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. |
| **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. |
|  | 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. |
| **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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