



# PUBLIC AREA CLEANER

HSP/Cleanr/2/0014

## Programme Name

Skills programme and Training Certificate in Public Area Cleaner, NQF Level 2, SAQA ID HSP/Cleanr/2/0014, 20 Credits.

## Programme Purpose

- Is to equip learners with a variety of personal, organisational and vocational skills in order to clean and maintain public areas.

## Workplace Requirements

- Access to public areas of a hotel
- Guest House
- Lodge
- Spa

## Programme Description

Each person that will successfully achieve this programme will be able to:

- Understand the importance of hygiene, cleanliness and maintain a safe working environment.

## Target group

- Cleaners
- Janitors
- Suitable for Public Area Cleaners who are responsible for cleaning and maintain a safe working environment.
- Candidates are either unemployed or currently employed within a hospitality establishment.
- Unemployed candidates who have the interest and acumen to work in the Hospitality industry.
- Employed candidates who have the interest to further their skills and knowledge of Hospitality operations.

## Entry Requirements

- It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 1; minimum Standard 8, Grade 10.
- Candidates are required to complete a numeracy and literacy test
- Candidates must have successful outcome of their Skills Programme interview.

## Programme Outcomes

On completion of this Skills Programme, the learner will be able to:

- Clean public areas using correct cleaning equipment and cleaning materials (Range of public areas: lobby, lifts, public phone booths/area, front entrance, restaurant area, bar area).
- Use hazard warning signs when cleaning floors.
- Dispose of waste and explain the importance of doing this hygienically.
- Wear appropriate protective clothing and explain the importance of doing this.
- Arrange furniture correctly and ensure displays are neat and tidy.
- Clean surfaces using the correct cleaning equipment. (Range of surfaces: front steps, floors/ floor coverings, glass, wood, fabric, tiled surfaces).
- Keep public areas free from unpleasant odours.
- State maintenance procedures and explain the importance of reporting faults immediately.
- Interact with customer in a polite and helpful manner.
- Store cleaning equipment and cleaning materials efficiently after use and explain why.
- Describe decisions made and reasons for action taken in response to an unexpected situation. (Range of unexpected situations: broken tiles, error in dilution of chemicals or equipment failure.)
- Carry out all work as per work schedule in an organised and efficient manner.
- Describe how performance would be adjusted when cleaning public areas in a restaurant environment.

## Structure of the programme

The Skills Programme in Public Area Cleaner consists of:

- Classroom based learning
- On-the-job learning
- Assessment

## Duration of the Programme

- Programme: 15 Days
- Training Days: 10 Days
- Assessment Days: 5 Days

Number of learners per class: Minimum 15

## Programme Roll-Out:

Unit Standard Code	Unit standard Title	Level	Credits
7793	Describe layout, services and facilities of the organisation	2	1
7796	Maintain a secure working environment	3	1
7799	Maintain a safe working environment	2	2
7800	Maintain health, hygiene and a professional appearance	2	1
7606	Clean floors and floor coverings	2	1
7608	Handle and store cleaning equipment and materials	2	1
7612	Handle and dispose of waste	2	1
7626	Clean and maintain public areas	2	2
7629	Service toilets and washrooms	2	2
	<b>ADDITIONAL UNIT STANDARD</b>		
7789	Provide Customer Service	4	8
<b>Total Credits</b>			<b>20</b>