

**Florida Department of Education  
CURRICULUM FRAMEWORK**

**Program Title:** Environmental Services  
**Program Type:** Job Preparatory  
**Occupational Area:** Family And Consumer Sciences  
**Components:** One Program, Two Occupational Completion Points

	<u>Secondary</u>	<u>PSAV</u>
<b>Program Numbers:</b>	<b>8524100</b>	<b>V200610</b>
CIP Number:	0420060110	0420060110
Grade Level:	9-12 30,31	30,31
Length:	2 Credits	300 Hours
Facility Code:	203	203
CTSO:	FCCLA	
Co-op Method:	Yes	Yes
Apprenticeship:	Yes	Yes
Certification:	VOC HME EC @2 @4 GEN HME EC @2 @4 HOMEMAKING @2 ¢7 HOME EC 1 @2 HME EC OCC ¢7	VOC HME EC @2 @4 GEN HME EC @2 @4 HME EC OCC @7 G HOMEMAKING @2 @7 G HOME EC 1 @2 BLDG MAINT @7 G CUSTODIAL @7 G
Basic-Skills		
Math	9	
Language	9	
Reading	9	

- I. **PURPOSE:** The purpose of this program is to prepare students for employment as environmental service providers or technicians for residential homes and institutions (hotels/motels, hospitals, nursing homes, campus buildings, and office buildings); Cleaner Commercial or Institution, 381.687-014, or for advanced training in the environmental services industry; Supervisor, Janitorial Services DOT 381.137-010.

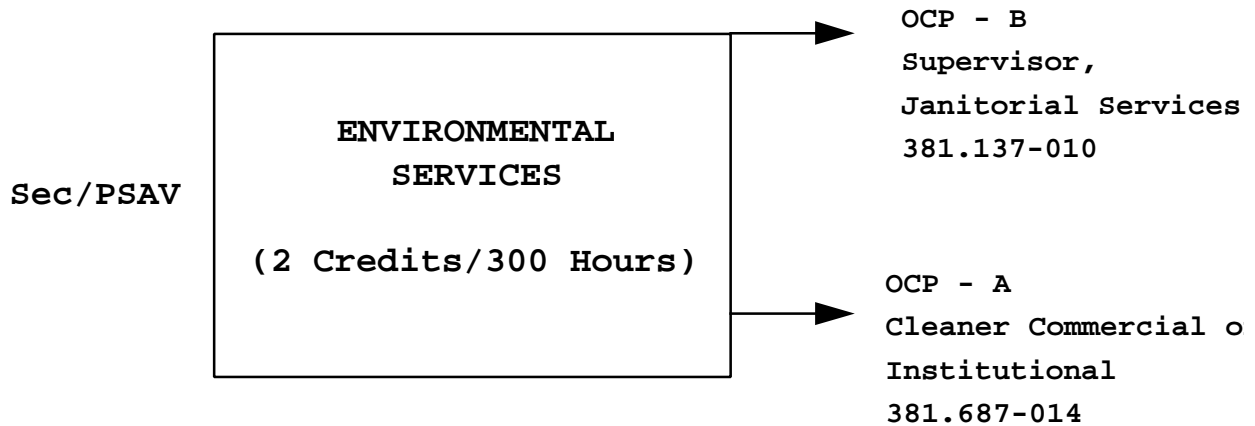
This program focuses on broad, transferable skills, stresses the understanding of all aspects of the environmental services industry, and demonstrates such elements of the industry as planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues, and health, safety, and environmental issues.

- II. **PROGRAM STRUCTURE:** This program is a planned sequence of instruction consisting of two occupational completion points. The recommended sequence allows students to complete specified portions of the program for employment or to remain for advanced training. A student who completes the applicable competencies at either occupational completion point may either continue with the training program or become an occupational completer. At the **secondary level**, the Environmental Services program consists of the following courses:

8524110 Environmental Services.  
8524120 Environmental Services Technology

The following diagram illustrates the program structure:

**ENVIRONMENTAL SERVICES**



OCP - A: Cleaner, Commercial or Industrial-DOT 381.687-014-150 Hours/1 Credit  
OCP - B: Supervisor, Janitorial Services - DOT 381.137-010-300 Hours/2 Credits

- III. **LABORATORY ACTIVITIES:** Classroom and laboratory activities are an integral part of this program. These activities include training in the general maintenance and safe use of all instructional resources. A generic equipment list for this program is available.
- IV. **SPECIAL NOTE:** Family, Career and Community Leaders of America (FCCLA), is the appropriate career and technical student organization (ctso) for providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations, when provided, shall be integral part of the instructional program, and the activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, FAC.

