



Professional Cleaning Operator Certifications

(ADVANCED)

Mastering Industry Standards and Techniques



Introduction



Welcome to the Professional Cleaning Operator Certifications course, designed to provide comprehensive training on the latest industry standards and techniques in professional cleaning. Over three days, you will gain practical skills and knowledge to ensure high-quality cleaning practices, enhance safety, and promote a healthy environment. This course is ideal for individuals seeking to become certified cleaning operators and excel in their roles within various professional settings.

Course Objectives



- 1** Understand the fundamental principles and best practices in professional cleaning.
- 2** Learn and apply industry-standard cleaning techniques for different environments.
- 3** Develop skills to use cleaning tools and equipment effectively and safely.
- 4** Enhance knowledge of health and safety regulations related to cleaning operations.
- 5** Achieve certification as a professional cleaning operator, demonstrating expertise in the field.

Course Benefits

- **Expert Knowledge** : Gain in-depth understanding of professional cleaning standards and practices, making you a valuable asset in the industry.
- **Practical Skills** : Acquire hands-on experience with cleaning techniques and equipment, ensuring proficiency in real-world applications.
- **Safety Compliance** : Learn to implement health and safety regulations, creating a safer and healthier environment.
- **Career Advancement** : Achieve certification that boosts your credentials and opens up career opportunities in the cleaning industry.
- **Improved Efficiency** : Master efficient cleaning methods, leading to increased productivity and better results in your cleaning operations.

Course Modules

1 Introduction to Professional Cleaning

1. Understanding Industry Standards
2. Importance of Professional Cleaning

2 Cleaning Techniques and Practices

1. Surface Cleaning Methods
2. Specialized Cleaning Techniques

3 Cleaning Tools and Equipment

1. Proper Use and Maintenance
2. Safety Procedures

4 Health and Safety Regulations

1. Compliance and Best Practices
2. Personal Protective Equipment (PPE)

5 Environmental Sustainability in Cleaning

1. Green Cleaning Practices
2. Sustainable Product Choices

6 Customer Service and Professionalism

1. Effective Communication Skills
2. Building Client Relationships



Who Should Join This Course

→ **Aspiring Cleaning Professionals:** Ideal for individuals starting their careers in the cleaning industry, providing foundational knowledge and certification.

→ **Current Cleaning Operators:** Beneficial for those seeking to enhance their skills and achieve professional certification.

→ **Facility Managers:** Suitable for those overseeing cleaning operations, ensuring they understand best practices and standards.

→ **Business Owners:** Valuable for small business owners aiming to maintain high-quality cleaning standards within their establishments.



Module 1 : Introduction to Professional Cleaning

Lesson 1 : Understanding Industry Standards

Objective :

By the end of this lesson, learners will have a comprehensive understanding of the fundamental standards and expectations within the professional cleaning industry. They will be familiar with key regulatory bodies, industry benchmarks, and the importance of adhering to these standards to ensure high-quality and safe cleaning practices.

Content :

- **Industry Overview:** Introduction to the professional cleaning industry, its scope, and significance.
- **Regulatory Bodies:** Overview of key regulatory bodies such as the Department of Occupational Safety and Health Malaysia (DOSH) and international organizations like ISSA.
- **Standards and Guidelines:** Detailed discussion on industry standards such as MS ISO 9001, MS ISO 14001, and other relevant certifications.
- **Importance of Standards:** Explanation of how adhering to industry standards ensures quality, safety, and customer satisfaction.
- **Case Studies:** Examples of businesses that have successfully implemented industry standards to improve their operations.



Module 1 : Introduction to Professional Cleaning

Lesson 2 : Importance of Professional Cleaning

Objective :

Learners will understand the critical role professional cleaning plays in various environments. They will explore the direct impact of cleaning on health, safety, and business reputation, and recognize the broader implications of effective cleaning practices in different sectors.

