

NVQ Cleaning and Support Services Level 2

This qualification is designed for those working in Cleaning and Support Services. Its purpose is to provide accreditation to those able to demonstrate competence against the occupational standards defined for cleaning and support services at this level.

Candidates completing this NVQ may wish to progress to qualifications at Level 2 in the same and related subject areas, including Level 2 NVQ in Support Services for Healthcare

The qualification consists of 4 mandatory units:

- C2 01 Make sure your own actions reduce risks to health and safety
- C2 02 Communicate effectively with customers and others
- C2 03 Work as a team and develop yourself
- C2 04 Work individually and develop yourself

and 17 optional units:

- C2 05 Clean and maintain internal surfaces and areas
- C2 06 Clean and maintain external surfaces and areas
- C2 07 Deal with routine waste
- C2 08 Clean washrooms and replenish supplies
- C2 09 Clean high risk areas
- C2 10 Clean confined spaces
- C2 11 Clean food areas
- C2 12 Deep clean equipment and surfaces
- C2 13 Clean, maintain and protect hard floors
- C2 14 Clean and maintain soft floors and furnishings
- C2 15 Clean glazed surfaces and façades
- C2 16 Deal with non-routine waste
- C2 17 Carry out maintenance and minor repairs
- C2 18 Perform street cleansing manually
- C2 19 Perform street cleansing by machine
- C2 20 Work safely at heights (PSSL)
- C2 21 Use a water-fed pole system to clean windows and façades

To achieve the qualification, candidates need to successfully complete 6 units: Units C2 01, C2 02, and either C2 03 or C2 04, plus any 3 of the optional units.

Assessments will take place in the workplace and will include the following methods: Observation, professional discussion, questioning, and projects and assignments.