

A centre's guide to NVQs in Cleaning and Support Services

City & 
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While cleaning may not be the most high powered job in the world, it can be one of the more important. Not all cleaners have a mop and bucket. Not all of them can be found in a corridor or hoovering under your desk. Indeed, they could be abseiling down a tower block to clean the windows no ladder can reach. You could find them on the wing of an airliner, helping to clear the ice that could threaten the lives of passengers and crew.

In the UK today, the cleaning industry is a competitive and thriving sector, estimated to be worth about £10bn annually and employing around 800,000 people. Obviously, there is no shortage of prospective candidates for qualifications.

Which qualifications are available in this area?

Levels 1 and 2 NVQ in Cleaning and Support Services (7696)

Candidates will need to complete six units, including maintaining service delivery, health and safety and working in a team.

At level 2, there are seven pathways:

- Building interiors
- Highways and land
- Carpets
- Food premises
- Passenger transport vehicles
- Windows
- Caretaking

For each pathway, candidates will need to complete two mandatory units (health and safety, and maintaining service delivery) and five optional units. For one of their five optional units, candidates will be required to choose one unit from:

- Support the work of a team
- Develop and maintain a positive working relationship with customers
- Control the use of resources

The choice of remaining optional units will be from those specific to the skills required for each pathway.

Do the qualifications form part of a recognised framework?

The awards are accredited by the Qualifications and Curriculum Authority at levels 1 and 2 and are therefore eligible for funding.

Are there any other qualifications that may be of interest?

Level 2 Certificate in Cleaning Science

Level 3 Certificate in Cleaning Services Supervision

These qualifications cover the materials, equipment and procedures needed for cleaning. The latter award also covers organisation and supervision of cleaning work.

Successful learners could then progress onto the NVQ.

What's the next step?

If you are an existing approved centre, you will need to complete a scheme approval form (SAP). If you are not an approved centre and would like to become one, please contact your nearest City & Guilds office who will guide you through the approval process.

How can I find out more?

You can find out more by contacting your nearest City & Guilds office. Log on to our website to find the location of your nearest one, or contact our Customer Relations team at:

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Key points

- Over 800,000 people work in the cleaning industry
- This award has seven pathways covering a number of specialisms
- Accredited by QCA and eligible for funding