Content :

- **Health and Safety:** In-depth discussion on how proper cleaning practices reduce the spread of infectious diseases and contribute to a safe environment.
- **Business Reputation:** Examination of how cleanliness affects customer perception and business success.
- **Sector-Specific Importance:** Analysis of the role of cleaning in different sectors such as healthcare, hospitality, education, and commercial offices.
- **Economic Impact:** Understanding the economic benefits of maintaining high standards of cleanliness, including reduced absenteeism and increased productivity.
- **Interactive Discussion:** Group discussion on personal experiences and observations of cleaning practices in various environments.



Module 2 : Cleaning Techniques and Practices

Lesson 1 : Surface Cleaning Methods

Objective :

Learners will gain practical knowledge of various surface cleaning methods, understanding the specific techniques required for different materials and surfaces. They will be able to apply these techniques effectively to ensure thorough and efficient cleaning.

Content :

- **Introduction to Surface Cleaning:** Overview of different types of surfaces commonly encountered in various environments.
- **Basic Techniques:** Detailed instructions on dusting, mopping, vacuuming, and wiping.
- **Material-Specific Methods:** Specific cleaning techniques for materials such as wood, glass, tile, and metal.
- **Tools and Equipment:** Introduction to the tools and equipment used for surface cleaning, including microfiber cloths, mops, and vacuum cleaners.
- **Common Challenges:** Discussion of common challenges in surface cleaning and solutions to overcome them.
- **Practical Demonstration:** Hands-on demonstration of surface cleaning techniques, followed by practice sessions for learners.



Module 2 : Cleaning Techniques and Practices

Lesson 2 : Specialized Cleaning Techniques

Objective :

By the end of this lesson, learners will be equipped with advanced cleaning techniques for specialized environments and surfaces. They will understand the importance of deep cleaning, sanitization, and disinfection, and be able to implement these techniques effectively.

Content :

- **Deep Cleaning:** Explanation of deep cleaning processes and their importance in maintaining hygiene.
- **Carpet and Upholstery Cleaning:** Techniques for cleaning carpets and upholstery, including shampooing, steam cleaning, and spot cleaning.
- **Sanitization and Disinfection:** Detailed instructions on proper sanitization and disinfection methods, including the use of appropriate chemicals and tools.
- **High-Touch Areas:** Identification and cleaning of high-touch areas that require frequent sanitization.
- **Specialized Equipment:** Overview of specialized equipment such as steam cleaners and electrostatic sprayers.
- **Case Studies:** Examples of successful implementation of specialized cleaning techniques in various settings.
- **Interactive Workshop:** Practical exercises where learners apply specialized cleaning techniques in simulated environments.

Module 3 : Cleaning Tools and Equipment

Lesson 1 : Proper Use and Maintenance

Objective :

Learners will understand the proper use and maintenance of various cleaning tools and equipment. They will learn how to select the right tools for different tasks, operate them safely, and maintain them to ensure longevity and efficiency.

Content :

- **Introduction to Cleaning Tools:** Overview of common cleaning tools and their uses.
- **Tool Selection:** Criteria for selecting the right tools for specific cleaning tasks.
- **Operation and Safety:** Detailed instructions on the safe operation of cleaning equipment, including vacuum cleaners, floor polishers, and pressure washers.
- **Maintenance Practices:** Best practices for maintaining tools and equipment, including regular inspections, cleaning, and repairs.
- **Troubleshooting:** Common issues with cleaning equipment and how to troubleshoot them.
- **Hands-On Practice:** Practical sessions where learners use various tools and equipment under supervision.
- **Maintenance Logs:** Introduction to keeping maintenance logs to track the condition and upkeep of equipment.



Module 3 : Cleaning Tools and Equipment

Lesson 2 : Safety Procedures

Objective :

Learners will be familiar with essential safety procedures related to cleaning operations. They will learn to identify hazards, use personal protective equipment (PPE) correctly, and follow emergency procedures to ensure a safe working environment.

