



WORK WORK PRIVATE LIMITED
Company / GST registration no.:
201434206M

WSQ Modules 2022

(version 7.3)



**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**

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wsq Food Services

Level 1

Modules



TGS-2022013264

Food Safety Course *Level 1*

7.5 hours of classroom learning

FSS-FRC-1004-1.1

All food handlers engaged in the sale or preparation for sale of any food in Singapore Food Agency-licensed food establishments are required to attend and pass Food Safety Course Level 1.

They are required to attend and pass their first refresher training by the 5th year from the date of first passing Food Safety Course Level 1, and thereafter the second and subsequent training every 10th year from the last refresher course passed date.

You will learn to follow food safety and hygiene procedures and policies, maintain the cleanliness and upkeep of premises. Upon successful completion of this module and its assessment, you will receive a Statement of Attainment from SkillsFuture Singapore.

Objectives

- 1** Meet the regulatory requirement to pass this course in order to be a food handler.
- 2** Acquire the knowledge and skills to prepare safe and hygienic food.



WORK WORK PRIVATE LIMITED
Company / GST registration no.:
201434206M



SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 With the interest to be employed in the food services industry or venture into the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$160.50	\$85.50	\$55.50
SME ¹		\$55.50	
Non-SME ¹		\$85.50	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$10.50); tabulated based on full fee.			

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- All information is correct at the time of printing (1 Apr 2022).
- Fees are subjected to change without prior notice.
- Subsidies are dependent on the criteria set by SkillsFuture Singapore.

TGS-2022013263 / AOP

Food Safety Course

Level 1 (Refresher) / (Refresher - AOP)

4.5 hours of classroom learning / 1.5 hours for refresher-AOP

FSS-FRC-1004-1.1

All food handlers engaged in the sale or preparation for sale of any food in Singapore Food Agency-licensed food establishments are required to attend and pass Food Safety Course Level 1.

They are required to attend and pass their **first refresher training by the 5th year from the date of first passing Food Safety Course Level 1**, and thereafter the **second and subsequent training every 10th year from the last refresher course passed date**.

You will learn to follow food safety and hygiene procedures and policies, maintain the cleanliness and upkeep of premises. Upon successful completion of this module and its assessment, you will receive a Statement of Attainment from SkillsFuture Singapore.

Objectives

- 1** Meet the regulatory requirement to pass this course in order to be a food handler.
- 2** Acquire the knowledge and skills to prepare safe and hygienic food.



WORK WORK PRIVATE LIMITED
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**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Possess a valid Food Safety Course Level 1 Statement of Attainment.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$85.60 / \$53.50	\$45.60 / \$34.20	\$29.60 / \$22.20
SME ¹		\$29.60 / \$22.20	
Non-SME ¹		\$45.60 / \$34.20	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$5.60 / \$3.50); tabulated based on full fee.			

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TGS-2022011764

Food Safety Course *Level 1 (Chinese)*

食品安全课程 1级

7.5课堂学习时间

FSS-FRC-1004-1.1

为零售和非零售食品企业的食品处理人员配备知识和技能，以遵守食品安全和卫生程序和政策，以及保持场所的清洁和保养。

从事销售或准备销售食品的任何人士，都必须参加并通过食品安全课程1级。

他们需在通过食品安全课程1级之后的五年内需修读复习课程，然后在通过复习课程之后的每十年修读一次复习课程。

目标

1 根据监管要求，任何食品处理人员都必须通过这门课程。

2 帮助您掌握必要的知识和技能，以准备安全与卫生的食物。



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**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**

1 21岁及以上。	2 从未上过学。
3 英语水平在于 Workplace Literacy (WPL) Level 3, 教学水平在于 Workplace Numeracy (WPN) Level 3。	4 有兴趣受雇于食品服务行业或冒险进入该行业。

费用

	全额费用 ²	净费用<获得资助后> ²	
		新加坡人和新加坡PR <年龄在21岁以上>	新加坡人 (40 岁及以上)
自我赞助	\$160.50	\$85.50	\$55.50
中小型企业 ¹		\$55.50	
非中小型企业 ¹		\$85.50	

1. 可领取缺勤工资资助。
2. 包括7%消费税(\$10. 50) ;根据全额费用计算。

上网 www.workwork.sg 或电邮 registration@workwork.sg;
或拨打 6655 0786 报名!

