



Executive Summary

Qualification	National Certificate: Hygiene and Cleaning Services
Qualification ID	36233
NQF Level	2
Minimum Credits	120
Duration	12 months
Field	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
ETQA	Services SETA
Purpose	The primary purpose of this Qualification is to develop the foundational, practical and reflexive competencies in an individual, required for a career in the Hygiene and Cleaning Services Industry and to positively impact on social and economic transformation.
Entry Requirements	NQF level 1 communication/ language and mathematics/ numeracy skills or ABET Level 4



EMPOWERED

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Exit Level Outcomes

1. Clean, Sterilize and Disinfect Healthcare Areas.
2. Clean carpet and Upholstery using various methods of cleaning.
3. Use scrubber driers to clean floors.
4. Strip, seal and vacuum wet floor surfaces..

The KLM Empowered X-Perience



X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Learning Blocks

1

Organising oneself in the workplace

ID	Unit Standard Title	Level	Credits
11813	Apply knowledge of self in order to make a life decision	2	3
11235	Maintain effective working relationships with other members of staff	3	1
8618	Organise oneself in the workplace	2	3
8416	Understand and apply personal values and ethics	2	4
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Total			13

2

Working in a team

ID	Unit Standard Title	Level	Credits
8420	Operate in a team	2	4
9926	Coach learners	3	10
8967	Use language and communication in occupational learning programmes	2	5
9007	Work with a range of patterns and functions and solve problems	2	5
Total			24

3

Preparing for Cleaning

ID	Unit Standard Title	Level	Credits
12525	Identify, collect, classify and handle waste	1	4
14349	Receive and execute instructions	2	2
963	Access and use information from texts	2	5
12444	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	2	3
7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Total			17

4

Cleaning Procedures

ID	Unit Standard Title	Level	Credits
110455	Clean upholstery using the wet foam-wet extraction method	2	7
110476	Strip and seal hard and resilient floors using a water-based sealing product	2	10
110466	Clean wards and medium-risk, high-risk and isolation patient areas	2	8
377722	Use a high-pressure water jetting system to clean surfaces	2	3
12511	Apply quality principles in everyday cleaning tasks	1	4
Total			32

5

Health and Safety

ID	Unit Standard Title	Level	Credits
8494	Demonstrate an understanding of HIV/AIDS and its implications	2	4
7799	Maintain a safe working environment	2	2
7800	Maintain health, hygiene and a professional appearance	1	1
12512	Practice environmental awareness	1	4
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	2	3
Total			14

Customer Care

ID	Unit Standard Title	Level	Credits
10348	Identify and respond to customer needs in a Contact Centre	2	12
8962	Maintain and adapt oral communication	2	5
8964	Write for a defined context	2	5
Total			22

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The Greatness Effect