Content :

- **Importance of Safety:** Discussion on the importance of safety in cleaning operations.
- **Hazard Identification:** Identifying potential hazards in cleaning tasks, including chemical, physical, and biological hazards.
- **PPE Usage:** Detailed instructions on the proper use and maintenance of PPE such as gloves, masks, and goggles.
- **Safe Handling of Chemicals:** Guidelines for handling and storing cleaning chemicals safely.
- **Emergency Procedures:** Procedures to follow in case of accidents or equipment malfunctions, including first aid and reporting protocols.
- **Safety Audits:** Introduction to conducting safety audits and regular safety checks.
- **Interactive Session:** Role-playing exercises where learners practice safety procedures in simulated scenarios.



Module 4 : Health and Safety Regulations

Lesson 1 : Compliance and Best Practices

Objective :

Learners will understand the key health and safety regulations that govern cleaning operations. They will learn best practices for ensuring compliance and maintaining a safe working environment.

Content :

- **Regulatory Overview:** Overview of key health and safety regulations in Malaysia and internationally.
- **Compliance Requirements:** Detailed discussion on compliance requirements for cleaning operations, including documentation and reporting.
- **Best Practices:** Best practices for ensuring compliance with health and safety regulations, including regular training and audits.
- **Risk Assessment:** Conducting risk assessments to identify and mitigate potential hazards.
- **Documentation:** Importance of maintaining accurate records of compliance activities.
- **Case Studies:** Examples of businesses that have successfully implemented health and safety regulations.
- **Group Activity:** Collaborative activity where learners conduct a mock risk assessment and develop a compliance plan.



Module 4 : Health and Safety Regulations

Lesson 2 : Personal Protective Equipment (PPE)

Objective :

Learners will gain an in-depth understanding of personal protective equipment (PPE) and its role in ensuring safety during cleaning operations. They will learn how to select, use, and maintain PPE effectively.

Content :

- **PPE Overview:** Introduction to different types of PPE used in cleaning operations.
- **Selection Criteria:** Criteria for selecting appropriate PPE based on the task and potential hazards.
- **Proper Usage:** Detailed instructions on the correct use of PPE, including donning and doffing procedures.
- **Maintenance and Storage:** Best practices for maintaining and storing PPE to ensure its effectiveness.
- **PPE Regulations:** Overview of regulations related to PPE use in cleaning operations.
- **Hands-On Training:** Practical sessions where learners practice using PPE correctly.
- **Case Studies:** Examples of incidents where proper PPE usage prevented injuries.
- **Interactive Discussion:** Group discussion on challenges and best practices in PPE usage.



Module 5 : Environmental Sustainability in Cleaning

Lesson 1 : Green Cleaning Practices

Objective :

Learners will understand the principles and benefits of green cleaning practices. They will learn how to implement eco-friendly cleaning techniques and promote sustainability in their operations.

Content :

- **Introduction to Green Cleaning:** Overview of green cleaning concepts and their importance.
- **Benefits of Green Cleaning:** Environmental, health, and economic benefits of adopting green cleaning practices.
- **Eco-Friendly Techniques:** Techniques for reducing environmental impact, such as using biodegradable products and conserving water.
- **Green Cleaning Products:** Criteria for selecting eco-friendly cleaning products and suppliers.
- **Implementation Strategies:** Steps to implement green cleaning practices in various settings.
- **Case Studies:** Examples of successful green cleaning initiatives in Malaysia and internationally.
- **Interactive Workshop:** Practical exercises where learners develop a green cleaning plan for a simulated environment.



Module 5 : Environmental Sustainability in Cleaning

Lesson 2 : Sustainable Product Choices

Objective :

Learners will gain knowledge on selecting and using sustainable cleaning products. They will understand the impact of their choices on the environment and learn to make informed decisions that promote sustainability.

Content :

- **Sustainable Products Overview:** Introduction to sustainable cleaning products and their benefits.
- **Selection Criteria:** Criteria for selecting sustainable products, including biodegradability, non-toxicity, and packaging.
- **Product Certifications:** Understanding product certifications and labels such as EcoLabel and Green Seal.
- **Supplier Evaluation:** Evaluating suppliers based on their commitment to sustainability.
- **Cost-Benefit Analysis:** Analyzing the cost and benefits of using sustainable products.
- **Case Studies:** Examples of businesses that have successfully transitioned to sustainable cleaning products.
- **Interactive Session:** Group activity where learners research and present on sustainable product options for specific cleaning tasks.



