



Competency Standard (CS)

Janitorial Service

Level-3

Informal Sector

Competency Standard Code: CS-INF-JS-L3-EN-V1



**National Skills Development Authority
Prime Minister's Office
Government of the People's Republic of Bangladesh**

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This Competency Standard for **Janitorial Service** is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Introduction

The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skill ecosystem and delivery mechanism through a combination of Well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "**Janitorial Service**" is selected as one of the priority occupations of **Informal** Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils, employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification in the Bangladesh National Qualification Framework (BNQF) and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding elements.

Overview

A **Competency Standard** is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of parts for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of occupation specific experts, academicians, representatives from NSDA, SEIP and ISC to identify the competencies required of an occupation in **Informal Sector**.

Competency standards describe the knowledge, skills and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasising what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guides

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key parts of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

**Competency Standards for National Skill Certificate – 3 in
Janitorial Service, Informal Sector**

Level Descriptors of Skills Sector, BNQF Level 1-6

Level & Job classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

NSDA	- National Skills Development Authority
CS	- Competency Standard
SCVC	- Standard and Curriculum Validation Committee
ISC	- Industry Skills Council
CBLM	- Competency Based Learning Material
UoC	- Unit of Competency
PPE	- Personal Protective Equipment
OSH	- Occupational Safety and Health
CBC	- Competency Based Curriculum
INF	- Informal Sector
JS	- Janitorial Service
CNC	- Computer and Numeric Control
BNQF	- Bangladesh National Qualification Framework
STP	- Skills Training Provider
SOP	- Standard Operating Procedure
UoC	- Unit of Competency
4 IR	- 4th Industrial Revolution

Approval of Competency Standard

Approved by

32th Authority Meeting of NSDA

Held on 25.02.2024

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List of members in the validation workshop:	55

**Competency Standards for National Skill Certificate – 3 in
Janitorial Service
Course Structure**

SL	Unit Code and Title		UoC Level	Nominal Hours
Generic Units of Competencies				45
1.	GU-01-L1-V1	Perform Computations Using Basic Mathematical Concepts	1	15
2.	GU-02-L1-V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	1	15
3.	GU-04-L1-V1	Work in the Team Environment	1	15
Sector Specific Units of Competencies				20
4.	SU- INF -01-L2-V1	Work in the Informal Sector	2	20
Occupation Specific Units of Competencies				220
5.	OU- INF -JS-01-V1	Clean Hard and Semi Hard Floor Surfaces	3	60
6.	OU- INF -JS-02-V1	Clean Wash Room	3	50
7.	OU- INF -JS-03-V1	Clean Soft Floor	3	40
8.	OU- INF -JS-04-V1	Perform Cleaning of Vertical Surfaces	3	40
9.	OU- INF -JS-05-V1	Clean Elevator	3	30
Total Nominal Hours				285

Units & Elements at a Glance:

Generic Unit of Competency - 45 Hrs.

Code	Unit of competency	Elements of competency	Duration (hours)
GU-01-L1-V1	Perform Computations Using Basic Mathematical Concepts	<ol style="list-style-type: none"> 1. Identify calculation requirements in the workplace 2. Select appropriate mathematical methods for the calculation. 3. Use tool/instrument to perform calculations 	15
GU-01-L1-V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	<ol style="list-style-type: none"> 1. Identify OSH policies and procedures. 2. Follow OSH procedure 3. Report hazards and risks. 4. Respond to emergencies 5. Maintain personal well-being. 	15
GU-04-L1-V1	Work in the Team Environment	<ol style="list-style-type: none"> 1. Define team role and scope 2. Identify individual role and responsibility 3. Participate in team discussions 4. Work as a team member 	15
Total Hours			45

Sector Specific Units of Competencies 20 Hours)

Code	Unit of competency	Elements of competency	Duration (hours)
SU-INF-01-L2-V1	Work in the Informal Sector	<ol style="list-style-type: none"> 1. Describe the organizational structure within the sector 2. Identify processes and procedures 3. Identify workplace requirements 4. Organize own workload 	20
Total hours			20

Occupation Specific Unit of Competencies – 220 Hours

Code	Unit of Competency	Elements of Competency	Duration (hours)
OU- INF -JS-01-L3-V1	Clean Hard and Semi Hard Floor Surfaces	<ol style="list-style-type: none"> 1. Assess area to be cleaned. 2. Prepare for work 3. Perform cleaning hard floor 	60

		4. Perform cleaning semi hard floor 5. Maintain tidiness 6. Maintain tools and equipment and facilities.	
OU- INF -JS-02-L3-V1	Clean Wash Room	1. Assess area to be cleaned. 2. Prepare for work 3. Perform dry dusting and damp dusting 4. Clean sanitary fixtures and fittings 5. Clean commode 6. Maintain tidiness 7. Maintain tools and equipment and facilities.	50
OU- INF -JS-03-L3-V1	Clean Soft Floor	1. Assess area to be cleaned. 2. Prepare for work 3. Perform vacuum cleaning 4. Perform spot and stain cleaning 5. Maintain tidiness 6. Maintain tools and equipment and facilities.	40
OU- INF -JS-04-L3-V1	Perform Cleaning of Vertical Surface	1. Assess area to be cleaned. 2. Prepare for work 3. Perform spot and stain cleaning 4. Maintain tidiness 5. Maintain tools and equipment and facilities.	40
OU- INF -JS-05-L3-V1	Clean Elevator	1. Assess space to be cleaned. 2. Prepare for work 3. Clean elevator panel and mirror 4. Clean elevator Floor 5. Clean door 6. Maintain tidiness 7. Maintain tools and equipment and facilities.	30
			220

Generic Unit of Competenceis

Unit Code and Title	GU-01-L1-V1: Perform Computations Using Basic Mathematical Concepts
Unit Descriptor	<p>This unit of competency requires the knowledge, skills and attitude to perform computations using basic mathematical concepts in the workplace.</p> <p>It specifically includes the tasks of identifying calculation requirements in the workplace, selecting appropriate mathematical method/concept for the calculation and using appropriate instruments/tools to perform calculation.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria</p> <p>Bold & Underlined terms are elaborated in the Range of Variables Training Components</p>
1. Identify calculation requirements in the workplace	<p>1.1 Job requirements are identified</p> <p>1.2 <u>Measurements</u> are selected in accordance with job requirement</p> <p>1.3 Calculation requirements are identified from <u>workplace information</u></p>
2. Select appropriate mathematical methods for the calculation.	<p>2.1 Mathematical methods are identified</p> <p>2.2 <u>Appropriate method</u> is selected to carry out the calculation requirements</p> <p>2.3 Tolerance and clearance limits are identified and adjusted according to the job requirements</p>
3. Use tool/instrument to perform calculations	<p>3.1 Work instructions are confirmed and applied to the job in hand</p> <p>3.2 Materials to be measured are identified as per job specification</p> <p>3.3 Appropriate <u>tool/ instrument</u> is selected based on materials to be measured</p>
Range of Variables	
Variable	Range (may include but not limited to)
1. Measurements	<p>1.1 Length</p> <p>1.2 Width</p> <p>1.3 Weight</p> <p>1.4 Tolerance</p>
2. workplace information	<p>2.1 Job Order</p> <p>2.2 Design</p> <p>2.3 Working drawing</p> <p>2.4 Verbal instructions</p> <p>2.5 Written Instruction</p>
3. Appropriate method	<p>3.1 Addition</p> <p>3.2 Subtraction</p> <p>3.3 Division</p>

	3.4 Multiplication 3.5 Conversion 3.6 Percentage and ratio calculation
4. Tool/ Instrument	4.1 Calculator 4.2 Scale 4.3 Measuring tape 4.4 Marker
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 Identified calculation requirements from workplace information 1.2 Selected appropriate method to carry out the calculation requirements 1.3 Selected measurements 1.4 Selected appropriate methods 1.5 Used tool/instrument 1.6 Added numbers 1.7 Subtracted numbers 1.8 Multiplied numbers. 1.9 Divided numbers. 1.10 Completed calculations using appropriate tools/instruments
2. Underpinning Knowledge	2.1. Numerical concept 2.2. Basic mathematical methods such as addition, subtraction, multiplication and division and percentage. 2.3. Mathematical language, symbols and terminology. 2.4. Measuring units
3. Underpinning Skills	3.1 Interpreting numerical concept 3.2 Interpreting mathematical methods such as addition, subtraction, multiplication and division and percentage. 3.3 Interpreting mathematical language, symbols and terminology. 3.4 Interpreting measuring units.
4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Environmental concerns 4.3. Eagerness to learn 4.4. Tidiness and timeliness 4.5. Respect for rights of peers and seniors in workplace 4.6. Communication with peers and seniors in workplace
5. Resource Implications	5.1. Work place 5.2. Materials relevant to the proposed activity 5.3. All tools, equipment, material and documentation required.

