

Module: Essential Skills

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Job Profiles	<i>1</i>	A1.2 A2.2	B1.1 B3.1		D1	
Soft Skills	<i>2</i>	A1.2	B3.2			
NOC Classifications	<i>3</i>	A2.2	B3.1 B3.2		D2	

Module: Cleaning 101

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Cleaners: Getting the Dirt on this Job!	1	A2.2	B2.1 B3.1 B3.3			
Qualities of a Good Cleaner	2		B3.2			
	3		B2.2			
Christine, A Housecleaner	4	A1.2	B2.2 B3.2			
Equipment	5		B2.2			
	6		B2.2 B3.1			
Basic Cleaning Techniques	7	A1.2	B2.2			
	8		B2.2 B3.1			
	9		B2.2		D1	
	10	A1.2	B2.2			
	11		B2.2 B3.2			
	12		B2.2 B3.2	C4.2	D1	
Carpet Cleaning	13		B2.2 B3.2			
Floor Refinishing "Stripping"	14	A2.1	B2.2 B3.2		D2	
Mrs. Clean's Ten Great Rules	15	A1.2	B2.2			
Glossary of Terms	16	A1.1	B3.2		D1	

Module: Thinking Skills

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Problem Solving	1	A1.2	B2.2			
	2		B3.2			
Decision Making	3		B2.2			
Critical Thinking	4		B3.2			
	5		B3.2			
	6	A1.2 A2.3	B3.2			
Job Task Planning and Organizing	7	A1.2	B2.2 B3.2	C2.1 C4.1		
Memory Use	8		B2.2			
Finding Information	9	A2.1 A2.2	B1.1 B2.2 B3.1	C2.2 C4.1		

Module: Customer Service

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
What is Customer Service	1		B1.1 B2.2			
Communicating Your Best Image	2	A1.2	B1.1 B2.			
	3	A1.2	B2.3			
	4	A1.2	B2.2 B3.1		D2	
Customer Relations	5	A1.2	B2.2			
Communication	6	A2.2	B1.3 B3.2	C2.1		
	7		B1.2 B2.2 B3.2			
	8		B1.1 B2.2			
	9	A1.1 A2.1	B3.1			
	10		B2.2 B3.2			
	11	A1.2	B2.2 B3.2			
	12	A1.2 A2.2	B3.1 B3.2			
Respecting Your Client and Their Privacy	13	A1.2	B2.2			

Module: Health and Safety

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Health and Safety Tips	1	A2.2	B2.2			
Know Your Body	2		B2.2 B3.2			
Ergonomics and Cleaning	3	A1.3	B3.3 B4		D2	
Housekeeper Health and Safety	4		B2.2			
Repetitive Motion Injury	5		B2.2 B3.2			
Lifting	6		B1.2 B2.2 B3.2			
Personal Protective Equipment	7		B2.2 B3.1			
Needlestick Injuries and Other "Sharps"	8	A1.2	B1.3 B3.2			
Slips, Trips and Falls	9		B2.2 B3.2			
Sanitation and Infection Control for Cleaning Staff	10	A1.2	B2.2		D2	
WHMIS Overview	11		B2.2 B3.2			
	12		B2.2 B3.2			
	13		B2.2 B3.2			
	14		B2.2 B3.1 B3.2		D2	
	15		B2.2 B3.2			
	16		B2.2 B3.1			

Module: Numeracy

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Fractions and Cleaning	1		B1.2	C3.1		
	2			C3.2		
	3		B3.2	C3.2		
	4			C3.1 C3.2		
	5	A1.2		C1.2 C2.2		
Equations and Cleaning	6		B3.2	C1.2		
	7	A2.1	B3.2	C1.2 C4.2		
Ratio and Cleaning	8	A2.1	B1.2	C3.1 C3.2		
Map Reading	9	A2.1			D2	
	10	A2.2	B3.2			
	11	A1.2 A2.1 A2.2	B3.2	C3.1 C3.2	D2	