

Cleaning and Support Services NVQ Level 2

Qualification Structure

This a 6 unit qualification

Mandatory units – complete 3 units

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 individually 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