

## LEVEL 2 CERTIFICATE IN CLEANING AND SUPPORT SERVICES SKILLS

### Aim

The City and Guilds Level 2 NVQ Cleaning and Support Services qualification recognises the skills and knowledge that are required to clean in a broad range of situations effectively and safely. This NVQ will allow candidates to apply their skills and knowledge to a national occupancy level required by employers, thus proving competency in their role.

### Structure

To achieve the full qualification, learners must attain a minimum of 18 credits in total. This comprises of:

- Units 201-203 must be taken (7 credits)
- A minimum of 2 credits must come from units 105-106
- Plus a minimum of 9 credits, achieved from at least 3 units, from 205-221

Level	Unit Title	Credit Value
<b>Units</b>		
1	102 – Maintain personal hygiene standards when cleaning	2
1	103 – Do your job in a customer friendly way	5
1	105 – Work with others and follow reporting procedures in a cleaning environment	2
1	106 – Work individually and follow reporting procedures in a cleaning environment	3
1	107 – Work in an environmentally friendly way	2
1	108 – Use and store cleaning equipment and agents	3
1	109 – Deal with waste, recyclables, lost property and suspicious packages when cleaning	2
1	110 – Use electrically powered cleaning equipment effectively and safely	3
1	111 – Clean surfaces using correct methods	3
2	201 – Reduce risks to health and safety in the workplace	3
2	202 – Communicate effectively in the workplace	2
2	203 – Develop yourself in the job role	2
2	204 – Follow the rules to deliver customer service	4
2	205 – Clean and maintain internal surfaces and areas	4
2	206 – Clean and maintain external surfaces and areas	4
2	207 – Deal with routine waste	3
2	208 – Clean washrooms and replenish supplies	3
2	209 – Clean high risk areas	5
2	210 – Clean confined spaces	4
2	211 – Clean food areas	4
2	212 – Deep clean equipment and surfaces	6
2	213 – Clean, maintain and protect semi-hard and hard floors	4
2	214 – Clean and maintain soft floors and furnishings	4
2	215 – Clean glazed surfaces and facades	3
2	216 – Deal with non-routine waste	3
2	217 – Carry out maintenance and minor repairs	3
2	218 – Perform street cleansing manually	3
2	219 – Perform street cleansing mechanically	4
2	220 – Work safely at heights	3
2	221 – Use a water-fed pole system to clean windows and facades	4
<b>Entry Requirements</b>		
There are no formal educational requirements for the NVQ Cleaning and Support Services Skills Level 2 qualification, but all staff undertaking the qualification should have the opportunity and experience of working in a cleaning environment.		