		5.4. Relevant specifications or work instructions
6. Methods Assessment	of	6.1. Written Test 6.2. Demonstration 6.3. Oral Questioning 6.4. Portfolio
7. Context Assessment	of	7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module. 7.2 Assessment should be done by an NSDA certified/ nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.		

Unit Code and Title	GU-02-L1-V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes (KSA) required in applying occupational safety and health (OSH) procedures in the workplace.</p> <p>It specifically includes identifying OSH policies and procedures, following OSH procedure, reporting to emergencies, and maintaining personal well-being.</p>
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables
1. Identify OSH policies and procedures.	1.1. <u>OSH policies</u> and <u>safe operating procedures</u> are accessed and stated. 1.2. <u>Safety signs and symbols</u> are identified and followed. 1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements.
2. Follow OSH procedure	2.1 <u>Personal protective equipment (PPE)</u> is selected and collected as required. 2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices. 2.3 A clear and tidy workplace is maintained as per workplace standard. 2.4 PPE is maintained to keep them operational and compliant with OHS regulations.
3. Report hazards and risks.	3.1 <u>Hazards</u> and risks are identified, assessed and controlled. 3.2 Incidents arising from hazards and risks are reported to designated authority.
4. Respond to emergencies	4.1 Alarms and warning devices are responded. 4.2 Workplace <u>emergency procedures</u> are followed. 4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures. 4.4 First aid procedures is applied during emergency situations.
5. Maintain personal well-being	5.1 OHS policies and procedures are adhered to. 5.2 OHS awareness programs are participated in as per workplace guidelines and procedures. 5.3 Corrective actions are implemented to correct unsafe condition in the workplace. 5.4 <u>“Fit to work” records</u> are updated and maintained according to workplace requirements.
Range of Variables	
Variables	Range (may include but not limited to):
1. OSH Policies	1.1. Bangladesh standards for OHS 1.2. Fire Safety Rules and Regulations 1.3. Code of Practice

	1.4. Industry Guidelines
2. Safe Operating Procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First Aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety Signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger Tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/Gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical Hazards 5.4 Mechanical and Electrical Hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency Procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid 6.4 evacuation`
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.3 Decontamination
8. "Fit to Work" records	8.1 Medical Certificate every year 8.2 Accident reports, if any 8.3 Eye vision certificate
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	

1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Stated OSH policies and safe operating procedures 1.2 Followed safety signs and symbols 1.3 Used personal protective equipment (PPE) 1.4 Maintained workplace clear and tidy 1.5 Assessed and Controlled hazards 1.6 Followed emergency procedures 1.7 Followed contingency measures 1.8 Implemented corrective actions
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Define OSH 2.2 OHS Workplace Policies and Procedures 2.3 Work Safety Procedures 2.4 Emergency Procedures 2.5 Hazard control procedure 2.6 Different types of Hazards 2.7 PPE and there uses 2.8 Personal Hygiene Practices 2.9 OHS Awareness
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Accessing OSH policies 3.2 Handling of PPE 3.3 Handling cleaning tools and equipment 3.4 Writing report 3.5 Responding to emergency procedures
4. Required attitude	<ul style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	<ul style="list-style-type: none"> 5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, materials and documentation required 5.4 OSH Policies and Procedures
6. Methods of assessment	<p>Assessment methods may include but not limited to:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning 6.4 Portfolio
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited assessment centre

	7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award qualification of BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	GU-04-L1-V1: Work in the Team Environment
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes (KSA) required in working in a team environment.</p> <p>It includes defining team role and scope, identifying individual role and responsibility. Participating in team discussions and working as a team member.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Define team role and scope	<p>1.1. Role and objectives of the team are defined</p> <p>1.2. Team structure, responsibilities and reporting relations are identified from team discussions and other external sources</p>
2. Identify individual role and responsibility	<p>2.1 Individual roles and responsibilities of <u>team members</u> are identified</p> <p>2.2 Reporting relationships among team members are defined and clarified</p> <p>2.3 Reporting relationships external to the team are defined and clarified</p>
3. Participate in team discussions	<p>3.1 Ideas related to team plans are contributed</p> <p>3.2 Recommendations for improving team work are put forward</p>
4. Work as a team member	<p>4.1. Effective forms of communication are used to interact with team members</p> <p>4.2. Communication channels are followed</p> <p>4.3. OHS practices are followed</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Sources of information	<p>1.1 Standard Operating Procedures</p> <p>1.2 Job Description</p> <p>1.3 Operations Manual</p> <p>1.4 Organizational Structure</p>
2. Team Members	<p>2.1 Coach/mentor</p> <p>2.2 Supervisor/Manager</p> <p>2.3 Peers/Colleagues</p> <p>2.4 Employee representative</p>
3. Workplace context	<p>3.1 National Laws and Statutes</p> <p>3.2 Standard Operating Procedures</p> <p>3.3 Workplace Rules and Regulations</p>
Evidence Guide	

The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <p>1.1 demonstrated knowledge in working in a team environment.</p> <p>1.2 satisfied the requirements mentioned in the Performance Criteria and Range of Variables</p>
2. Underpinning knowledge	<p>2.1 Team Structure, Role and Responsibility</p> <p>2.2 Individual Members' Roles and Responsibilities</p> <p>2.3 Communication Flow and Reporting Structures</p> <p>2.4 Team Planning</p> <p>2.5 Interpersonal Communication Skills</p> <p>2.6 Team Meeting Procedures</p> <p>2.7 OHS Practices</p>
3. Underpinning skills	<p>3.1 Identifying the role and responsibility of the team</p> <p>3.2 Identifying roles and responsibilities of individual members</p> <p>3.3 Participating in team discussions</p> <p>3.4 Working as a team member</p>
4. Underpinning Attitudes	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Environmental concerns</p> <p>4.3 Eagerness to learn</p> <p>4.4 Tidiness and timeliness</p> <p>4.5 Respect for rights of peers and seniors in workplace</p> <p>4.6 Communication with peers and seniors in Workplace</p>
5. Resource implications	<p>5.1 Pens</p> <p>5.2 Telephone</p> <p>5.3 Computer</p> <p>5.4 Writing materials</p> <p>5.5 Online communication</p>
6. Methods of assessment	<p>Assessment methods may include but not limited to:</p> <p>6.1. Demonstration</p> <p>6.2. Oral questioning</p> <p>6.3. Written test</p> <p>6.4. Portfolio</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module.</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award</p>	

of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Sector Specific Unit of Competencies

