



Award in Professional Cleaning Services in Healthcare

MQF/EQF Level 2

5 ECTS Credits

About Us

Mission & Vision

EVA is a centre of excellence for industry-driven vocational education in Malta and the Euro-Mediterranean region. We offer holistic, hands-on learning built on:

- Lifelong learning opportunities
- Real work placements
- Industry partnerships
- Global recognition
- Agile micro-credentials

We are redefining vocational education as a first-choice route for ambitious, skilled professionals.

Work-Based Learning: At the Heart of EVA

At EVA, work-based learning isn't an option—it's our foundation. Whether through apprenticeships, structured job placements, or simulations, students gain:

- Exposure to current workplace standards
- The confidence to lead from day one
- Mentorship from professionals
- Real job experience



Course Description

The Award in Professional Cleaning Services is a comprehensive learning experience designed to provide students with a comprehensive overview of the cleaning industry and the specifics needed to be able to operate successfully within it. The training programme is designed for cleaning professionals across various industries.

This programme is designed to equip participants with the knowledge, skills, and competencies necessary to maintain optimal cleanliness and hygiene standards in diverse work environments. Through a combination of theoretical learning and hands-on practical exercises, participants will gain a deep understanding of infection control principles, industry standards, functional risks, and effective cleaning methods applicable to different settings.

Accreditation & MQF Level



Malta
Further & Higher
Education Authority

The accreditation status of this programme is a Higher Education Programme. A CPD Award accredited with 5 ECTS credits (MQF/EQF Level 2) by the Malta Further & Higher Education Authority (MFHEA).

■ Total Learning hours

25 Content hours

■ Language

English

■ Country

Malta

Entry Requirements

TEQF Level 2 or Equivalent qualification in English. In case of no formal qualification in English, Students will be assessed using an online tool to establish their CEFR level. A minimum Level of A2 is needed. Test: <https://www.europa-school.co.uk/language-level-test/>

Course Funding Options

Courses are often funded through various schemes.

- GetQualified Scheme
- Training Pays Scheme
- Investing in Skills Scheme





Programme

■ Provision:	Presental
■ Subject Areas:	10 - Services
■ Operational Start Date:	10/07/2024

This is offered as an Exit award related to the programme entitled: Award in Professional Cleaning Services

Awarding Bodies & Providers

European Vocational Academy (EVA)

Learning Outcomes

Competences - at the end of the module/unit the learner will have acquired the responsibility and autonomy to:

- Collaborate in ensuring compliance with established cleaning standards and protocols in diverse settings
- Collaborate in ensuring proficiency in maintaining cleanliness and safety. c) Be responsible for ensuring that all own tasks are carried out efficiently and effectively.
- Adapt best practices to manage the use of cleaning equipment and chemicals, ensuring proper usage and storage to maintain a safe working environment.
- Comply with the organisation's commitment to maintaining high standards of cleanliness.
- Collaborate in the creation of a culture of continuous improvement in housekeeping practices.
- Collaborate in ensuring compliance with occupational health and safety regulations, demonstrating an understanding of the duties and responsibilities associated with cleaning and housekeeping activities.
- Adopt responsibility for monitoring surrounding workplace practices to ensure adherence to safety protocols, identifying and reporting potential hazards proactively.
- Collaborate in carrying out tasks related to manual handling, equipment handling, and chemical handling with precision and care, minimising the risk of accidents or injuries in the workplace.
- Collaborate with supervisors / manager to implement company safety procedures and protocols, fostering a culture of safety awareness and continuous improvement.
- Comply with use of personal protective equipment (PPE) and ensure its proper utilisation.
- Adapt best practices in ensuring compliance with data protection regulations and privacy principles, taking responsibility for handling confidential information securely and ethically.
- Incorporate responsibility for representing oneself with professionalism and integrity, fostering positive relationships with clients through excellent customer service.
- Collaborate in ensuring proper reporting to company of customer inquiries, complaints, and service requests, ensuring efficiency and empathy when listening to service users.
- Adopt best practiced to comply with basic English language usage in cleaning and housekeeping tasks, demonstrating the ability to communicate effectively with colleagues and supervisors.
- Adopt best practices to carry out tasks related to understanding and using basic English vocabulary and terminology in cleaning and housekeeping settings, facilitating smooth communication and workflow.
- Adopt best practiced to communicating confidently and professionally in English, especially verbally, when interacting with co-workers, supervisors, clients, or other stakeholders.
- Adopt best practices to comply with infection control protocols and NHS National Standards of Healthcare Cleanliness 2021 in all cleaning activities within healthcare settings.
- Collaborate in being responsible for working in line with guidelines relating to functional risks associated with cleaning tasks, prioritising areas requiring special attention to ensure patient safety and hygiene standards.
- Carry out tasks related to the selection, preparation, and application of cleaning agents and equipment according to established procedures and guidelines.
- Collaborate with healthcare staff to coordinate cleaning schedules and activities, ensuring minimal disruption to patient care while maintaining cleanliness standards.

