

ADDENDUM TO THE TRIPARTITE CLUSTER FOR CLEANERS' RECOMMENDATIONS ON THE ENHANCED TRAINING REQUIREMENTS FOR THE CLEANING INDUSTRY

1. OVERVIEW

- 1.1 On 7 June 2021, the Tripartite Cluster for Cleaners (TCC) had released its recommendations on its review of the Progressive Wage Model (PWM) for the cleaning industry, which were accepted by the Government and implemented under the cleaning business licensing regime through the Order imposed by the Commissioner for Labour. Full details of the TCC Report 2021 can be found at www.ntuc.org.sg/tripartiteguidelines.
- 1.2 The Government had accepted TCC's recommendation for all licensed cleaning businesses to meet the PWM Enhanced Training Requirements (ETR) of two (2) Workforce Skills Qualification (WSQ) modules by 31 December 2022 to ensure their cleaning workforce attain the requisite skillsets under the PWM Skills Ladder.
- 1.3 The two WSQ modules include one mandatory module on Workplace Safety & Health (WSH), and another one to be selected from a list of Core Modules endorsed by TCC. The list of approved WSQ modules will be updated periodically to ensure relevance.
- 1.4 This addendum report sets out the updated list of training modules as validated and endorsed by the TCC for the cleaning industry. Please refer to Annex A for details.
- 1.5 The members of the TCC are listed in Annex B.

2. OTHER RECOGNISED QUALIFICATIONS FOR CLEANING SUPERVISORS & TRUCK DRIVERS

- 2.1 Under the ambit of Workplace Safety and Health (WSH) Council, bizSAFE is a nationally recognised capability building programme designed to help companies build workplace safety and health capabilities.
- 2.2 To attain the bizSAFE Level 2 certification, organisations need to appoint a Risk Management Champion and undertake the responsibility in reducing risks at source by managing the risk and management process at the workplace. TCC noted that there are cleaning businesses that appoint their Cleaning Supervisors as the Risk Management Champion who would have undergone the bizSAFE Level 2 training and assessment. Given that the training outcomes of the modules accepted by the bizSAFE Level 2 certification is comparable to the other endorsed WSQ modules in WSH, TCC thus recommends that for Cleaning Supervisors who had attained the relevant training courses prescribed under BizSAFE Level 2, the supervisor would be considered as having met one (1) training module in WSH under the PWM ETR.

- 2.3 In addition, the TCC also recognised the WSQ Advanced Certificate in Workplace Safety and Health (ACWSH) qualification as an acceptable equivalent to a WSH module for Cleaning Supervisors, given that the ACWSH provides more in-depth training and is pegged at a higher proficiency level.
- 2.4 For the job role of Truck Driver, the TCC is of the view that the attainment of a Class 4 or 5 driving licence would already equip these heavy-vehicle drivers the necessary skillsets to enable them to carry their work safely. Thus, the TCC recommends that the Class 4 and Class 5 driving licence be considered as equivalent to attaining one (1) training module under the PWM ETR for Truck Drivers. The TCC had also previously recommended that Truck Drivers under the Conservancy sub-sector to be classified under the Waste Management PWM with effect from 1 July 2023.

3. CONCLUSION

- 3.1 The TCC is heartened to know that majority of the cleaning businesses had taken early efforts to fulfil the ETR ahead of the implementation date. TCC would like to remind all cleaning businesses to schedule their workers for the mandatory training before 31 December 2022.
- 3.2 Cleaning businesses should note that failing to comply with the ETR by 31 December 2022 are liable to a maximum financial penalty of \$5,000 and may risk having their cleaning business licence suspended or revoked. Cleaning businesses may also be unable to renew their cleaning business licence if the training requirement is not met at the point of licence application / renewal.
- 3.3 The TCC would also like to urge service buyers to allow their service providers to send their workers for training during working hours as long as service standards are not compromised. Service buyers are encouraged to be more empathetic towards their service providers' labour challenges and are advised to engage in open communications to achieve amicable arrangements.
- 3.4 In ensuring the cleaning workforce continues to upgrade and be better skilled to achieve greater productivity, the TCC believes that all stakeholders will stand to benefit and everyone will be able to live, work and play in a clean and safe environment.

