产 业 与 建 筑 学 院

Real Estate & Construction Academy

Nurturing, Empowering & Delivering Sustainable Environments

SPECIALIST CERTIFICATE IN CLEANING INSPECTION / SPECIALIST CERTIFICATE IN CLEANING AUDIT

7th Run

30 November – 2 December 2026

COURSE BACKGROUND

Cleaning Inspections measure a building's cleanliness and the effectiveness of the Cleaning Provider's cleaning process control. Cleaning audits assesses the outcomes of a Cleaning Provider's performance to determine whether it complies with contractual requirements. In-house and/or third party auditors are expected to become a norm of Outcome-based Facilities Management & Maintenance contracts.

Assessment of cleaning outcomes/results by a Cleaning Supervisor or Auditor involves senses (mainly visual, smell and touch) which can lead to subjectivity problems. The Netherlands Association for Cleaning Research (VSR) has been working over the last 35 years to develop tools and techniques to objectify cleaning performance assessment and produce accurate results and good judgement in Cleaning inspections and audits. This is achieved in two stages of the cleaning inspection and audit process:

Stage1: Qualitative Assessment of Cleaning Outcomes & Recognition of Failure

The outcomes of each element to be cleaned and inspected is described clearly to create a common language for Service Buyer and Provider to understand each other so that there is no need for /debate on whether it is a Pass/Fail in cleaning inspections as failure to deliver is clearly recognised.

Stage 2: Factoring the Quantitative Element in Cleaning Inspections & Audits

The quantitative element in cleaning (i.e. how much is cleaned) needs to be factored with the qualitative element (how well it is cleaned). *For example, if part of a floor does not pass the inspection does this mean the entire floor fails?* Distinction between types of area and element is vital for an exact evaluation of cleaning quality as the specification for washrooms for example does not compare with that of an office

VSR
Vereniging Schoonmaak Research
Association for Cleaning Research
The Netherlands

The Association for Cleaning Research is the independent platform for professional cleaning. As a knowledge institute for all vested parties in the field of cleaning maintenance, VSR has been striving for more than 35 years to objectify and professionalize the cleaning profession through research, information and training.

VSR's work forms the basis of Dutch Standard NEN 2075 (2018 en): *Quality Measuring System and Process Control System for Cleaning Performance* which in turn is linked to EN 13549 (2001): *Cleaning Services Basic Requirements and Recommendations for Quality Measuring Systems'.* Singapore Standard SS 694:2023: *Cleaning Performance for Commercial Premises takes reference from NEN 2075; i.e. by default some of VSR's tools and techniques.*

VSR tools and techniques to improve the objectivity in Cleaning Inspections and Audits adapted to suit local conditions will be transferred in two training courses:

1. Specialist Certificate in Cleaning Inspections (targeted at Cleaning Supervisors, Assessors & Managers)
2. Specialist Certificate in Cleaning Audits (targeted at Cleaning Auditors)

COURSE 1: SPECIALIST CERTIFICATE IN CLEANING INSPECTION (12 hours)

Course Overview

This course, the localised version of the VSR Daily Checking System (DCS) on cleaning processes will impart the knowledge and skills for a Cleaning Supervisor to undertake routine checks, recognise cleaning process failures and proactively address them.

Pre-requisite

2 years of work experience in supervising and inspecting cleaning work.

Course Content

1 Revisiting Cleaning & Cleaning Specifications
- Cleaning Buildings
- Scope, Nature & Organisation of Cleaning Work
- Cleaning Methods: Manual & Mechanised
- Cleaning Chemicals
- Leveraging on Technology to Support Cleaning
- Cleaning Procedures: Restrooms. Common Areas & Lifts
- Cleaning Specifications: Prescriptive, Outcome-Based, Hybrid

2. Factors Affecting Cleaning Quality & Outcomes
- Type/s of and Duration of Dirt/Soiling/Surface Contamination
- Types of and Condition of Materials/Surfaces to be Cleaned
- Cleaning Methods, Cleaning Agent, Cleaning Chemicals
- Cleaning Crew (Cleaners, Team Leaders & Supervisors)
- Time & Resource Factor
- Cleaning Process Planning & Control

3. VSR – DCS+ Daily Checking System & Recognition of Failure: Based on VSR Practical Guideline: VSR PR 1-1 aka as NEN 2075 *(for Supervisors, Team Leaders, Site Managers)*
- Definition of Clean
- Quality of Cleaning
- Inspecting Technical Quality
- Inspection Criteria
- Method of Inspection
- Failure Recognition
- VSR-Daily Checking System (DCS)

Practicum 1
Trainees undertake a cleaning inspection of the building where the course takes place and record their results for class discussions on their *Observations, Judgment & Evaluation* of the soiling and nature of dust which is often the indicator that a building is cleaned correctly.

Practicum 2
Trainees will be invited to re-inspect the same area again using a Checking/Inspection Sheet based on VSR definitions and contamination types. They will discuss their findings and highlight any improvements from their first practical exercise.

Practicum 3
Daily Checking Sheets: How to use and fill a sheet. (Digital version provided for future organisational use)

Course Assessment:
One hour written examination comprising short questions on observations made during a cleaning inspection with scenarios on types of cleaning failure and possible causes to choose from.

