

Cleaning & Support Services Skills Level 2 Certificate

Helping your employees achieve recognised qualifications

This course will help to improve staff performance and professionalism through workplace training. It will demonstrate to your clients that your staff operate to quality standards.

Many staff attending this training confirm that it leads to improved job satisfaction and better team working. For the employers, it can lead to improved staff retention.

The course is aimed at staff involved in routine cleaning in the workplace. In addition, any candidate who needs help with literacy will receive appropriate support.

Delivery and costs

The course is delivered in the workplace and is flexible enough to tailor course sessions to the availability of the employer's staff.

Assessment takes place through the evaluation of work place performance, presenting evidence, witness testimony and questioning. A portfolio of evidence is produced which demonstrates that the candidate can perform to the required level.

Typically, this course is delivered over three days plus workplace observation, however, it can be delivered over a longer period of time if required.

As part of the course we offer appropriate individual information, advice and guidance to candidates.

In many cases we can help with funding for the course; our account managers will be happy to discuss funding and costs with you.

Course content

The units of training include:

- Reduce risks to health and safety
- Communicate effectively in the workplace
- Develop yourself in the job role
- Clean and maintain internal surfaces and areas
- Clean and maintain external surfaces and areas
- Deal with routine waste
- Clean washrooms and replenish supplies
- Clean high risk areas
- Work with others and follow reporting procedures in a cleaning environment

Progression

Undertaking training helps to develop the potential of staff. Candidates who complete this course may progress onto a further qualification, for example, in Customer Service or Team Leading.

Business Development Unit

A range of courses are provided, helping employers and staff access government-funded training through 'Train to Gain'. However, we can also work with you, designing tailor-made programmes. For advice on how we can help you please contact us

Contact Us

please contact The Centre for Employers & Enterprise on 020 8918 7272
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