~ End ~

ANNEX A: UPDATED LIST OF WSQ TRAINING MODULES ENDORSED BY TCC

Applicable to all Cleaning Sub-Sectors (Office & Commercial, F&B Establishments and Conservancy)

Cleaning Businesses are advised to enquire with the Approved Training Organisations (ATOs) for the latest available Environmental Cleaning WSQ training modules.
For more details, please visit www.myskillsfuture.sg.

Applicable to PWM Job Levels: General Cleaner / Indoor Cleaner / Outdoor Cleaner / Healthcare Cleaner / Restroom Cleaner / Table-Top Cleaner / Dishwasher / Refuse Collector				
TSC Title	Course Description / Competency Unit	Proficiency Level	TSC Code	PWM Training Requirements
Workplace Safety and Health Practices Implementation	Comply with Workplace Safety & Health Policies and Procedures	1	EVS-WSH-1006-1.1	Select One (1) Mandatory WSH Module
	Supervise Workplace Safety & Health Policies and Procedures	3	EVS-WSH-3006-1.1	
Emergency Response Management	Emergency Response Management Course for Cleaners (Level 2)	2	EVS-WSH-2001-1.1	
Workplace Safety & Health Culture Development	WSH Culture Development Course for Cleaners (Level 2)	2	EVS-WSH-2003-1.1	
Incident & Accident Investigation	WSH Incident Investigation Course for Cleaners	2	EVS-WSH-2002-1.1	
Customer Management	Provide Quality Services <i>[new]</i>	1	EVS-CFC-1005-1.1	Select One (1) Core WSQ Module <i>[continue on next page]</i>
Cleaning Chemical Handling	Demonstrate & Apply Understanding of Cleaning Chemicals <i>[new]</i>	2	EVS-CGO-2001-1.1	
	Demonstrate & Apply Understanding of Cleaning Chemicals	3	EVS-CGO-3001-1.1	
Food Shop Hygiene Maintenance	Clean Food Shops	1	EVS-CGO-1002-1.1	
Furniture and Furnishing Maintenance	Clean Furniture & Furnishings	1	EVS-CGO-1003-1.1	
	Perform Advanced Cleaning of Carpets & Upholstery	2	EVS-CGO-2003-1.1	
Horizontal Surface Maintenance	Perform Basic Cleaning of Hard Floor Surfaces	1	EVS-CGO-1004-1.1	
	Perform Basic Cleaning of Carpets	1	EVS-CGO-1004-1.1	
	Perform Advanced Cleaning of Hard Floor Surfaces	2	EVS-CGO-2004-1.1	
Public Hygiene Maintenance	Perform Manual Cleaning of Escalator, Travellator & Lift Surfaces	1	EVS-CGO-1005-1.1	
	Perform Cleaning of Public Residential Estates (Manual)	1	EVS-CGO-1005-1.1	
	Clean Drains, Scupper Drains & Drop-inlet Chambers	1	EVS-CGO-1005-1.1	

Applicable to PWM Job Levels: General Cleaner / Indoor Cleaner / Outdoor Cleaner / Healthcare Cleaner / Restroom Cleaner / Table-Top Cleaner / Dishwasher / Refuse Collector

TSC Title	Course Description / Competency Unit	Proficiency Level	TSC Code	PWM Training Requirements
Vertical Surface Maintenance	Clean Vertical Surfaces, Glass & Ceiling	1	EVS-CGO-1006-1.1	
Washroom Maintenance	Perform Basic Cleaning of Washrooms	1	EVS-CGO-1007-1.1	
	Perform Advanced Cleaning of Washrooms	2	EVS-CGO-2007-1.1	
Learning and Development	Provide On-The-Job Training <i>[new]</i>	2	EVS-PDV-2003-1.1	
Robotics & Automation Application	Robotics & Automation Application (Level 2)	2	EVS-TEM-2004-1.1	