Certification on Passing: Specialist Certificate in Cleaning Inspection (in association with VSR).

Course Date: Mon 30 Nov (9 am - 6 pm) & Tue 1 Dec (9 am - 1 pm).

Course Fee: $660 nett per pax



COURSE 2: SPECIALIST CERTIFICATE IN CLEANING AUDIT (12 hours)

Course Overview

This course, the localised version of the VSR Quality Management System (QMS) for Cleaning Audit, will impart knowledge on the rules/guidelines for dividing building spaces and element counts to create an inventory of space units and elements for cleaning audits. Thereafter knowledge on how to choose sample sizes, compose samples, evaluate and record audit findings will also be shared.

Pre-requisites:

1. Must have obtained the Specialist Certificate in Cleaning Inspection.
2. Good eye for numbers. Knowledge in cleaning specifications and inspections

Course Content

1. Cleaning Audits & Contracts Management
   - Managing Cleaning Service Quality Outcomes
     - Categories of Service Quality in Cleaning Services
     - Performance Assessment of Services / Service Providers
     - Cleaning Inspections & Cleaning Audits
     - Quality Assurance & Role of Cleaning Supervisors
     - Quality Assurance & Role of Cleaning Auditors

2. VSR – QMS Auditor Objective Assessment of Cleaning Performance (Final Inspection): Based on VSR Practical Guideline: VSR PR 1-1 aka as NEN 2075 *(for Auditors)*
   - Quality of Cleaning (Re-visited)
   - Inspecting Technical Quality
   - Inspection Criteria
   - Method of Inspection
   - Failure Recognition
   - QMS Inspection Model
     - Set up for a Location/Site/Building
     - Splitting/Division of Areas (Rules/Guidelines)
     - Building Inventory Form
     - Principles of Counting Elements (Toilets, Circulations areas, Traffic Areas, Office Areas)
     - Composition of a Random Sample for Inspection
     - Determining Sample Size
     - Composition of the Sample for Inspection
     - Approval Limit
     - Carrying out the Inspection
     - Processing the Inspection Results & Pareto Analysis
     - Audit Report

Course Assessment:

One hour open book written examination comprising questions on quantification rules and sampling.

Certification on Passing: Specialist Certificate in Cleaning Audit (in association with VSR).

Course Date: Tue 1 Dec (2 pm – 6 pm) & Wed 2 Dec 2026 (9 am - 6 pm).

Course Fee: $780 nett per pax





COURSE FACILITATORS

Dr Quah Lee Kiang



Dr Quah is the Director of the Real Estate & Construction Centre and the Real Estate & Construction Academy in Singapore (RECC/RECA). She has extensive regional and international experience in Project and FM & Maintenance research, advice and academia. Dr Quah coordinated the International Council for Research & Innovation in Building & Construction (CIB) Working Commission 70 on 'FM & Maintenance' for over a decade. She was President of the Chartered Institute of Building Singapore Centre for two terms and served in the Royal Institution of Chartered Surveyors (RICS) Asia Board, Singapore Board and Asia Pacific Sustainability Board. Dr Quah is a member of the Workplace Safety & Health Council (WSHC) Built Environment Industry Capability Building Committee and WSHC FM Committee. She is a Resource Person for the FM Capability Development Task Force Working Group 1. Dr Quah is also a member of two Working Committees reviewing Singapore Standards: SS 499 on *'Cleaning Performance for Commercial Premises'* and SS 485 *on 'Slip Resistance Classification of Pedestrian Surface Materials'.*

Frank Veneman



Mr Veneman has been actively involved in developing the Cleaning Industry in the Netherlands, Europe and internationally. He Chairs the Dutch standardisation committee for NEN 2075: Measuring System and Process Control for Cleaning Performance and EMCAS, the foundation for registration and certification of Consultants in the cleaning industry. He also serves as an Executive Board Member of VSR, the Dutch Association for Cleaning Research and SSK, the Foundation for Quality in Cleaning. At European level, Mr Veneman is a member of CEN TC 329: Tourism Services and contributes as an expert attached to Working Group 1, which is responsible for EN13549: Cleaning Services: Basic Requirements and Recommendations for Quality Measuring Systems. He is also a member of ISO TC 69 SC 5: Acceptance Sampling responsible for the ISO 2859 series: Sampling Procedures by Inspections. Mr Veneman is also the Principal of MBG Advies, a FM consultancy with several decades of experience in cleaning and hygiene Quality Measurement, Audits, Technical Advice and Contract Management. MBG operates in the Netherlands and Belgium and has sister companies in Northampton, UK and Germany.

COURSE VENUE

#04-08, Devan Nair Institute for Employment & Employability
80 Jurong East St 21, Singapore 609607

WHO SHOULD ATTEND

The course will benefit Buyers and Providers of Facilities Management and Environmental Cleaning Services.

CANCELLATIONS

Cancellations made one week before the course commencement date will be subjected to an administrative fee of $100. The full fee of $660 / $780 will be payable thereafter, substitutions can be made at any time.

COURSE ENQUIRIES AND REGISTRATIONS

Mr Ken Chew / Mr Gary Law
Tel: 6563 4166
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PLEASE NOTE

It may be necessary for reasons beyond RECC's control, to change the content and timing of the course and the identity of the course facilitator/s.