Award in **Professional Cleaning Services**

MQF/EQF Level 2

4 ECTS Credits

Malta Further & Higher Education Authority

eva® european vocational academy

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 in.

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 4 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

Entry Requirements Specify what requirements the students should have before joining this programme (including qualifications/ language and/or digital competences). EQF 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

jobsplus

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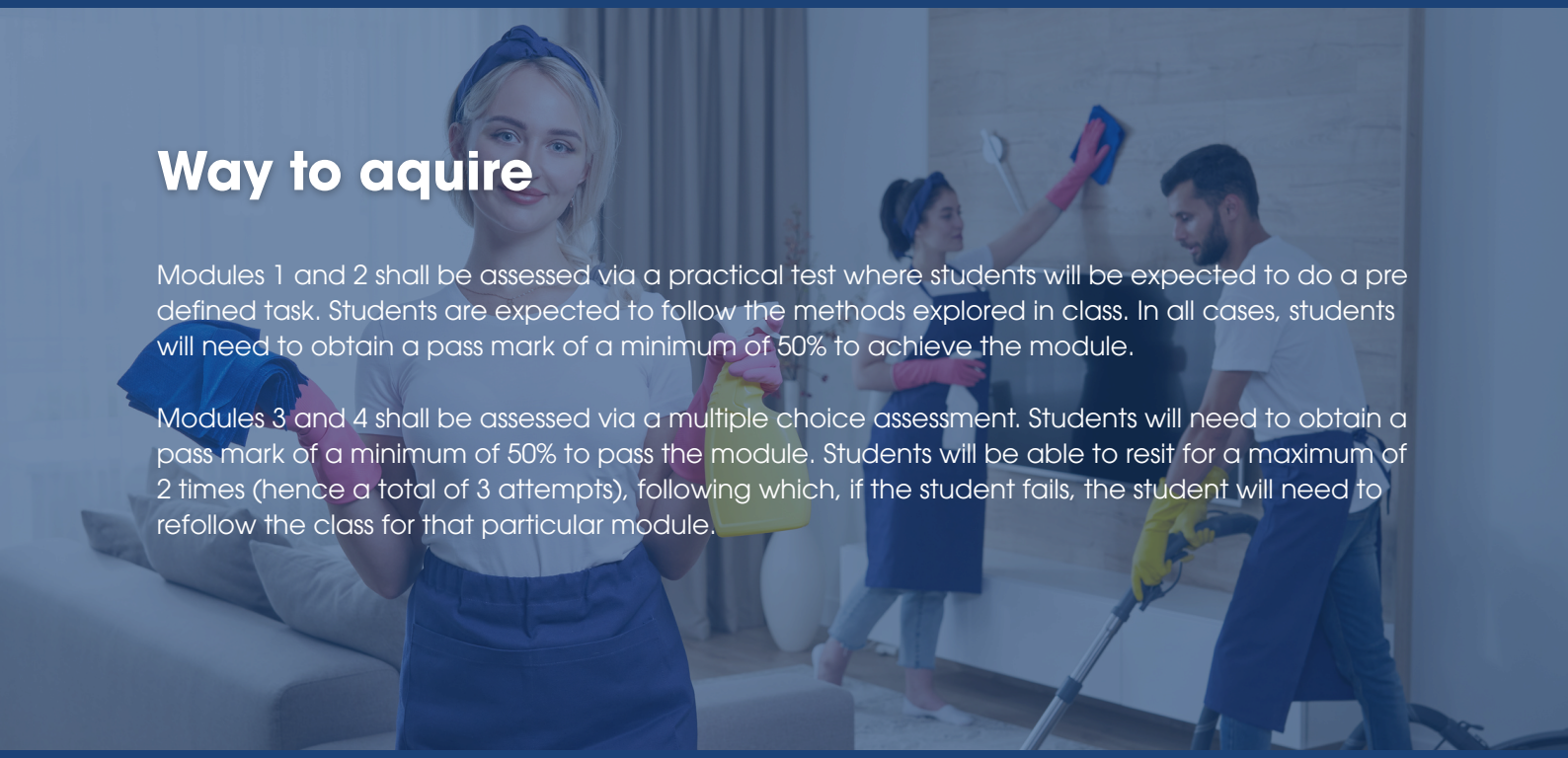

Way to aquire

Modules 1 and 2 shall be assessed via a practical test where students will be expected to do a pre defined task. Students are expected to follow the methods explored in class. In all cases, students will need to obtain a pass mark of a minimum of 50% to achieve the module.

Modules 3 and 4 shall be assessed via a multiple choice assessment. Students will need to obtain a pass mark of a minimum of 50% to pass the module. Students will be able to resit for a maximum of 2 times (hence a total of 3 attempts), following which, if the student fails, the student will need to refollow the class for that particular module.

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 (MQF2,5 ECTS)

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.
- 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.

Learning Outcomes

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 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.
- Techniques according to established guidelines.
- 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.
- 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.

Learning Outcomes

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.
- 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.
- 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.
- 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.
- 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.

Strategic Partners

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