



**GENERAL EDUCATION &  
TRAINING CERTIFICATE:**  
Domestic Services Level 1  
(SAQA REG 23853)

# GENERAL EDUCATION AND TRAINING CERTIFICATE: DOMESTIC SERVICES LEVEL 1 (SAQA REG 23853)

## 1. PURPOSE

The primary purpose of this Qualification is to develop in a learner, the foundational, practical and reflexive competencies required for a career in the Hygiene & Cleaning Services Industry.

Central to the Qualification is the development of a culture of quality service and professionalism in a cleaning services environment. This Qualification intends to produce cleaners who can find gainful employment in the cleaning industry.

This Qualification will enable learners to access learning in a related field (e.g. Hospitality, Health Care, Wholesale and Retail, Food Production or Manufacturing etc), or a related branch of cleaning (e.g. Industrial, Hospital, Car Wash, Dry Cleaning and Laundry, Garden Services, Aircraft Cleaning or Textile Cleaning etc.).

## 2. DESIGN

This Qualification is designed as the first Qualification in the learning pathway in the Cleaning Sector and is suited to the following occupations:

- Cleaner
- Laundry assistant
- Car wash attendant
- Garden services
- Relief cleaner
- Room attendants
- Ward hostess
- Domestic worker
- Sculler

## 3. RATIONALE FOR THE QUALIFICATION

The range of typical learners will include cleaners, team leaders, supervisors, temporary or relief cleaners and emerging entrepreneurs who currently, or who aspire to, operate in the cleaning industry at large.

It is recognised that Cleaning is a `feeder` industry from which learners can move into other related sectors.

## 4. LEARNER ACCESS

As this is an NQF Level 1 Qualification, and therefore the starting point of a career and of training and development in the cleaning industry, no formal learning is assumed to be in place. It is preferable however that a learner accessing this Qualification has attained competence in Communication and Mathematical Literacy at ABET Level 2 or the equivalent.

## 5. EXIT LEVEL OUTCOMES

- Recognise the importance of a healthy lifestyle by accepting own responsibility for life skills and wellness including HIV/AIDS
- Demonstrate understanding of the application of cleaning principles according to international/world class standards and best practice
- Clean generalised areas using cleaning principles according to international/world class standards and best practice
- Clean ablution areas using cleaning principles according to international/world class standards and best practice
- Clean floors using cleaning principles according to international/world class standards and best practice
- Demonstrate knowledge of and apply environmental awareness during the cleaning process

## 6. QUALIFICATION RULES

1. Unit Standards in the Fundamental Component are compulsory (39 credits)
2. The Core Component consists of Unit Standards to the value of 68 credits all of which are compulsory
3. The Elective Component chosen for this particular curriculum consists of Individual Unit Standards from which the learner must choose Unit Standards totalling a minimum of 13 credits



### **Horizontal Articulation:**

This Qualification articulates well with the National Certificate:  
Domestic Services, Level 1.

### **Vertical Articulation:**

This Qualification articulates vertically with:

National Certificate: Accommodation Service, Level 2, (14110.)

National Certificate: Occupational Safety, Hygiene and Environment, Level 2, (48804.)

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

### **Module 1: Intro to Cleaning (1)**

#### **Understand Basic Principles of Cleaning (243204)**

- Describe the purpose of organisations operating in the cleaning services industry
- Describe the essential components required for any cleaning task in a cleaning services environment
- Understand the principles of planning and preparing for a cleaning task
- Understand the principles of cleaning
- Understand the principles of performing end of task procedures after cleaning

### **Module 2: Intro to Cleaning (2)**

#### **Use chemicals in the cleaning services environment (243203)**

- Demonstrate an understanding of the action of cleaning chemicals during a cleaning process
- Demonstrate an understanding of the use of cleaning chemicals on a range of surface types
- Demonstrate an understanding of how cleaning chemicals remove the different types of dirt
- Demonstrate an understanding of the correct handling of cleaning chemicals

### **Clean Toilets and Bathrooms (243206)**

- Plan and prepare for cleaning toilets and bathrooms
- Clean toilets
- Clean bathrooms
- Perform end of task procedures after cleaning toilets and bathrooms
- Perform end of task procedures after cleaning toilets and bathrooms

### **Module 3: Above the Floor Cleaning**

#### **Clean above the Floor Surfaces (243199)**

- Plan and prepare for cleaning above the floor surfaces
- Clean above the floor surfaces
- Perform end-of-task procedures after cleaning above the floor surfaces

### **Clean Windows (243207)**

- Plan and prepare for cleaning windows
- Clean windows
- Perform end-of-task procedures after cleaning windows

### **Module 4: Hard Floor Cleaning**

#### **Sweep floors (243194)**

- Plan and prepare for sweeping floors
- Sweep floors
- Perform end-of task-procedures after sweeping floors

