation 39 	<ul style="list-style-type: none"> Methods to remove stubborn stains in washroom facilities Periodic maintenance or checks of washroom facilities Appropriate Personal Protective Equipment (PPE) to remove stubborn stains, especially with use of corrosive and/or odour chemicals Organisational procedures relating to the use of special and/or corrosive detergent to remove stubborn stains Types of safety signages Types and proper uses of cleaning tools, equipment and supplies Types of special cleaning chemicals and their colour coding for cleaning washroom facilities Workplace Safety and Health (WSH) Act Public Utilities (Water Supply) Regulation 39 	<ul style="list-style-type: none"> Methods to remove dust, debris, soilage, and spillage in washroom facilities Workplace Safety and Health (WSH) Act Ttypes of Personal Protective Equipment (PPE) for cleaning of the washroom facilities Environmental Public Health Act Environment Protection and Management Act Types of automated mechanical devices that can assist to improve cleaning services in washroom 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 and/or receptacles • Use allocated PPE to clean washroom facilities • Display the appropriate safety signage at designated area to prevent accidents during and after the course of cleaning • Carry out cleaning of washroom facilities in accordance with organisational procedures and guidelines • Complete the inspection card upon completion of cleaning washroom facilities • Replenish consumables cleaning supplies used for cleaning the washroom 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"> • Using of the appropriate PPE when performing special cleaning to remove stains in washroom facilities • Use the appropriate tools, equipment and supplies to remove stubborn stains found in washroom facilities or hard floor surfaces • Perform checks on washroom facilities • Carry out basic maintenance of these facilities, when necessary • Display the appropriate safety signage at designated area during the course of cleaning the surroundings • Replenish consumables office supplies used to ensure smooth cleaning operations with minimum delay • Update the inspection card upon completion of cleaning washroom facilities • Inform appropriate person or supervisor if work activities cannot be carried out • Apply basic first aid procedures to remove corrosive chemicals upon contact with human skin 	<ul style="list-style-type: none"> • Communicate assigned cleaning tasks to staff • Allocate appropriate PPE to staff in accordance with the tasks assigned • Monitor staff in performing cleaning services in accordance with regulatory guidelines and organisational procedures • 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 through the inspection card in washroom facilities • Propose solutions to improve cleaning services of washroom facilities • Report to higher management when accidents occur • Assist in incident investigations 			
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