

## Cleaning & Support Services Apprenticeship Level 2

Cleaning covers a variety of job roles within a wide range of organisations, almost 1 in 27 of the working population is in the cleaning sector. Employers are looking to attract applicants from a wide range of backgrounds and experience. Cleaning professionals make a difference to all our lives, although the work often goes 'unseen'. Cleaners ensure that the places we work in and the public places we use are attractive, safe and hygienic. In hospitals cleaning staff are at the forefront of controlling the spread of infection, and in many walks of life cleaners ensure a hazard free environment by ensuring it is safe and clean for the general public. The course is delivered over a 12 month period from the date of enrolment. Apprentices normally spend 1 day per week in college on day release, where you will spend time working on your portfolio or developing your theoretical knowledge.

### Quick Information

**Qualification:**

**Date:** On Application

**Assessment:**

**Level:** 2

**Area:** Construction & Building Services

**Course Code:** GWICV1

### About the Course

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- Passenger Transport Cleaner - Cleaning interior upholstery and applying specialist treatments to the bodywork of vehicles. Interacting with customers and dealing with queries
- Industrial Cleaner - Working within a manufacturing plant cleaning specialist machinery and communicating with the customer or members of staff.
- Caretakers - Carry out minor repairs, strip and polish hard floors and general maintenance such as gutter clearance. Answering queries from the general public and liaising with other members of staff.
- Window Cleaners - Maintenance and protection of glass and frames. Could use water fed poles and abseiling techniques for which specialist training will be given. Liaising with the customer.
- Street Cleansing Operatives - Removing waste and detritus from pedestrian areas, grass verges, parks, roads and pavements. Could be performed manually or the driving of mechanised equipment. Could involve the exterior cleaning of buildings. Dealing with queries from the general public
- Hygiene and Cleaning Operative - Cleaning internal surfaces to prevent the spread of germs and bacteria and to maintain a healthy environment. Communicating with the customer and dealing with queries.
- Specialist Carpet and Flooring Cleaners - Stripping, cleaning and polishing of a variety of floor surfaces and the cleaning of upholstery and carpets, applying protective treatments and finishes. Communicating with the customer and dealing with queries

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## Attendance

The course is delivered over a 12 month period from the date of enrolment. Apprentices normally spend 1 day per week in college on day release, where you will spend time working on your portfolio or developing your theoretical knowledge. Your nominated Cleaning Assessor will make regular, organised visits to your workplace to complete observations of you undertaking your daily duties. This will also provide you with an opportunity to receive one to one directed, individual learning and provide evidence towards your portfolio of work.

The college can also offer a flexible, bespoke delivery model for employers wishing to enrol a group of employees.

## Key Units

The programme in Cleaning Services at level 2 has been designed and developed to attract new entrants into Cleaning Services and to enable the up skilling of the existing workforce to progress and develop within the job role. It covers a wide range of competencies at operative level, including:

- Communication
- Personal Development
- Health and Safety
- Reporting Procedures
- Team Work
- Technical Cleaning Skills
- Dealing with Waste

## Entry Requirements

Prospective apprentices will require one of the following:

- A Level 1 cleaning qualification
- Existing employment/experience within the industry

If you are not already employed within the industry you will need to find a suitable employer to complete your apprenticeship with.

## Assessment

## Where does this Lead

Progression routes from this apprenticeship may include:

- Advanced Apprenticeship in Cleaning Supervision
- Advanced Apprenticeship in Facilities Management
- Qualifications in Team Leading Progression to team leader

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- Supervisor roles Into higher level management positions, managing several contracts and a large number of staff

Upon completion of the apprenticeship an employee can apply for membership of the professional organisation the British Institute of Cleaning Science (BICS)

## Future Opportunities

## Tell Me More

### Qualification Titles

- Level 2 Certificate in Cleaning and Support Services Skills (500/8104/4)
- Level 2 Certificate in Cleaning Principles (500/5637/2)

## Extra Costs

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