



This qualification is designed for those in cleaning and support service roles undertaking a range of cleaning activities. Cleaners often deal with hazardous chemicals, machinery and are also required to develop customer care skills as they are often in contact with customers.

An apprentice will learn a range of cleaning techniques and skills including health and safety; working effectively with customers and others; and communication skills. Depending on the environment specialist units can be delivered such as; how to clean food areas, confined areas, high-risk areas or the inside of passenger transport vehicles.

Job roles for those working towards this qualification could include; Hospital Cleaner, Caretaker, Maintenance person, Carpet & Upholstery cleaner, Cleaner, Food processing operative, Hotel/accommodation room attendant, Housekeeper, Industrial cleaner, Kitchen assistant/porter.



Learners must achieve a minimum of 18 credits to achieve this qualification (maximum 25 credits):

Learners must complete 7 credits from Mandatory Group A, a minimum of 2 credits from Mandatory Group B (maximum 3 credits) and a minimum of 9 credits (from 3 units) from the Option Group O (maximum 15 credits).

| UNIT | MANDATORY UNIT – GROUP A | CREDITS | LEVEL |
|------|--|---------|-------|
| 10 | D/600/6322 - Communicate Effectively in the Workplace | 2 | 2 |
| 11 | R/600/6351 - Develop Yourself in the Job Role* | 2 | 2 |
| 12 | M/600/2775 - Reduce Risks to Health and Safety in the Workplace | 3 | 2 |
| UNIT | MANDATORY UNIT – GROUP B | CREDITS | LEVEL |
| 3 | J/600/6279 - Work with Others and Follow Reporting Procedures* | 2 | 1 |
| 4 | A/600/6280 - Work Individually and Follow Reporting Procedures in a Cleaning Environment | 3 | 1 |
| UNIT | OPTION GROUP | CREDITS | LEVEL |
| 14 | K/600/6324 - Clean and Maintain Internal Surfaces and Areas | 4 | 2 |
| 15 | M/600/6325 - Clean and Maintain External Surfaces and Areas | 4 | 2 |
| 16 | T/600/6326 - Deal with Routine Waste | 3 | 2 |
| 17 | J/600/6329 - Clean Washrooms and Replenish Supplies | 3 | 2 |
| 18 | A/600/6330 - Clean High-risk Areas | 5 | 2 |
| 19 | F/600/6331 - Clean Confined Spaces | 4 | 2 |
| 20 | J/600/6332 - Clean Food Areas | 4 | 2 |
| 21 | L/600/6333 - Deep Clean Equipment and Surfaces | 6 | 2 |
| 22 | D/600/6336 - Clean, Maintain and Protect Semi-hard and Hard Floors | 4 | 2 |
| 23 | H/600/6337 - Clean and Maintain Soft Floors and Furnishings | 4 | 2 |
| 24 | M/600/6342 - Clean Glazed Surfaces and Facades | 3 | 2 |
| 25 | T/600/6343 - Deal with Non-routine Waste | 3 | 2 |
| 26 | A/600/6344 - Carry Out Maintenance and Minor Repairs | 3 | 2 |
| 27 | F/600/6345 - Perform Street Cleansing Manually | 3 | 2 |
| 28 | J/600/6346 - Perform Street Cleansing Mechanically | 4 | 2 |
| 29 | R/600/6348 - Work Safely At Heights | 3 | 2 |
| 30 | L/600/6350 - Use a Water-fed Pole System to Clean Windows and Facades. | 4 | 2 |

*Additional Information:

J/600/2765 Work in a Team and Develop Yourself. (If the learner has completed the SSPS qualification, this unit will be equivalent to R/600/6351-Develop Yourself in the Job Role and J/600/6279- Work with Others and Follow Reporting Procedures in a Cleaning Environment.