



Effectiveness Management in Environmental Services (Level - 3)

COURSE OVERVIEW

This course provides a comprehensive overview of effectiveness management principles and practices specifically tailored for the environmental services industry. Learners will acquire the necessary knowledge and skills to enhance their performance, ensure sustainable operations, and achieve organizational goals in the field of environmental services.

COURSE CONTENT

1. Monitor, appraise and communicate customers' requirements with reference to the organization procedures in the Service Operations Plan (SOP)
2. Develop, assess, and guide according to the Service Operations Plan (SOP) and WSH guidelines, using feedback and delegation to meet organizational and safety standards within the cleaning team.
3. Evaluate the effectiveness of implementing the Service Operations Plan (SOP) in risk identification, analysis, evaluation and communication.

WHO SHOULD ATTEND THIS COURSE?

The job role(s) / occupations that this unit would be relevant to may include the following parties related to / in the process industry:

- Team Leaders and Supervisors
- Customer Service Managers
- Manager
- Aspiring Supervisors
- Operations Coordinators
- HR or Training Specialists
- Industry-Specific Service Professionals
- Individuals Interested in Environmental Careers

PRE-REQUISITES / ASSUMED SKILLS AND KNOWLEDGE

Learners are assumed to:

1. Have basic supervision skills
2. Have basic knowledge of the Singapore Workplace Safety and Health requirements
3. Have basic knowledge of Safety management system
4. Have basic knowledge of personal protective equipment (PPE)
5. Be able to follow written and oral work instructions
6. Be able to listen, read, speak and write English at a proficiency level equivalent to the Employability Skills System (ESS) level 3
7. Be able to manipulate numbers at a proficiency level equivalent to Employability Skills System (ESS) level 3.

COURSE DURATION: 8 Hours (Including 1 Hour Assessment)

ASSESSMENT: Written Test (MCQ) / Theory & Practical

ATTENDANCE: 100% Required

PASSING MARK: 75% each assessment Mode

CERTIFICATION: *Upon successful completion of the course a Statement of Attainment (SOA) will be awarded by Skills Future Singapore Agency (SSG)

FUNDING: SDF Funding available (subject to WSg Terms & Conditions)

VENUE: 1. 116 Lavender Street, #02-01, Pek Chuan Building, Singapore 338730.

(Or)

2. 48 Toh Guan Road East, #04-149 Enterprise Hub, Singapore 608586

PRICE: SGD \$300.00 + GST

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