

NVQ - LEVEL 2

Cleaning and Support Services

Award - Overview

The candidate must complete **six** units

Mandatory Units

All candidates must complete the following **two** mandatory units:

- Unit 001 Make sure your own actions reduce risks to health and safety (ENTO Unit HSS1)
- Unit 002 Communicate effectively with customers and others

Optional Mandatory Units

Plus one of the following Mandatory units:

- Unit 003 Work as a team and develop yourself
- Unit 004 Work alone and develop yourself

Optional Units

All candidates need to choose **three** of the optional units list below:

- Unit 005 Clean and maintain internal surfaces and areas
- Unit 006 Clean and maintain external surfaces and areas
- Unit 007 Deal with routine waste
- Unit 008 Clean washrooms and replenish supplies
- Unit 009 Clean high risk areas
- Unit 010 Clean confined spaces

CONTINUED OVERLEAF

Unit 011	Clean food areas
Unit 012	Deep clean equipment and surfaces
Unit 013	Clean, maintain and protect hard floors
Unit 014	Clean and maintain soft floors and furnishings
Unit 015	Clean glazed surfaces and facades
Unit 016	Deal with non-routine waste
Unit 017	Carry out maintenance and minor repairs
Unit 018	Perform street cleansing manually
Unit 019	Perform street cleansing by machine
Unit 020	Work safely at heights (PSSL Unit 4.1.6)
Unit 021	Use a water-fed pole system to clean windows and facades