

Level 2 NVQ in Cleaning & Support Services



We deliver nationally accredited work based NVQ programmes which assess competence against occupational standards. They also complement and embed your existing in-house training to maximise the benefits across the organisation.

Programme information:

Who is this NVQ for: Those working in cleaning and facilities management
Typical timescale: 16-20 weeks
Progression opportunities: NVQ in Level 2 in Team Leading or Level 3 in Management

Programme Content:

To achieve the NVQ in cleaning and support services the candidate needs to present evidence of competence to support 6 units made up of:

3 Mandatory units - must do both of the following units:

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

Plus one of the following units:

- 203 Work as a team and develop yourself
- 204 Work individually and develop yourself

2 Optional units - Choose from:

- 205 Clean and maintain internal surfaces and areas
- 206 Clean and maintain external surfaces and areas
- 207 Deal with routine waste
- 208 Clean washrooms and replenish supplies
- 209 Clean high risk areas
- 210 Clean confined spaces
- 211 Clean food areas
- 212 Deep clean equipment and surfaces
- 213 Clean, maintain and protect hard floors
- 214 Clean and maintain soft floors and furnishings
- 215 Clean glazed surfaces and facades
- 216 Deal with non-routine waste
- 217 Carry out maintenance and minor repairs
- 218 Perform street cleansing manually
- 219 Perform street cleansing by machine
- 220 Work safely at heights (PSSL)
- 221 Use a water-fed pole system to clean windows and facades



Transforming lives through learning

What we offer...

- Your own dedicated Assessor/trainer will work from your premises, becoming part of your team and an extension of your training arm
- Flexible start and end dates to minimise disruption
- All assessment and training done on your premises - no need for employees to leave the site
- Candidate led portfolio – which evidences activities undertaken against NVQ standards
- Information, advice and guidance provided to each candidate
- Focused training consisting of face to face workshops and workbook exercises using a delivery schedule to suit your needs
- On the job observation and assessment with candidate feedback and review sessions to monitor progress and review targets

Typical delivery model

1. Curriculum Planning Meeting

To confirm your development needs and review your Standard Operational Procedures, which we then map to the existing NVQ framework.

2. 'Assess-Train-Assess' - to Ensure Added Value and Maximum Benefits

Assess: Assessment of literacy/numeracy and occupational skills to identify skills gaps and training requirements so that workshops and training activities are designed to meet the individual needs of the learner.

Train: Reinforcement of the knowledge needed to effectively perform job role by introducing or re-visiting techniques through job specific workshops or workbook activities to improve skills and generate supplementary evidence.

Assess: On the job assessment over time to observe theory being put into practice and to assess development of skills

3. Continuous Improvement through employer/learner evaluation

Evaluations are held at key dates to monitor the quality and content of the programme delivery.

The Assessor/Trainer

The assessment and training is carried out by experienced, occupationally competent Assessor/Trainers.

**For further information on this or other programmes
please contact us on:**

Tel: 01388 777129 or visit www.learning-curve.co.uk