

Level 2 NVQ in Cleaning and Support Services Centres' information



Level 2 NVQ in Cleaning and Support Service (7698)

Centres' information

Together with key industry bodies and suppliers we've developed the flexible Level 2 NVQ in Cleaning & Support Services for those who are currently working in the industry.

The flexibility of this qualification enable it to be used in many different applications including:

- High risk areas such as hospitals and care homes
- Building interiors such as offices
- Building exteriors including windows
- Food areas such as restaurants
- Transport eg buses, train and planes
- Highways and Land by both hand and machine
- Specialist floor and furnishing cleaning from hard to soft
- Caretaking including maintenance, minor repairs and window cleaning.

The Industry

The cleaning industry employs around 200,000 people working in 25,000 workplaces with a large proportion employed in carrying out the cleaning process. Whilst it is predicted there will be a small drop in the size of the workforce over the next few years there should be no shortage of prospective candidates.

The Future

The cleaning industry is an essential ingredient to an efficient industry and can make the difference between failure and success, as it can have a direct impact on health and safety which we are all responsible for. The profile of cleaning needs to be raised and cleaners respected. They also need to be given the training and qualifications they need to ensure we minimise risks eg the spread of infection. Cleaning needs to be viewed as a profession and this qualification supports that aim.

The Qualification

The NVQ in Cleaning & Support Services is a Level 2 qualification that recognises the skills and knowledge that are required to clean in a broad range of situations effectively and safely. Our NVQs will allow candidates to apply their skills and knowledge to a national occupational level required by employers, thus proving competency in their role. Candidates will need to complete six units to complete the qualification.

Candidates must complete three mandatory units which include:

- Health & Safety
- Communication

and either

- Working as a team
- Working as an individual

Candidates must then complete a further three technical units choosing from:

- Internal surfaces
- External surfaces
- Routine waste
- Washrooms and supplies
- High risk areas
- Confined spaces
- Food areas
- Deep cleaning
- Hard floors
- Soft floors and furnishings
- Glazed surface and facades
- Non-routine waste
- Minor maintenance & repairs
- Manual street cleansing
- Machine street cleansing
- Working at heights
- Pole fed window cleaning

This qualification is based on the National Occupational Standards developed by Asset Skills the sector skills council for the industry.

The qualification is accredited to the National Qualification Framework and is therefore eligible for funding.

Other qualifications that may be of interest are:

- Level 1 NVQ in Cleaning & Support Services (7696)
- Level 2 Certificate in Cleaning Science (7643)
- Level 3 Diploma in Cleaning Supervision (7643)
- Level 2 Award in Prevention and Control of Infection (7395)
- Level 2 Award in Dermatitis Prevention (6911)

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Mandatory Units

Six units are needed to achieve this qualification

Two Mandatory Units

Make sure your actions reduce risks to health and safety

Communicate effectively with customers and others

Plus one from

Work as a team and develop yourself

Work alone and develop yourself

Three from

Clean and maintain internal surfaces and areas

Clean and maintain internal surfaces and areas

Clean and maintain external surfaces and areas

Deal with routine waste

Deal with routine waste

Clean washrooms and replenish supplies

Clean high risk areas

Clean confined spaces

Clean food areas

Deep clean equipment and surfaces

Clean, maintain and protect hard floors

Clean and maintain soft floors and furnishings

Clean glazed surfaces and facades

Deal with non-routine waste

Carry out maintenance and minor repairs

Perform street cleansing manually

Perform street cleansing by machine

Work safely at heights

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

What's the next step?

If you are an employer, then you can offer your employees these qualifications through an approved City and Guilds centre or even become one yourself.

If you are an existing approved centre, you will need to complete a scheme approval form (SAP). If you are not an approved centre and would like to become one, please contact your nearest City & Guilds office who will guide you through the approval process.

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