



NVQ level 2

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cleaning & support services



This qualification is intended for those in the cleaning industry, including contract cleaners and those whose job roles involve the cleaning of a wide range of premises. The course provides training for improving practical cleaning skills, health and safety risk recognition and effective working relationships.

mandatory units section 1 (you must complete both)

- unit 201 Make sure your own actions reduce risks to health & safety (ENTO)
- unit 202 Communicate effectively with customers and others

mandatory units - section 2 (choose 1)

- unit 203 Work as a team and develop yourself
- unit 204 Work individually and develop yourself (QCA unit reference)

optional units (choose 3)

- unit 205 Clean and maintain internal surfaces and areas
- unit 207 Deal with routine waste
- unit 208 Clean washrooms and replenish supplies
- unit 210 Clean confined spaces
- unit 211 Clean food areas
- unit 212 Deep clean equipment and surfaces
- unit 214 Clean and Maintain soft floors and furnishings
- unit 216 Deal with non-routine waste

