



**NATIONAL CERTIFICATE:**  
Specialist Hygiene and Cleaning Services Level 2  
(SAQA reg. 36233)

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## 1. 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.

Central to the Qualification is the development of a culture of quality service and professionalism in the Hygiene and Cleaning Services Industry. This Qualification intends to produce employable cleaners/team leaders who can find gainful employment in the cleaning industry. This will also achieve the objectives of the NQF.

## 2. RATIONALE FOR THE QUALIFICATION

This Qualification will afford learners, who have attained the GETC: Domestic Services and the National Certificate in Hygiene and Cleaning Services at NQF level 1, the opportunity to develop further along this career pathway.

**The Qualification aims to add value to learners by:**

- Allowing employees within the industry to identify a career path within the Hygiene and Cleaning Industry
- Developing further skills in terms of practicing professional team leader abilities
- Developing a sense of pride amongst employees for their jobs and their industry
- Developing a better understanding of the industry amongst employees
- Enhancing a code of ethics inclusive of viable and sustainable environmental management practices
- Providing consistent quality and safety standards
- Educating clients about hygiene, for the purpose of using “best practice” cleaning methods

The learner will have multiple choices of learning and career paths in the following areas of economic activity:

1. Health Care
2. Waste Management
3. Hospitality (Accommodation Services)
4. Food Production
5. Retail and Merchandising

An example of vertical articulation may be the proposed National Certificate: Hygiene and Cleaning Supervision at NQF level 3. This Qualification may articulate horizontally with the National Certificate: Accommodation Services at NQF level 2 (ID 14110).

### 3. LEARNER ACCESS

As this is an NQF Level 2 Qualification, it is expected that learners participating in NQF level 2 will have achieved competence in NQF level 1 communication/language and mathematics/numeracy skills or ABET Level 4. Learners would also have achieved competence in skills and knowledge of cleaning at NQF level 1 in sub fields applicable to their career paths (i.e.Commercial, Laundry, Health).

### 3. QUALIFICATION RULES

To be awarded the Qualification learners are required to obtain a minimum of 120 credits as detailed below.

#### Fundamental Component:

**The Fundamental Component consists of Unit Standards in:**

- Mathematical Literacy at Level 2 to the value of 16 credits
- Communication at Level 2 to the value of 20 credits
- Life skills at Level 2 to the value of 7 credits

**All Unit Standards in the Fundamental Component are compulsory.**

#### Core Component:

The Core Component consists of Unit Standards to the value of 51 credits all of which are compulsory.

#### Elective Component:

The Elective Component consists of individual Unit Standards from which the learner must choose Unit Standards totaling a minimum of 26 credits.

## Description of the modules, learning objectives and their relationship to the Unit Standards

**Module 1: Managing Myself**

**Unit Standards:**

Maintain health, hygiene and a professional appearance (7800).  
Organize oneself in the workplace (8618).

**Module 2: My Identity**

**Unit Standards:**

Apply knowledge of self in order to make a life decision (11813).  
Understand and apply personal values and ethics (8416).

**Module 3: Communication**

**Unit Standards:**

Maintain and adapt oral communication (8962).  
Access and use information from texts (8963).  
Write for a defined context (8964).

**Module 4: The Workplace –Teamwork**

**Unit Standards:**

Operate in a Team (8420).  
Use language and communication in occupational learning programs (8967).  
Maintain effective working relationships with other members of staff (11235).  
Receive and execute instructions (14349).

# Description of the modules, learning objectives and their relationship to the Unit Standards *Cont.*

## **Module 5:** Coaching Skills

**Unit Standard:** Coach learners (9926).

## **Module 6:** Mathematical literacy 1

### **Unit Standards:**

Demonstrate understanding of rational and irrational numbers and number systems (7480).

Work with a range of patterns and functions and solve problems (9007).

Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts (12444).

## **Module 7:** Customers and Quality

### **Unit Standards:**

Apply quality principles in everyday cleaning tasks (12511).

Identify and respond to customer needs in a Contact Centre (10348).

## **Module 8:** Mathematical literacy 2

### **Unit Standards:**

Use mathematics to investigate and monitor the financial aspects of personal and community life (7469).

Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems (9009).

## **Module 9:** Managing Waste

### **Unit Standards:**

Practice environmental awareness (12512).

Identify, collect, classify and handle waste (12525).

## **Module 10:** Employee awareness

### **Unit Standards:**

Maintain a safe working environment (7799).

Demonstrate an understanding of HIV/AIDS and its implications (8494).

## **ELECTIVES:**

### **Specialised Cleaning:** Hospitals

#### **Unit Standards:**

Apply basic micro-biological principles in cleaning (110471).

Clean wards and medium-risk, high-risk and isolation patient areas (110466).