Module 6 :

Customer Service and Professionalism

Lesson 1 : Effective Communication Skills

Objective :

Learners will develop effective communication skills essential for delivering excellent customer service. They will learn how to interact professionally with clients, address concerns, and build positive relationships.

Content :

- **Importance of Communication:** Discussion on the role of communication in customer service and professionalism.
- **Verbal Communication:** Techniques for clear and effective verbal communication, including tone, clarity, and active listening.
- **Non-Verbal Communication:** Understanding body language, gestures, and facial expressions.
- **Customer Interaction:** Best practices for interacting with clients, addressing concerns, and providing updates.
- **Feedback Handling:** Techniques for receiving and addressing customer feedback positively.
- **Conflict Resolution:** Strategies for resolving conflicts and managing difficult situations.
- **Role-Playing Exercises:** Interactive exercises where learners practice communication scenarios with peers.



Module 6 : Customer Service and Professionalism

Lesson 2 : Building Client Relationships

Objective :

Learners will learn strategies for building and maintaining strong client relationships. They will understand the importance of customer satisfaction and loyalty and develop skills to enhance client interactions.

Content :

- **Client Relationship Management:** Overview of client relationship management principles and practices.
- **Understanding Client Needs:** Techniques for understanding and meeting client needs and expectations.
- **Regular Communication:** Importance of regular communication and updates with clients.
- **Building Trust:** Strategies for building trust and rapport with clients.
- **Client Feedback:** Utilizing client feedback to improve services and strengthen relationships.
- **Case Studies:** Examples of successful client relationship management in the cleaning industry.
- **Interactive Session:** Group discussion and activities focused on developing client relationship strategies



BASIC PRINCIPLES FOR COURSE IMPLEMENTATION



Foundation of Knowledge

- Ensure that learners understand the fundamental principles and standards of professional cleaning. This includes knowledge of industry regulations, best practices, and the importance of maintaining a clean and safe environment.



Safety First

- Emphasize the importance of safety in all aspects of cleaning operations. Teach proper use of personal protective equipment (PPE), safe handling of cleaning chemicals, and emergency procedures.



Continuous Improvement

- Instil a mindset of continuous improvement. Encourage learners to regularly assess their cleaning practices, seek feedback, and look for ways to enhance efficiency and effectiveness.



Customer Focus

- Highlight the importance of excellent customer service and professionalism. Teach effective communication skills and strategies for building and maintaining strong client relationships.



Environmental Sustainability

- Promote environmentally friendly cleaning practices. Educate learners on green cleaning techniques and the benefits of using sustainable products.

PRACTICAL TIPS FOR IMPLEMENTING THE COURSE



Engage Learners with Real-Life Examples

- Use relatable, industry-specific examples to illustrate the practical application of cleaning principles. This enhances understanding and motivates learners to apply these principles in their own work settings.



Interactive Workshops and Simulations

- Design hands-on workshops and simulations that mimic workplace scenarios. These activities allow participants to actively practice and internalize cleaning principles, fostering a practical understanding of the concepts.



Encourage Peer Learning

- Facilitate group discussions, collaboration, and peer learning activities. Encourage participants to share their experiences and insights, creating a dynamic learning environment.



Provide Tools for Self-Assessment

- - Offer self-assessment tools or checklists that participants can use to evaluate their progress in implementing cleaning techniques. This empowers learners to track their achievements and identify areas for improvement.



Active Participation

- Encourage learners to actively engage with course content through discussions, hands-on activities, and practical applications. This promotes a deeper understanding and better retention of cleaning principles.

READING MATERIALS

"Effective Cleaning and Maintenance" by Malaysian Association of Cleaning Contractors (MACC)

- This guide provides an overview of cleaning standards and best practices specific to Malaysia. It covers a range of topics including cleaning techniques, safety protocols, and industry regulations in the Malaysian context.