Unit Code and Title	SU-INF-01-L2-V1: Work in the Informal Sector
Unit Descriptor	<p>This unit covers the skills, knowledge and attitude required in working in the informal sector.</p> <p>It includes the tasks of describing the organizational structure within the informal sector, identifying processes and procedures, identifying tools, equipment and materials, identifying workplace practices, and organizing own workload, and practice OSH.</p>
Nominal Hours	20 Hours
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables.</p>
1. Describe the organizational structure within the sector	<p>1.1 Scope, nature and <u>major fields</u> of the informal sector are determined</p> <p>1.2 The profile of the informal sector in relation to Bangladesh <u>employment conditions</u> is determined</p> <p>1.3 Trends and technologies relevant to the sector are explained.</p> <p>1.4 Relevant policies and guidelines are identified and interpreted.</p> <p>1.5 <u>Instructions</u> as to procedures in achieving quality are obtained, understood and clarified.</p>
2. Identify processes and procedures	<p>2.1 Informal processes are identified, described and explained.</p> <p>2.2 Work activities are correctly identified.</p> <p>2.3 Adjustments are interpreted.</p>
3. Identify workplace requirements	<p>4.1 <u>Workplace requirements</u> are identified and clarified.</p> <p>4.2 Roles and responsibilities of all personnel are described.</p> <p>4.3 Workplace's practices are identified.</p> <p>4.4 <u>Problem-solving strategies</u> are used to address bottlenecks, inconsistencies and other concerns.</p>
4. Organize own workload	<p>5.1 Own work activities are planned and progress of work is communicated to relevant staff.</p> <p>5.2 Work activities are completed.</p> <p>5.3 Difficulties and bottlenecks are identified, and solutions are put forwarded.</p> <p>5.4 Own work is monitored against workplace standards and areas for improvement identified and acted upon.</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Major Fields	<p>1.1 Food and flea markets</p> <p>1.2 Street vendors</p>
	1.3 laundromat

2. Employment conditions	2.1 Code of Practice 2.2 Salary/Wage System 2.3 Labor Practices 2.4 Anti-Discrimination Policy 2.5 Gender Issues 2.6 Collective Bargaining and Other Practices 2.7 Awards 2.8 Procedures for Handling Disputes 2.9 Innovations in the Sector
3. Instructions	3.1 Specifications and requirements 3.2 Standard operating procedures 3.3 Manuals of Instruction 3.4 Operations Manual 3.5 Environmental Guidelines 3.6 Gender and Develop Guidelines
4. Workplace requirements	4.1 Goals and objectives 4.2 Strategic and Operational Plans 4.3 Systems and Processes 4.4 Monitoring and Evaluation 4.5 Reports and Documentation
5. Problem-solving strategies	5.1 Asking questions 5.2 Feedback and Feed forward system 5.3 Reference to Standard Operating Procedures 5.4 Accessing Information 5.5 Reviews 5.6 Brainstorming
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 demonstrated knowledge in working in the informal sector 1.2 satisfying all the requirements mentioned in the performance criteria and range of variables
2. Underpinning knowledge	2.1 Scope and major divisions of the informal sector 2.2 Relevant policies and guidelines in the informal sector 2.3 Manuals used in the informal sector 2.4 Relevant terminologies and acronyms 2.5 Difference between formal and informal sector 2.6 Workplace practices 2.7 Recording and reporting practices
	3.1 Describing the organization structure 3.2 Identifying informal processes and procedures

3. Underpinning skills	3.3 Identifying tools, equipment and materials 3.4 Identifying workplace practices 3.5 Organizing own workload 3.6 Practicing OHS
4. Underpinning attitudes	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace
5. Resource implications	5.1 Pens 5.2 Telephone 5.3 Computer 5.4 Writing materials 5.5 Online communication
6. Methods of assessment	Assessment methods may include but not limited to: 6.1 Demonstration 6.2 Oral questioning 6.3 Written test 6.4 Port folio
7. Context of assessment	7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module 7.2 Assessment should be done by NSDA certified/ nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Occupation Specific Unit of Competencies

Unit Code and Title	OU-INF-JS-01-L2-V1: Clean Hard and Semi Hard Floor Surfaces
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to Clean hare and semi hard floor surfaces.</p> <p>It specifically includes the tasks of Assessing area to be cleaned, preparing for work, performing cleaning hard floor, performing cleaning semi hard floor, maintaining tidiness and maintaining tools and equipment and facilities.</p>
Nominal Hours	60 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Assess area to be cleaned.	<p>1.1 <u>Work order</u> is reviewed according to <u>company requirements</u></p> <p>1.2 Type and condition of <u>hard floor and semi hard floor</u> are identified by observation according to work order and company requirements.</p> <p>1.3 <u>Cleaning techniques</u> for surface of hard floor are selected according to work order.</p> <p>1.4 <u>Hazards</u> in work area are identified and associated risks to follow OSH</p> <p>1.5 Scope of area (size and usage pattern of work site) are assessed to ensure safety of <u>personnel</u> and efficient use of chemicals.</p> <p>1.6 Pre-existing damage is identified and reported to appropriate persons according to company requirements.</p>
2. Prepare for work	<p>2.1 <u>Hygiene</u> is maintained all through the work process as per hygiene standard</p> <p>2.2 OSH procedure is followed according to the workplace and job requirement</p> <p>2.3 PPE is collected and worn as per job requirement</p> <p>2.4 Appropriate <u>tools, equipment and materials</u> are identified and collected according to job requirement.</p> <p>2.5 Tools, equipment and materials are selected, checked and placed neatly into trolley according to organisational procedures</p> <p>2.6 <u>Safety signs</u> are displayed and prepared work area for cleaning activities</p> <p>2.7 Movable <u>obstructions</u> are removed from the work area</p>
3. Perform cleaning hard floor	<p>3.1 Spillage is removed from hard floor surfaces as per workplace requirement</p> <p>3.2 Loose dust and debris from hard floor are removed by</p>

	<p>using proper tools and equipment</p> <p>3.3 Mopping on hard floor is performed as per workplace requirement</p> <p>3.4 Mop is put and rinsed frequently in the cleaning solution</p> <p>3.5 Floor is dried using duster or a mop with an attached wringer.</p> <p>3.6 Windows or doors are opened to ventilate the area and speed up the drying process of cleaning solution.</p> <p>3.7 A regular cleaning schedule is established to keep hard floors in good condition.</p>
4. Perform cleaning semi hard floor	<p>4.1 Spillage is removed from semi hard floor surfaces as per workplace requirement</p> <p>4.2 Loose dust and debris from semi hard floor are removed by using proper tools and equipment.</p> <p>4.3 Semi hard floor is cleaned by using proper <u>chemicals</u></p> <p>4.4 Windows or doors are opened to ventilate the area and speed up the drying process of cleaning solution.</p> <p>4.5 A regular cleaning schedule is established to keep semi hard floors in good condition.</p>
5. Maintain tidiness	<p>5.1 Collected dirt and <i>waste</i> are disposed of according to company and <u>environmental requirements.</u></p> <p>5.2 Furniture and fittings are replaced.</p> <p>5.3 Signage and barriers are removed;</p>
6. Maintain tools, equipment and facilities.	<p>6.1. Equipment and PPE are cleaned according to manufacturer specifications.</p> <p>6.2. Tools and equipment is checked in accordance with manufacturer's manual</p> <p>6.3. Tools and equipment are cleaned and stored according to workplace procedure.</p> <p>6.4. Chemicals are stored according to manufacturer specifications.</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Work order	<p>1.1 Access to work site</p> <p>1.2 Budget allocations</p> <p>1.3 Completion times and dates</p> <p>1.4 Job requirements and tasks</p> <p>1.5 OHS requirements and emergency response procedures</p> <p>1.6 Resource requirements, such as equipment and materials</p> <p>1.7 Dress and presentation requirements</p> <p>1.8 Use of signage and barriers</p> <p>1.9 Work schedules</p> <p>1.10 Work site contact persons</p>
2. Company requirements	2.1 Use Proper tools, equipment and materials

