



This cleaning qualification is for anyone who works as a cleaner or cleaning supervisor. Cleaners often deal with hazardous chemicals, machinery and are also required to develop customer care skills as they are often in contact with customers.

Demonstrate you're a skilled cleaner or can supervise a cleaning team with this flexible cleaning apprenticeship qualification. Level 3 is ideal if you're a cleaning supervisor and want to gain a recognised qualification for your more advanced skills - things like managing a team, training others and controlling resources.

**Each qualification comprises core and optional units. Optional units include:**

- Maintain a sustainable environment in cleaning
- Train and develop cleaning staff
- Support equality, diversity and individual rights in the workplace
- Monitor and solve customer service problems.

**Job roles for those working towards this qualification could include any person in or aspires to be in a supervisory/team leader role that supervises the following roles ; Hospital Cleaner, Caretaker, Maintenance person, Cleaner, Food processing operative, Hotel/accommodation housekeeper, Industrial cleaner, Kitchen assistant/porter.**



## LEVEL 3 APPRENTICESHIP IN CLEANING SUPERVISION SKILLS

Learners must achieve a minimum of 37 credits to achieve this qualification:

Learners must complete all Mandatory units from Group A, a minimum of 5 credits from Mandatory Group B and a minimum of 16 credits from the Option Group.

UNIT	MANDATORY UNIT – GROUP A	CREDITS
301	J/600/6363 - Supervise cleaning staff	4
302	Y/600/6366 - Contribute to the implementation of systems and best practice in cleaning	2
303	L/600/6414 - Support equality, diversity and individual rights in the workplace	4
304	L/600/9703 - Develop and implement a risk assessment plan in own area of responsibility	6
UNIT	MANDATORY UNIT – GROUP B (MIN 5)	CREDITS
277	L/601/0933 - Give customers a positive impression of yourself and your organisation	5
305	J/601/1515 - Monitor and solve customer service problems	6
UNIT	OPTION GROUP (MIN 16)	CREDITS
222	L/503/9631 - Working in Facilities Services	3
307	R/601/4871 - Examine staff turnover issues and recruit staff in a cleaning environment	5
308	H/502/4097 - Contribute to the control of resources (People 1st)	4
309	H/600/6418 - Supervise the cleaning of food areas	3
310	K/600/6419 - Provide guidance, resources and support to enable staff to minimize the risks of spreading infection when cleaning	4
311	D/600/6420 - Maintain a sustainable environment in cleaning	3
312	M/600/9600 - Set objectives and provide support for team members (MSC)	5
313	H/600/6421 - Train and develop cleaning staff	4
314	J/503/9353 - Understanding performance management	2
315	H/504/6200 - Principles of managing and resolving conflict in the workplace	3
316	A/504/6199 - Implement quality management systems	2
317	T/504/6198 - Encourage colleague involvement in recycling	3