

NVQ Level 2 Cleaning & Support Services

Who is the programme for?

This qualification is intended for those in the cleaning industry, including contract cleaners and those whose job roles involve cleaning of kitchens and food premises. The course provides training for improving practical cleaning skills, health and safety risk recognition and effective working relationships.

What is the course content?

A flexible syllabus to enable training to be tailored to meet specific needs. It gives participants the opportunity to build and develop more in depth hospitality skills. Candidates will study the following compulsory units, plus five optional units:

Mandatory Units:

- Ensure your own actions reduce risks to health & safety
- Promote and maintain service delivery

Optional Units:

Optional route A (candidates must complete at least 1 unit)

- Support the work of the team
- Develop and maintain positive working relationships with customers
- Control the use of resources
- Communicate effectively in the workplace

Optional route B (candidates must complete at least 2 units)

- Clean floors manually
- Clean furniture, fittings and vertical surfaces
- Clean toilets and washrooms manually
- Clean and protect floors
- Clean carpets and soft furnishings
- Clean surfaces up to a maximum height of four metres

Food Premises

- Deep clean equipment used in the preparation, processing and storage of food
- Deep clean floors and drainage systems in food premises
- Deep clean walls and ceilings in food premises
- Empty waste containers and keep waste areas clean
- Clean in place (CIP) plant and equipment

How it all works

The programme is delivered in your workplace. Candidates will be assessed through the completion of assessment /observation documentation.

Learning and Assessment

An assessor will visit candidates in their workplace to support, assess and review progress on a regular basis.

Entry Qualifications?

No formal qualifications are necessary though you will need to demonstrate that you have the necessary enthusiasm and commitment to successfully complete the course and you must already be working in the hospitality sector.

Duration

The length of the course will vary according to workplace and individual, although there is an expectation that it will be completed within 24 weeks

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