



**Learner's Handbook**

**WSQ Certificate in**  
**Environmental Services**  
**&**  
**Food Services**

## Version Control

Version	Effective Date	Changes	Author
1.0	03/2015	First version	Inskills
1.1	11/2016	<ul style="list-style-type: none"> <li>• Overview: Update of SkillsFuture Qualification Award</li> <li>• Course Fee: Update of Address</li> <li>• Course Fee: Funding Information</li> </ul>	Inskills
1.2	12/2017	<ul style="list-style-type: none"> <li>• Update WDA to SSG</li> </ul>	Inskills
1.3	12/2023	<ul style="list-style-type: none"> <li>• Update ES &amp; FS courses, course admission pre-requisites, Refund Policy</li> </ul>	Inskills
1.4	06/2024	<ul style="list-style-type: none"> <li>• Update ES courses, Website links, Training support services portal, Attendance, Grant Disbursement criteria</li> </ul>	Inskills
1.5	12/2024	<ul style="list-style-type: none"> <li>• Edit to Course Title Required by SSG.</li> <li>• Include <b>PWM-Cleaning</b>: before Course Title</li> <li>• Criteria to use SkillsFuture Credit (Mid-Career) to pay for Course Nett Fee.</li> </ul>	Inskills

## Contents

1. Overview	1
2. Jobs roles in Environmental and Food Services	2
3. WSQ Certificate in Environmental and Food Services	3-4
4. Entry Requirement Policy for Environmental and Food Services	5-6
5. Attendance & Punctuality Policy	7
6. Dress Code Policy	8
7. Course Fees Policy	8
8. Refund Policy	9
9. Reassessments & Appeal Policy	10
10. Award of Certificates Policy	10-11
11. Training Support services Policy	11
12. Skills and Training Advisory Services @MySkillsfuture website	11
13. Our Location	12

## 1. Overview

SkillsFuture Singapore believes in making WSQ practical and flexible to help Singapore's workforce adapt, grow and develop. WSQ does this by offering bite-sized training modules to enable learning at the individual's own pace.

Upon completion of each module, a Statement of Attainment (SOA) will be awarded. Relevant SOAs can be accumulated to achieve WSQ Qualifications.

The different levels of WSQ qualifications are as follows



### Technical Skills and Competencies

WSQ training aligns with the skills needs of the current and future economy and reference the Technical Skills and Competencies (TSC)s from the Skills Frameworks. The Skills Frameworks were developed progressively, starting in 2016, to support the Industry Transformation Maps.

### Critical Core Skills

Critical Core Skills are transferable cross-cutting skills and competencies that enable individuals to acquire technical skills and competencies, and facilitate their job mobility

## 2. Jobs roles in Environmental and Food Services

### JOB ROLES in Environmental Services

1. General Cleaner
2. Multi-Skilled Cleaner/Team Leader
3. Cleaning Supervisor
4. Cleaning Operations Executive
5. Cleaning Operations Manager
6. Operations Director/General Manager

### JOB ROLES in Food Services

1. Food/Drink Stall Assistant
2. Food Service Counter Attendant
3. Kitchen Assistant
4. Cook
5. Senior Cook
6. Waiter
7. Waiter Supervisor
8. Manager

Find out more on the coverage of [Occupation and Skills for the Environmental Services sector](#) pdf copy

Find out more on the coverage of [food services job roles and description of duties and responsibilities](#) pdf copy

For further details you could go to Myskillsfuture website and login in using your SINGPASS or click the link below:

<https://www.myskillsfuture.gov.sg/content/portal/en/training-exchange/course-landing.html>

or SkillsFuture sg <https://www.skillsfuture.gov.sg/> to browse the following information:

#### Industry Training

#### [Browse Courses](#)

[Sector Course Information](#) (Environmental Services)

[Sector Course Information](#) (Food Services)