This program may be offered in postsecondary adult vocational (PSAV) courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643, F.S.

Cooperative training - OJT is appropriate for this program. Whenever cooperative training - OJT is offered, the following are required for each student: a training plan, signed by the student, teacher, and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a workstation that reflects equipment, skills and tasks that are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC, the minimum basic-skills grade levels required for adult vocational students to exit this program are: Mathematics 9.0, Language 9.0, Reading 9.0. These grade-level numbers correspond to grade-equivalent scores obtained on one of the state-designated basic-skills examinations. If a student does not meet the basic-skills level required for completion of the program, remediation should be provided concurrently through Vocational Preparatory Instruction (VPI) or a remedial lab. Please refer to the Rule for exemptions.

When a secondary student with a disability is enrolled in a vocational class with modifications to the curriculum framework, the particular outcomes and student performance standards that the student must master to earn credit must be specified on an individual basis. The job or jobs for which the student is being trained should be reflected in the student's desired post school outcome statement on the Transition Individual Educational Plan (Transition IEP).

SCANS Competencies: To accomplish the Secretary's Commission on Achieving Necessary Skills (SCANS) competencies, instructional strategies for this program must include methods that require students to identify, organize, and use resources appropriately; to work with each other cooperatively and productively; to acquire and use information; to understand social, organizational, and technological systems; and to work with a variety of tools and equipment. Instructional strategies must also incorporate methods to improve students' personal qualities and higher-order thinking skills.

- V. **INTENDED OUTCOMES:** After successfully completing the appropriate course(s) for each occupational completion point of this program, the student will be able to perform the following:

**OCCUPATIONAL COMPLETION POINT - DATA CODE - A**

CLEANER, COMMERCIAL OR INDUSTRIAL 381.687-014

- 01.0 Identify job and career opportunities in the environmental services profession.
- 02.0 Demonstrate employability skills.
- 03.0 Select, use, and store equipment and supplies.
- 04.0 Demonstrate safety, sanitation, and security skills.
- 05.0 Demonstrate environmental services procedures.
- 06.0 Demonstrate positive customer-relations skills.
- 07.0 Demonstrate communication skills.
- 08.0 Demonstrate institutional housekeeping procedures.
- 09.0 Identify hazardous materials and situations, and procedures for reporting.

**OCCUPATIONAL COMPLETION POINT - DATA CODE - B**

SUPERVISOR, JANITORIAL SERVICES 381.137-010

- 10.0 Identify the federal, state, and local laws and agencies that affect the environmental services area.
- 11.0 Apply the principles of leadership and management.
- 12.0 Demonstrate an understanding of entrepreneurship.

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Program Title:** Environmental Services  
**Secondary Number:** 8524100  
**Postsecondary Number:** V200610

**OCCUPATIONAL COMPLETION POINT - DATA CODE - A**

CLEANER, COMMERCIAL OR INDUSTRIAL - DOT 381.687-014

01.0 IDENTIFY JOB AND CAREER OPPORTUNITIES IN THE ENVIRONMENTAL SERVICES PROFESSION--The student will be able to:

LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, MA.E.1.4.1

- 01.01 Explain the role and importance of the environmental services industry in the quality of life.
- 01.02 Identify employment, career-growth, and advanced-training opportunities in the environmental services profession.
- 01.03 Identify responsibilities for each job in the career ladder.
- 01.04 Explain training needs for career enhancement.
- 01.05 Analyze the personal and professional qualities required for employment.

02.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

LA.A.2.4.4, LA.A.2.4.6, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.A.2.4.6, MA.B.3.4.1

- 02.01 Conduct a job search.
- 02.02 Secure information about a job.
- 02.03 Identify the documents that may be required for a job application.
- 02.04 Complete a job-application form.
- 02.05 Demonstrate competence in job-interview techniques.
- 02.06 Demonstrate productive work habits and positive attitudes.
- 02.07 Demonstrate knowledge of how to make job changes appropriately.
- 02.08 Demonstrate ethical and responsible employment practices.
- 02.09 Demonstrate acceptable personal hygiene and a professional appearance.
- 02.10 Apply the principles of time management, work simplification, and teamwork when performing assigned tasks.
- 02.11 Explain the importance of taking pride in the quality of work performed.
- 02.12 Describe the importance of a drug-free workplace and industry policy toward drug use.
- 02.13 Describe the ramifications of a poor-driving record on employability opportunities.
- 02.14 Describe Florida's "Right-to-Know" Law as recorded in the Florida Statutes, Chapter 442.
- 02.15 Explain the importance of confidentiality in the workplace.

