

**EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT
EXEMPLAR PAPER 1- THEORY (VERBAL) ASSESSMENT
MEMORANDUM**

CANDIDATE INFORMATION

SURNAME																					
NAMES																					
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ASSESSMENT CENTRE																					
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QUALIFICATION INFORMATION

QUALIFICATION TITLE	Occupational Certificate: Commercial Cleaner
SAQA ID	118709
NQF LEVEL	1
CREDITS	120
DURATION	60 minutes
TOTAL MARKS	60 marks
PASS MARK	75% of 60 marks =45 marks
DATE OF EISA	

GENERAL EISA RULES

1. Candidates are **only** allowed to use the supplied EISA booklets.
2. Candidates are **only** allowed to use a black pen for their answers.
3. Candidates to ensure that their name, surname and EISA registration number appear on the front of your EISA booklet.
4. This is a closed-book examination.
5. All EISA booklets must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
6. Candidates may make use of a calculator in this EISA.
7. Unless this is an online examination where access to a computer will be made available to you, the use of any communication devices, including smart watches, cell phones, tablets, iPads, headphones and laptops is prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Candidates are prohibited from conversing in any manner with other candidates.
11. Candidates may not leave the examination venue within one hour of the start of the examination and in the last 10 minutes of the allotted examination period.
12. Candidates who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

SIGNATURE OF STUDENT

INSTRUCTIONS TO CANDIDATES

1. Candidates must complete all questions in this EISA.
2. Candidates must ensure that they use only a black pen when completing this EISA.
3. Should you require additional space to complete your answer, please request additional paper from your invigilator. Ensure that you indicate your name, surname, and EISA registration number at the top of the additional paper. Also, ensure that the question number is marked on your additional paper.

Question 1

1.1 Scenario:

Thandi is a newly appointed cleaner in your section. On her first day, she is assigned to clean the kitchen area and washroom surfaces. The supervisor explains that she will be using different chemicals, including a multi-purpose detergent, a bleach-based disinfectant, and a degreaser for stubborn dirt around the stove.

The manager has asked you to assist with the orientation of Thandi regarding personal protective clothing.

1.1.1 Referring to the scenario, explain the purpose of personal protective clothing, why it is important to wear and identify four types of protective clothing that could be worn. **(3)**

Marking guide: sample marking answers

It is important to wear personal protective clothing because it protects employees from injuries and exposure to harmful substances in the workplace. **(1)**

PPE ensures safety and reduces the risk of accidents while performing tasks such as handling chemicals. **(1 mark for any correct answer)**

Types of protective clothing

Hats

Earmuffs

Gloves

Boots

Safety goggles

(0,5 marks for every correct answer=4 marks)

Marking guide: sample marking answers

Assessment criteria	marks
Explain the purpose of protective clothing	1 mark
Identify any four PPE that could be worn to	2 marks

Total	3 marks
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Multiple choice questions

1.1.2 Choose the correct answer/s (**More than one answer is correct**)

When cleaning commercial offices or premises, it is important to do your planning as well as selecting the correct materials. Using the correct materials ensures:

- I. Using the right resources ensures: (2)
 - A. Safety for cleaners and building occupants
 - B. Inefficiency in completing tasks
 - C. Professional appearance of the workplace
 - D. Short lifespan of surfaces and equipment

- II Various items or equipment are used when cleaning floors. Which items are known as mechanical items? (3)
 - A. Vacuum cleaners,
 - B. floor polishers
 - C. Mops
 - D. Buckets
 - E. Pressure washers

Marking guide: sample marking answers

I.	A, C
II.	A, B, E

Marking guide: sample marking answers

Assessment criteria	marks
Every correct answer	1 mark
Total	5 marks

1.1.3 Professional conduct refers to the behaviour, attitude, and ethical standards expected from employees in an organization. Describe attitude and ethical standards, Give an example of each (4)

Marking guide: marking answers

Description	Example
<p>Attitude</p> <p>Attitude can be positive, negative, or neutral, and it often affects how we interact with others</p>	<p>Treating everyone with courtesy and dignity</p>
<p>Ethical standards</p> <p>Ethical standards are principles that guide people to behave in a morally correct and professional manner.</p>	<p>Honesty</p> <p>Respect</p> <p>Confidentiality</p> <p>Accountability</p>

Marking guide: sample marking answers

Assessment criteria	marks
Definition Attitude	1 mark
Example of attitude	1 mark
A description of ethical standard	1 mark
Example of ethical standard	1 mark
Total	4 marks

1.1.4 When preparing to clean the floors, you discover that the floor polisher is broken. Demonstrate how to complete the form provided below, to report the broken equipment

Broken Equipment Reporting

1. Date of Report:

2. Name of Person Reporting:

3. Department / Section:

4. Equipment Name:

5. Equipment Number / Asset Code:

6. Description of the Problem:

7. When Was the Damage Noticed? (Date & Time):

8. Possible Cause (if known):

9. Was Anyone Injured?

☐ Yes ☐ No

If yes, provide details:

10. Immediate Action Taken:

11. Recommendation:

12. Signature of Person Reporting:

13. Supervisor's Comments:

14. Supervisor's Signature:

(5)

Marking guide: marking answers

Reporting steps	
0.5 mark provided for each correct entry	(1)
10 correct entries	(5)

SUB - TOTAL: 17 marks

QUESTION 2

You have been allocated the duty to clean the manager's office, as well as the kitchen today. Please answer the following questions related to your cleaning.

