

TRAINING
QUALITY
STANDARD



LEVEL 1&2 CERTIFICATE CLEANING AND SUPPORT SERVICES SKILLS



> INTRODUCTION TO THE NEW QUALIFICATION

This qualification is ideal for people who work part time or full time in a cleaning role. You may work in a nursing home, a care residential setting or an educational establishment.

> LEARNING AND ASSESSMENT

To achieve this level of qualification your work must meet the nationally set criteria. There are no exams in this qualification. You will also be allocated a workplace assessor to give you 1-1 assessment and support in the workplace. You will submit a portfolio of evidence which will include observation reports from your assessor.

> ENTRY QUALIFICATION

You do not need any prior qualifications to do an NVQ, as you are assessed whilst working, you need to be working paid or voluntary in a relevant job role. You will need a satisfactory level of reading and writing to do this work effectively and our specialist tutors can help you with any literacy issues you may have.

> COURSE DURATION

The course has to take 6 months unless following an apprenticeship programme which will be completed within 12 months.

> HOW IT ALL WORKS

QCF LEVEL 1

Mandatory Units

- Maintain personal hygiene standards when cleaning
- Reduce Risks to health and safety in the workplace
- Follow the rules to deliver customer service
- Do our job in a customer friendly way
- Work with others and follow reporting procedures
- Work individually and follow reporting procedures

Plus optional units

QCF LEVEL 2

Mandatory Units

- Reduce risks to health and safety in the workplace
- Communicate effectively in the workplace
- Develop yourself in the job role
- Work with others and follow reporting procedures
- Work individually and follow reporting procedures

Plus optional units

> OTHER INFORMATION

Please contact the college for the most up to date information regarding costs. Some learners will be eligible for free places depending on specific criteria and individual circumstances.

> CONTACT

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