Applicable to PWM Job Level: Multi-Skilled Cleaner cum Machine Operator

TSC Title	Course Description / Competency Unit	Proficiency Level	TSC Code	PWM Training Requirements
Workplace Safety and Health Practices Implementation	Supervise Workplace Safety & Health Policies and Procedures	3	EVS-WSH-3006-1.1	Select One (1) Mandatory WSH Module
Emergency Response Management	Emergency Response Management Course for Cleaners (Level 2)	2	EVS-WSH-2001-1.1	
Incident & Accident Investigation	WSH Incident Investigation Course for Cleaners	2	EVS-WSH-2002-1.1	
Workplace Safety & Health Culture Development	WSH Culture Development Course for Cleaners (Level 2)	2	EVS-WSH-2003-1.1	
Cleaning Chemical Handling	Demonstrate & Apply Understanding of Cleaning Chemicals <i>[new]</i>	2	EVS-CGO-2001-1.1	Select One (1) Core WSQ Module
	Demonstrate & Apply Understanding of Cleaning Chemicals	3	EVS-CGO-3001-1.1	
Furniture and Furnishing Maintenance	Perform Advanced Cleaning of Carpets & Upholstery	2	EVS-CGO-2003-1.1	
Horizontal Surface Maintenance	Perform Advanced Cleaning of Hard Floor Surfaces	2	EVS-CGO-2004-1.1	
Washroom Maintenance	Perform Advanced Cleaning of Washrooms	2	EVS-CGO-2007-1.1	
Effectiveness Management	Demonstrate & Apply Understanding of Cleaning Methods & Processes	3	EVS-PDV-3002-1.1	
Robotics & Automation Application	Robotics & Automation Application (Level 2)	2	EVS-TEM-2004-1.1	

Applicable to PWM Job Levels: Mechanical Driver / Truck Driver				
TSC Title	Course Description / Competency Unit	Proficiency Level	TSC Code	PWM Training Requirements
Workplace Safety and Health Practices Implementation	Supervise Workplace Safety & Health Policies and Procedures	3	EVS-WSH-3006-1.1	Select One (1) Mandatory WSH Module
Emergency Response Management	Emergency Response Management Course for Cleaners (Level 2)	2	EVS-WSH-2001-1.1	
Incident & Accident Investigation	WSH Incident Investigation Course for Cleaners	2	EVS-WSH-2002-1.1	
Workplace Safety & Health Culture Development	WSH Culture Development Course for Cleaners (Level 2)	2	EVS-WSH-2003-1.1	
Public Hygiene Maintenance	Perform Mechanical Sweeping of Pavements, Grass Verges and Carparks	2	EVS-CGO-2005-1.1	Select One (1) Core WSQ Module
	Perform Mechanical Sweeping of Expressways, Roads and Streets	2	EVS-CGO-2005-1.1	
	Perform Cleaning of Public Residential Estates (Mechanical)	2	EVS-CGO-2005-1.1	
Robotics & Automation Application	Robotics & Automation Application (Level 2)	2	EVS-TEM-2004-1.1	
Waste Collection Management	Operate Waste Collection Vehicle to Collect Waste	2	EVS-WMO-2002-1.1	
RECOGNISED QUALIFICATION FOR TRUCK DRIVERS				
Class 4 and Class 5 driving licence would be considered as equivalent to attaining one (1) training module under the PWM ETR for Truck Drivers.				

