

# APPRENTICESHIP IN CLEANING AND SUPPORT SERVICES (Level 2)

## What is an apprenticeship?

Apprenticeships are nationally recognised qualifications that offer an excellent way of mastering practical skills in the workplace. They give people the opportunity to train as they work and earn money, and are increasingly recognised as the gold standard for work-based training.

### Who is it for?

Anyone who is not in full-time education and above 16 years of age can become an apprentice. The Cleaning and Support Services Apprenticeship is suitable for anyone who performs the following jobs:

- Cleaner
- Hygiene Operative
- Waste Operative
- Caretaker
- Street Cleaning Operative
- Window Cleaner
- Upholstery and Carpet Cleaner

### Who provides training?

Employers can use external training providers for all aspects of the apprenticeship or can choose to provide some or all of the training in-house, with verification undertaken by external providers where required.

### How much does an apprenticeship cost?

For apprentices aged 16-19, all training costs are met by the government. For apprentices aged 19+, the employer will be expected to pay a percentage amount, although in some cases funding for the entire programme will be met. The employer is expected to meet the cost of the apprentices' wages.

### How long will it take?

Typically the level 2 apprenticeship can be completed in 12 months.

### What is the format?

There are a number of components which make up an apprenticeship framework. Details of the units are listed overleaf. The Cleaning and Support Services Apprenticeship comprises:

**NVQ** – a qualification that assesses competence in a work situation

**Technical Certificate** – knowledge based element

**Key/Functional skills** - required standards in key non-cleaning and support services specific skills

**ERR** - awareness of the rights and responsibilities that are essential in the workplace.

### What are the benefits?

For employees:

- gain a qualification that is valued by employers
- earn while training
- gain practical, job-specific skills
- work alongside experienced members of staff
- enhance prospects for career progression

For employers:

- improve productivity and profitability
- fill skills gaps now and in the future
- become more attractive as an employer
- government funded training
- improve levels of service.

### Next steps

For more information visit [www.apprenticeships.org](http://www.apprenticeships.org) or call the National Apprenticeship Service on 0800 015 0 600.

Alternatively, visit [www.assetskills.org](http://www.assetskills.org) or call 0845 678 2 888.

## What are the apprenticeship framework components?

### Level 2

#### NVQ

NVQ level 2 in Cleaning and Support Services

#### Technical Certificate

Certificate in Cleaning Principles

#### Key Skills\*

Communication Level 1

Application of number Level 1

#### Functional Skills\*

English Level 1

Maths Level 1

#### ERR

Employment Rights and Responsibilities checklist

\*Centres may decide to use key skills or functional skills.  
Candidates with a GCSE grade A – C in English or Maths are exempted from Key Skills (but not Functional Skills).

## Certificate in Cleaning Principles

A minimum of 13 credits are required for the Level 2 Apprenticeship.

Unit Title	Credit Value	Link to NVQ Unit
<b>Mandatory Units</b>		
Health & Safety	4	001
Working with customers and others	2	002, 003, 004
Waste (routine and non routine)	4	007, 016
TOTAL	10	
<b>Optional Units</b>		
Prepare for and carry out interior and washroom cleaning	3	005, 008
Deep cleaning	4	012
Periodic cleaning of soft floors & furnishings	3	014
Periodic cleaning of hard and semi-hard floors	3	013
External cleaning	3	006
Manual street cleaning	3	018
Merchandised street cleaning	4	019
Glazed surfaces	3	015
Water fed poles	3	021
Work at heights	3	020
Carry out maintenance & minor repairs	3	017
Clean high risk areas	4	009
Clean confined spaces	3	010
Clean food areas	3	011
Cleaning of specialist electronic equipment	3	
Internal cleaning of passenger transport	3	

## Cleaning and Support Services NVQ Level 2

Qualification Structure

This is a 6 unit qualification.

### **Mandatory Units (3)** You MUST complete Units 001 and 002 and either Unit 003 or 004

Unit 001 Make sure your own actions reduce risks to health and safety (ENTO Unit HSS1)

Unit 002 Communicate effectively with customers and others

Unit 003 Work as a team and develop yourself

Unit 004 Work alone and develop yourself

### **Technical Units** Choose 3 units

Unit 005 Clean and maintain internal surfaces and areas

Unit 006 Clean and maintain external surfaces and areas

Unit 007 Deal with routine waste

Unit 008 Clean washrooms and replenish supplies

Unit 009 Clean high risk areas

Unit 010 Clean confined spaces

Unit 011 Clean food areas

Unit 012 Deep clean equipment and surfaces

Unit 013 Clean, maintain and protect hard floors

Unit 014 Clean and maintain soft floors and furnishings

Unit 015 Clean glazed surfaces and facades

Unit 016 Deal with non-routine waste

Unit 017 Carry out maintenance and minor repairs

Unit 018 Perform street cleansing manually

Unit 019 Perform street cleansing by machine

Unit 020 Work safely at heights (PSSL Unit 4.1.6)

Unit 021 Use a water-fed pole system to clean windows and facades