



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme, Public Area Cleaner, at an NQF level 2, is an entry level programme for individuals working in public area cleaning services in different types of hospitality, restaurant and tourism environments.

There is a strong focus on the importance of hygiene, cleanliness and maintaining a safe working environment. It covers an establishment's layout, services and facilities, customer service, maintaining personal appearance, cleaning floors, toilets and washrooms and the importance of cleaning services to customer satisfaction.

Target Audience

The skills programme is aimed at individuals working in public area cleaning environments in predominantly the hospitality and tourism sector.

It is suitable for cleaners in a range of establishments including hotels, guesthouses, lodges and restaurants as well as those providing cleaning services at events and conferences.

Entry Requirements

- A GEC certificate or equivalent at level 1.
- Grade 10 Certificate.
- Complete a numeracy and literacy test and undergo a successful interview.

Additional Requirements

- Access to a public area cleaning environment in the hospitality sector.
- Access to cleaning equipment and materials.
- Access to a workplace mentor.
- Access to a PC, software and the internet for online learning where applicable.

Hospitality & Tourism

Public Area Cleaner

CATHSSETA Statement of Results

SP ID: HSP/Cleanr/2/0014

NQF Level: 2

Credits: 20

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Public Area Cleaner, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the skills programme, you will be able to:

- Describe an organisation's layout, services and facilities.
- Maintain a secure and safe working environment.
- Maintain health, hygiene and professional appearance.
- Handle and store cleaning equipment and materials and dispose of waste.
- Clean floors and floor coverings.
- Clean and maintain public areas.
- Service toilets and washroom areas.
- Understand the importance of hygiene, cleanliness and customer satisfaction.
- Provide customer service.





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Course Content

SP: Public Area Cleaner

Accreditation Body: CATHSSETA

| SETA Skills Programme : HSP/Cleanr/2/0014

| NQF Level: 2 | Credits: 20

Unit Standard 7793

- Describe layout, services and facilities of an organisation

Unit Standard 7796

- Maintain a secure working environment

Unit Standard 7799

- Maintain a safe working environment

Unit Standard 7800

- Maintain health, hygiene and a professional appearance

Unit Standard 7606

- Clean floors and floor coverings

Unit Standard 7608

- Handle and store cleaning equipment and materials

Unit Standard 7612

- Handle and dispose of waste

Unit Standard 7626

- Clean and maintain public areas

Unit Standard 7629

- Service toilets and washrooms

Unit Standard 7789

- Provide customer service

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangqoba



Siyaya[®]
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA

