



ENVIRONMENTAL SERVICES SKILLS FRAMEWORK PROGRAMS

Riding on the National Skills Framework for Environmental Services

The Skills Framework (SFw) is a SkillsFuture initiative developed for the Singapore workforce to promote skills mastery and lifelong learning, and is an integral component of the Environmental Services Industry Manpower Plan. Jointly developed by SkillsFuture Singapore (SSG), Workforce Singapore (WSG), and the National Environment Agency (NEA), together with industry associations, training providers, organisations and unions, the Skills Framework for Environmental Services provides useful information on:

- Sector information;
- Career pathways;
- Occupations and job roles;
- Existing and emerging skills; and
- Training programs for skills upgrading and mastery.

With the Skills Framework, individuals are equipped to make informed decisions about career choices, as well as take responsibility for skills upgrading and career planning. Employers will be able to recognize these skills and invest in training their employees for career development and skills upgrading.

**SKILLS
UPGRADING**



What's in for me to take up these programs?

For Organizations

- Provide a systematic way to benchmark employees
- Enables employees to meet the required standards to perform effectively
- Increases the productivity of the organization
- Develops clear job descriptions
- Helps in recruitment of personnel
- Helps to align staff behaviour with organizational strategies and values
- Supports the performance management system
- Helps organizations adapt to changes
- Enjoys support for implementation of the framework
- Supports an application for the Cleaning Business License from National Environment Agency (NEA)

For Individuals

- **Assesses career interests**
 - Discovers employment opportunities
 - Understands career pathways
 - Recognises personal attributes required
- **Prepares for desired jobs**
 - Understands skills and competencies required
- **Finds avenues to close skills gaps**
 - Identifies relevant training programs to be equipped with the required skills and competencies
 - Participates in on-the-job training opportunities provided by companies
- **Renew, upgrade and deepen skills**
 - Plans for career development/ transition
 - Recognizes skills and competencies required for the intended job role
 - Identifies training programs to upgrade and deepen skills



NEW ENTRANTS

Use the Skills Framework for Environmental Services to find out about careers in the sector



EXPLORE

the career pathways and the attributes needed to take on a particular occupation in the sector



UNDERSTAND

the skills and competencies required for the job role & identify relevant training programs to help you become a qualified personnel



EXISTING ENVIRONMENTAL SERVICES PROFESSIONALS

Use the Skills Framework for Environmental Services to find out how to chart your career



PLAN

for vertical career progression within the track that you are currently in, or for lateral career moves across the tracks



IDENTIFY

skills that you are lacking in your current or next job role

IDENTIFY
relevant training programs offered by

CBLD

National and Professional Recognition

The Environmental Services training programs focus on the skills development for the Environmental Services Industry at the national level, and include skills standards, assessment strategies and training curricula. Its objectives include:

- Providing the relevant skills and competencies that are recognized by the cleaning industry and employers;
- Charting the training and progression pathways for the cleaning workforce by mapping the competencies against occupational groups at various levels;
- Professionalizing the cleaning industry and boosting performance and productivity of the cleaning workforce, thereby increasing opportunities for better pay and mobility

On successful completion of each Skills Framework module, worker will receive a modular Statement of Attainment (SOA) from SkillsFuture Singapore.

WHY CHOOSE CBLD?

- Flexibility in scheduling of classes for corporate clients
- Professional and experienced trainers, who are industry practitioners
- Hands-on training methodologies (including demonstration and skills practice) to equip cleaners with competencies required
- Structured training and job aids (e.g. use of templates and work flow charts) to maximize learning retention and transfer
- Experienced in contextualising training speedily to meet the needs of organizations and individuals
- Value-added services include: assistance to apply for training grant, plan and schedule classes for your employees, provide audits and consultancy services for the cleaning industry
- Utilization of interactive & engaging training methodologies & technological platforms



Training Programs Offered by CBLD for Environmental Services

TECHNICAL SKILLS & COMPETENCIES (TSC) FOR LEVEL 1

EVS-WSH-1006-1.1

Workplace Safety and Health Practices Implementation

(formerly Comply with Workplace Safety and Health Policies and Procedures)

This unit addresses the competencies required for Workplace Safety and Health Practices Implementation in the Cleaning Industry.

Program Duration: 8hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

EVS-CGO-1004-1.1

Horizontal Surface Maintenance - Perform Cleaning of Carpets

(formerly Perform Basic Cleaning of Carpets)

This unit addresses the competencies required to prepare for work activities; remove spillage, loose dust and debris and stains from carpets; and reinstate work area.

Program Duration: 21hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

EVS-CGO-1004-1.1

Horizontal Surface Maintenance - Perform Cleaning of Hard Floor

(formerly Perform Basic Cleaning of Hard Floor Surfaces)

This unit addresses the competencies required to prepare for cleaning activities; remove spillage, loose dust and debris and impacted soil from hard floor surfaces; mop hard floor surfaces; and reinstate work area.

Program Duration: 21.5hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

EVS-CGO-1007-1.1

Washroom Maintenance

(formerly Perform Basic Cleaning of Washrooms)

This unit addresses the competencies required to prepare for work activities; remove spillage, dust, debris and soilage from sanitary fixtures and fittings, toilet walls/partitions and toilet floors; clean toilet floors, toilet walls/partitions and surfaces with high user contact; replenish consumable items in sanitary area; and reinstate work area.

Program Duration: 28hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

Note: All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.

TECHNICAL SKILLS & COMPETENCIES (TSC) FOR LEVEL 1

EVS-CGO-1006-1.1

Vertical Surface Maintenance

(formerly Clean Vertical Surfaces, Glass and Ceiling)

This unit addresses the competencies required to prepare for cleaning activities; remove loose dust from vertical and ceiling surfaces (and parts); clean spillage and soilage from vertical surfaces; perform spot cleaning of soilage from ceiling surfaces (and parts); and reinstate work area.

Program Duration: 23.25hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

EVS-CGO-1003-1.1

Furniture and Furnishing Maintenance

(formerly Clean Furniture and Furnishings)

This unit addresses the competencies required to prepare for cleaning activities; remove spillage, loose dust and debris and stains from furniture and furnishings; polish furniture and furnishings; and reinstate work area.

Program Duration: 26hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

EVS-CFC-1005-1.1

Customer Management - Provide Quality Service

This unit addresses the competencies required for Customer Management - Provide Quality Service in displaying good personal grooming, proper hygiene standards, positive image, maintaining good interpersonal relationships and proper communication with clients and good service delivery practices.

Program Duration: 15.25hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

EVS-CGO-1002-1.1

Food Shop Hygiene Maintenance

(formerly Clean Food Shops)

This unit addresses the competencies required to prepare for work activities; collect used crockery and cutlery; clean floor area, tables, used crockery and cutlery as well as refuse-holding area; and reinstate work area.

Program Duration: 24hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

Note: All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.

TECHNICAL SKILLS & COMPETENCIES (TSC) FOR LEVEL 1

EVS-WMO-1002-1.1

Waste Collection Management

This unit addresses the competencies required to carry out waste collection in accordance with assigned schedules, how to use appropriate PPE to perform waste collection in accordance with regulatory requirements and organisational procedures.

Program Duration: 16hr (including assessment) • Credit Value: 2

*Note: This module is under development.

ES-IP-101G-1

Communicate and Relate Effectively in the Workplace

This unit addresses the competencies required to interpret and analyse information received, identify signs, stages and causes of conflict with individuals or groups of people, negotiate for mutually acceptable solutions by all parties using effective communication and negotiation skills, and communicate outcome of negotiation and propose relevant recommendations with justifications to supervisor.

Program Duration: 16hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

*Note: This module will be conducted in collaboration with CBLD's training partner.

ES-ACE-102G-1

Solve Problems and Make Decisions at Operations Level

This unit addresses the competencies required to identify deviations from organisational norm and SOPs based on symptom identified, evaluate selected ideas using pertinent criteria and choose the most desirable one as solution to the problem, evaluate the effectiveness of the implemented solution and action plan, initiate corrective actions where necessary, and identify preventive measures to avoid recurrence of similar problems in the future.

Program Duration: 16hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

*Note: This module will be conducted in collaboration with CBLD's training partner.

ES-IP-102G-1

Work in a Team

This unit addresses the competencies required to identify potential areas of conflict with team members and methods to overcome them, taking into consideration diversity issues, demonstrate responsibility and commitment for work done and to the achievement of individual and team goals and recommend improvements to established policies and procedures in a proactive manner.

Program Duration: 16hr (including assessment) • Credit Value: 2

Training and Assessment AOP (Assessment-Only Pathway)

*Note: This module will be conducted in collaboration with CBLD's training partner.

Training Programs Offered by GBLD for Environmental Services

TECHNICAL SKILLS & COMPETENCIES (TSC) FOR LEVEL 2

EVS-CFC-3007-1.1

Stakeholder Management

(formerly Schedule and Supervise Cleaning Services)

This unit addresses the competencies required to plan and supervise cleaning activities and handle contingencies during cleaning activities.

Program Duration: 15hr (including assessment) • Credit Value: 2

EVS-PDV-2003-1.1

Learning and Development

(formerly Provide On-the-Job Training)

This unit addresses the competencies required to prepare and provide on-the-job training according to organizational requirements, review performance of learners, obtain feedback from learners and conduct debriefing for on-the-job training sessions.

Program Duration: 27.5hr (including assessment) • Credit Value: 2

EVS-PDV-3002-1.1

Effectiveness Management

(formerly Implement Work Plans and Monitor Performance)

This unit addresses the competencies required to interpret and implement work plans, monitor implementation of work plans and monitor team performance and provide feedback.

Program Duration: 15.17hr (including assessment) • Credit Value: 2

Note: All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.

Training Programs Offered by CBLD for Environmental Services

TECHNICAL SKILLS & COMPETENCIES (TSC) FOR LEVEL 3

EVS-CFC-3005-1.1

Customer Management - Supervise Service Operation

This unit addresses the competencies required to plan and supervise service operation to meet internal and external customer requirements, ensure the delivery of quality service, and monitor and review customer service.

Program Duration: 22.5hr (including assessment) • Credit Value: 3

EVS-EQM-3001-1.1

Equipment and Inventory Management

(formerly Manage Inventory)

This unit addresses the competencies required to acquire inventories, manage inventory control, and review effectiveness of inventory management.

Program Duration: 15.75hr (including assessment) • Credit Value: 3

EVS-CGO-3001-1.1

Chemical Cleaning Handling - Demonstrate and apply understanding of chemicals, methods and processes

This unit addresses the competencies required to demonstrate understanding of cleaning chemicals, apply knowledge in the use of cleaning chemicals, and review effectiveness of cleaning chemicals.

Program Duration: 32hr (including assessment) • Credit Value: 3

SVCF-CS-301C-1

Establish Relationships for Customer Confidence

This unit addresses the competencies required to build customer confidence in the organization and to develop customer relationships that build customer loyalty. It also involves the know-how of handling service opportunities and escalated service challenges.

Program Duration: 16hr (including assessment) • Credit Value: 3

Note: All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.

TECHNICAL SKILLS & COMPETENCIES (TSC) FOR LEVEL 3

EVS-WSH-3007-1.1

Workplace Safety and Health System Management

(formerly Maintain Workplace Safety and Health Policies and Procedures)

This unit addresses the competencies required to maintain workplace safety and health policies and procedures in the Cleaning Industry.

Program Duration: 24hr (including assessment) • Credit Value: 3

EVS-PIN-3001-1.1

Process Improvement and Optimisation - Implement Continuous Improvement in Service Delivery

This unit addresses the competencies required to prepare work team for continual improvement, execute action plan for continual improvement, monitor and evaluate results of action plan and address performance gaps.

Program Duration: 26.75hr (including assessment) • Credit Value: 3

EVS-PIN-3001-1.1

Process Improvement and Optimisation - Plan & Implement Environmentally Sustainable Work Practices

This unit addresses the competencies required to assess current work practices, plan and implement environmentally sustainable work practices and assess effectiveness of environmentally sustainable work practices.

Program Duration: 18.75hr (including assessment) • Credit Value: 3

Note: All our programs are SSG approved and SFC eligible. Please see brochure insert for program fees and the relevant funding or subsidy available.

Training Methods Meeting your Learners' Needs

Mode of Training

Most programs listed here are developed with blended learning in mind. This means that the training methodology CBLD offers is a mix of classroom and OJT at your workplace where learning is real and impactful. The programs include an assessment at the end of the module and it will be conducted by CBLD assessors but can be held at your workplace.

Funding Information

All programs listed in this brochure are SFC eligible. Please see brochure insert for program fees with the relevant funding and subsidy available. For company-sponsored trainee who is a Singaporean Citizen or Permanent Resident, up to 90% funding is available from Skills Connect, find out more at skillsconnect.gov.sg.

Pre-requisites for Trainees

- **Level 1 Programs / Level 2 Programs**
 - Not applicable

- **Level 3 Programs**
 - Able to listen and speak English at Employability Skills System (ESS) Literacy Level 3
 - Able to read and write at Employability Skills System (ESS) Literacy Level 3





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