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- 所有信息在印刷时（2022 年 4 月 1 日）都是正确的。
- 费用如有更改，恕不另行通知。
- 补贴取决于 SkillsFuture Singapore 设定的标准 。

TGS- 2022011765 / AOP

Food Safety Course

Level 1 (Refresher) (Chinese) / (Refresher - AOP)

食品安全课程 1级 <复习> / <复习 - 考试>

4.5课堂学习时间 / 1.5复习 - 考试时间

FSS-FRC-1004-1.1

为零售和非零售食品企业的食品处理人员配备知识和技能，以遵守食品安全和卫生程序和政策，以及保持场所的清洁和保养。

从事销售或准备销售食品的任何人士，都必须参加并通过食品安全课程1级。

他们需在通过食品安全课程1级之后的五年内需修读复习课程，然后在通过复习课程之后的每十年修读一次复习课程。

目标

1 根据监管要求，任何食品处理人员都必须通过这门课程。

2 帮助您掌握必要的知识和技能，以准备安全与卫生的食物。



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**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**

1 21岁及以上。	2 从未上过学。
3 英语水平在于 Workplace Literacy (WPL) Level 3, 教学水平在于 Workplace Numeracy (WPN) Level 3。	4 拥有有效的食品安全课程1级成就声明。

费用

	全额费用 ²	净费用<获得资助后> ²	
		新加坡人和新加坡PR <年龄在21岁以上>	新加坡人 (40岁及以上)
自我赞助	\$85.60 / \$53.50	\$45.60 / \$34.20	\$29.60 / \$22.20
中小型企业 ¹		\$29.60 / \$22.20	
非中小型企业 ¹		\$45.60 / \$34.20	

1. 可领取缺勤工资资助。
2. 包括7%消费税(\$5. 60/\$3. 50) ;根据全额费用计算。

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wsQ Environmental Services

Level 1

Modules

WSQ Certificate *in* Environmental Services (*Cleaning Operations*)

74 hours of classroom learning and practical

The Certificate in Environmental Services (Cleaning Operations) consists of five WSQ Environmental Services Level 1 modules. It empowers General Cleaners and Restroom Cleaners to perform their role competently.

Furniture and Furnishing Maintenance (Level 1)

You will learn to follow processes and procedures on cleaning of furniture and furnishings.

Horizontal Surface Maintenance (Level 1)

You will learn to follow processes and procedures on cleaning of horizontal surfaces.

Vertical Surface Maintenance (Level 1)

You will learn to follow processes and procedures on cleaning of vertical and ceiling surfaces.

Washroom Maintenance (Level 1)

You will learn to follow processes and procedures on cleaning of washroom facilities.

Workplace Safety and Health Practices Implementation (Level 1)

You will learn to follow the organisational Workplace Safety and Health (WSH) policies and guidelines.



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SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Upon successful completion of five modules and its assessments, you will receive a Certificate in Environmental Services (Cleaning Operations) from SkillsFuture Singapore.

Entry Requirements

1	21 years and above.	2	Never attended school.
3	Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4	Minimum of three months of work experience in the environmental services industry (compulsory for AOP) or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$1,744.10	\$929.10	\$603.10
SME ¹		\$603.10	
Non-SME ¹		\$929.10	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$110.10); tabulated based on full fee.			

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TGS-2019503401 / TGS-2019504803

Customer Management *(Level 1) / AOP*

8 hours of classroom learning / 1 hour for AOP

EVS-CFC-1005-1.1

You will learn to follow guidelines to provide customer service. Upon successful completion of this module and its assessment, you will receive a Statement of Attainment from SkillsFuture Singapore.

Objectives

- | | |
|---|---|
| 1 Identify triggers in the service environment that may lead to potential service challenges. | 2 Apply service recovery procedures to respond to service challenges. |
| 3 Identify customer needs and expectations. | 4 Carry out measures to address urgent customer needs. |
| 5 Identify areas of improvement as per customer feedback. | 6 Identify service challenges that requires escalation. |



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**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry (compulsory for AOP) or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$171.20 / \$117.70	\$91.20 / \$62.70	\$59.20 / \$40.70
SME ¹		\$59.20 / \$40.70	
Non-SME ¹		\$91.20 / \$62.70	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$11.20 / \$7.70); tabulated based on full fee.			

