

Diploma in Environmental Services

This Diploma in Environmental Services will provide the learners with the technical skills and competencies to manage and improve efficiency in the Environmental Services business operations. A Diploma in Environmental Services course equips individuals with the skills and knowledge to manage and improve efficiency in environmental services operations, covering topics like waste management, environmental regulations, and sustainability.

Module Title and Learning Objectives:

Module 01: Customer Management

- Devise strategies to meet customer requirements and expectations based on sales and customer management knowledge
- Lead budgeting and regulatory processes, ensuring consistent frameworks used to formulate and optimise business solutions
- Formulate service innovation frameworks
- Drive culture that promotes service innovations
- Devise service quality and customer satisfaction performance against benchmarking criteria and key performance indicators
- Guide discussions on service quality and customer satisfaction with stakeholders

Module 02: Workplace Safety and Health System Management

- Hazards identification
- Implement control measures
- Workplace Safety and Health
- Workplace Safety and Health Policy
- Workplace and Health Culture
- Workplace Safety and health performance management
- Workplace Safety and health Incident Management
- Emergency Response Management
- Workplace communications

Module 03: Handling Cleaning Chemicals

- Relevant requirements for handling cleaning chemicals are.

- Common chemical safety and hazard symbols and their meaning.
- Effects of cleaning chemicals on various surfaces.
- Types and uses of cleaning chemicals.
- Safety Data Sheet (SDS) management.
- Organisational procedures relating to the preparation of cleaning chemicals.

Module 04: Equipment and Inventory Management

- Acquiring inventory items;
- Managing inventory control; and
- Reviewing the effectiveness of inventory management

Module 05: Introduction to Effective Supervision of Staff

- Understand the role of supervisor/leader
- Understand the problem-solving process, techniques and approaches used by supervisors
- Understand Current supervision techniques required by supervisors to lead their team
- Recognize the importance of maintaining the highest standard of quality in the team
- Recognize the need to be in line with the vision and expectations of the organization
- Understand the importance of inculcating teamwork for all the members in the department

Module 06: Manage Finance

- Financial management
- Develop short term financial needs and priorities
- Provide short and long term financial recommendation

Module 07: Improve Operational Effectiveness

- Apply emotional intelligence to reflect on own work performance, leadership style and behaviours, and identify professional development opportunities for self to work with others effectively at the workplace.
- Collaborate with the senior leadership team to develop implementation plans to carry out strategic priorities and directions of the organisation.
- Develop effective communication channels and processes to enhance team's performance.
- Consult with the stakeholders to develop effective organisational communication channels.
- Recommend effective communicate channels and processes to promote organisation's activities, services and programmes to the customers accurately and ethically.

Module 08: Improve Environmental Management System

- Explain the effects of the EMS Regulations and the Industry Codes of Practices and Standards.
- Perform an 'Environmental Aspects and Impacts' assessment on the business functions to make an inventory of the hazards and high-risk activities
- Develop an EMS framework specific to the EVS workplace which will enable the organisation to mitigate environmental risks and eliminate the hazards.
- Develop the environmental operational controls and monitoring processes to track that the implementation of EMS at the workplace and to take corrective actions if there are non-compliance with the EMS regulatory requirements
- Develop a training plan to communicate the EMS framework to the employees and to equip them with the competence to carry out their specific environmental responsibilities.

Module 09: Improve Process Optimisation

- Evaluate business function performance to identify and develop opportunities for process improvement.
- Develop plans for the implementation of improvements and optimisation of processes.
- Determine and deploy resources as required for enhancement of processes to be optimised.

Module 10: Automate for Productivity

- Identify manual intensive processes that are inefficient and unproductive but can be automated with ease at the workplace.
- Select the most efficient and productive automation technologies in the EVS industry to propose to the management for endorsement and approval.
- Perform suitability tests on the selected automation technologies using relevant automation testing tools
- Develop an implementation plan to automate the targeted processes in accordance with organisation strategic plans.

Module 11: Project Management

- Understanding of project management methodologies, tools, and techniques, improving your employability.
- Developing soft skills such as managing resources, communication, planning, and prioritising tasks
- Gaining technical knowledge such as project management methodologies, tools, and techniques

Module 12: Leadership and Communication Skills

- Understand your motivational drivers, emotional intelligence, and communication methods to establish a personal leadership style
- Apply or adapt your leadership style to meet specific challenges
- Manage the conditions that drive team performance
- Coach colleagues and share feedback in ways that enable them to develop and deliver

- Take charge of your professional development as you navigate the challenges of transitioning from an individual contributor to a leader

Entry Requirements:

Age: 18 years old
Language proficiency: Minimum C6 in the English Language at GCE O Level
Academic Level: The minimum Entry Requirement is related 3 GCE O Level, including minimum C6 in English Language at GCE O

Assessment:

The terms and conditions to be met so as to be awarded the Diploma Certificate.
Student must achieve 75% attendance and pass all modules required written assignment to be awarded the Diploma in Environment Services.

Intake Dates

Dates	Day	Time
22 June 2025	Sunday	1.00pm-5.00pm
27 July 2025	Sunday	1.00pm-5.00pm

FEES:

Course Fee:	\$4,800.00
Registration Fee:	\$100.00
Material Fee:	\$100.00
Total:	\$5,000.00