

## Cleaning & Support Services Apprenticeship



Information for Employers Sector Framework Code 209

What is the apprenticeship?

Delivery of the apprenticeship

Achievement and progression

Frequently asked questions

Appendices

1. Certificate in Cleaning Principles Qualification Structure
2. NVQ Qualification Structure
3. Useful contact details



# Contents

## Introduction

This guide is designed to give information about the cleaning & Support Services apprenticeship, level 2, and to answer frequently asked questions. The framework covers the following nations:

England

## What is the apprenticeship?

The apprenticeship consists of a number of qualifications which make up an apprenticeship framework. The table below details what the apprenticeship consists of, the awarding bodies and the qualification numbers.

Apprenticeship/Foundation Modern Apprenticeship/Apprenticeship NI	Level
Competence based Element NVQ Level 2 Cleaning & Support Services City & Guilds 500/4326/2 EDI 500/4689/5 FDQ 500/4244/0 WAMITAB 500/4221/X	2
Knowledge based element Certificate in Cleaning Principles City & Guilds 500/4637/2	2
Key/Essential Skills Application Number Communications	1 1
Additional Employer Requirements None	
Employment rights and responsibilities Checklist to be completed at company induction/appraisal with line manager. The checklist can be downloaded from the Asset Skills website: <a href="http://www.assetskills.org">www.assetskills.org</a>	

## **NVQ (Competence Based Element)**

NVQs are made up of units of competence which detail what the apprentice must do in order to be deemed competent. The apprentice will also have to demonstrate that they have the knowledge and understanding to be able to perform these jobs. The apprentice must achieve three mandatory units and three optional units. The qualification is assessed by on the job observations with verbal questioning.

## **Certificate in Cleaning Principles**

The knowledge and understanding elements of the apprenticeship is strengthened through the use of the technical certificate. It is important that the apprentice knows why they are doing a particular activity and how to react to situations, rather than just carrying out a job role in a rote fashion. The Technical Certificate also gives the apprentice an awareness of the key factors/themes in the cleaning sector. This qualification has been accredited under the Qualifications and Credit Framework (QCF). This means that the apprentice has to achieve 13 credits to qualify for the apprenticeship: consisting of 3 mandatory units and 1 optional unit. The qualification is assessed by a multiple choice test for the mandatory units and practical **demonstration** and questioning, or an assignment, for the optional unit.

Both the NVQ and Technical Certificate have options for general cleaning, window cleaning, street cleaning (manual and mechanised) and the cleaning of specialist areas. Optional units will be selected in conjunction with the apprentice and line manager. In the Technical Certificate an apprentice could achieve more than 13 credits if they, and the company, so wish.

The qualification structures appear in Appendix 1 and 2 and more information can be obtained from the awarding bodies.

## **Key Skills (Essential Skills in Wales and NI)**

Apprentices who reside in England and NI will have to put together a portfolio and sit an external test in both Communications and Application of Number. If apprentices already have a grade A-C in English or Maths GCSE they will be exempted from Key Skills. However, it is necessary to ensure that documentary evidence, usually a certificate, is provided as proof of evidence. Apprentices who have D-G in English or Maths GCSE will be asked to compile a portfolio only, but must provide documentary evidence of their grades so that a proxy can be granted for the test element. Further information on Key Skill exemptions and proxies can be obtained from the Asset Skills website.

There will be opportunities within the Technical Certificate to provide evidence for the portfolio element of Key Skills. Training providers should be able to assist with this.

Apprentices who reside in Wales will only have to produce a portfolio.

## **Employment Rights and Responsibilities (ERR)**

ERR will be covered through induction processes and at review/appraisal/mentoring meetings. The apprentice is asked to complete a checklist. Copies of this can be found on the Asset Skills website: [www.AssetSkills.org](http://www.AssetSkills.org).

Asset Skills require a sign off sheet signed by the apprentice, employer or training provider as evidence that ERR has been successfully completed before an Apprenticeship completion certificate can be issued.

## **Delivery of the apprenticeship**

This will be negotiated between employers and training providers. In some cases large employers may provide the training in house, including the NVQ, using training providers for specialist functions such as internal verification of NVQs and Key Skills. These large companies run the apprenticeship alongside existing training programmes. Some companies might wish to use a training provider for all aspects of the apprenticeship.

For the off the job element of training, the Certificate of Cleaning Principles and Key Skills could be delivered via workshops on company premises, day release, block release, or evening classes at a training providers premises. Distance learning materials could also be used especially to cover gaps in existing knowledge. A number of publishing companies are producing distance learning materials for the cleaning qualifications. The ERR and NVQ are delivered at the workplace.

Existing in-house training can count towards the apprenticeship. The apprenticeship programme should complement and enhance existing in house training programmes. It is therefore important that initial assessment takes place to check what a learner already knows and a learning plan devised to ensure that the missing gaps in knowledge are taught.

## **Achievement, progression and certification.**

An apprentice will receive a certificate for the achievement of the individual components of the framework, e.g., NVQ, key skills and the technical certificate. The training provider is responsible for claiming the national completion certificate from Asset Skills and for providing evidence of completion of all the mandatory outcomes. They are also responsible for ensuring that the apprentice receives the completion certificate when awarded by the SSC. Copies of the Certification Request form can be obtained from the Asset Skills Website: [www.assetskills.org](http://www.assetskills.org). There is a charge of £30 for certificates.

