

**Pearson Edexcel Level 2 Certificate in Cleaning and Support Services Skills (QCF)****Qualification Number: 500/9242/X****What is the purpose of this qualification?**

The Level 2 Certificate in Cleaning and Support Services Skills provides the foundations for a variety of roles in the cleaning and support services sector. Achievement of the qualification confirms that the learner is occupationally competent in a cleaning role. The qualification can be taken on its own or within the Apprenticeship in Cleaning and Environmental Support Services.

**What does this qualification cover?**

This qualification is based on the National Occupational Standards for the cleaning industry as defined by Asset Skills, the Sector Skills Council. The qualification is accredited on the Qualifications and Credit Framework.

Learners will complete the following mandatory units:

- Reduce risks to health and safety in the workplace
- Communicate effectively in the workplace
- Develop yourself in the job role

Learners will also take one of the following two units, depending whether they work on their own or as part of a team:

- Work with others and follow reporting procedures
- Work individually and follow reporting procedures in a cleaning environment

Learners will undertake three optional units from the following choice:

- Clean and maintain internal surfaces and areas
- Clean and maintain external surfaces and areas
- Deal with routine waste
- Clean washrooms and replenish supplies
- Clean high risk areas
- Clean confined spaces
- Clean food areas
- Deep clean equipment and surfaces
- Clean, maintain and protect semi-hard and hard floors
- Clean and maintain soft floors and furnishings
- Clean glazed surfaces and facades
- Deal with non-routine waste
- Carry out maintenance and minor repairs
- Perform street cleansing manually
- Perform street cleansing mechanically
- Work safely at heights
- Use a water-fed pole system to clean windows and facades

**How is the qualification assessed?**

The focus of this qualification is on the skills required by people working in the cleaning industry. Learners will undertake cleaning tasks in the workplace as part of their cleaning role and demonstrate how they are meeting the required standard. They will be observed over time by assessors experienced in the cleaning industry. They will also be expected to show their knowledge and understanding of the procedures involved in their role. This can be demonstrated through a variety of means, for example by answering questions posed by the assessor either verbally or in writing.

**Who could take this qualification?**

This qualification is for all learners aged 16 and above who are capable of reaching the required standard. Learners do not need any prior qualifications, knowledge or experience before starting the qualification. It is most likely that they will already be employed in a cleaning role.

This qualification is also a requirement of the Intermediate Apprenticeship in Cleaning and Environmental Support Services. It is available to study outside the apprenticeship for learners who:

- Cannot yet access an apprenticeship as they do not have the necessary employer investment in their skills development and/or
- Are not in a position to invest their time in taking an apprenticeship framework and/or
- Only require development of their skills in cleaning and do not require the full apprenticeship framework in order to progress to work or other higher vocational learning.

**What could this qualification lead to?**

Learners could progress on to other cleaning industry qualifications at level 2 such as the following:

- Pearson BTEC Level 2 Certificate in Cleaning Principles – this qualification focusses on the theory behind aspects of cleaning, for example procedures in handling and transferring waste, health and safety legislation relevant to the cleaning industry, customer service and customer communication
- Pearson Edexcel Level 2 Certificate in Local Environmental Services – this qualification shares several units with the Level 2 Certificate in Cleaning and Support Services and also offers learners the opportunity to undertake units in grounds maintenance, horticulture, using powered equipment, drainage, pest control and landscaping.

In addition, learners could progress on to generic team leading or management qualifications.

Potential job roles for those working towards this qualification are:

Cleaner	Care worker	Caretaker
Carpet cleaner	Food processing operative	Hotel room attendant
Housekeeper	Industrial cleaner	Kitchen assistant
Laboratory technician	Sterile services technician	Street cleaner
Window cleaner		

**Who supports this qualification?**

This qualification has been recognised by The Building Futures Group as being fit for purpose and appropriate for employees in the sector.