WSQ Initiatives and Services

#### [Career Advisory Services](#)

### 3. WSQ Certificate in Environmental and Food Services

#### WSQ Certificate Level 1 – Environmental Services

Course Title	Job Role	TSC Code
Customer Management (L1)	<b>Core</b> – General Cleaner	EVS-CFC-1005-1.1
Workplace Safety and Health Practices Implementation (L1)	<b>WSH</b> – General Cleaner	EVS-WSH-1006-1.1
Public Hygiene Maintenance – Escalators, Travellators and Lift Surfaces (L1)	<b>Core</b> – General Cleaner	EVS-CGO-1005-1.1
Horizontal Surface Maintenance (L1)	<b>Core</b> – General Cleaner	EVS-CGO-1004-1.1
Vertical Surface Maintenance (L1)	<b>Core</b> – General Cleaner	EVS-CGO-1006-1.1
Washroom Maintenance (L1)	<b>Core</b> – General Cleaner	EVS-CGO-1007-1.1
<b>PWM-Cleaning:</b> Food Shop Hygiene Maintenance (L1)	<b>Core</b> – General Cleaner	EVS-CGO-1002-1.1
<b>PWM-Cleaning:</b> Furniture and Furnishing Maintenance (L1)	<b>Core</b> – General Cleaner	EVS-CGO-1003-1.1
<b>Assessment only Pathway (AOP)</b>		
Vertical Surface Maintenance (L1) AOP	<b>Core</b> – General Cleaner	EVS-CGO-1006-1.1
<b>PWM-Cleaning:</b> Horizontal Surface Maintenance (L1) AOP	<b>Core</b> – General Cleaner	EVS-CGO-1004-1.1
<b>PWM-Cleaning:</b> Customer Management (L1) AOP	<b>Core</b> – General Cleaner	EVS-CFC-1005-1.1
Washroom Maintenance (L1) AOP	<b>Core</b> – General Cleaner	EVS-CGO-1007-1.1
<b>PWM-Cleaning:</b> Workplace Safety and Health Practices Implementation (L1) AOP	<b>WSH</b> – General Cleaner	EVS-WSH-1006-1.1

#### WSQ Certificate Level 2 - Environmental Services

Course Title	Job Role	TSC Code
Workplace Safety and Health Culture Development (L2)	<b>WSH</b> - Multi-Skilled	EVS-WSH-2003-1.1
Cleaning Chemical Handling (L2)	<b>Core</b> - Multi-Skilled	EVS-CGO-2001-1.1
Washroom Maintenance (Level 2)	<b>Core</b> - Multi-Skilled	EVS-CGO-2007-1.1
<b>Assessment only Pathway (AOP)</b>		
Cleaning Chemical Handling (L2) AOP	<b>Core</b> - Multi-Skilled	EVS-CGO-2001-1.1

### WSQ Certificate Level 3 - Environmental Services

Course Title	Job Role	TSC Code
Workplace Safety and Health Practices Implementation (L3)	<b>WSH</b> – Supervisor	EVS-WSH-3006-1.1
Cleaning Chemical Handling and Effectiveness Management (L3)	<b>Core</b> – Supervisor	EVS-CGO-3001-1.1
Equipment and Inventory Management (L3)	<b>Core</b> – Supervisor	EVS-EQM-3001-1.1
Customer Management (L3)	<b>Core</b> – Supervisor	EVS-CFC-3005-1.1
Cleaning Chemical Handling (L3)	<b>Core</b> – Supervisor	EVS-CGO-3001-1.1
<b>PWM-Cleaning:</b> Effectiveness Management in Environmental Services (L3)	<b>Core</b> – Supervisor	EVS-PDV-3002-1.1

### WSQ Certificate Level 1 – Food Services

Course Title	Job Role	TSC Code
Food Safety Course (L1) - English	Core – non-Supervisor	FSS-FRC-1004-1.1
Food Safety Course (L1 Refresher) - English	Core – non-Supervisor	FSS-FRC-1004-1.1

### WSQ Certificate Level 2 – Food Services

Course Title	Job Role	TSC Code
<b>PWM-Food Services:</b> Workplace Safety and Health for Food and Beverage Operations (L2)	WSH - Supervisor	FSS-WSH-2092-1.1

## **4. Entry Requirement Policy**

### **Environmental Services**

#### WSQ LEVEL 1 COURSE Assumed Skills and Knowledge

- No Formal Education
- Have the ability to communicate in at least 1 language either English, Chinese or Malay
- Have work experience in the cleaning industry

#### WSQ LEVEL 2 COURSE Assumed Skills and Knowledge

- Be above 18 years of age
- Able to speak, listen and read English at a proficiency level equivalent to Employability Skills Workforce Skills Qualification Workplace Literacy Level (WPL) 2 / (passed PSLE)
- Have work experience in the cleaning industry
- Understand and apply industry standards and organisational procedures related to performing cleaning activities
- Understand and apply industrial standards and practices relating to use of Personal Protective Equipment (PPE)
- Have knowledge of the cleaning agents used in performing cleaning activities

