



Course Outline

CO:Commercial Cleaner

Duration: 12 Months



SDP030824213146





Programme Title

Occupational Certificate:
Commercial Cleaner

SAQA ID

118709

NQF Level

1

Minimum Credits

120

Entry Requirements

Open Access



COURSE OVERVIEW

This certificate program prepares individuals to work as commercial cleaners, responsible for maintaining the cleanliness and organization of commercial spaces such as offices, schools, and healthcare facilities.

COURSE OUTCOMES

- Clean and maintain commercial spaces, including offices, floors, surfaces, and equipment
- Use various cleaning equipment and chemicals
- Restock supplies and materials
- Work safely and efficiently
- Communicate with clients and team members
- Work safely and efficiently as commercial cleaners
- Provide high-quality cleaning services to clients
- Communicate effectively and provide excellent customer service
- Work effectively in a team and manage time efficiently
- Demonstrate specialized cleaning skills and knowledge
- Apply industry standards and best practices
- Demonstrate professionalism and accountability in the workplace.



It's All Possible





MODULES

Module 1:

Introduction to Commercial Cleaning

- Overview of the commercial cleaning industry
- Roles and responsibilities of a commercial cleaner
- Importance of safety and customer service

Module 2:

Cleaning Techniques and Equipment

- Types of cleaning equipment and their uses
- Cleaning techniques for various surfaces and areas
- Chemical handling and safety procedures

Module 3:

Safety Procedures and Chemical Handling

- Workplace safety protocols
- Hazardous materials handling and disposal
- Personal protective equipment (PPE) usage



It's All Possible





MODULES

Module 4:

Customer Service and Communication

- Effective communication skills
- Customer service principles
- Conflict resolution and problem-solving

Module 5:

Teamwork and Time Management

- Teamwork and collaboration
- Time management and prioritization
- Work scheduling and organization



It's All Possible





MODULES

Module 6:

Industry Standards and Best Practices

- Industry regulations and standards
- Best practices for commercial cleaning
- Continuous improvement and quality control

Module 7:

Workplace Assessment and Practical Training

- Practical training in a commercial cleaning setting
- Workplace assessment and evaluation
- Final exam and certification