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TGS-2020504001 / TGS-2021006604

Food Shop Hygiene Maintenance *(Level 1)* / AOP

18 hours of classroom learning and practical / 1 hour 10 minutes for AOP

EVS-CGO-1002-1.1

You will learn to follow processes and procedures on cleaning of equipment and appliances in a food shop environment. Upon successful completion of this module and its assessment, you will receive a WSQ Statement of Attainment.

Objectives

1 Use allocated PPE to collect used crockery and cutlery, when necessary.	2 Secure waste collected in containers at the refuse-holding area.
3 Perform cleaning of the food shop, including kitchen and wash areas, in accordance with organisational procedures.	4 Replenish consumables cleaning supplies used for cleaning the food shops when necessary to ensure smooth operation of cleaning services provided.
5 Dispose of waste in designated areas or containers when the waste containers at refuse-holding areas or racks are full.	6 Clean the refuse-holding area.
7 Display the appropriate safety signages at designated area to prevent accidents.	8 Inform appropriate person or supervisor if work activities cannot be carried out.

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry (compulsory for AOP) or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$406.60 / \$160.50	\$216.60 / \$85.50	\$140.60 / \$55.50
SME ¹		\$140.60 / \$55.50	
Non-SME ¹		\$216.60 / \$85.50	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$26.60 / \$10.50); tabulated based on full fee.			

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TGS-202050400 / Upcoming

Furniture and Furnishing Maintenance (Level 1) / AOP

16 hours of classroom learning and practical / 40 minutes for AOP

EVS-CGO-1003-1.1

You will learn to follow processes and procedures on cleaning of furniture and furnishings. Upon successful completion of this module and its assessment, you will receive a WSQ Statement of Attainment.

Objectives

- | | |
|--|--|
| 1 Wear personal protective equipment and display safety signs when maintaining furniture and furnishings. | 2 Remove dust, debris, soilage, and spillage from furniture and furnishings in accordance with organisational procedures. |
| 3 Inform supervisor when a work activity cannot be carried out. | 4 Assess soiled condition of furniture and furnishings. |
| 5 Assemble tools, equipment and consumable supplies to maintain furniture and furnishings. | 6 Keep tools and equipment and replenish consumable supplies to ensure smooth operation. |



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SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry (compulsory for AOP) or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$342.40 / \$117.70	\$182.40 / \$62.70	\$118.40 / \$40.70
SME ¹		\$118.40 / \$40.70	
Non-SME ¹		\$182.40 / \$62.70	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$22.40 / \$7.70); tabulated based on full fee.			

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TGS-2020503132 / TGS-2021005302

Horizontal Surface Maintenance *(Level 1)* / AOP

16 hours of classroom learning and practical / 40 minutes for AOP

EVS-CGO-1004-1.1

You will learn to follow processes and procedures on cleaning of horizontal surfaces. Upon successful completion of this module and its assessment, you will receive a WSQ Statement of Attainment.

Objectives

- | | |
|--|--|
| 1 Collect assigned tools, equipment and supplies and place them on rack and/or receptacles. | 2 Use allocated PPE to perform cleaning of the assigned hard floor surfaces and/or carpet. |
| 3 Display the appropriate safety signage at designated area to prevent accidents during the course of cleaning the surroundings. | 4 Perform cleaning and/or vacuuming of hard floor surfaces or carpet in accordance with organisational procedures and guidelines. |
| 5 Ensure waste collected at waste-holding area are secured in its containers. | 6 Inform appropriate person or supervisor if work activities cannot be carried out. |
| 7 Replenish consumables cleaning supplies used for cleaning the hard floor surfaces and carpet when necessary to ensure smooth operation of cleaning services provided. | |

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry (compulsory for AOP) or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$406.60 / \$117.70	\$216.60 / \$62.70	\$140.60 / \$40.70
SME ¹		\$140.60 / \$40.70	
Non-SME ¹		\$216.60 / \$62.70	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$26.60 / \$7.70); tabulated based on full fee.			