	2.2 Follow OSH 2.3 Usage of proper PPE 2.4 Assurance of work quality 2.5 Control hazard 2.6 Follow right procedure of work
3. Hard floor	3.1 Brick 3.2 Ceramic tiles 3.3 Concrete 3.4 Cork 3.5 Marble 3.6 Mosaic
4. Semi Hard floor	4.1 Parquetry 4.2 Pavers 4.3 Polished wood 4.4 Proprietary flooring encompassing new technologies 4.5 Quarry tiles 4.6 Rubber 4.7 Slate 4.8 Terrazzo 4.9 Vinyl 4.10 Wood.
5. Cleaning techniques	5.1 Air blowing 5.2 Automatic floor scrubbing 5.3 Dry buffing 5.4 Dust mopping and sweeping 5.5 Low-water cleaning methods, such as using microfibre cleaning products 5.6 Scrubbing 5.7 Spray buffing 5.8 Wet mopping.
6. Hazards	6.1 Physical hazard 6.2 Chemical hazard 6.3 Biological hazard 6.4 Mechanical and electrical hazard 6.5 Mental hazard 6.6 Ergonic hazard
7. Personnel	7.1 Client's staff members 7.2 Colleagues 7.3 General public
8. Tools	8.1 Broom 8.2 Duster 8.3 Mop 8.4 Squeezer 8.5 Dust pan 8.6 Bucket 8.7 Scaper 8.8 Ceiling brush

	8.9 Hand brush 8.10 Dry mop 8.11 Wet mop 8.12 Green pad 8.13 Sponge 8.14 Carpet sweeper 8.15 Scrubbing pad 8.16 Spray gun 8.17 Measuring tools <ul style="list-style-type: none"> ▪ Measuring tape ▪ Weighing scale ▪ Measuring cup
9. Equipment	9.1 Air blowers 9.2 Cleaning trolleys 9.3 Floor squeegees 9.4 Mechanical sweepers 9.5 Vacuum cleaner 9.6 Polishing machine 9.7 Scrubbing machine 9.8 Water high jet 9.9 Shampooing machine 9.10 Ladder 9.11 Wriker and bucket 9.12 Auto scrubbing machine
10. Material	10.1 Water 10.2 Solvent cleaner 10.3 Acid cleaner 10.4 Alkaline 10.5 Sanitizer 10.6 Neutral cleaner 10.7 Insecticide 10.8 Detergent
11. Safety signs	11.1 Pictorial Caution sign <ul style="list-style-type: none"> ▪ Wet floor ▪ Danger ▪ Work in progress 11.2 Barrier sign 11.3 Prohibitate 11.4 Fire exit 11.5 Hard hat area 11.6 No smoking 11.7 Hazardous chemicals

12. Obstructions	12.1 Chair 12.2 Table 12.3 Trolley 12.4 Ladder 12.5 Sofa 12.6 Warning sign 12.7 Floor sign 12.8 Utensil 12.9 Tub of plant and flower
13. Chemicals	13.1 Acid cleaners 13.2 Alkaline cleaners 13.3 Low environmental-impact chemicals 13.4 Neutral cleaners 13.5 Solvent cleaners 13.6 Bleaching powder
14. Waste	14.1 Debris 14.2 Dust 14.3 Papers 14.4 Tissue paper 14.5 Food waste 14.6 Recycle waste 14.7 Trash <ul style="list-style-type: none"> ▪ Chemicals past expiry date ▪ Litter ▪ Obsolete equipment ▪ Packaging ▪ Soil ▪ Used containers ▪ Used or contaminated PPE ▪ Unused dilute chemicals.
15. Environmental requirements.	15.1 Clean-up, containment and isolation 15.2 Company policies and guidelines 15.3 Emergency chemical spill control measures 15.4 Environmental protection agency and requirements 15.5 Hazardous materials handling 15.6 Local government regulations and by-laws 15.7 Insufficient-energy cleaning methods 15.8 Low environmental-impact chemicals 15.9 Insufficient-moisture cleaning methods 15.10 Low water-use equipment and water-efficient cleaning methods 15.11 Non-chemical cleaning methods

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency

1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 Assessed area to be cleaned. 1.2 Prepared for work 1.3 Performed cleaning hard floor 1.4 Performed cleaning semi hard floor 1.5 Maintained tidiness 1.6 Maintained tools and equipment and facilities.
2. Underpinning knowledge	1.1 Work order 1.2 Company requirements 1.3 Hard floor and semi hard floor 1.4 Cleaning techniques 1.5 Hazards and its classification 1.6 Hiererchy of control hazard 1.7 Personnel 1.8 OSH 1.9 Use of tools, equipment and materials 1.10 Types of safety signs 1.11 Obstructions 1.12 Chemicals used in cleaning 1.13 Environmental requirements. 1.14 Waste 1.15 Disposal of waste
3. Underpinning skills	3.1 Identifying hazards 3.2 Controlling hazard 3.3 Using tools, equipment and materials 3.4 Using measuring tools 3.5 Handling tools and equipment safely 3.6 Maintaining tools and equipemnt 3.7 Communication skills 3.8 Presentation skills 3.9 Computation skills 3.10 Applying the techniques of cleaning hard and semihard floor
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to offer janitorial services operation 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace

5. Resource implications	5.1 Workplace 5.2 Tools, equipment and facilities appropriate to the process or activity. 5.3 Materials relevant to the proposed activity. 5.4 Outfits appropriate in applying safety measures.
6. Methods of assessment	Assessment methods may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-IS-JS-02-L2-V1: Clean Wash Room
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to clean wash room.</p> <p>It specifically includes the tasks of assessing area to be cleaned, preparing for work, performing dry dusting and damp dusting, cleaning sanitary fixtures and fittings, cleaning of commode, maintaining tidiness and maintaining tools and equipment and facilities.</p>
Nominal Hours	50 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Assess area to be cleaned.	<p>1.1 <u>Work order</u> is reviewed according to <u>company requirements</u></p> <p>1.2 Condition of <u>wash room</u> are identified by observation according to work order and company requirements.</p> <p>1.3 <u>Cleaning techniques</u> for surface of hard floor are selected according to work order.</p> <p>1.4 <u>Hazards</u> in work area are identified and associated risks to follow OSH</p> <p>1.5 Scope of area (size and usage pattern of work site) are assessed to ensure safety of <u>personnel</u> and efficient use of chemicals.</p> <p>1.6 Pre-existing damage is identified and reported to appropriate persons according to company requirements.</p>
2. Prepare for work	<p>2.1 OSH procedure is followed according to the workplace and job requirement</p> <p>2.2 <u>PPE</u> is collected and worn as per job requirement</p> <p>2.3 Appropriate <u>tools, equipment and cleaning materials</u> are identified and collected according to job requirement.</p> <p>2.4 Tools, equipment and materials are selected, checked and placed neatly into trolley according to organisational procedures</p> <p>2.5 <u>Safety signs</u> are displayed and prepared work area for cleaning activities</p> <p>2.6 Movable <u>obstructions</u> are removed from the work area</p>
3. Perform dry dusting and damp dusting	<p>3.1 Spillage is removed from hard floor surfaces as per workplace requirement</p> <p>3.2 Loose dust and debris are removed by using proper tools and equipment</p> <p>3.3 Clockwise and anticlockwise dusting is performed.</p>