Learning Outcomes

- Adopt best practices to ensure thoroughness, efficiency, and compliance with regulatory requirements and organisational policies when cleaning.
- Collaborate in carrying out cleaning tasks in compliance with infection control principles, making proper use of cleaning products, and safety protocols specific to healthcare environments.

Knowledge - at the end of the module/unit the learner will have been exposed to the following:

- Describe General Work Environment of different types of work environments and their unique cleaning requirements.
- Identify the key elements of effective cleaning protocols and describe their significance in maintaining cleanliness standards.
- Match specific cleaning methods with appropriate cleaning tasks based on surface materials and types of contaminants.
- Define the purpose and function of Material Safety Data Sheets (MSDS) and explain how they aid in safe handling of cleaning chemicals.
- Recall safety precautions and best practices for handling and storing cleaning chemicals to prevent accidents and injuries.
- Specify, state and sequence the steps for proper handwashing and demonstrate correct hand hygiene techniques according to established guidelines.
- Identify common occupational hazards present in cleaning and housekeeping tasks, including slips, trips, falls, and exposure to hazardous chemicals.
- Describe the proper procedures for safe manual handling, including lifting, carrying, and moving objects to prevent musculoskeletal injuries.
- List examples of personal protective equipment (PPE) used in cleaning and housekeeping operations, specifying their intended purposes and appropriate usage.
- Define the right approach to handle heavy loads so as to reduce the risk of workplace injuries associated with manual handling tasks.
- Define safety protocols for handling cleaning chemicals, emphasising proper storage, mixing, dilution, and disposal procedures.
- Specify potential health hazards associated with exposure to cleaning chemicals and identify measures to mitigate risks effectively.
- Identify potential data protection risks and vulnerabilities in cleaning and janitorial operations, such as unauthorised access to confidential information or improper disposal of sensitive data.
- Describe the key principles and objectives of data protection regulations, including the General Data Protection Regulation (GDPR) and relevant privacy laws, as they apply to cleaning and janitorial services.
- List examples of personal data and confidential commonly encountered in cleaning and janitorial tasks, such as client contact information, access code etc.
- Name common types of customer complaints in the cleaning industry, such as dissatisfaction with cleanliness standards, damage to property, or issues with communication.
- Define the term "confidentiality" and explain its importance in maintaining trust and integrity.
- Identify common industry specific items and tools by their English names, enhancing vocabulary comprehension in the workplace

Learning Outcomes

- Recall and recite basic English phrases and expressions used in daily routines, such as greeting guests or communicating with co-workers.
- List industry-specific safety precautions and procedures in English, ensuring understanding and adherence to workplace protocols.
- Match English words with their corresponding images or symbols depicting industry specific concepts, reinforcing vocabulary acquisition.
- Define key English terms related to products and equipment used in the industry, clarifying their usage and purpose in the workplace.
- Label supplies and equipment with their English names, facilitating English language immersion in the workplace environment.
- Identify common contaminants found in healthcare environments and explain why they are dangerous.
- List key components of the NHS National Standards of Healthcare Cleanliness 2021 and explain their significance in maintaining hygiene standards.
- Describe the process of conducting a risk assessment in a healthcare facility to identify areas of concern and prioritize cleaning efforts.
- Recall and recite proper handwashing techniques according to WHO guidelines, emphasizing the importance of thorough hand hygiene in infection prevention.
- Match specific cleaning agents with the surfaces they are intended to clean, considering factors such as material compatibility and efficacy against pathogens.
- Label different types of personal protective equipment (PPE) used by cleaning staff and explain when and how each should be worn.
- Sequence the steps involved in cleaning and disinfecting a patient room, ensuring proper order and thoroughness in the cleaning process.