03.0 SELECT, USE, AND STORE EQUIPMENT AND SUPPLIES--The student will be able to:

LA.A.2.4.4, LA.B.2.4.4, MA.A.3.4.1

- 03.01 Identify the basic supplies and equipment needed for a specific job.
  - 03.02 Select the proper tools for a specific job.
  - 03.03 Inventory supplies and maintain a record of supplies.
  - 03.04 Explain the importance of appropriate housekeeping and maintenance practices.
  - 03.05 Store equipment properly.
  - 03.06 Disassemble and maintain selected pieces of equipment used in the area of environmental services.
  - 03.07 Maintain equipment-and-supply storage areas.
  - 03.08 Use and care for equipment, supplies, and tools according to manufacturer's instructions.
  - 03.09 Report faulty equipment and needed repairs.
- 04.0 DEMONSTRATE SAFETY, SANITATION, AND SECURITY SKILLS--The student will be able to:
- LA.A.2.4.8, LA.B.2.4.4, SC.A.1.4.4
- 04.01 Demonstrate the skills necessary for fire safety, such as RACE (rescue, alarm, control, extinguish).
  - 04.02 Identify the various types of fire extinguishers.
  - 04.03 Use fire extinguishers appropriate to fire hazards.
  - 04.04 Demonstrate emergency procedures.
  - 04.05 Demonstrate security procedures.
  - 04.06 Demonstrate safety procedures in the use, care, and storage of equipment.
  - 04.07 Demonstrate sanitation and safety procedures as required by the health department and the Occupational Safety and Health Administration (OSHA).
  - 04.08 Demonstrate the required sanitation procedures.
  - 04.09 Identify the health-related problems that may result from exposure to work-related chemicals and hazardous materials, and describe the proper precautions for handling such materials.
  - 04.10 Discuss environmental concerns related to hazardous waste and chemical disposal.
- 05.0 DEMONSTRATE ENVIRONMENTAL SERVICES PROCEDURES--The student will be able to:
- LA.A.1.4.3, MA.B.2.4.1, MA.B.4.4.1, MA.B.4.4.2
- 05.01 Demonstrate general housekeeping and maintenance procedures and practices for windows, walls, and floors.
  - 05.02 Demonstrate the methods necessary to provide sanitary conditions in the rest room and shower areas.
  - 05.03 Clean and care for a variety of wall and ceiling surfaces.
  - 05.04 Clean and care for fixtures, moldings, and special surfaces.
  - 05.05 Clean and care for various types of accessories.
  - 05.06 Clean and care for gas, electric, and solar appliances.
  - 05.07 Take down and rehang draperies and shower curtains.
  - 05.08 Make a bed according to specifications in an institution.
  - 05.09 Clean and disinfect guestrooms.
  - 05.10 Use home and commercial laundry equipment and supplies.
- 06.0 DEMONSTRATE POSITIVE CUSTOMER-RELATIONS SKILLS--The student will be able to:
- LA.C.1.4.3, LA.C.3.4.2, LA.D.1.4.1, LA.D.1.4.2, LA.D.1.4.3

- 06.01 Exercise self-control.
  - 06.02 Identify and demonstrate appropriate responses to criticism.
  - 06.03 Recognize basic human relations as they relate to success in the environmental services industry.
  - 06.04 Demonstrate respect for customer property.
- 07.0 DEMONSTRATE COMMUNICATION SKILLS--The student will be able to:
- LA.C.3.4.2, LA.C.3.4.4, MA.E.1.4.1
- 07.01 Ask and answer questions coherently and concisely.
  - 07.02 Read and follow written instructions and listen to and follow oral instructions.
  - 07.03 Give reports orally and in writing.
  - 07.04 Read and interpret reading materials related to the environmental industry.
  - 07.05 Find information in technical literature such as a manufacturer's manual.
  - 07.06 Read and interpret graphs, charts, diagrams, and tables commonly used in the environmental services occupation area.
  - 07.07 Write logical and understandable statements or phrases, and accurately fill out forms/invoices commonly used in the environmental services industry.
  - 07.08 Demonstrate appropriate telephone communication skills.
  - 07.09 Demonstrate trade-related computer skills.
- 08.0 DEMONSTRATE INSTITUTIONAL HOUSEKEEPING PROCEDURES--The student will be able to:
- LA.A.2.4.4, MA.A.3.4.3, MA.B.3.4.1, MA.B.4.4.1, MA.B.4.4.2
- 08.01 Demonstrate housekeeping and maintenance practices in occupied, unoccupied, and discharged rooms.
  - 08.02 Identify procedures and techniques for cleaning isolation units in a hospital or nursing home.
  - 08.03 Demonstrate procedures for adjusting windows and heating and air-conditioning equipment.
  - 08.04 Demonstrate procedures for checking a vacant room.
  - 08.05 Demonstrate responsibility in handling keys.
  - 08.06 Identify the symbols, abbreviations, and terminology used in the facility.
  - 08.07 Report damages and unusual conditions in the facility.
  - 08.08 Describe procedures for handling lost-and-found items.
  - 08.09 Interpret an occupancy report.
  - 08.10 Inventory supplies furnished to guests in a hotel/motel.
  - 08.11 Identify methods of pest control.
- 09.0 IDENTIFY HAZARDOUS MATERIALS AND SITUATIONS, AND PROCEDURES FOR REPORTING--The student will be able to:
- LA.A.2.4.6, SC.A.1.4.2, SC.A.1.4.3, SC.A.1.4.4, SC.A.1.4.5
- 09.01 Identify the types of hazardous materials that environmental services providers and technicians may encounter.
  - 09.02 Demonstrate procedures in safely handling and storing biomedical waste in a hospital and nursing home.
  - 09.03 Identify and interpret county, state, and federal laws, rules, and regulations governing biomedical waste materials.