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TGS-2020504006 / TGS-2021006712

Public Hygiene Maintenance *(Residential, Level 1)* / AOP

16 hours of classroom learning and practical / 1 hour 20 minutes for AOP

EVS-CGO-1005-1.1

You will learn to follow processes and procedures when cleaning public areas and its related amenities. Upon successful completion of this module and its assessment, you will receive a WSQ Statement of Attainment.

Objectives

1

Collect assigned tools, equipment and supplies and place them on rack and/or receptacles.

2

Use allocated personal protective equipment (PPE) to perform cleaning of the assigned area in the public areas.

3

Perform cleaning in the public areas and the related amenities in accordance to organisational procedures and guidelines.

4

Display the appropriate safety signage at designated area to prevent accidents during the course of cleaning the surroundings.

5

Ensure waste collected at waste-holding area are secured in its containers.

6

Inform appropriate person or supervisor if work activities cannot be carried out.

7

Replenish consumables cleaning supplies used for cleaning the amenities in public area when necessary to ensure smooth operation of cleaning services provided.



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WORKFORCE SKILLS
QUALIFICATIONS**

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry (compulsory for AOP) or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$363.80 / \$160.50	\$193.80 / \$85.50	\$125.80 / \$55.50
SME ¹		\$125.80 / \$55.50	
Non-SME ¹		\$193.80 / \$85.50	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$23.80 / \$10.50); tabulated based on full fee.			

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TGS-2019504702 / TGS-2021005457

Vertical Surface Maintenance (*Level 1*) / AOP

16 hours of classroom learning and practical / 1 hour for AOP

EVS-CGO-1006-1.1

You will learn to follow processes and procedures on cleaning of vertical and ceiling surfaces. Upon successful completion of this module and its assessment, you will receive a WSQ Statement of Attainment.

Objectives

1

Collect assigned tools, equipment and supplies and place them on rack and/or receptacles.

2

Use allocated PPE to perform cleaning of the assigned vertical and ceiling surfaces.

3

Display the appropriate safety signage at designated area to prevent accidents during the course of cleaning the surroundings.

4

Perform cleaning of the vertical surfaces in accordance with organisational procedures and guidelines.

5

Replenish consumables cleaning supplies used for cleaning vertical and ceiling surfaces when necessary to ensure smooth operation of cleaning services provided.

6

Inform appropriate person or supervisor if work activities cannot be carried out.



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**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry (compulsory for AOP) or with the interest to be employed in the industry.