### **Wet mop floors (243198)**

- Plan and prepare to wet mop floors
- Spot mop floors
- Wet mop floors
- Perform end of task procedures after wet mopping floors

### **Module 5: Carpets and Upholstery Vacuum dry surfaces (243201)**

- Plan and prepare to vacuum dry surfaces
- Vacuum dry surfaces
- Perform end of task procedures after vacuuming dry surfaces



### **Remove spots and spillages from carpets and upholstery (243197)**

- Plan and prepare for removal of spots and spillages from carpets and upholstery
- Remove spots and spillages from carpets and upholstery
- Identify and report stains on carpets and upholstery
- Perform end of task procedures when removing spots and spillages from carpets and upholstery



## Module 6: Literacy

### Read/view and respond to a range of text types (119640)

- Use reading/viewing strategies appropriately and effectively
- Identify the purpose, audience and context of texts
- Engage with meaning and organisation in texts
- Show a critical awareness of language usage in texts
- Identify and respond to aesthetic, emotive, cultural and social aspects of texts

### Write/sign for a variety of different purposes (119636)

- Produce texts appropriate to purpose, audience and context
- Use grammatical structures to organise texts
- Use writing/signing conventions to organise texts
- Plan, draft and edit own writing/signing

### Engage in a range of speaking/signing and listening interactions for a variety of purposes (119635)



- Use speaking/signing and listening strategies
- Identify the purpose, audience and context of the communication
- Use strategies to engage with meaning and organisation in communication
- Show a critical awareness of language use in oral/signed texts
- Use and respond to aesthetic, emotive, cultural and social aspects of oral/signed texts
- Use and respond to conventions and structures in communication

## **Explore and use a variety of strategies to learn (119631)**

- Use speaking/signing and listening strategies
- Identify the purpose, audience and context of the communication
- Use strategies to engage with meaning and organisation in communication
- Use and respond to aesthetic, emotive, cultural and social aspects of oral/signed texts
- Show a critical awareness of language use in oral/signed texts
- Use and respond to conventions and structures in communication

## **Module 7: Numeracy 1**

### **Describe and represent objects in the environment in terms of shape, space, time and motion (7463)**

- Describe and represent the position and change in position of an object in space
- Illustrate changes in size & shape of appearance of objects as result of changes in orientation

### **Analyse cultural products and processes as representations of shape, space and time (7464)**

- Identify geometric shapes and patterns in cultural products
- Analyse similarities & differences in shapes & patterns & effect of colour, used by cultures
- Analyse and explain the way shapes and space are used in different epochs and cultures

## **Module 8: Numeracy 2**

### **Demonstrate an understanding of and use the numbering system (14084)**

- Count and/or estimate a number of items and an amount of money and record the number or amount oral
- Demonstrate understanding of and use the continuous, recurring, patterned nature of the whole number
- Work with fractions and demonstrate understanding of the size
- Demonstrate understanding of and use mathematical language, symbols and notation
- Explain the origin and logic of, and use, an alternative means of counting and recording quantity
- Express and interpret a range of contexts using mathematical symbols
- Solve a range of everyday problems using estimation and calculations
- Verify and justify solutions within different contexts
- Perform operations on simple and complex numerical expressions
- Describe and compare counting systems from different cultures
- Critically analyse the development of the base ten number system
- Analyse the relationship between rational and whole numbers
- Analyse the relationship between rational numbers and integers

## **Module 9: Numeracy 3**

### **Collect, analyse, use and communicate numerical data (7451)**

- Identify situations for investigation and data collection and collect numerical data
- Classify and analyse numerical data
- Summarise and display organised numerical data
- Extract, interpret and critically evaluate information from various forms of display
- Demonstrate understanding of the concept of chance and calculate simple probabilities

## **Use maps to access & communicate information concerning routes, location & direction (7461)**

- Read, interpret and use maps, to depict and make sense of real locations, distances and position
- Draw maps according to scale

## **Module 10: Money and Me**

### **Critically analyse how mathematics is used in social, political and economic relations (7449)**

- Critically analyse the use of mathematical language and relationships in the workplace
- Critically analyse the use of mathematical language and relationships in the economy
- Critically analyse the use of mathematics in social relations
- Critically analyse use of mathematics & mathematical language & relationships in political relations

## **Manage personal finances (243189)**

- Understand personal finance
- Plan and prepare a personal budget
- Operate a personal bank account

## **Module 11: Life Skills**

### **Demonstrate an understanding of sexuality and sexually transmitted infections including (14656)**

- Demonstrate an understanding of sexuality
- Demonstrate an understanding of sexually transmitted infections including HIV/AIDS
- Describe means to cope and deal with sexually transmitted infections including HIV/AIDS
- Describe human rights of individuals living with HIV/AIDS and sexually transmitted infections