Skills - at the end of the module/unit the learner will have acquired the following skills:

- Practice proper cleaning techniques under supervision, refining skills in using equipment and applying cleaning solutions effectively.
- Demonstrate proficiency in following cleaning protocols through practical assessments, ensuring thoroughness and attention to detail.
- Show ability in prioritising tasks based on urgency.
- Operate cleaning equipment safely and efficiently, demonstrating proper techniques for handling and maneuvering machines.
- Administer by assembling cleaning equipment and supplies, ensuring readiness for various cleaning tasks.
- Use cleaning chemicals and solutions according to manufacturer instructions, measuring and diluting products accurately.
- Practice using cleaning checklists for different areas within a facility, ensuring comprehensive coverage and consistency in cleaning practices. a. Demonstrate ability to implement basic hand hygiene, fostering a culture of cleanliness and safety.
- Apply knowledge of occupational hazards to identify risks in cleaning and housekeeping environments.

Learning Outcomes

- Practice safe manual handling techniques to minimise the risk of musculoskeletal injuries during cleaning tasks.
- Demonstrate proper use of personal protective equipment (PPE), including gloves and masks, to protect against occupational hazards relating to cleaning and housekeeping.
- Show proficiency in operating and maintaining cleaning equipment and machinery, ensuring safe and efficient performance.
- Practice safe storage of cleaning chemicals adhering to safety regulations and guidelines. a. Practice reporting health and safety risks to supervisor / manager / OHS appointed person.
- Apply customer service principles and data protection regulations to real-world scenarios encountered in cleaning and janitorial services, demonstrating adaptability and problem-solving skills.
- Practice effective communication techniques when interacting with clients and colleagues, ensuring clarity, professionalism, and empathy in all interactions. a. Demonstrate proficiency in handling customer inquiries, complaints, and service requests, showcasing the ability to address issues promptly and satisfactorily.
- Apply English language skills in real-life industry related scenarios, effectively communicating with colleagues and supervisors to ensure task completion.
- Practice English conversation and dialogue exchanges relevant to industry related duties, refining pronunciation and fluency in workplace communication.
- Demonstrate comprehension of basic English vocabulary and terminology used in the industry through oral exercises.
- Show the ability to formulate clear and concise messages in English when conveying instructions, requests, or reporting issues in the workplace.
- Construct short written message and email in English to report issues, and other workplace communications accurately and professionally.
- Apply infection control principles to cleaning practices within a healthcare facility.
- Practice proper hand hygiene techniques and donning/doffing of personal protective equipment (PPE) to minimise the risk of cross-contamination during cleaning procedures.
- Demonstrate proficiency in operating and maintaining various cleaning equipment and machinery, ensuring their safe and effective use in healthcare environments.
- Demonstrate proficiency in use of proper colour coded cleaning cloths, tools and equipment, in line with the risk factor of the area cleaned.
- Show competence in identifying and selecting appropriate cleaning agents and disinfectants based on surface materials and infection control requirements.
- Practice the right cleaning approach to cleaning items such as patient beds, restroom, waiting areas, high touch surfaces, patient sofa etc.
- Use cleaning checklists to monitor cleaning performance and ensure adherence to cleanliness standards.

Strategic Partners

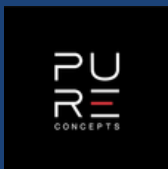
■ Founding Partners:



■ Accreditation Bodies & Regulators:



■ Partners:



■ Memberships:



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Be part of the future of vocational education
and training.

Join EVA as a partner

The EVA logo is contained within a white circle. It features the word 'eva' in a bold, teal, lowercase sans-serif font, followed by a registered trademark symbol (®). Below this, the words 'european' and 'vocational' are stacked in a smaller, dark blue, lowercase sans-serif font, and the word 'academy' is at the bottom in a bold, dark blue, lowercase sans-serif font.

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