#### WSQ LEVEL 3 COURSE Assumed Skills and Knowledge

- Be above 18 years of age
- Able to speak, listen and read English at a proficiency level equivalent to Employability Skills Workforce Skills Qualification Workplace Literacy Level (WPL) 3 / (lower secondary education)
- Have work experience in the cleaning industry
- Understand and apply industry standards and organisational procedures related to performing cleaning activities
- Understand and apply industrial standards and practices relating to use of Personal Protective Equipment (PPE)
- Have knowledge of the cleaning agents used in performing cleaning activities

#### **AOP Pre-requisites**

- On top of the above skills and knowledge you are required to:
- Have a minimum 2 months of work experience in the cleaning industry
- Company to provide a Company Declaration Form



## **Food Services WSQ courses**

### WSQ LEVEL 1 COURSE Assumed Skills and Knowledge

- Be above 18 years of age
- Have the ability to communicate in at least 1 language either English, Chinese or Malay

### WSQ LEVEL 2 COURSE Assumed Skills and Knowledge

- Be above 18 years of age
- Able to speak, listen and read English at a proficiency level equivalent to Employability Skills Workforce Skills Qualification Workplace Literacy Level (WPL) 2 / (passed PSLE)
- Have work experience in the Food services industry
- Understand and apply industry standards and organisational procedures related to personal hygiene and food safety
- Have knowledge of cross contamination of food preparation

## 5. Attendance & Punctuality Policy

Classes are conducted from 8.30am onwards and learners are advised to be punctual for lessons.

All learners must have their smart phone with SINGPASS app active for the scanning of the e-Attendance QR Code twice (in the morning and afternoon) on each day of course attendance.

Participants are responsible to ensure that their SINGPASS can be activated and use for the e-Attendance taking, you are to make sure the phone is working properly and the SINGPASS can be access before coming to class. Should you have problem with the SINGPASS you are advisable to reset at:

- Participating Community Centres and CPF buildings

Inskills Training have the right to refuse participant(s) to attend the course, if the participant does not have a SINGPASS, or forget their SINGPASS password, and have an issue with their SINGPASS App that they cannot complete the e-Attendance process.

You are also to sign in and out manually in the attendance form as a backup copy should there be an issue arises to the e-Attendance could not be captured by TP Gateway portal.

Inskills Training will also need you to provide us with your mobile phone number if you have not done so and/or your email address during your registration/application of the WSQ Course. This is to ensure that all your particulars are correct as per NRIC / FIN identity card and for the authority body requirement to update the participant details in their TPGateway Portal for other purpose(s) i.e. a follow up survey after the course.

SSG will no longer require a minimum 75% attendance for course fee funding and absentee payroll funding for WSQ Course. Inskills Training Pte Ltd will not be responsible for the funding amount, as all fundings will be decided by SSG.

Completing the TRAQOM survey on mobile phone after the class end / last day of class is compulsory using the normal scan app scanning of a QR Code provided by our admin/adult educator to access and complete the survey.

Those eligible for FUNDING (Singapore Citizens, Singapore PR and LTVP pass holder) to do the Assessment e-Attendance at the end of the course session before the start of the assessment. Failure to do so, you will be deemed NYC without prejudice

Replacement lessons will not be provided for learners who have missed their classes.

## 6. Dress Code Policy

Inskills Training is an adult learning environment that offers job roles and skills courses and during the course or training and assessment you are required to adhere to WSH regulatory requirement. While you are in Inskills training premise you should be attired appropriately:

- Polo T shirt or your company uniform or short sleeves shirt
- Long pants accordance with workplace safety and health requirement
- Covered shoes and/or safety shoes (metal toe-cap) if require

## 7. Course Fees Policy

### How to make payment?

Payment of course fees can be made at Inskills office (Address: 200 Jalan Sultan #02-14/34, Textile Centre Singapore 199018) either by cash or cheque or paynow during operating hours Mon-Fri 8.30am-5.30pm. Cheque is to be crossed and made payable to: Inskills Training Pte Ltd.

Learners are required to pay course fees at least 1 week before the course commencement date.