### **Demonstrate an understanding of factors that contribute to healthy living (14659)**

- Explain the basic principles of personal hygiene
- Demonstrate an understanding of healthy and nutritious eating habits
- Demonstrate an understanding of the consequences of abusing drugs and medicine
- Demonstrate an understanding of sports and/or recreational activities for a healthy lifestyle

## **Practice good health and grooming habits (243193)**

- Deal with common health conditions to help prevent the spread of illness
- Practice good hygiene habits
- Practice good grooming and dress habits

## **Module 12: Customer Service & Teamwork**

### **Provide Good Customer Service in a Cleaning Services Environment (243195)**

- Identify customers in a cleaning services environment
- Demonstrate an awareness of customer requirements in a cleaning services environment
- Meet the requirements of customers in a cleaning services environment

## **Participate effectively in a team or group (114936)**

- Identify the advantages and disadvantages of working in a team or group
- Identify the characteristics of an effective team or group
- Identify the roles and responsibilities of individuals in a team or group



### **Module 13: Elective Cluster to choose from: Identify and process waste (9909)**

- Demonstrate an understanding of water, effluent, waste, solids and gas handling and treatment method
- Identify and separate waste
- Process and dispose of waste
- Work safely with due care for self, fellow workers, equipment, materials and the environment
- Recognise and report environmentally damaging practices
- Discuss and explain incidents and problems related to waste disposal

### **Monitor compliance to safety, health and environmental requirements in a workplace (115091)**

- Explain the specified requirements to monitor workplace compliance to safety, health and environment
- Monitor workplace compliance to safety, health and environmental requirements against specified requirements
- Evaluate performance of workplace safety activities required by safety, health and environmental management programs
- Remedy workplace non-compliance to and non-performance in terms of safety, health and environmental requirements and programs when necessary

### **Portray a professional image within a cleaning team (24391)**

- Take accountability for his/her own cleaning tasks
- Understand the importance of contributing to the achievement of the objectives of a cleaning team
- Take pride in being a member of a cleaning team

### **Clean floors using a single disc machine (243202)**

- Plan and prepare to clean floors using a single disc machine
- Buff floors
- Scrub floors
- Perform end of task procedures after maintaining floors

### **Clean kitchens (243205)**

- Understand kitchen hygiene principles
- Plan and prepare for cleaning kitchens
- Clean kitchens
- Perform end-of-task procedures after cleaning kitchens



US NO.		NAME	LEVEL	CREDITS
Core	243204	Understand Basic Principles of Cleaning	Level 1	15
Core	243203	Use Chemicals in the Cleaning Services Environment	Level 1	8
Core	243206	Clean Toilets and Bathrooms	Level 1	6
Core	243199	Clean Above the Floor Surfaces	Level 1	4
Elective	243207	Clean Windows	Level 1	4
Core	243194	Sweep floors	Level 1	4
Core	243198	Wet mop floors	Level 1	4
Core	243201	Vacuum dry surfaces	Level 1	4
Core	243197	Remove spots and spillages from carpets and upholstery	Level 1	5
Fundamental	119640	Read/view and respond to a range of text types	Level 1	6
Fundamental	119636	Write/sign for a variety of different purposes	Level 1	6
Fundamental	119635	Engage in a range of speaking/signing and listening interactions for a variety of purposes	Level 1	6
Fundamental	119631	Explore and use a variety of strategies to learn	Level 1	5
Fundamental	7463	Describe and represent objects in the environment in terms of shape, space, time and motion	Level 1	2
Fundamental	7464	Analyse cultural products and processes as representations of shape, space and time	Level 1	2
Fundamental	14084	Demonstrate an understanding of and use the numbering system	Level 1	1
Fundamental	7447	Working with numbers in various contexts	Level 1	6
Fundamental	7451	Collect, analyse, use and communicate numerical data	Level 1	2
Fundamental	7461	Use maps to access & communicate information concerning routes, location & direction	Level 1	1
Fundamental	7449	Critically analyse how mathematics is used in social, political and economic relations	Level 1	2
Core	243189	Manage personal finances	Level 1	8
Elective	14656	Demonstrate an understanding of sexuality and sexually transmitted infections including	Level 1	5
Elective	14659	Demonstrate an understanding of factors that contribute to healthy living	Level 1	4
Core	243193	Practice good health and grooming habits	Level 1	4
Core	243195	Provide Good Customer Service in a Cleaning Services Environment	Level 1	4
Core	114936	Participate effectively in a team or group	Level 2	2
Elective	9909	Identify and process waste	Level 2	4
Elective	115091	Monitor compliance to safety, health and environmental requirements in a workplace	Level 2	2
Elective	243191	Portray a professional image within a cleaning team	Level 1	4
Elective	243202	Clean floors using a single disc machine	Level 1	8
Elective	243205	Clean kitchens	Level 1	6



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