One of your duties is to clean the different items found above the floor surface.

- 2.1.1** Explain what is meant by “**above the floor surface**” provide four examples of equipment that is found above the floor. (5)

Marking guide: marking answers

Define above floor surface
“Above-the-floor surfaces” refer to all areas and items located above floor level that collect dust, dirt, and fingerprints during daily operations. These include: (1)
Examples of above floor surfaces
Furniture (tables, chairs, counters, shelves)
Windows, mirrors, and glass doors
Walls, doors, and light switches
Fittings and fixtures (light fittings, picture frames, handrails, etc.)
Equipment surfaces and workstations (any 4 mentioned = 1 mark)

Marking guide: sample marking answers

Assessment criteria	marks
Definition of “above floor surface”	1 mark
Each example	1 mark
4 examples mentioned	4 marks
Total	5 marks

Multiple choice questions: Select the correct answer and write it on the table provided below:
(More than one answer can be selected)

2.1.2 2.1.2 You are requested to clean the workshop. The procedure for cleaning of different items found above the floor surfaces:

I. When cleaning wooden furniture, identify the best precaution to take

- A. Wipe with excessive water
 - B. Spray water onto the furniture
 - C. Apply polish on the wood
 - D. Avoid chemicals and excessive water
- (1)**

II. How would you clean chairs that have been covered with fabric

- A. Wipe with a wet cloth
 - B. Spray water onto the fabric
 - C. Use chemicals e.g. Bleach
 - D. Avoid chemicals and excessive water
- (1)**

III. The procedure for cleaning of different items found above the floor surfaces include:

- A Start immediately
 - B Plan your cleaning
 - C identify different types of items to be cleaned
 - D Clean all items the same
- (1)**

IV. The correct way of cleaning electric switches is as follows:

- A Spray directly on switches with chemicals
 - B Clean with a damp cloth
 - C Touch the switch after you spray it
 - D None of the above
- (1)**

V. Which of the following equipment is best suited to clean the workshop floor

- A Mop and bucket

- B vacuum cleaner
- C Feather Duster
- D All of the above

(1)
(5)

I.	C
II.	D
III.	B
VI.	B
VII.	A

Multiple choice questions: Select the correct answer and write it on the table provided below:
(More than one answer can be selected)

2.1.3 2.1.3 You are requested to distinguish between the various usages of equipment in the kitchenette.

I. Understanding the correct use of items in the kitchenette ensures:

- A) Food and safety hygiene requirements**
- B) Absence of efficient workflow
- C) None of the above
- D) All of the above

(1)

II. Which item is primarily used for washing dishes in a commercial kitchenette?

- a) Toaster
- b) Microwave oven
- c) Food processor
- d) Dish washer**

(1)

iii. Which piece of equipment is used to toast bread?

- A) Deep fryer
- B) Immersion blender
- C) Sandwich press**
- D) Convection oven

(1)

i.	A
ii.	D
iii.	C

Multiple choice questions: Select the correct answer and write it on the table provided below:

2.1.4 You are requested to differentiate between materials, consumables and tools used for cleaning.

I. Chemical or liquid cleaning agents used to remove dirt and germs:

- A Materials
- B Consumables
- C Tools / equipment
- D None of the above

(1)

II Reusable implements used to carry out cleaning tasks

- A. None of the above
- B. Tools / equipment
- C. Materials
- D. Consumables

(1)

III. Items that are used up or disposed of during cleaning

- A. Consumables
- B. Tools

- C. None of the above
D. Tools / equipment

(1)

Marking guide: marking answers

I.	A	(1)
II.	B	(1)
III.	A	(1)

2.1.5 You have been allocated the duty to clean the microwave in the kitchenette. Describe the steps you use. (5)

Marking guide: marking answers

Cleaning Appliances (e.g., microwave, kettle, fridge)
Unplug electrical appliances before cleaning.
Wipe outside surfaces using damp cloth and mild detergent.
Clean inside of microwave or fridge with soft cloth and sanitizer .
Avoid using excessive water near electrical parts.

Marking guide: marking answers

Assessment criteria	marks
Every correct step written	1 mark
Five steps	5 marks
Total	5 marks

Multiple choice questions: Select the correct answer and write it on the table provided below:
More than one answer can be selected.