For apprentices based in Northern Ireland the completion certificate is obtained from Department of Education and Learning.

The level 2 apprenticeship is based on an operative role and progression route could be to a team leader/supervisory role. National occupational standards at level 3 are in the process of being developed.

## **Frequently asked questions**

### **Who is the apprenticeship for?**

Apprenticeships are available for all ages over 16. An apprentice could be recruited from an external pool of candidates or it could be an opportunity for existing staff to develop and enhance their skills and knowledge.

### **How do I find an apprentice?**

Employers can register their vacancies with the National Apprenticeship service [www.apprenticeship.org](http://www.apprenticeship.org). For Wales and Northern Ireland vacancies can be placed with job centres and the local Careers offices.

### **How much will the training cost?**

If the apprentice is aged 16-19 all the training costs will be met by the Government. For apprentices aged 19+ the employer will be expected to pay a % amount, but in some cases funding for the entire programme will be met. For more information on costs please refer to your local training provider/broker. Details of contacts can be found on page.

### **Who pays wage costs?**

The employer is expected to pay the apprentice. Apprentices under nineteen have to be paid £95.00 a week from August 2009; above that age, the minimum wage applies.

### **How long will the training take?**

This will depend on the individual apprentice, but Asset Skills have estimated between 12 and 18 months.

## Appendix 1

### Certificate in Cleaning Principles

A minimum of 13 credits is required for the apprenticeship at level 2

Mandatory Units	Credit Value	Link to NVQ Unit
Health & Safety	4	001
Working with customers and others	2	002,003,004
Waste (routine and non routine)	4	007,016
<b>Total</b>	<b>10</b>	
Optional Units		
Prepare for and carry out interior and washroom cleaning	3	005,008
Deep Cleaning	4	012
Periodic cleaning of soft floors and furnishings	3	014
Periodic cleaning of hard and semi-hard floors	3	013
External Cleaning	3	006
Manual Street Cleaning	3	018
Mechanised Street Cleaning	4	019
Glazed surfaces	3	015
Water fed poles	3	021
Work at heights	3	020
Carry out maintenance & minor repairs	3	017
Clean high risk areas	4	009
Clean confined spaces	3	010
Clean food areas	3	011
Cleaning of specialist electronic equipment	3	
Internal cleaning of passenger transport	3	

## Appendix 2

### Cleaning and Support Services NVQ Level 2

Qualification Structure - This is a 6 unit qualification

<b>Mandatory units- complete 3 units</b> You must complete: units 001 and 002 <b>And either units 003 or 004</b>
Unit 201 Make sure your own actions reduce risks to health and safety (ENTO Unit HSS1)
Unit 202 Communicate effectively with customers and others
Unit 203 Work as a team and develop yourself
Unit 204 Work alone and develop yourself
<b>Technical units □ choose 3 units</b>
Unit 205 Clean and maintain internal surfaces and areas
Unit 206 Clean and maintain external surfaces and areas
Unit 207 Deal with routine waste
Unit 208 Clean washrooms and replenish supplies
Unit 209 Clean high risk areas
Unit 210 Clean confined spaces
Unit 211 Clean food areas
Unit 212 Deep clean equipment and surfaces
Unit 213 Clean, maintain and protect hard floors
Unit 214 Clean and maintain soft floors and furnishings
Unit 215 Clean glazed surfaces and facades
Unit 216 Deal with non-routine waste
Unit 217 Carry out maintenance and minor repairs
Unit 218 Perform street cleansing by manually
Unit 219 Perform street cleansing by machine
Unit 220 Work safely at heights (PSSL Unit 4.1.6)
Unit 221 Use a water-fed pole system to clean windows and facades

### Awarding Bodies

City and Guilds - Jerry Voinquel Giltspur Street, London EC1A 9DD Tel: 0207 294 4164 Email: <a href="mailto:cleaning@cityandguild">cleaning@cityandguild</a>	EDI International House Siskin Parkway East, Middlemarch Business Park Coventry CV3 4PE Tel: +44 (0) 8707 202 909
WAMITAB Peterbridge House, 3 The Lakes, Northampton NN4 7HE Tel: 01604 231950	Food and Drink Qualifications (FDQ) P.O.Box 141 Winterhill House, Snowdon Drive Milton Keynes MK6 1YY Tel: 01908 231062

## Useful Contact Details

Connexions: <a href="http://www.connexions.gov.uk">www.connexions.gov.uk</a>	National Apprenticeship Service <a href="http://www.apprenticeship.org">www.apprenticeship.org</a> Helpline 08000 150 600
Asset Skills <a href="http://www.assetskills.org">www.assetskills.org</a> Tel: 01604 233336	Small Business Service <a href="http://www.smallbusinessadvice.org.uk">www.smallbusinessadvice.org.uk</a>
Train to Gain Skills Brokers <a href="http://www.traintogain.gov.uk">www.traintogain.gov.uk</a>	Beneast Training <a href="http://www.beneast.co.uk">www.beneast.co.uk</a> 0845 500 6400

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