Note: Truck Drivers under the Conservancy sub-sector will be classified under the Waste Management PWM with effect from 1 July 2023

Applicable to PWM Job Level: Supervisor

TSC Title	Course Description / Competency Unit	Proficiency Level	TSC Code	PWM Training Requirements
Workplace Safety and Health System Management	Maintain Workplace Safety & Health Policies Procedures <i>[new]</i>	3	EVS-WSH-3007-1.1	Select One (1) Mandatory WSH Module
Workplace Safety and Health Practices Implementation	Supervise Workplace Safety & Health Policies and Procedures	3	EVS-WSH-3006-1.1	
Emergency Response Management	Emergency Response Management Course for Cleaning Supervisors	3	EVS-WSH-3001-1.1	
Incident & Accident Investigation	WSH Incident Investigation Course for Cleaning Supervisors	3	EVS-WSH-3002-1.1	
Workplace Safety & Health Culture Development	WSH Culture Development Course for Cleaning Supervisors	3	EVS-WSH-3003-1.1	
Workplace Safety & Health Performance Management	Workplace Safety & Health Performance Management Course for Cleaning Supervisors	2	EVS-WSH-2004-1.1	
Cleaning Chemical Handling	Demonstrate & Apply Understanding of Cleaning Chemicals	3	EVS-CGO-3001-1.1	Select One (1) Core WSQ Module
Effectiveness Management	Implement Work Plans & Monitor Performance	3	EVS-PDV-3002-1.1	
	Demonstrate and Apply Understanding of Cleaning Methods and Process <i>[new]</i>	3	EVS-PDV-3002-1.1	
Equipment & Inventory Management	Manage Inventory	3	EVS-EQM-3001-1.1	
Customer Management	Manage Operations for Service Excellence	3	EVS-CFC-3005-1.1	
	Supervise Service Operations	3	EVS-CFC-3005-1.1	
Stakeholder Management	Schedule and Supervise Cleaning Services <i>[new]</i>	3	EVS-CFC-3007-1.1	

OTHER ENDORSED TRAINING MODULES FOR SUPERVISORS

Cleaning Supervisors who have attained one of the following training courses as prescribed under BizSAFE Level 2 will be considered as having fulfilled one (1) training module in WSH under the PWM ETR:

- a) Workplace Safety and Health Control Measures [TSC Code: WPH-WSH-4075-1.1]
- b) WSQ Develop Risk Management Implementation Plan [TSC Code: WPH-WSH-4075-1.1]
- c) WSQ Advanced Certificate in Workplace Safety and Health
- d) bizSAFE Level 2 RM course *[this has been replaced by WPH-WSH-4075-1.1]*

ANNEX B: TRIPARTITE CLUSTER FOR CLEANERS (TCC) FOR THE TERM FROM NOVEMBER 2022 TO NOVEMBER 2024

Description	Organisation	Representative
Chair	National Trades Union Congress (NTUC)	Mr. Zainal Sapari, Assistant Director-General and Director, U Care Centre
Co-Chair	Singapore National Employers Federation (SNEF)	Mr. Jeffrey Chua SNEF Representative
Labour Movement	Building Construction and Timber Industries Employees' Union (BATU)	Mr. Ramli Bin Mohd Hussin 2 nd Assistant General Secretary
	Food, Drinks & Allied Workers Union (FDAWU)	Mr Lim Wen Sheng Deputy General Secretary
	Attractions, Resorts & Entertainment Union (AREU)	Mr Mohamed Riaz S/O Mohamed Omar General Secretary
Industry Association	Environmental Management Association of Singapore (EMAS)	Mr. Tony Chooi President
		Mr. Edy Tan Vice President
		Ms. Sharon Kee Honorary Secretary
	Singapore Hotel Association	Ms. Annie Ong Member
Service Buyers	Singapore International Facility Management Association (SIFMA)	Mr. Loh Wei Loon Honorary Treasurer
	Real Estate Developers' Association of Singapore (REDAS)	Mr. Lee Liang Huat Member
	Town Council	Mr. Simon Koh General Manager, Tanjong Pagar Town Council
Government	Ministry of Manpower (MOM)	Mr. Lee Chung Wei Divisional Director, Workplace Policy and Strategy Division
	National Environment Agency (NEA)	Mr. Chew Ming Fai Deputy Chief Executive Officer (Public Health) and Director-General of Public Health
	SkillsFuture Singapore (SSG)	Ms. Loh Gek Khim Director, Industry Development Division 1