	<p>3.4 Damp and dry dusting of wall are performed as per workplace requirement</p> <p>3.5 Mopping is performed as per workplace requirement</p> <p>3.6 Mop is put and rinsed frequently in the cleaning solution</p> <p>3.7 Floor is dried using duster or a mop with an attached wringer.</p>
4. Clean sanitary fixtures and fittings	<p>4.1 Loose dust and debris are removed from <u>sanitary fixtures and fittings</u> by using proper tools and equipment.</p> <p>4.2 Soap and roll dispenser are cleaned by wiping as per workplace requirement</p> <p>4.3 Mirror is cleaned by wiping as per job requirement</p> <p>4.4 Proper chemicals are used to clean as per standard hygiene requirement</p> <p>4.5 Used absorbent material is deposited into the trash bins following workplace procedure</p> <p>4.6 Wash basin and tap are cleaned by wiping as per job requirement</p> <p>4.7 Sanitized pad are used to clean the washbasin and tap</p>
5. Clean commode	<p>5.1 Toilet cleaner is used as per requirement and keep it for few minutes</p> <p>5.2 Commode is cleaned using proper brush as per workplace procedure</p> <p>5.3 Damp and dry dust the commode are performed as per workplace procedure</p> <p>5.4 Cubicle doors and walls of toilet are cleaned by wiping as per workplace procedure</p> <p>5.5 Floor mopping is performed as per workplace requirement</p> <p>5.6 Mop is put and rinsed frequently in the cleaning solution</p> <p>5.7 Floor is dried using mop with an attached wringer</p>
6. Maintain tidiness	<p>6.1 Collected dirt and <u>waste</u> are disposed of according to company and <u>environmental requirements.</u></p> <p>6.2 Proper wiping of all edges and corners is ensured</p> <p>6.3 Supplies and amenities are replaced.</p> <p>6.4 Signage and barriers are removed;</p>
7. Maintain tools and equipment and facilities.	<p>7.1 Equipment and PPE are cleaned according to manufacturer specifications.</p> <p>7.2 Tools and equipment are checked in accordance with manufacturer's manual.</p> <p>7.3 Tools and equipment are cleaned and stored according to workplace procedure.</p> <p>7.4 Chemicals are stored according to manufacturer specifications.</p>
Range of Variables	
Variables	Range (may include but not limited to):

1. Work order	1.1 Access to work site 1.2 Budget allocations 1.3 Completion times and dates 1.4 Job requirements and tasks 1.5 OHS requirements and emergency response procedures 1.6 Resource requirements, such as equipment and materials 1.7 Dress and presentation requirements 1.8 Use of signage and barriers 1.9 Work schedules 1.10 Work site contact persons
2. Company requirements	2.7 Use proper tools, equipment and materials 2.8 Follow OSH 2.9 Usage of proper PPE 2.10 Assurance of work quality 2.11 Control hazard 2.12 Follow right procedure of work
3. Cleaning techniques	3.1 Air blowing 3.2 Damp dusting 3.3 Dry dusting 3.4 Dust mopping and sweeping 3.5 Low-water cleaning methods, such as using microfibre cleaning products 3.6 Scrubbing 3.7 Wet mopping with attached wringer 3.8 Wiping 3.9 Commode brushing 3.10 Sanitizing
4. Hazards	3.11 Physical hazard 3.12 Chemical hazard 3.13 Biological hazard 3.14 Mechanical and electrical hazard 3.15 Mental hazard 3.16 Ergonic hazard
5. Personnel	5.1 Client's staff members 5.2 Colleagues 5.3 General public
6. PPE	6.1 Face mask 6.2 Hand gloves 6.3 Apron 6.4 Safety goggles 6.5 Air plug 6.6 Safety shoes or gum boat
7. Tools	7.1 Broom 7.2 Duster 7.3 Mop 7.4 Squeezer 7.5 Dust pan

	7.6 Bucket 7.7 Scaper 7.8 Ceiling brush 7.9 Hand brush 7.10 Commode brush 7.11 Dry mop 7.12 Wet mop 7.13 Green pad 7.14 Sponge 7.15 Scrubbing pad 7.16 Spray gun 7.17 Measuring tools <ul style="list-style-type: none"> ▪ Measuring tape ▪ Weighing scale ▪ Measuring cup
8. Equipment	8.1 Air blowers 8.2 Cleaning/janitor trolleys 8.3 Floor squeegees 8.4 Vacuum cleaner 8.5 Scrubbing machine 8.6 Ladder 8.7 Wringer and bucket
9. Material	9.1 Water 9.2 Solvent cleaner 9.3 Acid cleaner 9.4 Alkaline 9.5 Sanitizer 9.6 Neutral cleaner 9.7 Insecticide 9.8 Detergent
10. Chemicals	10.1 Acid cleaners 10.2 Alkaline cleaners 10.3 Neutral cleaners 10.4 Solvent cleaners 10.5 Bleaching powder
11. Safety signs	11.1 Pictorial Caution sign <ul style="list-style-type: none"> ▪ Wet floor ▪ Danger ▪ Work in progress 11.2 Barrier sign 11.3 Prohibitate 11.4 Fire exit 11.5 No smoking 11.6 Hazardous chemicals

12. Obstructions	12.1 Trolley 12.2 Ladder 12.3 Warning sign 12.4 floor sign 12.5 Trash Bin 12.6 Tub of plant and flower
13. Sanitary Fixture and fittings	13.1 Mirror 13.2 Washbasin and tap 13.3 Hand soap dispenser 13.4 Hand dryer 13.5 Toilet roll dispenser or holder 13.6 Cubicle doors and walls 13.7 Bath tub
14. Waste	14.1 Debris 14.2 Dust 14.3 Papers 14.4 Tissue paper 14.5 Recycle waste 14.6 Trash <ul style="list-style-type: none"> ▪ Chemicals past expiry date ▪ Litter ▪ Obsolete equipment ▪ Packaging ▪ Soil ▪ Used containers ▪ Used or contaminated ppe ▪ Unused dilute chemicals.
15. Environmental requirements.	15.1 Clean-up, containment and isolation 15.2 Company policies and guidelines 15.3 Emergency chemical spill control measures 15.4 Environmental protection agency and requirements 15.5 Hazardous materials handling 15.6 Local government regulations and by-laws 15.7 Insufficient-energy cleaning methods 15.8 Low environmental-impact chemicals 15.9 Insufficient-moisture cleaning methods 15.10 Low water-use equipment and water-efficient cleaning methods 15.11 Non-chemical cleaning methods
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	

1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Assessed area to be cleaned. 1.2 Prepare for work 1.3 Perform dry dusting and damp dusting 1.4 Clean sanitary fixtures and fittings 1.5 Clean of commode 1.6 Maintained tidiness 1.7 Maintain tools and equipment and facilities
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Work order 2.2 Company requirements 2.3 Damp and dry dusting procedure 2.4 Cleaning techniques 2.5 Hazards and its classification 2.6 Hiererchy of control hazard 2.7 Personnel 2.8 OSH 2.9 Use of tools, equipment and materials 2.10 Types of safety signs 2.11 Sanitary fixture and fittings 2.12 Obstructions 2.13 Chemicals used in cleaning 2.14 Environmental requirements. 2.15 Waste 2.16 Disposal of waste
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Identifying hazards 3.2 Controlling hazard 3.3 Using tools, equipment and materials 3.4 Using measuring tools 3.5 Handling tools and equipment safely 3.6 Maintaining tools and equipemnt 3.7 Communication skills 3.8 Presentation skills 3.9 Computation skills 3.10 Applying the techniques of cleaning wash room
4. Required attitude	<ul style="list-style-type: none"> 4.9 Commitment to occupational health and safety 4.10 Sincere and honest to duties 4.11 Promptness in carrying out activities 4.12 Environmental concerns 4.13 Eagerness to offer janitorial services 4.14 Tidiness and timeliness 4.15 Respect of peers and seniors in workplace 4.16 Communicate with peers and seniors in workplace