- 09.04 Identify hazardous situations and report them to the appropriate authority.
- 09.05 Identify emergencies that may occur when biomedical waste/hazardous materials are handled, and procedures for reporting.

**OCCUPATIONAL COMPLETION POINT - DATA CODE - B**

SUPERVISOR, JANITORIAL SERVICES - DOT 381.137-010

- 10.0 IDENTIFY THE FEDERAL, STATE, AND LOCAL LAWS AND AGENCIES THAT AFFECT THE ENVIRONMENTAL SERVICES AREA--The student will be able to:

LA.A.2.4.6, SC.H.3.4.4

- 10.01 Identify the federal, state, and local laws that affect environmental services.
- 10.02 Identify the federal, state, and local agencies that affect environmental services practices.

- 11.0 APPLY THE PRINCIPLES OF LEADERSHIP AND MANAGEMENT--The student will be able to:

LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, MA.B.3.4.1

- 11.01 Apply the principles of the management of time, money, energy, and space.
- 11.02 Estimate the types of work and the required work hours for a specific situation.
- 11.03 Develop instructions for environmental services providers to follow to satisfy the client's needs.
- 11.04 Resolve customer complaints in a positive, professional manner.

- 12.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.C.3.4.5, MA.A.3.4.3, MA.E.1.4.1

- 12.01 Define "entrepreneurship."
- 12.02 Describe the importance of entrepreneurship to the American economy and the role of small business in the free-enterprise system.
- 12.03 Debate the advantages and disadvantages of business ownership.
- 12.04 Explain the risks involved in the ownership of a business.
- 12.05 Identify the personal characteristics of a successful entrepreneur.
- 12.06 Identify the business skills needed to operate a small business efficiently and effectively.
- 12.07 Describe the responsibility of the employer to support business and industry.

**Florida Department of Education  
STUDENT PERFORMANCE STANDARDS**

**Course Number:** 8524110  
**Course Title:** Environmental Services  
**Course Credit:** 1

**OCCUPATIONAL COMPLETION POINT - A**

CLEANER, COMMERCIAL OR INDUSTRIAL - DOT 381.687-014

**COURSE DESCRIPTION:**

This course is designed to help students acquire competencies in the areas of career opportunities; employability skills; safety, sanitation, and security skills; communication skills; housekeeping procedures and hazardous material procedures.

01.0 IDENTIFY JOB AND CAREER OPPORTUNITIES IN THE ENVIRONMENTAL SERVICES PROFESSION--The student will be able to:

LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, MA.E.1.4.1

- 01.01 Explain the role and importance of the environmental services industry in the quality of life.
- 01.02 Identify employment, career-growth, and advanced-training opportunities in the environmental services profession.
- 01.03 Identify responsibilities for each job in the career ladder.
- 01.04 Explain training needs for career enhancement.
- 01.05 Analyze the personal and professional qualities required for employment.

02.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, MA.E.1.4.1

- 02.01 Conduct a job search.
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- 02.05 Demonstrate competence in job-interview techniques.
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- 02.07 Demonstrate knowledge of how to make job changes appropriately.
- 02.08 Demonstrate ethical and responsible employment practices.
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- 02.10 Apply the principles of time management, work simplification, and teamwork when performing assigned tasks.
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- 02.14 Describe Florida's "Right-to-Know" Law as recorded in the Florida Statutes, Chapter 442.