## Description of the modules, learning objectives and their relationship to the Unit Standards *Cont.*

### Specialised Cleaning: Hard Floors

#### Unit Standards:

Vacuum clean wet surfaces (110470).

Strip and seal hard and resilient floors using a water-based sealing product (110476).

### Specialised Cleaning: Carpets

#### Unit Standards:

Clean carpets using the wet extraction method (110468).

Vacuum clean dry surfaces (12526).

### Specialised Cleaning: Automatic Scrubbers

#### Unit Standards:

Maintain batteries in automatic scrubber-driers and auto sweepers (110451).

Scrub hard and resilient floors using a battery-operated automatic scrubber-drier (110519).

Scrub hard and resilient floors using a mains-operated automatic scrubber-drier (110448).

MODULE	CORE/ FUNDAMENTAL/ ELECTIVE	US NO.	NAME	LEVEL	CREDITS
MANAGING MYSELF MODULE 1	Core	8618	Organize oneself in the workplace	Level 2	3
	Core	7800	Maintain health, hygiene and a professional appearance	Level 1	1
MY IDENTITY MODULE 2	Fundamental	11813	Apply knowledge of self in order to make a life decision	Level 2	3
	Core	8416	Understand and apply personal values and ethics	Level 2	4
COMMUNICATION MODULE 3	Fundamental	8962	Maintain and adapt oral communication	Level 2	5
	Fundamental	8963	Access and use information from texts	Level 2	5
	Fundamental	8964	Write for a defined context	Level 2	5
THE WORKPLACE TEAMWORK MODULE 4	Fundamental	8967	Use language and communication in occupational learning programs	Level 2	5
	Core	8420	Operate in a team	Level 2	4
	Core	11235	Maintain effective working relationships with other members of staff	Level 3	1
	Core	14349	Receive and execute instructions	Level 2	2
COACHING SKILLS MODULE 5	Core	9926	Coach learners	Level 3	10

MODULE	CORE/ FUNDAMENTAL/ ELECTIVE	US NO.	NAME	LEVEL	CREDITS
MATHEMATICAL LITERACY MODULE 6	Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
	Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
	Fundamental	12444	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	Level 2	3
CUSTOMERS AND QUALITY MODULE 7	Core	12511	Apply quality principles in everyday cleaning tasks	Level 1	4
	Core	10348	Identify and respond to customer needs in a Contact Centre	Level 2	12
MATHEMATICAL LITERACY 2 MOD- ULE 8	Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
	Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	3
MANAGING WASTE MODULE 9	Core	12512	Practice environmental awareness	Level 1	4
	Core	12525	Identify, collect, classify and handle waste	Level 1	4
EMPLOYEE AWARENESS MODULE 10	Core	7799	Maintain a safe working environment	Level 2	2
	Fundamental	8494	Demonstrate an understanding of HIV/AIDS and its implications	Level 2	4
<b>TOTAL 95</b>					<b>95</b>



<b>ELECTIVES: Learners Choose Unit standard totaling a minimum not less than 26 credits</b>					
<b>COURSE</b>	<b>CORE/ FUNDAMENTAL/ ELECTIVE</b>	<b>US NO.</b>	<b>NAME</b>	<b>LEVEL</b>	<b>CREDITS</b>
<b>ADVANCED CLEANING</b>	Elective	110470	Vacuum clean wet surfaces	Level 1	4
	Elective	110476	Strip and seal hard and resilient floors using a water-based sealing product	Level 2	10
	Elective	110468	Clean carpets using the wet extraction method	Level 1	8
	Elective	12526	Vacuum clean dry surfaces	Level 1	4
<b>HOSPITAL CLEANING</b>	Elective	110471	Apply basic micro-biological principles in cleaning	Level 2	5
	Elective	110466	Clean wards and medium-risk, high-risk and isolation patient areas	Level 2	8
<b>HARD FLOORS</b>	Elective	110470	Vacuum clean wet surfaces	Level 1	4
	Elective	110476	Strip and seal hard and resilient floors using a water-based sealing product	Level 2	10
<b>CARPETS</b>	Elective	110468	Clean carpets using the wet extraction method	Level 1	8
	Elective	12526	Vacuum clean dry surfaces	Level 1	4
<b>AUTO SCRUBBERS</b>	Elective	110451	Maintain batteries in automatic scrubber-driers and auto sweepers	Level 2	5
	Elective	110519	Scrub hard and resilient floors using a battery-operated automatic scrubber-drier	Level 2	9
	Elective	110448	Scrub hard and resilient floors using a mains-operated automatic scrubber-drier	Level 2	6
<b>TOTAL CREDITS REQUIRED FOR COMPETENCE</b>					<b>120</b>



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