All course enrolment closes 1 week before/on course commencement date

Please visit SkillsFuture <https://www.skillsfuture.gov.sg/> for more information or click below:

- [Check SkillsFuture Credit \(Mid-Career\) Individual](#)
  - Individual(s) who wish to use/claim their SkillsFuture Credit (Mid-Career Tier) to pay for the Nett Course Fee must be 40 years old and above and only for courses with [**PWM-Cleaning: Course Title**] indicated.
- [Course Fee Funding and Eligibility for Individuals](#)
- [Course Fee and Absentee Payroll Funding available for Employers who sponsor employees for training](#)

### **SSG Grants disbursement criteria are:**

- Trainee met 75% attendance requirement (for non-certifiable courses^)/ Trainee has at least 1 attendance record (for certifiable courses and courses offered by SSG-appointed CET Centres)
- Trainee passed assessments (where applicable)
- Course fees have been fully paid
- There is employer-employee relationship and CPF contribution for employer-sponsored trainees.

## **8. Refund Policy**

### **Withdrawal**

Companies who wish to withdraw their employees from an enrolled course must submit reason(s) in writing to [admin@inskills.com.sg](mailto:admin@inskills.com.sg).

Where notice of withdrawal is given at least 5 working days or longer before the course start date, full refund of course fee may be granted.

Where notice of withdrawal is given less than 5 working days before course start date, full refund of course fee will be handled on a case-by-case basis.

Refunds, where applicable will be made within 30 calendar days from the date of approval and upon submission of all relevant documents for refund processing.

Course fees are non-refundable in cases where a participant ceases to attend the class after commencement, does not complete the assessment, or is not successful in the assessment.

### **Postponement**

Companies who wish to postpone a course attendance for employees must submit reason(s) in writing to [admin@inskills.com.sg](mailto:admin@inskills.com.sg). Inskills would require all such notice of postponement to be given at least 5 working days or longer before the course start date in order for a re-scheduling to be facilitated.

Notice of postponement given less than 5 working days before course start date will be handled on a case-by-case basis. Generally, postponement may still be granted if there is a valid reason such as a medical issue.

### **Cancellation**

Inskills reserves the right to cancel or postpone any of the courses. Applicants will be duly notified and where applicable, the fees paid will be refunded without prejudice within 30 calendar days.

## **9. Reassessments & Appeal Policy**

### **Reassessment**

Any learner who has been assessed as “Not Yet Competent” will not receive the Statement of Attainment (SOA). A re-assessment may be arranged at a fee of \$50 and a new assessment date will be assigned.

Following the second `NYC` result, learners who wish to undergo another assessment for a `Competent` result will need to undergo the whole module again at the full (unsubsidised) course fee rate.

### **Appeal against Result**

Where there are reasons to appeal against the assessor’s decision, an appeal may be submitted in writing to Inskills within 5 working days stating clearly the reason(s) for appeal.

An administrative fee of \$50 is payable to facilitate the appeal. The appeal will be evaluated by an Appeals Panel. If the appeal is successful, a fresh round of assessment will be conducted without charge and \$50 will be refunded. If the appeal is unsuccessful, an admin fee of \$50 will be charged for a reassessment to be arranged.

## **10. Award of Certificates Policy**

Inskills Training will not be responsible if participants did not fulfil the e-Attendance, TRAQOM survey and Assessment e-Attendance requirement if the SOA or e-Cert is not or could not be generated.

Starting from 1 November 2014, certificates will be awarded only in electronic format. The e-certificates will be available 2 weeks after working days after the assessment date.

### **For Singaporeans and Permanent Residents**

#### **How do WSQ Approved Training Organisations (ATOs) or trainees access**

#### **WSQ e-Certs?**

Step 1: Visit [MySkillsFuture.gov.sg](http://MySkillsFuture.gov.sg)

Step 2: Click on ‘Access E-Services’.

Step 3: Select ‘Download Certificates’ and you will be prompted to log in.

Step 4: Log in via Singpass and you will be redirected to the Skills Passport page, where you can select your desired training records and download the e-Certs accordingly.

Learners who wish to have the e-certificate in hard copy may print it on their own. Alternatively, Inskills will print the e-certificate on 100gsm paper in full colour for learners who request it for the first time. Subsequent printing will be subjected to a charge of \$5 per print.

### **Authenticity of e-certificates**

Employers are able to check the authenticity of the WSQ e-Certs issued by SkillsFuture Singapore (SSG) can be verified; [CLICK](#)

By keying in the trainee's **NRIC** and the **serial number** of the e-certificate, and click the "Verify e-Cert" button employers are able to check whether the certificate is genuine.

## **11. Inskills Training Support services (Pre and Post Course Advisory)**

Should there be further support services required, you could contact our admin officer at:

Tel : 6415-8610 /  
: 8928-8303 (WhatsApp Only)  
Email : admin@inskills.com.sg  
Web : www.inskills.com.sg

## **12. Skills and Training Advisory Services @MySkillsfuture website**

**Who is the Skills and Training Advisory Services for?**

- For all Singapore Citizens and Permanent Residents.