- 02.15 Explain the importance of confidentiality in the workplace.
- 03.0 SELECT, USE, AND STORE EQUIPMENT AND SUPPLIES--The student will be able to:
- LA.A.2.4.4, LA.B.2.4.4, MA.A.3.4.1
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- 05.03 Clean and care for a variety of wall and ceiling surfaces.
- 05.04 Clean and care for fixtures, moldings, and special surfaces.
- 05.05 Clean and care for various types of accessories.
- 05.06 Clean and care for gas, electric, and solar appliances.
- 05.07 Take down and rehang draperies and shower curtains.

- 05.08 Make a bed according to specifications in an institution.  
 05.09 Clean and disinfect guestrooms.  
 05.10 Use home and commercial laundry equipment and supplies.
- 06.0 DEMONSTRATE POSITIVE CUSTOMER-RELATIONS SKILLS--The student will be able to:
- LA.C.1.4.3, LA.C.3.4.2, LA.D.1.4.1, LA.D.1.4.2, LA.D.1.4.3
- 06.01 Exercise self-control.  
 06.02 Identify and demonstrate appropriate responses to criticism.  
 06.03 Recognize basic human relations as they relate to success in the environmental services industry.  
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- 08.0 DEMONSTRATE INSTITUTIONAL HOUSEKEEPING PROCEDURES--The student will be able to:
- LA.A.2.4.4, MA.A.3.4.3, MA.B.3.4.1, MA.B.4.4.1, MA.B.4.4.2
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 08.03 Demonstrate procedures for adjusting windows and heating and air-conditioning equipment.  
 08.04 Demonstrate procedures for checking a vacant room.  
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 08.07 Report damages and unusual conditions in the facility.  
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 08.10 Inventory supplies furnished to guests in a hotel/motel.  
 08.11 Identify methods of pest control.
- 09.0 IDENTIFY HAZARDOUS MATERIALS AND SITUATIONS, AND PROCEDURES FOR REPORTING--The student will be able to:
- LA.A.2.4.6, SC.A.1.4.2, SC.A.1.4.3, SC.A.1.4.4, SC.A.1.4.5

- 09.01 Identify the types of hazardous materials that environmental services providers and technicians may encounter.
- 09.02 Demonstrate procedures in safely handling and storing biomedical waste in a hospital and nursing home.
- 09.03 Identify and interpret county, state, and federal laws, rules, and regulations governing biomedical waste materials.
- 09.04 Identify hazardous situations and report them to the appropriate authority.
- 09.05 Identify emergencies that may occur when biomedical waste/hazardous materials are handled, and reporting procedures.

July 2001

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Course Number: 8524120  
Course Title: Environmental Services Technology  
Course Credit: 1

OCCUPATIONAL COMPLETION POINT - DATA CODE - B  
SUPERVISOR, JANITORIAL SERVICES - 381.137-010

**COURSE DESCRIPTION:**

This course is designed to help students acquire competencies in the areas of laws and regulations, principles of leadership and management, and entrepreneurship.

10.0 IDENTIFY THE FEDERAL, STATE, AND LOCAL LAWS AND AGENCIES THAT AFFECT THE ENVIRONMENTAL SERVICES AREA--The student will be able to:

LA.A.2.4.6, SC.H.3.4.4

10.01 Identify the federal, state, and local laws that affect the environmental services.

10.02 Identify the federal, state, and local agencies that affect environmental services practices.

11.0 APPLY THE PRINCIPLES OF LEADERSHIP AND MANAGEMENT--The student will be able to:

LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, MA.B.3.4.1

11.01 Apply the principles of the management of time, money, energy, and space.

11.02 Estimate the types of work and the required work hours for a specific situation.

11.03 Develop instructions for environmental services providers to follow to satisfy the client's needs.

11.04 Resolve customer complaints in a positive, professional manner.

12.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.C.3.4.5, MA.A.3.4.3, MA.E.1.4.1

12.01 Define "entrepreneurship."

12.02 Describe the importance of entrepreneurship to the American economy and the role of small business in the free-enterprise system.

- 12.03 Debate the advantages and disadvantages of business ownership.
- 12.04 Explain the risks involved in the ownership of a business.
- 12.05 Identify the personal characteristics of a successful entrepreneur.
- 12.06 Identify the business skills needed to operate a small business efficiently and effectively.
- 12.07 Describe the responsibility of the employer to support business and industry.