5. Resource implications	5.1 Workplace/Farm 5.2 Tools, equipment and facilities appropriate to the process or activity. 5.3 Materials relevant to the proposed activity. 5.4 Outfits appropriate in applying safety measures.
6. Methods of assessment	Assessment methods may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-IS-JS-03-L2-V1: Clean Soft Floor
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to clean soft floor.</p> <p>It specifically includes the tasks of assessing area to be clean, preparing for work, performing vacuum cleaning, performing spot and stain cleaning, maintaining tidiness and maintaining tools and equipment and facilities.</p>
Nominal Hours	40 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Assess area to be cleaned.	<p>1.1 <u>Work order</u> is reviewed according to <u>company requirements</u></p> <p>1.2 Condition of wash room are identified by observation according to work order and company requirements.</p> <p>1.3 <u>Cleaning techniques</u> for surface of hard floor are selected according to work order.</p> <p><u>Hazards</u> in work area are identified and associated risks to follow osh</p> <p>1.4 Scope of area (size and usage pattern of work site) are assessed to ensure safety of <u>personnel</u> and efficient use of chemicals.</p> <p>1.5 Pre-existing damage is identified and reported to appropriate persons according to company requirements.</p>
2. Prepare for work	<p>2.1 OSH procedure is followed according to the workplace and job requirement</p> <p>2.2 <u>PPE</u> is collected and worn as per job requirement</p> <p>2.3 Appropriate <u>tools, equipment and cleaning materials</u> are identified and collected according to job requirement.</p> <p>2.4 tools, equipment and <u>chemicals</u> selected, checked and placed neatly into trolley according to organisational procedures</p> <p>2.5 <u>Safety signs</u> are displayed and prepared work area for cleaning activities</p> <p>2.6 Remove movable <u>obstructions</u> are removed from the work area</p>
3. Perform vacuum cleaning	<p>3.1 Spillage and stain are removed from soft floor surfaces as per workplace requirement</p> <p>3.2 loose dust and debris are removed by using proper tools and equipment</p> <p>3.3 Vacuum cleaning is started from farthest corner and ended to the door as per work procedure.</p> <p>3.4 Different extractors are used to clean curtain, sofa and</p>

	cobweb 3.5 Dust bag of vacuum machine is checked and cleaned periodically to dispose of collected waste. 3.6 Scheduled shampooing is carried out as per standard procedure
4. Perform spot and stain cleaning	4.1 Types and nature of spot and stain are identified 4.2 Specific chemicals are applied to remove spot and stain according to the types and nature spot and stain
5. Maintain tidiness	5.1 Collected dirt and waste are disposed of according to company and <u>environmental requirements.</u> 5.2 Signage and barriers are removed;
6. Maintain tools and equipment and facilities.	6.1 Equipment and PPE are cleaned according to manufacturer specifications. 6.2 tools and equipment is checked in accordance with manufacturer's manual 6.3 Tools and equipment are cleaned and stored according to workplace procedure. 6.4 Chemicals are stored according to manufacturer specifications.
Range of Variables	
Variables	Range (may include but not limited to):
1. Work order	1.1 Access to work site 1.2 Budget allocations 1.3 Completion times and dates 1.4 Job requirements and tasks 1.5 OHS requirements and emergency response procedures 1.6 Resource requirements, such as equipment and materials 1.7 Dress and presentation requirements 1.8 Use of signage and barriers 1.9 Work schedules 1.10 Work site contact persons
2. Company requirements	2.1 Proper tools, equipment and materials 2.2 Follow OSH 2.3 Usage of proper PPE 2.4 Assurance of work quality 2.5 Control hazard 2.6 Follow right procedure of work
3. Cleaning techniques	3.1 Applying techniques of shampoo 3.2 dry dusting 3.3 air blowing

4. Hazards	4.1 Physical hazard 4.2 Chemical hazard 4.3 Biological hazard 4.4 Mechanical and electrical hazard 4.5 Mental hazard 4.6 Ergonic hazard
5. Personnel	5.1 Client's staff members 5.2 Colleagues 5.3 General public
6. PPE	6.1 Face mask 6.2 Hand gloves 6.3 Goggles/eye protective goggles 6.4 Apron 6.5 Safety shoe 6.6 Air plug
7. Tools	7.1 Duster 7.2 Carpet brush 7.3 Measuring tools <ul style="list-style-type: none"> ▪ Measuring tape ▪ Weighing scale ▪ Measuring cup
8. Equipment	8.1 Air blowers 8.2 Cleaning/janitor trolleys 8.3 Vacuum cleaner
9. Material and chemicals	9.1 Water 9.2 Shampoo 9.3 Neutral cleaner 9.4 Detergent
10. Safety signs	10.1 Pictorial caution sign <ul style="list-style-type: none"> ▪ Danger ▪ Work in progress 10.2 Barrier sign 10.3 Prohibitate 10.4 Fire exit 10.5 No smoking 10.6 hazardous chemicals
11. Obstructions items	11.1 Trolly 11.2 Ladder 11.3 Warning sign 11.4 floor sign 11.5 Trash Bin

12. Waste	12.1 Debris 12.2 Dust 12.3 Waste Papers 12.4 Tissue paper 12.5 Recycle waste 12.6 Trash <ul style="list-style-type: none"> ▪ Chemicals past expiry date ▪ Litter ▪ Obsolete equipment ▪ Packaging ▪ Soil ▪ Used containers ▪ Used or contaminated ppe ▪ Unused dilute chemicals.
13. Environmental requirements.	13.1 Clean-up, containment and isolation 13.2 Company policies and guidelines 13.3 Emergency chemical spill control measures 13.4 Environmental protection agency and requirements 13.5 Hazardous materials handling 13.6 Local government regulations and by-laws 13.7 Insufficient-energy cleaning methods 13.8 Low environmental-impact chemicals 13.9 Insufficient-moisture cleaning methods 13.10 Low water-use equipment and water-efficient cleaning methods 13.11 Non-chemical cleaning methods
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: <ul style="list-style-type: none"> 1.1 Assessed area to be cleaned. 1.2 Prepared for work 1.3 Performed vacuum cleaning 1.4 Performed Spot and stain cleaning 1.5 Maintained tidiness 1.6 Maintained tools and equipment and facilities.
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Work order 2.2 Company requirements 2.3 Cleaning techniques 2.4 Hazards and its classification 2.5 Hiererchy of control hazard 2.6 Personnel 2.7 OSH 2.8 Use of tools, equipment 2.9 Types of safety signs 2.10 Obstructions

	2.11 Chemicals used in cleaning 2.12 Environmental requirements. 2.13 Waste 2.14 Disposal of waste
3. Underpinning skills	3.1 Identifying hazards 3.2 Controlling hazard 3.3 Using tools, equipment and materials 3.4 Using measuring tools 3.5 Handling tools and equipment safely 3.6 Maintaining tools and equipemnt 3.7 Communication skills 3.8 Presentation skills 3.9 Computation skills 3.10 Applying the techniques of cleaning soft surfaces
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to offer janitorial service 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace/Farm 5.2 Tools, equipment and facilities appropriate to the process or activity. 5.3 Materials relevant to the proposed activity. 5.4 Outfits appropriate in applying safety measures.
6. Methods of assessment	Assessment methods may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module 7.2 Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	OU-INF-JS-04-L2-V1: Perform Cleaning of Vertical Surfaces
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to perform cleaning of vertical surfaces.</p> <p>It specifically includes the tasks of preparing for work, performing spot and stain cleaning, maintaining tidiness and maintaining tools and equipment and facilities.</p>
Nominal Hours	40 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Assess area to be cleaned.	<p>1.1 <u>Work order</u> is reviewed according to <u>company requirements</u></p> <p>1.2 Condition of wash room are identified by observation according to work order and company requirements.</p> <p>1.3 <u>Cleaning techniques</u> for surface of hard floor are selected according to work order.</p> <p>1.4 <u>Hazards</u> in work area are identified and associated risks to follow osh</p> <p>1.5 Scope of area (size and usage pattern of work site) are assessed to ensure safety of <u>personnel</u> and efficient use of chemicals.</p> <p>1.6 Pre-existing damage is identified and reported to appropriate persons according to company requirements.</p>
2. Prepare for work	<p>2.1 OSH procedure is followed according to the workplace and job requirement</p> <p>2.2 <u>PPE</u> is collected and worn as per job requirement</p> <p>2.3 Appropriate <u>tools, equipment and cleaning materials</u> are identified and collected according to job requirement.</p> <p>2.4 Tools, equipment and materials are selected, checked and placed neatly into trolley according to organisational procedures</p> <p>2.5 <u>Safety signs</u> are displayed and prepared work area for cleaning activities</p> <p>2.6 Movable <u>obstructions</u> are removed from the work area</p>
3. Perform Spot and stain cleaning	<p>3.1 <u>Types and nature of spot and stain</u> are identified</p> <p>3.2 Specific chemicals are applied to remove spot and stain according to the types and nature spot and stain</p>

