



level 2
NVQ certificate



cleaning & support
service skills

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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.

Learners will need to gain 11 optional unit credits by completing 1 unit from optional unit group A. The remaining 16 credits must be gained from at least 3 units from optional unit group B.

Mandatory Units - Group A

Unit Number	Unit Title	Level	Credit
Unit 201	Reduce the risks to health & safety in the workplace	2	3
Unit 202	Communicate effectively in the workplace	2	2
Unit 203	Develop yourself in the job role	2	2

Optional Units - Group A

		Level	Credit
Unit 105	Work with others & follow reporting procedures in a cleaning environment	1	2
Unit 106	Work individually & follow reporting procedures in a cleaning environment	1	3

Optional Units - Group B

		Level	Credit
Unit 205	Clean & maintain internal surfaces	2	4
Unit 207	Deal with routine waste	2	3
Unit 208	Clean washrooms & replenish supplies	2	3
Unit 209	Clean high risk areas	2	5
Unit 211	Clean food areas	2	4
Unit 214	Clean & maintain soft floors & furnishings	2	4
Unit 215	Clean glazed surfaces & facades	2	3
Unit 216	Deal with non-routine waste	2	3

