Guidance notes for the Graduate Profile Outcomes

New Zealand Certificate in Cleaning (Level 2) with optional endorsement in Health Care Facilities Cleaning

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| **Graduates of this qualification will be able to:** | **Guidance for Programme owners and developers**The following guidance was provided by the sector during qualification review consultation. |
| **1** | Apply knowledge of organisational processes to carry out generic cleaning duties.**23 Credits** | The Health and Wellbeing sector expects that programmes will include:* Demonstrating and understanding the correct use of product and equipment,
* cleaning of bathrooms/toilet facilities, hard surfaces, floors
* time management
* general contamination prevention/infection control.
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| **2** | Apply knowledge of cleaning product, equipment and processes to maintain safety of themselves, others, and the environment when performing cleaning services.**10 Credits** | The Health and Wellbeing sector expects that programmes will include:* Cleaning product risks and hazards
* Personal and people safety and injury prevention
* Safe waste disposal
* Identifying hazards
* following emergency procedures
* reporting incidents.
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|  | Communicate within the boundaries of own role when working as a cleaner.**5 Credits** | The Health and Wellbeing sector expects that programmes will include:* Demonstrating knowledge of customer service
* maintaining client confidentiality
* knowing the limits of their role and when to contact their supervisor.
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| **4** | Employ knowledge of organisational processes to apply security procedures.**2 Credits** | The Health and Wellbeing sector expects that programmes will include:- Applying security requirements. |
| **Graduates of the Health Care Facilities Cleaning optional endorsement will be able to:** | **Guidance for Programme owners and developers** |
| **5** | Apply infection control and contamination prevention procedures, when working as a cleaner, under supervision.**5 Credits** | The Health and Wellbeing sector expects that programmes will include:- knowledge of guidelines and policies that apply in the Health Care Facilities setting in which this outcome is assessed. |

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