"Green Cleaning: A Guide for Malaysian Businesses" by Malaysian Green Technology Corporation (MGTC)

- This publication focuses on sustainable cleaning practices and the use of eco-friendly products in Malaysia. It offers practical tips for businesses looking to reduce their environmental footprint through green cleaning.

"Occupational Safety and Health Guidelines" by the Department of Occupational Safety and Health Malaysia (DOSH)

- This document outlines the health and safety regulations that apply to cleaning operations in Malaysia. It includes guidelines on the use of personal protective equipment (PPE), handling hazardous materials, and maintaining a safe working environment.

"Cleaning and Sanitation Standards for Food Establishments" by the Ministry of Health Malaysia

- This guide provides specific standards and procedures for cleaning in food-related environments, ensuring compliance with Malaysian food safety regulations. It is essential reading for those involved in cleaning within the food industry.

CASE STUDIES

Hospital Cleaning and Infection Control at Kuala Lumpur General Hospital (HKL)

- Explore how Kuala Lumpur General Hospital (HKL), one of Malaysia's largest hospitals, implemented stringent cleaning and disinfection protocols to control infections and ensure patient safety.

Key Points:

- **Comprehensive Cleaning Schedule:** Implementation of a thorough cleaning schedule for patient rooms, operating theatres, and common areas.
- **Advanced Cleaning Technologies:** Use of technologies such as UV disinfection and electrostatic sprayers to enhance cleaning efficacy.
- **Continuous Training:** Ongoing training programs for cleaning staff on infection control measures and proper use of PPE.
- **Collaboration with Healthcare Professionals:** Coordination with doctors and nurses to identify high-risk areas and tailor cleaning protocols accordingly.

Outcome:

- Significant reduction in hospital-acquired infections.
- Enhanced patient safety and satisfaction.
- Improved staff morale and adherence to safety protocols.

Green Cleaning Initiative at Sunway Pyramid Shopping Mall

- Investigate how Sunway Pyramid, one of Malaysia's premier shopping malls, adopted green cleaning practices to promote sustainability and enhance the shopping experience.

Key Points:

- **Eco-Friendly Products:** Transition to using environmentally friendly cleaning products that are biodegradable and non-toxic.
- **Waste Reduction Programs:** Implementation of recycling and waste reduction programs throughout the mall.
- **Staff Training:** Regular training sessions for cleaning staff on sustainable practices and the proper use of green products.
- **Community Engagement:** Initiatives to engage shoppers and tenants in sustainability efforts, such as educational campaigns and green events.

Outcome:

- Reduction in the environmental impact of cleaning operations.
- Increased awareness and participation in sustainability efforts among staff and visitors.
- Positive recognition and awards for the mall's commitment to green practices.

Course Fee And Duration

Option 1 :

3 Days - 18 Hours

RM 1800.00 per pax

Option 2 (Extensive) :

6 Days - 30 Hours

RM 2200.00 per pax

Discounts :

1 - 3 Pax : Stated Price

4 - 6 Pax : 10% Discount

7 Pax > : 15% Discount

Course Fee And Duration

With External Certification

LISD / WSU :

40 Hours

RM 3600.00 per pax



Who We Are



KLCC ACADEMY an Accredited Education Centre in Malaysia - provides an enriched learning environment that has helped countless students get ahead. Founded in 2013, the Academy is in heart of Kuala Lumpur near the iconic KLCC - Petronas Twin Towers (distance of 500m) and reflects the diverse backgrounds and cultures of the area.

We believe that education is a fundamental right, and everyone should have access to quality higher education. With this view in mind, we strive to create opportunities for those who have genuine aspiration and honest intention, who seek high-quality education, great academic experience, unparalleled student services, globally recognizable qualifications, and career prospects post qualification after studying in their chosen destination countries.

Contact Information



KLCC ACADEMY

PERFECTION OF SKILLS

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