



NVQ in Cleaning & Support Services

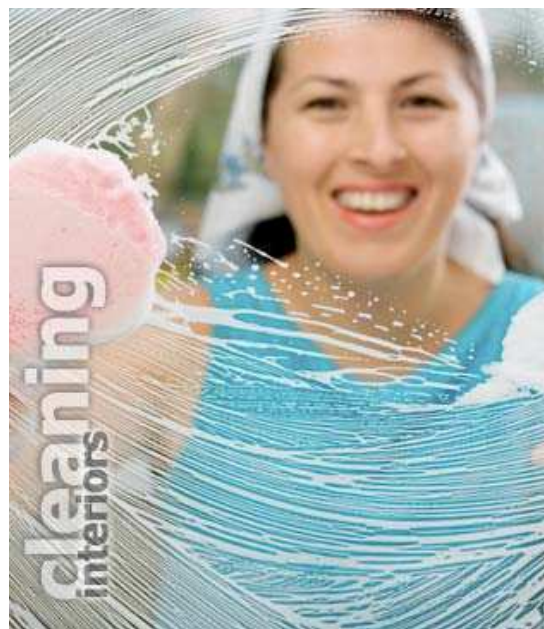
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National Vocational Qualifications (NVQs) in Cleaning & Support Services are nationally recognised qualifications, which show that individuals have the practical skills to work in the industry. They are based on national standards set by the industry for the industry and are recognised by employers as proof of ability and competence.

NVQs in Cleaning & Support Services assess actual job competence. Assessment takes place in the workplace and for the many thousands of people working in offices, schools, hospitals and factories all over the country they offer the opportunity to gain qualifications while at work.

NVQs in Cleaning & Support Services are awarded by assessment and awarding bodies such as City & Guilds and EDI and are available with B-Skill at level 2.

NVQs in Cleaning & Support Services have been available at levels 1 and 2 for several years and there are now additional NVQ units in Cleaning at level 2 in Windows, Food Premises, Carpets, Highways and Land, Public Transport Vehicles and Caretaking.



What are the benefits?

For employers:

Cleaning sector employers support NVQs because they

- Are recognised nationally and are relevant to their profession
- Are based on practical skills and can be done in the workplace
- Raise the standard of performance at work
- Can be offered as part of an in-house training programme
- Increase staff motivation and output
- Improve the company's image and profitability.

For employees:

Staff working in the cleaning industry benefit from these new NVQs because they

- Take account of previous and new skills
- Lead to the award of a nationally recognised qualification
- Improve promotion and career opportunities
- Provide access to a structured and progressive system of education and training.



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Who are the qualifications for?

NVQs in Cleaning & Support Services are qualifications for people who want to follow one of several careers in this important sector. Candidates should be at least 16 but otherwise there are no formal entry requirements. For those in full time education, their school, college or Careers Service can help them decide whether this is the right qualification for them.

NVQs are relevant to all types of people, from those who already have extensive experience to those who are about to enter the industry for the first time. Everyone can start and finish at the level most appropriate to their work. They do not have to start at the bottom and work their way to the top, but the system can be used for career progression if an individual has the relevant skills. Deciding which level to start and stop at depends on the kind of work an employee actually does.

How are NVQs assessed?

NVQ assessments ensure that candidates are competent within their workplace. Staff will be observed and assessed on what they actually do at work. Previous experience, if they have any, will also be taken into account.

Candidates present evidence taken from the everyday jobs they do and are assessed by a trained assessor, usually someone senior to them, who is experienced in their area of work. All assessments are carried out to national standards and candidates will always get feedback from their assessor on their performance.

How are these NVQs structured?

Each of the four levels is made up of a number of compulsory units; some also have optional units, which allow individuals to choose those most relevant to their area of work. An NVQ is awarded on completion of all the units necessary for a particular level.

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Cleaning & Support Services NVQ 2

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Designed for:

This qualification is aimed at new entrants in the cleaning industry or at experienced workers who do not yet have a qualification recognised within the industry. This qualification is particularly appropriate for people whose role includes one or more of the following: the cleaning of building interiors, highways and land, carpets, food premises, passenger transport vehicles or caretaking.

This NVQ supports the cleaning and support services industry to ensure the present and future capability and competence of its people. Learners completing this NVQ will be equipped with the skills and knowledge to work within the cleaning and support services industry. They will also have a broad experience of the industry and will have gained skills that are transferable to other vocations.

This qualification may be suitable for people working within the following job roles:

- Caretaker/Maintenance Person
- Carpet/Upholstery Cleaner
- Cleaner
- Highways Maintenance/Road Worker
- Industrial Cleaner
- Kitchen Supervisor/Manager
- Refuse Collector
- Street Cleaner
- Window Cleaner





Cleaning & Support Services NVQ 2

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Qualification Summary Structure

Candidates must complete three units from Group A, plus three units from Group B (total six units).

Rules of combination for Group A: candidates must complete units 001(ENTO unit HSS1) and 002 and either unit 003 or 004

A - Mandatory units

- [Y/104/0305](#) - Make sure your own actions reduce risks to health and safety
- [J/104/0901](#) - Communicate effectively with customers and others
- [L/104/0902](#) - Work as a team and develop yourself
- [R/104/0903](#) - Work individually and develop yourself

B - Technical units

- [Y/104/0904](#) - Clean and maintain internal surfaces and areas
- [D/104/0905](#) - Clean and maintain external surfaces and areas
- [H/104/0906](#) - Deal with routine waste
- [K/104/0907](#) - Clean washrooms and replenish supplies
- [M/104/0908](#) - Clean high risk areas
- [T/104/0909](#) - Clean confined spaces
- [K/104/0910](#) - Clean food areas
- [M/104/0911](#) - Deep clean equipment and surfaces
- [T/104/0912](#) - Clean, maintain and protect hard floors
- [A/104/0913](#) - Clean and maintain soft floors and furnishings
- [F/104/0914](#) - Clean glazed surfaces and façades
- [J/104/0915](#) - Deal with non-routine waste
- [L/104/0916](#) - Carry out maintenance and minor repairs
- [R/104/0917](#) - Perform street cleansing manually
- [Y/104/0918](#) - Perform street cleansing by machine
- [D/104/0919](#) - Use a Water-fed Pole System to Clean Windows and Facades
- [H/103/8363](#) - Work safely at heights