Fees

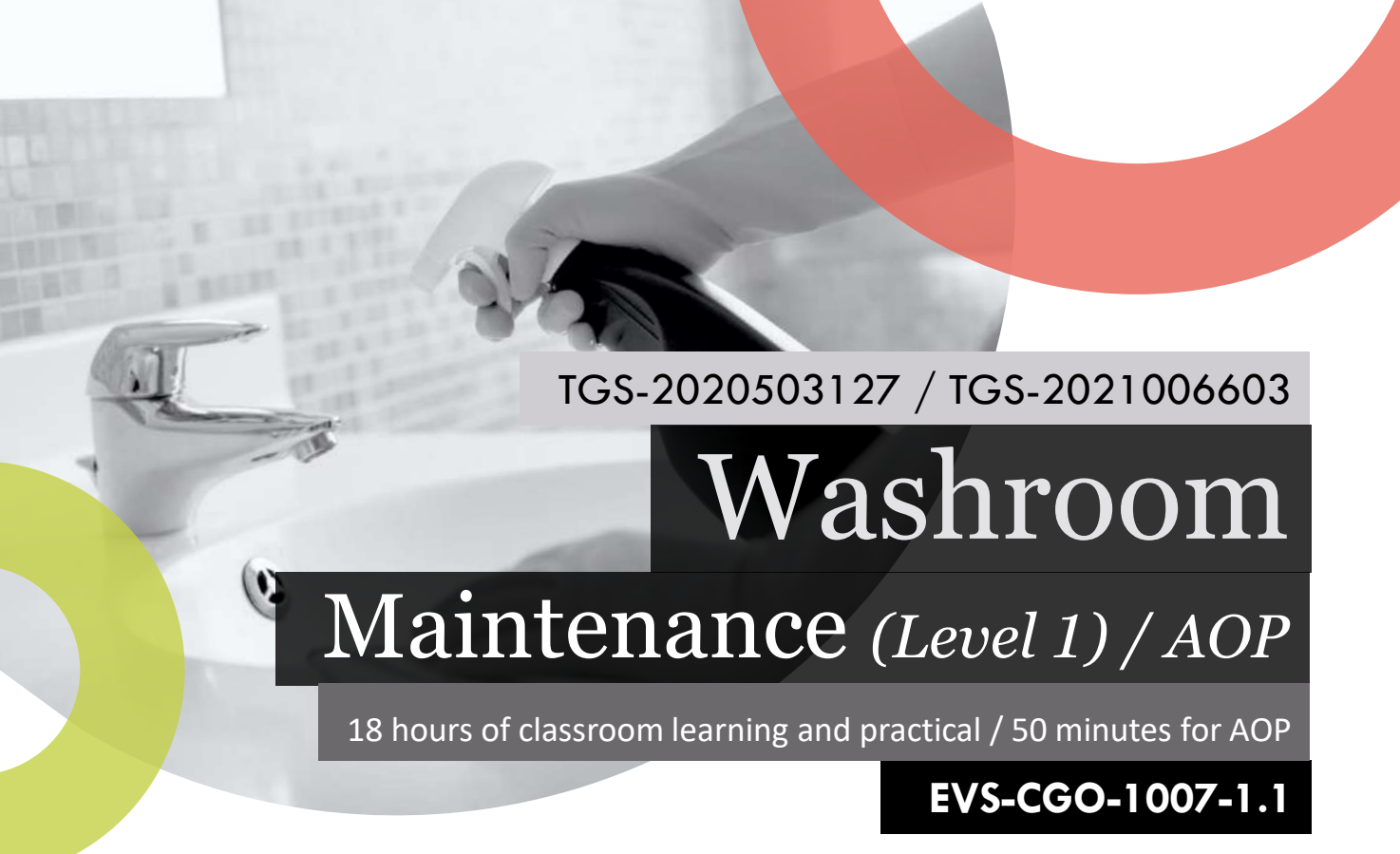
	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$406.60 / \$117.70	\$216.60 / \$62.70	\$140.60 / \$40.70
SME ¹		\$140.60 / \$40.70	
Non-SME ¹		\$216.60 / \$62.70	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$26.60 / \$7.70); tabulated based on full fee.			

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TGS-2020503127 / TGS-2021006603

Washroom Maintenance *(Level 1)* / AOP

18 hours of classroom learning and practical / 50 minutes for AOP

EVS-CGO-1007-1.1

You will learn to follow processes and procedures on cleaning of washroom facilities. Upon successful completion of this module and its assessment, you will receive a WSQ Statement of Attainment.

Objectives

- | | |
|--|--|
| 1 Carry out cleaning of washroom facilities in accordance with organisational procedures and guidelines. | 2 Display the appropriate safety signage at designated area to prevent accidents during and after the course of cleaning. |
| 3 Use allocated PPE to clean washroom facilities. | 4 Complete the inspection card upon completion of cleaning washroom facilities. |
| 5 Collect assigned tools, equipment and supplies and place them on rack and/or receptacles. | 6 Inform appropriate person or supervisor if work activities cannot be carried out. |
| 7 Replenish consumables cleaning supplies used for cleaning the washroom when necessary to ensure smooth operation of cleaning services provided. | |

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry (compulsory for AOP) or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$385.20 / \$149.80	\$205.20 / \$79.80	\$133.20 / \$51.80
SME ¹		\$133.20 / \$51.80	
Non-SME ¹		\$205.20 / \$79.80	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$25.20 / \$9.80); tabulated based on full fee.			

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CAUTION
WET FLOOR



TGS-2019503624 / TGS-2020503486

Workplace Safety *and* Health Practices Implementation *(Level 1)* / AOP

8 hours of classroom learning and practical / 1 hour for AOP

EVS-WSH-1006-1.1

You will learn to follow the organisational Workplace Safety and Health (WSH) policies and guidelines. Upon successful completion of this module and its assessment, you will receive a Statement of Attainment from SkillsFuture Singapore.