	<p>3.3 Loose dust is removed from vertical surfaces and <u>ceilings</u></p> <p>3.4 Soilage is Removed from vertical glass surfaces as per workplace procedure</p>
4. Maintain Tidiness	<p>3.1 Collected dirt and waste are disposed of according to company and <i>environmental requirements</i>.</p> <p>3.2 Signage and barriers are removed;</p> <p>3.3 Counter-check the work done</p> <p>3.4 Clear all waste materials from the work area</p> <p>3.5 Reinstate movable glass and vertical surfaces to their original position</p> <p>3.6 Remove signage</p> <p>3.7 Work area must be clean, tidy and dry</p>
5. Maintain tools and equipment and facilities.	<p>5.1 Equipment and PPE are cleaned according to manufacturer specifications.</p> <p>5.2 Tools and equipment is checked in accordance with manufacturer's manual</p> <p>5.3 Tools and equipment are cleaned and stored according to workplace procedure.</p> <p>5.4 Chemicals are stored according to manufacturer specifications.</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Work order	<p>1.1 Access to work site</p> <p>1.2 Budget allocations</p> <p>1.3 Completion times and dates</p> <p>1.4 Job requirements and tasks</p> <p>1.5 OHS requirements and emergency response procedures</p> <p>1.6 Resource requirements, such as equipment and materials</p> <p>1.7 Dress and presentation requirements</p> <p>1.8 Use of signage and barriers</p> <p>1.9 Work schedules</p> <p>1.10 Work site contact persons</p>
2. Company requirements	<p>2.1 Use proper tools, equipment and materials</p> <p>2.2 Follow OSH</p> <p>2.3 Usage of proper PPE</p> <p>2.4 Assurance of work quality</p> <p>2.5 Control hazard</p> <p>2.6 Follow right procedure of work</p>
3. Cleaning techniques	<p>3.1 Dry dusting</p> <p>3.2 Damp dusting</p>

4. Hazards	4.1 Physical hazard 4.2 Chemical hazard 4.3 Biological hazard 4.4 Mechanical and electrical hazard 4.5 Mental hazard 4.6 Ergonic hazard
5. Personnel	5.1 Client's staff members 5.2 Colleagues 5.3 General public
6. PPE	6.1 Face mask 6.2 Hand gloves 6.3 Goggles/eye protective goggles 6.4 Apron 6.5 Safety shoe 6.6 Air plug 6.7 Helmet
7. Tools	7.1 Duster 7.2 Hand brush 7.3 Long brush 7.4 Cobwave remove brush 7.5 Glass squeezer 7.6 Glass cleaning brush 7.7 Telepole 7.8 Measuring tools <ul style="list-style-type: none"> ▪ Measuring tape ▪ Weighing scale ▪ Measuring cup
8. Equipment	8.1 Ladder 8.2 Cleaning/janitor trolleys 8.3 Vacuum cleaner
9. Material and chemicals	8.4 Water 8.5 Neutral cleaner 8.6 Detergent 8.7 Glass cleaner

10. Safety signs	10.1 Pictorial caution sign <ul style="list-style-type: none"> ▪ Danger ▪ Work in progress 10.2 Barrier sign 10.3 Prohibitate 10.4 Fire exit 10.5 No smoking 10.6 hazardous chemicals
11. Obstructions	11.1 Trolly 11.2 Ladder 11.3 Warning sign 11.4 Floor sign 11.5 Trash Bin
12. Types and nature of spot and stain	12.1 Ink spot 12.2 Rust 12.3 Water spot 12.4 Chuing gum 12.5 Hand and foot print 12.6 Leapstics stain 12.7 Blood stain 12.8 Fruit stain
13. Ceilings	13.1 Ceiling- air con vent 13.2 Light fixture 13.3 Office partition 13.4 Painting 13.5 Power-point plug
14. Waste	14.1 Debris 14.2 Dust 14.3 Waste Papers 14.4 Recycle waste 14.5 Trash <ul style="list-style-type: none"> ▪ Chemicals past expiry date ▪ Litter ▪ Obsolete equipment ▪ Packaging ▪ Soil ▪ Used containers ▪ Used or contaminated ppe ▪ Unused dilute chemicals.

15. Environmental requirements.	15.1 Clean-up, containment and isolation 15.2 Company policies and guidelines 15.3 Emergency chemical spill control measures 15.4 Environmental protection agency and requirements 15.5 Hazardous materials handling 15.6 Local government regulations and by-laws 15.7 Insufficient-energy cleaning methods 15.8 Low environmental-impact chemicals 15.9 Insufficient-moisture cleaning methods 15.10 Low water-use equipment and water-efficient cleaning methods 15.11 Non-chemical cleaning methods
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 Prepared for work, 1.2 Performed spot and stain cleaning, 1.3 Maintained tidiness 1.4 Maintained tools and equipment and facilities.
2. Underpinning knowledge	2.1 Work order 2.2 Company requirements 2.3 Cleaning techniques 2.4 Hazards and its classification 2.5 Hiererchy of control hazard 2.6 Personnel 2.7 OSH 2.8 Use of tools, equipment 2.9 Types of safety signs 2.10 Obstructions 2.11 Chemicals used in cleaning 2.12 Environmental requirements. 2.13 Waste 2.14 Disposal of waste 2.15 Techniques of cleaning vertical surfaces
3. Underpinning skills	3.1 Identifying hazards 3.2 Controlling hazard 3.3 Using tools, equipment and materials 3.4 Using measuring tools 3.5 Handling tools and equipment safely 3.6 Maintaining tools and equipemnt 3.7 Communication skills 3.8 Presentation skills

	3.9 Computation skills 3.10 Applying the techniques of cleaning vertical surfaces
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to offer janitorial services 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace/Farm 5.2 Tools, equipment and facilities appropriate to the process or activity. 5.3 Materials relevant to the proposed activity. 5.4 Outfits appropriate in applying safety measures.
6. Methods of assessment	Assessment methods may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-IS-JS-05-L2-V1: Clean Elevator
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to clean elevator.</p> <p>It specifically includes the tasks of assessing space to be cleaned, preparing for work, cleaning elevator panel and mirror, cleaning elevator floor, cleaning door, maintaining tidiness and maintaining tools and equipment and facilities.</p>
Nominal Hours	30 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Assess space to be cleaned.	<p>1.1 <u>Work order</u> is reviewed according to <u>company requirements</u></p> <p>1.2 Condition of wash room are identified by observation according to work order and company requirements.</p> <p>1.3 <u>Cleaning techniques</u> for surface of hard floor are selected according to work order.</p> <p>1.4 <u>Hazards</u> in work area are identified and associated risks to follow OSH</p> <p>1.5 Scope of area (Size and usage pattern of work site) are assessed to ensure safety of <u>personnel</u> and efficient use of chemicals.</p> <p>1.6 Pre-existing damage is identified and reported to appropriate persons according to company requirements.</p>
2. Prepare for work	<p>2.1 OSH procedure is followed according to the workplace and job requirement</p> <p>2.2 <u>PPE</u> is collected and worn as per job requirement</p> <p>2.3 Appropriate <u>tools, equipment and cleaning materials</u> are identified and collected according to job requirement.</p> <p>2.4 Tools, equipment and materials are selected, checked and placed neatly into trolley according to organisational procedures</p> <p>2.5 <u>Safety signs</u> are displayed and prepared work area for cleaning activities</p> <p>2.6 Movable <u>obstructions</u> are removed from the work area</p>
3. Clean elevator panel and mirror	<p>3.1 Dry dusting is performed by using duster</p> <p>3.2 Wall panels are cleaned with cleaning solution</p> <p>3.3 Panels are dried to remove all fingermarks and smudges</p>

