

## Cleaning Services NVQ Level 2

<b>Description</b>	<p>The Level 2 NVQ in Cleaning and Support Services is designed for people who:</p> <ul style="list-style-type: none"><li>• are involved in Cleaning and Support Services as their main work activity</li><li>• are seeking a career in Cleaning and Support Services and wish to take the first steps towards professional qualifications</li><li>• wish to receive recognition for their Cleaning and Support Services experience</li></ul>
<b>Qualification</b>	<p>This qualification introduces the skills required to ensure the candidates own actions reduce risks to health and safety, communicating with customers and others, working as a team and individually as well as a range of optional units which cover cleaning and maintaining internal and external areas, dealing with waste and specialist skills such as hard and soft floors and furnishings.</p>
<b>Timescale</b>	<p>3 to 9 months, depending on the individual candidates circumstances.</p>
<b>Content</b>	<p><b>Core units</b></p> <ul style="list-style-type: none"><li>• Make sure your own actions reduce risks to health and safety</li><li>• Communicate effectively with customers and others</li><li>• Work as a team and develop yourself</li><li>• Work individually and develop yourself</li></ul> <p><b>Option Units</b></p> <ul style="list-style-type: none"><li>• Clean and maintain internal surfaces and areas</li><li>• Clean and maintain external surfaces and areas</li><li>• Deal with routine waste</li><li>• Clean washrooms and replenish supplies</li><li>• Clean high risk areas</li><li>• Clean confined spaces</li><li>• Clean food areas</li><li>• Deep clean equipment and surfaces</li><li>• Clean, maintain and protect hard floors</li><li>• Clean and maintain soft floors and furnishings</li><li>• Clean glazed surfaces and façades</li><li>• Deal with non-routine waste</li><li>• Carry out maintenance and minor repairs</li><li>• Perform street cleansing manually</li><li>• Perform street cleansing by machine</li><li>• Use a water-fed pole system to clean windows and façades</li><li>• Work safely at heights</li></ul>
<b>Awarding body</b>	<p>The awarding body for this qualification is City and Guilds.</p>
<b>Assessment</b>	<p>The candidate is required to complete the 4 core units and 3 optional units. Candidates will be assessed in their work setting through a variety of means including observation and samples of work.</p>

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