Objectives

1 Follow WSH practices to prevent accidents or minimise risks.

2 Report to supervisor unsafe acts or conditions.

3 Identify the unsafe acts or conditions present in the work environment.



WORK WORK PRIVATE LIMITED
Company / GST registration no.:
201434206M



SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Entry Requirements

1 21 years and above.	2 Never attended school.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry (compulsory for AOP) or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$203.30 / \$117.70	\$108.30 / \$62.70	\$70.30 / \$40.70
SME ¹		\$70.30 / \$40.70	
Non-SME ¹		\$108.30 / \$62.70	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$13.30 / \$7.70); tabulated based on full fee.			

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wsq *Environmental Services*

Level 2

Modules



TGS-2021004941

Furniture *and* Furnishing Maintenance (*Carpet, Level 2*)

24 hours of classroom learning

EVS-CGO-2003-1.1

You will learn to apply cleaning of furniture and furnishing using the appropriate mechanical devices. Upon successful completion of this module and its assessment, you will receive a WSQ Statement of Attainment.

Objectives

- | | |
|---|--|
| 1 Wear personal protective equipment and display safety signs when shampooing carpets and maintaining upholsteries using mechanical devices. | 2 Shampoo carpets and maintain upholsteries using mechanical devices in accordance with organisational procedures and device manufacturer's instructions. |
| 3 Assemble tools, equipment and consumable supplies to shampoo carpets and maintain upholsteries. | 4 Keep tools and equipment and replenish consumable supplies to ensure smooth operation. |
| 5 Perform routine maintenance and checks on mechanical devices in accordance with maintenance schedules. | 6 Inform supervisor when a work activity cannot be carried out. |



WORK WORK PRIVATE LIMITED
Company / GST registration no.:
201434206M



SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Entry Requirements

1 21 years and above.	2 Primary education without PSLE / PSPE certification or equivalent.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry or with the interest to be employed in the industry.

Fees


	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$599.20	\$319.20	\$207.20
SME ¹		\$207.20	
Non-SME ¹		\$319.20	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$39.20); tabulated based on full fee.			

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TGS-2021005456

Horizontal Surface Maintenance *(Hard Floors, Level 2)*

20 hours of classroom learning and practical

EVS-CGO-2004-1.1

You will learn to apply cleaning of horizontal surfaces using the appropriate mechanical devices. Upon successful completion of this module and its assessment, you will receive a WSQ Statement of Attainment.

Objectives

- | | |
|---|--|
| 1 Identify the appropriate mechanical device for cleaning or polishing the assigned floor surfaces. | 2 Display the appropriate safety signage at designated area during the course of cleaning the surroundings. |
| 3 Select the appropriate PPE to perform cleaning or polishing of the hard floor surfaces with the use of the selected mechanical device. | 4 Perform cleaning and/or polishing of floor surfaces using mechanical devices in accordance with organisational procedures and device manufacturer's instructions. |
| 5 Perform routine maintenance and checks on the mechanical device selected to ensure safe operation of the device. | 6 Replenish consumables cleaning supplies used to ensure smooth cleaning operations with minimum delay. |
| 7 Inform appropriate person or supervisor if work activities cannot be carried out. | 8 Return the mechanical device used after completion of assigned work. |

Entry Requirements

1 21 years and above.	2 Primary education without PSLE / PSPE certification or equivalent.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$449.40	\$239.40	\$155.40
SME ¹		\$155.40	
Non-SME ¹		\$239.40	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$29.40); tabulated based on full fee.			

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TGS-2021004940

Washroom Maintenance *(Level 2)*

20 hours of classroom learning and practical

EVS-CGO-2007-1.1

You will learn to apply advanced cleaning and perform maintenance of washroom facilities. Upon successful completion of this module and its assessment, you will receive a WSQ Statement of Attainment.

Objectives

1	Wear personal protective equipment and display safety signs.	2	Inform supervisor when a work activity cannot be carried out.
3	Assemble tools, equipment and consumable supplies and remove stubborn stains from washroom facilities.	4	Keep tools and equipment and replenish consumable supplies to ensure smooth operation.
5	Perform periodic maintenance of washroom facilities.	6	Perform basic first aid to remove corrosive chemicals upon contact with skin.
7	Remove stubborn stains from washroom facilities in accordance with organisational procedures and device manufacturer's instructions.		



