

Cleaning & Support Services - NVQ Level 2 Administration

Accreditation Body: City and Guilds

Introduction/Summary

The NVQ in Cleaning and Support Services (Building Interiors) has been developed to meet the basic operational needs of people in the cleaning sector. It offers a formal qualification which can be achieved through part time study.

The qualification also provides a good foundation of knowledge and skills on which to build and develop a career in the diverse area of cleaning and support services.

Qualification

There are two mandatory and five optional units needed to gain the full award.

Mandatory Units

- Promote and maintain a service delivery
- Ensure your own actions reduce risks to health and safety

Optional Units – in two groups of which you must do at least one from each group

Group 1

- Support the work of the team
- Develop and Maintain positive working relationships with customers
- Control the use of resources
- Communicate effectively in the workplace

Group 2

- Clean floors manually
- Clean furniture fittings and vertical surfaces manually
- Clean toilets and washrooms manually
- Clean and protect floors
- Clean carpets and soft furnishings
- Clean surfaces up to a maximum height of 4 metres

The Funding

To qualify for full funding for this course the candidates must meet the following criteria:

1. Aged 19 or above
2. To have been EMPLOYED by the company for more than 4 months
3. To have been a resident of the UK for more than 3 years
4. Must not already hold a level 2 qualification (this is the equivalent to 5 GCSE's of grade C and above)
5. A prior funding claim for this candidate must not have been received by the Learning and Skills Council.

Requirements

1. The learner must have a team to lead. They need to have direct line management responsibility for at least one member of staff!
2. An appraisal system recording development requirements and providing feedback on performance should be in place within the company and the learner would need a copy of their appraisal
3. The learner should be in a position whereby they assess the performance of their team members
4. The learner should be involved in the allocation of work within their team
5. The learner must be willing to develop their team leader skills and be committed to gaining the award
6. The learner must have access to written policies on performance, grievance, supervision, development and health and safety
7. The learner must have a named manager to whom we can refer if there are any problems or queries. This manager must be fully supportive of the learner gaining the award and provide the necessary support and time to complete it.
8. The learner will need access to company headed paper

It would also benefit the learner if they had access to emails and if another member of staff was also undertaking the same NVQ.

Day One "Shopping List"

On day one it will be necessary for the learners to bring the following evidence with them to assist in the building of their portfolios.

Individuals Information:

- Job Description
- Curriculum Vitae
- Training Records or Copies of Certificates
- Copy of most up to date appraisal
- Copy of personal development plan if available

Company Information:

- Company Mission Statement
- Copies of Discipline/Grievance Policies
- Copy of Company Health and Safety Policy

- Company Structure or Organisation Chart
 - Copy of Company Diversity Statement
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The learner may need assistance in compiling this and where more than one learner from your organisation is attending the Team Leader course each one will need a separate copy of the above.