Go to the [MySkillsfuture website](#) to find out more:

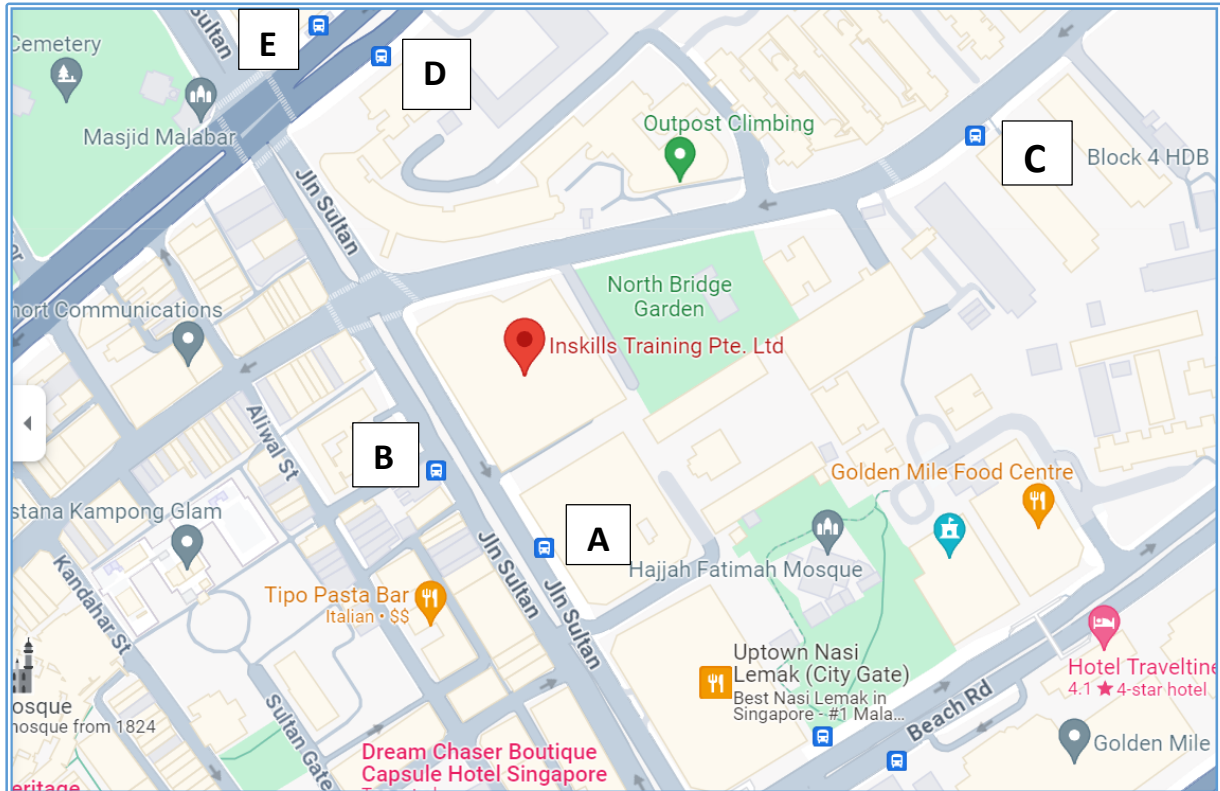
- <https://www.myskillsfuture.gov.sg/content/portal/en/career-resources/career-resources/education-career-personal-development/skills-training-advice.html>

### 13. Our Location

Inskills Training Pte Ltd.

Address: 200 Jalan Sultan #02-14/34

Textile Centre Singapore 199018



#### Bus stop A

Bus Nos. 107, 107M, 961, 961M, 980

#### Bus stop B

Bus Nos. 107, 107M, 961, 961M, 980

#### Bus stop C

Bus Nos. 7, 32, 61, 63, 63A, 80, 145, 175, 197, 961, 961M, 980

#### Bus stop D

Bus Nos. 2, 12, 33, 107, 107M, 133

#### Bus stop E

Bus Nos. 2, 7, 12, 32, 33, 51, 61, 63, 63A, 80, , 107, 107M, 133, 145, 175, 197

#### Nearest MRT

- LAVENDER MRT (Green Line) ICA Building
- NICOL HIGHWAY (Circle Line) by Bridge Link to City Gate Shopping Centre