



# Cleaning Hygiene Operative Level 2

## Apprenticeship Overview

### KEY INFORMATION

#### Content:

- Healthcare & Commercial pathways available.
- Health and safety.
- Risk management and compliance.
- Sustainable practice
- Maintaining and improving service.
- Effective communication
- Safe cleaning practice
- Infection prevention and control.
- Colour coding.
- Dealing with routine and non-routine waste.
- Soil classification and removal
- Recognise and report pest infestation.

#### Delivery:

- Training period 13 months
- Online group workshops x 6
- Online monthly one to one tutorial.
- Assignments & activities to prepare for end point assessment.

#### End Point Assessment:

- Completed within 1-3 months with 3 elements:
- Multiple choice assessment with 24 questions.
- Observation with Q&A.
- Professional discussion.

#### Cost:

This apprenticeship can be funded using levy/digital account funds.

### Who is the apprenticeship suitable for?

- This apprenticeship is aimed at people who provide cleaning and disinfection services in a range of workplaces including commercial contracts and healthcare.
- Cleaning hygiene operatives will work both independently and as part of a team. They will report to a cleaning supervisor or service leader. They will work both during normal working hours and outside of normal working hours, depending on the environment they are in. They may also need to provide services immediately throughout the day.
- We will check every individual applicant's eligibility and suitability to join the apprenticeship programme through our comprehensive initial assessment and on boarding process.

### How long is the apprenticeship?

- Training will be completed within 13 months. The end point assessment process is completed within 1-3 months.

### How is the apprenticeship delivered?

- TSP can enrol apprentices and start a programme in any month.
- Apprentices will be assigned a personal tutor and agree an individualised training plan that details all of the training components, assignments and training activities required to prepare for the end point assessment.
- Six bi-monthly online group workshops will be provided that will cover key areas of the core and optional knowledge and skills requirements. These sessions are also recorded to provide a useful catch up service.
- Personal tutors will meet with candidates monthly for tutor checkpoints providing support, monitoring and collecting evidence of the completion of the training activities that are set at each workshop. This can include online learning, quizzes, assignments, project work, work shadowing and mentoring and a range of other learning activities and revision. These are examples of what is termed 'off the job training' and it is a requirement of the apprenticeship that at least 6 hours of 'off the job training' take place each week within working hours. Our training plans ensure that this is achieved.

### What professional recognition and progression routes can this apprenticeship provide?

- Progression routes to level 3 and higher FM apprenticeships are available.

# Programme Content

TSP's apprenticeships are underpinned by high quality online training and assessment materials. Our delivery team consists of experienced tutors that provide apprentices with the breadth of support that they need to ensure success. This apprenticeship consists of a set of themed standard areas that cover a broad range of knowledge and skills used in Cleaning services. In addition, the standard focuses on core behaviour competencies that include: Working with respect and professionalism, working independently and team working, flexibility, consistency, taking responsibility for work and working in a sustainable way.

## Health and Safety, Risk Management and Legislation

- Health and safety legislation.
- Compliance with key legislation and organisational policies and procedures including COSHH, RIDDOR and PUWER.
- Knowledge of HSE's 5 steps to risk assessment.
- Emergency and evacuation procedures.
- Being able to identify risks, hazards and threats in accordance with standard operating procedures.
- Understand wider legislative areas such as data protection and equality, diversity and inclusion.
- Use of PPE.
- National Standards of Healthcare Cleanliness (Healthcare Pathway).

## Safe Cleaning Practices

- Equipment maintenance and storage.
- Storing and rotating stock.
- Carrying out routine and rapid cleans in line with standard operating procedures.
- Correct use of colour coding.
- Soil classification and removal techniques.
- Selecting and using appropriate cleaning agents.
- Dealing with routine and non-routine waste.
- Segregation and environmental disposal.
- Recognise the signs of and report pest infestation.

## Delivering Service Excellence

- Understand the requirements of your stakeholders, clients and end service users.
- Communicate effectively with stakeholders, team members and clients.
- Meet and exceed your contract service level requirements.
- Reporting accurately.
- Taking responsibility for your work.
- Prioritising rapid response requests.
- Carrying out effective visual checks, audits and quality assurance.
- Sustainable practices (CSR/ESG)



## Functional Skills & Wider Skills

- If you do not already have a level 1 or level 2 English or Maths qualification, we can provide training to achieve Functional Skills Certificates as part of your apprenticeship.
- We have a responsibility to look after the welfare and wellbeing of our learners and we take our safeguarding responsibilities seriously through our personal tutor team.
- All of our programmes contain content relating to the Prevent Duty and British Values.

## Healthcare Pathway

- Use of standard operating procedures in line with national healthcare standards to ensure infection prevention.
- Assemble/disassemble patient equipment for cleaning.
- Appropriately interact and communicate with a range of service users with complex needs or illness, considering their emotional and physical health.

## Commercial Pathway

- Clean in line with client and contract requirements.
- Undertake specialist cleaning projects, both planned and reactive, in a commercial environment.

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