2.1.6 Fixtures installed in an ablution facility or bathroom.

- I. Identify one fixture that is installed in a commercial ablution facility:

- A Toilets designed for high traffic
- B hairdryer
- C Separate toilets
- D Separate Showers

(1)

II. Which option below is considered a bathroom gadget rather than an ablution fitting?

- A) Toilet cubicle partition
- B) High-pressure hand dryer
- C) Freestanding vanity unit
- D) Industrial paper-towel dispenser

(1)

III. Which of the following is typically considered a *commercial ablution component* rather than a bathroom fitting?

- A) Decorative mirror
- B) Soap dispenser (wall-mounted, high-capacity)
- C) Designer towel rail
- D) Freestanding bathtub

(1)

Marking guide: marking answers

I.	A
II.	B
III	B

(3)

2.1.7 Explain why it is important for all staff working in your section to report damages and the condition of all items used for cleaning.

(5)

Marking guide: marking answers

Ensures Safety

Damage or faulty equipment can cause accidents or injuries (e.g., a broken mop handle, faulty floor polisher, or torn gloves).
Immediate reporting prevents staff or users from being harmed.
Maintains Hygiene Standards
Worn-out or damaged tools and consumables (e.g., torn mop heads, heavily soiled cloths) reduce cleaning effectiveness.
Reporting ensures that only functional and clean items are used, maintaining high hygiene levels.
Supports Equipment Maintenance and Longevity
Reporting faults allows timely repair or replacement of tools and equipment.
Well-maintained equipment lasts longer and works efficiently, saving costs.
Ensures Operational Efficiency
Knowing the condition of all items helps staff plan cleaning tasks effectively.
Prevents interruptions caused by faulty equipment during cleaning.
Promotes Accountability and Team Responsibility
When everyone reports damages, the whole team shares responsibility for workplace safety and hygiene.
Encourages a culture of vigilance, professionalism, and cooperation.
Compliance with Workplace Policies and Regulations
Many workplaces and health authorities require regular reporting and maintenance of cleaning equipment.
Reporting ensures adherence to health, safety, and quality standards.

Marking guide: marking answers

Assessment criteria	marks
Every correct answer	1 mark
Total	5 marks

Multiple choice questions: Select the correct answer and write it on the table provided below:
(More than one answer can be selected)

2.1.8 Procedures for cleaning components of commercial ablution facility

Procedures for cleaning components of commercial ablution facility

I. Which of the following is part of finishing procedures after cleaning an ablution facility?

- A. Checking to see if all surfaces and equipment have been cleaned**
 - B. Inspecting expiry dates
 - C. Inspecting activities for the next task
 - D. Selecting cleaning material
- (1)**

II Identify activities included with the cleaning of glass or mirrors

- A. Spray glass cleaner on mirrors and wipe with a lint-free cloth.**
 - B. remove equipment
 - C. All the above
 - D. None of the above
- (1)**

III Choose the most appropriate answer. Cleaners use colour-coded cleaning equipment because?

- A) It improves the appearance of the facility
 - B) It ensures cleaning supplies match the brand colours
 - C) It prevents cross-contamination between areas**
 - D) It reduces the number of chemicals needed
- (1)**

IV. Identify your first step before applying any chemical to surfaces?

- a) Ask a supervisor for permission
- b) pre-clean the surface with water or detergent**

- c) Turn off the facility's water supply
 - d) Heat the surface for better absorption
- (1)

V. Why must disinfectants remain on surfaces for the recommended *contact time*?

- A) To allow surfaces to dry faster
 - B) **To ensure maximum germ-killing effectiveness**
 - C) To prevent damage to tiles
 - D) To reduce chemical consumption
- (1)

Marking Grid

I.	A
II.	A
III	C
IV	B
V	B

2.1.9 Match the consumable in column A with the purpose in column B: Select the correct answer and write it on the table provided below:

Column A Consumables	Column B Purpose and usage
1. Sponges	A) Spot cleaning, drying, wiping surfaces
2. Cleaning cloths/ rags	B) Scrubbing small areas and removing stains
3. Floor mats	C) Protect high-traffic areas after cleaning

(3)

Marking guide: marking answers

I.	B
II.	A

III	C
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2.1.10 Multiple choice questions: Select the correct answer and write it on the table provided below: (More than one answer can be selected)

I. The following forms part of the general preparation of cleaning floors

- A: Remove obstacles, debris, and furniture if possible
- B: Select appropriate cleaning tools, equipment, and chemicals based on the floor type.
- C: Wear PPE: Gloves, aprons, mask, and non-slip shoes
- D None of the above

(3)

Marking guide: marking answers

I.	A, B, C	(3)
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2.1.11 Discuss three activities involved in stock taking

(3)

Marking guide: marking answers

Conducting Stock Taking
<ul style="list-style-type: none"> 1. Count All Items 2. Record Details 3. Check expiry dates 4. Reconcile with records

Marking guide: marking answers

Assessment criteria	marks
Every correct answer	1 mark
Total	3 marks

SUB-Total = 43 MARKS

GRAND TOTAL = 60 MARKS