



## Cleaning & Support Services Intermediate Apprenticeship Level 2

### Who is the course 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.



### How is the course structured?

Your Apprenticeship is a collection of recognised and externally accredited individual qualifications that are delivered as part of a package that can also include other business specific training elements. We call this an Apprenticeship Framework.

A full Apprenticeship Framework is made up of the following elements:

#### Diploma

**Competency/Practical** – this element is the main learning aim of your Apprenticeship. It is a competency based qualification where you will be trained and assessed against a set of performance criteria that relate to your chosen subject/ occupational area.

**Technical Knowledge/Theory** – this element is the part of your programme where we train and assess your specific underpinning knowledge of your chosen subject/ occupational area. It is often delivered as part of the Diploma.

**Employer Requirements** – we place all learning in the context of your organisation's core values and expected behaviours. Sometimes there are additional course components that your employer will ask us to train you in.

**Employee Rights** – we ensure that you understand your role and responsibilities at work.

**Functional Skills** – we deliver English and Maths qualifications at level 1 or 2 and in some frameworks we include ICT.

**Health & Safety/Equality & Diversity/Safeguarding/ ESafety** – these elements are offered as part of your framework and you can gain an accredited outcome for completing them.

**Personal Learning & Thinking Skills** – we ensure that these skills are formally developed and evidenced during your Apprenticeship.

## What will my course contain?

Your course includes units that focus on:

- Health and safety
- Dealing with routine and non-routine waste
- Dealing with customers
- Personal development
- Working with others and following reporting procedures

You can tailor your apprenticeship by combining a range of units that include:

- Clean and maintain interior/exterior surfaces and areas
- Clean washrooms and replenish supplies
- Cleaning of food areas
- Internal cleaning of passenger transport
- Deep cleaning of internal equipment surfaces and areas
- Maintenance and minor repairs of property
- Periodic cleaning of soft floors and furnishings
- Work safely at heights

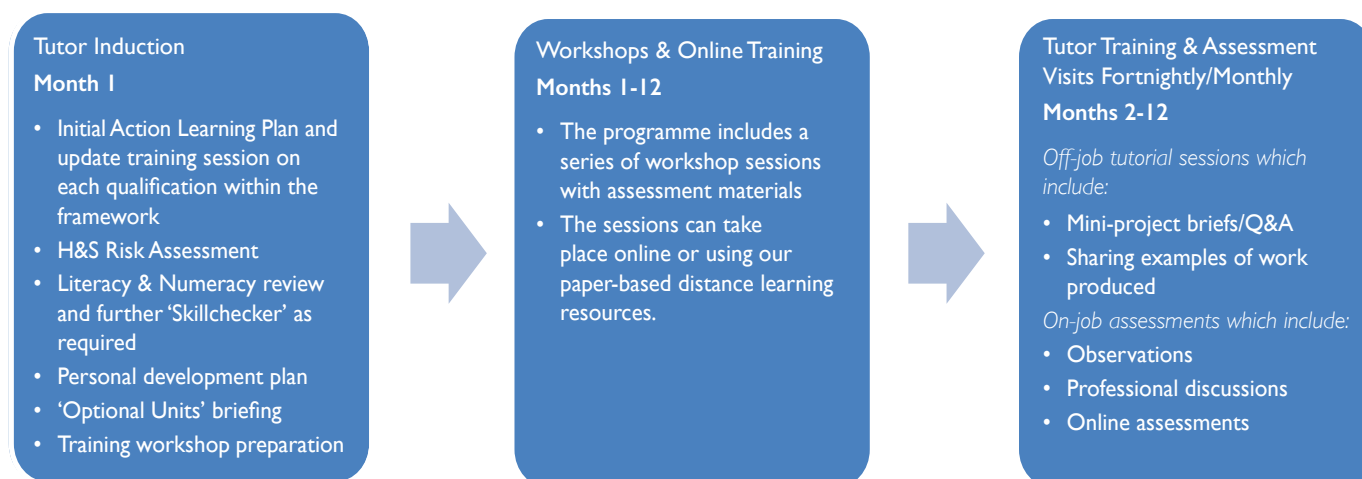
## How long is the course?

12-14 months

## How is the course delivered?

You will be assigned a personal tutor who will plan an individual learning programme with you.

This will be based around regular monthly tutorials in the workplace, workshops and if appropriate some online learning.



You will be given mentoring and support in your role both 'on and off' the job through your employer's assigned supervisor/mentor/manager. In addition, a daily or weekly portion of time should be identified, outside the training elements shown above, to complete work-based assignments/project work or to access online learning. The time that needs to be dedicated to this varies from learner to learner; it may equate to an hour within the working day. Your monthly activities will be detailed by your tutor and activities undertaken should be recorded within your Learning Journey document.

## What are the entry requirements for the course?

You should be aged 16 or over and be working or applying to work with a company that has agreed to offer this recognised Apprenticeship programme. There are no minimum academic or vocational qualifications required but a good general standard of education is beneficial.

## What could I do after this course?

Depending on your circumstances you may wish to progress on to an Advanced Facilities Management course or consider another Leadership and Management course.

## Cost

TSP can access full and partial funding support for this programme.

Please contact us to check your eligibility and to confirm the course price.

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