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SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Entry Requirements

1 21 years and above.	2 Primary education without PSLE / PSPE certification or equivalent.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 3, and manipulate numbers at Workplace Numeracy (WPN) Level 3.	4 Minimum of three months of work experience in the environmental services industry or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$449.40	\$239.40	\$155.40
SME ¹		\$155.40	
Non-SME ¹		\$239.40	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$29.40); tabulated based on full fee.			

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wsQ Environmental Services

Level 3

Modules

WSQ Advanced Certificate *in* Environmental Services

72 hours of classroom learning and practical

The Advanced Certificate in Environmental Services consists of five WSQ Environmental Services Level 3 modules. It empowers Cleaning Supervisors, Cleaning Operations Executives and Cleaning Operations Managers to perform their role competently.

Cleaning Chemical Handling (Level 3)

You will learn to allocate cleaning chemicals required for cleaning biohazard decontamination processes.

Customer Management (Level 3)

You will learn to collaborate with customers to achieve service outcomes.

Effectiveness Management (Level 3)

You will learn to facilitate personal and team effectiveness by working in teams effectively and to improve the organisation’s performance.

Equipment and Inventory Management (Level 3)

You will learn to facilitate inventory control and equipment maintenance procedures to ensure operations continuity.

Workplace Safety and Health System Management (Level 3)

You will learn to implement Workplace Safety and Health (WSH) procedures in order to maintain the WSH management system.



Upon successful completion of five modules and its assessments, you will receive an Advanced Certificate in Environmental Services from SkillsFuture Singapore.

Entry Requirements

1 21 years and above.	2 GCE ‘O’ Level, GCE ‘N’ Level or ITE Certificate.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 5, and manipulate numbers at Workplace Numeracy (WPN) Level 5.	4 Minimum of three months of work experience in the environmental services industry or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$1,883.20	\$1,003.20	\$651.20
SME ¹		\$651.20	
Non-SME ¹		\$1,003.20	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$123.20); tabulated based on full fee.			

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TGS-2020503674

Cleaning Chemical Handling *(Level 3)*

12 hours of classroom learning

EVS-CGO-3001-1.1

You will learn to allocate cleaning chemicals required for cleaning biohazard decontamination processes. Upon successful completion of this module and its assessment, you will receive a Statement of Attainment from SkillsFuture Singapore.

Objectives

1 Assess the use of cleaning chemicals.	2 Monitor the workers in accordance with organisational procedures.
3 Allocate resources to replenish the cleaning chemicals required in each container.	4 Determine the quantity and types of the cleaning chemicals to be loaded into the container.
5 Inform appropriate person when work cannot be carried out and/or incidents occur.	6 Communicate work assignment to workers to ensure the smooth operation.
7 Allocate the appropriate Personal Protective Equipment (PPE) to handle different types of cleaning chemicals.	



WORK WORK PRIVATE LIMITED
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SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Entry Requirements

1 21 years and above.	2 GCE 'O' Level, GCE 'N' Level or ITE Certificate.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 5, and manipulate numbers at Workplace Numeracy (WPN) Level 5.	4 Minimum of three months of work experience in the environmental services industry or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$321.00	\$171.00	\$111.00
SME ¹		\$111.00	
Non-SME ¹		\$171.00	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$21.00); tabulated based on full fee.			

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TGS-2019503402

Customer Management *(Level 3)*

16 hours of classroom learning

EVS-CFC-3005-1.1

You will learn to collaborate with customers to achieve service outcomes. Upon successful completion of this module and its assessment, you will receive a Statement of Attainment from SkillsFuture Singapore.

Objectives

1 Collaborate with customers to provide service follow up.	2 Apply logical deduction to anticipate service abnormalities.
3 Analyse gaps between actual service performance and organisation's service standards.	4 Deploy service quality improvement tools to improve service delivery process.
5 Facilitate generation of solutions to solve service abnormalities.	6 Select a solution using appropriate evaluative techniques and criteria.
7 Evaluate the effectiveness of the implemented solution.	