	<p>3.4 Stainless steel cleaner/metal polisher on panels and doors is used to clean stainless steel doors</p> <p>3.5 Squeegee is used to remove water from the glass surface by wiping in a zigzag motion</p> <p>3.6 Mirror is cleaned by using glass cleaner as per work procedure</p> <p>3.7 fresh clean cloth or absorbent materials are used to remove moisture from glass surface and edges</p>
4. Clean elevator Floor	<p>4.1 Carpet/floor mat is cleaned by using vacuum cleaner as per workplace standard</p> <p>4.2 corners and edges are cleaned by using vacuum cleaner with proper attention as per workplace standard</p> <p>4.3 Carpet/floor mat is removed to clean the base floor</p> <p>4.4 Base floor is mopped as per workplace procedure</p>
5. Clean door	<p>2.1 Remove all stubborn soil with a track brush (use green hand pad daily to shine tracks and avoid buildup)</p> <p>2.2 door tracks are cleaned with vacuum cleaner and crevice tool</p> <p>2.3 Clean outer doors with cleaning solution or stainless-steel cleaner (depending on surface of door).</p> <p>2.4 Dry doors to avoid streaking</p>
6. Maintain tidiness	<p>6.1 all waste materials are cleared from the work area</p> <p>6.2 Collected dirt and waste are disposed of according to company and <u>environmental requirements</u>.</p> <p>6.3 Signage and barriers are removed;</p> <p>6.4 Counter-check of the work is done</p>
7. Maintain tools and equipment and facilities.	<p>7.1 Equipment and PPE are cleaned according to manufacturer specifications.</p> <p>7.2 tools and equipment is checked in accordance with manufacturer's manual</p> <p>7.3 Tools and equipment are cleaned and stored according to workplace procedure.</p> <p>7.4 Chemicals are stored according to manufacturer specifications.</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Work order	1.1 Access to work site

	1.2 Budget allocations 1.3 Completion times and dates 1.4 Job requirements and tasks 1.5 Ohs requirements and emergency response procedures 1.6 Resource requirements, such as equipment and materials 1.7 Dress and presentation requirements 1.8 Use of signage and barriers 1.9 Work schedules 1.10 Work site contact persons
2. Company requirements	2.1 Use proper tools, equipment and materials 2.2 Follow OSH 2.3 Usage of proper PPE 2.4 Assurance of work quality 2.5 Control hazard 2.6 Follow right procedure of work
3. Cleaning techniques	3.1 Dry dusting 3.2 Wiping 3.3 Vacuuming 3.4 Mopping
4. Hazards	4.1 Physical hazard 4.2 Chemical hazard 4.3 Biological hazard 4.4 Mechanical and electrical hazard 4.5 Mental hazard 4.6 Ergonic hazard
5. Personnel	5.1 Client's staff members 5.2 Colleagues 5.3 General public
6. PPE	6.1 Face mask 6.2 Hand gloves 6.3 Goggles/eye protective goggles 6.4 Apron 6.5 Safety shoe 6.6 Air plug 6.7 Helmet
7. Tools	7.1 Duster 7.2 Hand brush 7.3 Glass squeezer 7.4 Glass cleaning brush 7.5 Measuring tools <ul style="list-style-type: none"> ▪ Measuring tape ▪ Weighing scale ▪ Measuring cup

8. Equipment	8.1 Ladder 8.2 Cleaning/janitor trolleys 8.3 Vacuum cleaner
9. Material and chemicals	9.1 Water 9.2 Neutral cleaner 9.3 Detergent 9.4 Glass cleaner 9.5 Stainless steel cleaner/metal polisher
10. Safety signs	10.1 Pictorial caution sign <ul style="list-style-type: none"> ▪ Danger ▪ Work in progress 10.2 Barrier sign 10.3 Prohibitate 10.4 Fire exit 10.5 No smoking 10.6 hazardous chemicals
11. Obstructions	11.1 Trolley 11.2 Ladder 11.3 Warning sign 11.4 floor sign
12. Waste	12.1 Debris 12.2 Dust 12.3 Waste Papers 12.4 Recycle waste 12.5 Trash <ul style="list-style-type: none"> ▪ Chemicals past expiry date ▪ Litter ▪ Obsolete equipment ▪ Packaging ▪ Soil ▪ Used containers ▪ Used or contaminated ppe ▪ Unused dilute chemicals.

13. Environmental requirements.	13.1 Clean-up, containment and isolation 13.2 Company policies and guidelines 13.3 Emergency chemical spill control measures 13.4 Environmental protection agency and requirements 13.5 Hazardous materials handling 13.6 Local government regulations and by-laws 13.7 Insufficient-energy cleaning methods 13.8 Low environmental-impact chemicals 13.9 Insufficient-moisture cleaning methods 13.10 Low water-use equipment and water-efficient cleaning methods 13.11 Non-chemical cleaning methods
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 Assessed space to be cleaned 1.2 Prepared for work 1.3 Cleaned elevator panel and mirror 1.4 Cleaned elevator Floor 1.5 Cleaned door 1.6 Maintain tidiness 1.7 Maintained tools and equipment and facilities.
2. Underpinning knowledge	1.1 Work order 1.2 Company requirements 1.3 Cleaning techniques 1.4 Hazards and its classification 1.5 Hiererchy of control hazard 1.6 Personnel 1.7 OSH 1.8 Use of tools, equipment 1.9 Types of safety signs 1.10 Obstructions 1.11 Chemicals used in cleaning 1.12 Environmental requirements. 1.13 Waste 1.14 Disposal of waste 1.15 Techniques of cleaning elevator

3. Underpinning skills	3.1 Identifying hazards 3.2 Controlling hazard 3.3 Using tools, equipment and materials 3.4 Using measuring tools 3.5 Handling tools and equipment safely 3.6 Maintaining tools and equipment 3.7 Communication skills 3.8 Presentation skills 3.9 Computation skills 3.10 Applying the techniques of cleaning elevator
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to offer janitorial services 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace/Farm 5.2 Tools, equipment and facilities appropriate to the process or activity. 5.3 Materials relevant to the proposed activity. 5.4 Outfits appropriate in applying safety measures.
6. Methods of assessment	Assessment methods may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
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References

- a. Competency standard on Housekeeping of Philippine with web address <https://www.tesda.gov.ph>
- b. Units of Competencies of Australia with web address <https://www.Training.gov.au>
- c. Janitor Training Module, Munshi Training Academy

Development of Competency Standard

The Competency Standards for National Skills Certificate Level-3 in Janitorial Services developed by NSDA on 10 – 13 December, 2023.

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Validation of Competency Standard

The Competency Standards for National Skills Certificate Level-3 in Janitorial Service is validated by NSDA on 24 January, 2024.

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