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SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Entry Requirements

1 21 years and above.	2 GCE 'O' Level, GCE 'N' Level or ITE Certificate.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 5, and manipulate numbers at Workplace Numeracy (WPN) Level 5.	4 Minimum of three months of work experience in the environmental services industry or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$428.00	\$228.00	\$148.00
SME ¹		\$148.00	
Non-SME ¹		\$228.00	

1. Applicable for absentee payroll.

2. Inclusive of 7% GST (\$28.00); tabulated based on full fee.

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TGS-2019503629

Effectiveness Management *(Level 3)*

16 hours of classroom learning

EVS-PDV-3002-1.1

You will learn to facilitate personal and team effectiveness by working in teams effectively and to improve the organisation's performance.
Upon successful completion of this module and its assessment, you will receive a Statement of Attainment from SkillsFuture Singapore.

Objectives

1	Monitor team performance in accordance with organisation procedures.	2	Provide guidance and opportunities for team to contribute ideas in relation to organisation objectives.
3	Communicate ideas and performance in the workplace using appropriate verbal and non-verbal cues.	4	Evaluate the risks and consequences of potential actions or decisions in relation to organisation objectives.
5	Delegate duties and responsibilities taking into consideration the competencies of individual team members.	6	Work with team to develop and assess options that will lead to successful outcomes in relation to organisation objectives.
7	Address barriers to communication.		



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**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**

Entry Requirements

1 21 years and above.	2 GCE 'O' Level, GCE 'N' Level or ITE Certificate.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 5, and manipulate numbers at Workplace Numeracy (WPN) Level 5.	4 Minimum of three months of work experience in the environmental services industry or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$428.00	\$228.00	\$148.00
SME ¹		\$148.00	
Non-SME ¹		\$228.00	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$28.00); tabulated based on full fee.			

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TGS-2020503349

Equipment *and* Inventory Management *(Level 3)*

12 hours of classroom learning

EVS-EQM-3001-1.1

You will learn to facilitate inventory control and equipment maintenance procedures to ensure operations continuity. Upon successful completion of this module and its assessment, you will receive a Statement of Attainment from SkillsFuture Singapore.

Objectives

- | | |
|---|---|
| 1 Allocate the appropriate Personal Protective Equipment (PPE) to handle different types of cleaning chemicals. | 2 Determine the quantity and types of the cleaning chemicals to be loaded into the container. |
| 3 Communicate work assignment to workers to ensure the smooth operation. | 4 Allocate resources to replenish the cleaning chemicals required in each container. |
| 5 Inform appropriate person when work cannot be carried out and/or incidents occur. | 6 Monitor the workers in accordance with organisational procedures. |
| 7 Assess the use of cleaning chemicals. | |



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**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**

Entry Requirements

1 21 years and above.	2 GCE 'O' Level, GCE 'N' Level or ITE Certificate.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 5, and manipulate numbers at Workplace Numeracy (WPN) Level 5.	4 Minimum of three months of work experience in the environmental services industry or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$299.60	\$159.60	\$103.60
SME ¹		\$103.60	
Non-SME ¹		\$159.60	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$19.60); tabulated based on full fee.			

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CAUTION
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TGS-2020503489

Workplace Safety and Health System Management (*Level 3*)

16 hours of classroom learning

EVS-WSH-3007-1.1

You will learn to implement Workplace Safety and Health (WSH) procedures in order to maintain the WSH management system. Upon successful completion of this module and its assessment, you will receive a Statement of Attainment from SkillsFuture Singapore.

Objectives

1 Document management reviews on WSH management system.

2 Document findings of the WSH management system against set criteria.

3 Maintain records of WSH legal documents.

4 Oversee site visits, inspections and compliance audits.

5 Implement WSH Management System in compliance with regulatory requirements.



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SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Entry Requirements

1 21 years and above.	2 GCE 'O' Level, GCE 'N' Level or ITE Certificate.
3 Speak, listen and read English at Workplace Literacy (WPL) Level 5, and manipulate numbers at Workplace Numeracy (WPN) Level 5.	4 Minimum of three months of work experience in the environmental services industry or with the interest to be employed in the industry.

Fees

	Full Fee ²	Nett Fee (After Funding) ²	
		Singapore Citizen & Permanent Resident (21 years or older)	Singapore Citizen (40 years or older)
Self-Sponsored Individuals	\$406.60	\$216.60	\$140.60
SME ¹		\$140.60	
Non-SME ¹		\$216.60	
1. Applicable for absentee payroll. 2. Inclusive of 7% GST (\$26.60); tabulated based on full fee.			

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