

Level 2 Apprenticeship in Cleaning and Level 2 Apprenticeship in Environmental Services

Apprenticeships Framework



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1. What is an Apprenticeship?

Apprenticeships are nationally recognised, work-based training programmes designed around the needs of employers to facilitate the development of practical, job specific skills by allowing inexperienced individuals to work alongside more experienced staff.

Statistics released by the Department for Business, Innovation and Skills (2013) indicate that in 2011/12 Apprenticeships starts increased by 13.9% compared to the previous year.

This increase can be attributed to the Government as they continue to place emphasis on using Apprenticeships to combat unemployment and boost the UK's ability to compete in global markets.

By completing an apprenticeship, individuals gain a qualification that is valued by employers and enhances their prospects for career progression in the future.

According to the National Apprenticeship Service (2013), an apprenticeship can take between one and four years to complete depending on the level of the Apprenticeship, the individuals' ability and the industry in which they are based.

Due to the time it takes to complete an apprenticeship, individuals have the opportunity to earn a wage (the minimum salary is £2.68 per hour), while working to gain job-specific skills. Employers therefore use apprenticeships to train both new and existing employees who are moving into a new or changed job role and need to learn new skills.

1.1 What does an Apprenticeship involve?

Apprenticeships are designed with input from employers in the industry sectors, and offer a structured programme that takes individuals through the skills they need to undertake their job to a high standard. The Government covers a proportion of the cost associated with training apprentices; however, this is dependent on the age of the apprentice and employers are responsible for paying their apprentices wages.

The majority of the training is 'on-the-job' at the employer premises working alongside experienced staff, while the remaining training is delivered 'off-the-job' by a specialist training provider – usually on a day or block release basis. A paper by Asset Skills (2011) suggests that individuals looking to apply for an apprenticeship placement in today's competitive market would benefit from having a range of skills and attributes, including:

- Confidence
- Interview skills
- Communication skills
- Problem solving skills
- Independent and team working skills
- Basic literacy, numeracy and IT skills

2. Industry Overview

2.1 Definition

The cleaning industry covers all forms of contract cleaning, including building interiors; transport vehicles; food premises; window and facade cleaning; highways and land and specialist cleaning (Asset Skills, 2013).

2.2 The industry's role in the UK economy

In recent years, many businesses have recognised that providing a clean, safe and welcoming environment for their workforce, customers and visitors is vital for the wellbeing of building occupants, maintaining the value of property and developing a good reputation (CSSA, 2012; Lewin, 2012). Cleaning has therefore become a priority service area, with the UK cleaning industry generating an annual turnover of £4.7 billion in 2011 and forecast to experience 3% growth after 2012 (CSSA, 2012).

However, market pressures have created a cost focused culture where rising client demands for services that maintain standards but cost less has led to concerns that service provision within the cleaning industry is “shifting its focus from more traditional values, such as quality and customer service, to a commoditised service market where clients are provided with inflexible service products that only meet minimum standards” (Asset Skills, 2011).

2.3 Employment

Cleaning can offer a viable career if individuals are willing to develop their skills to meet the demands of modern cleaning service provision which is becoming increasingly complex and technical.

Modern cleaning professionals are required to have a much greater understanding of cleaning chemical pH values, the differences between floor types and the benefits of using microfiber cleaning (Baines, 2012).

There are currently a total of 431,400 people employed in the cleaning industry across Great Britain. London accounts for the highest proportion of cleaning employees in England, followed by South East (16%) and the East of England (14%).

3. Entry Requirements

3.1 Apply for an Apprenticeship

Apprenticeships are an established route for new people to enter their chosen field of work by easing the sometimes difficult transition between full-time learning and employment. They also provide more experienced staff with the opportunity to develop their existing skills or re-train so that they can enter new industries.

Anyone living in England, over 16 years-old and not in full-time education can undertake an apprenticeship that takes between 1 and 4 years to complete depending on level. A paper by Asset Skills (2011) suggests that individuals looking to apply for an apprenticeship placement in today's competitive market would benefit from having a range of skills and attributes, including:

- Confidence
- Interview skills
- Communication skills
- Problem solving skills
- Independent and team working skills
- Basic literacy, numeracy and IT skills

3.2 Progression route

Apprenticeships can lead to:

- Permanent employment
- National Vocational Qualifications (NVQs) at Level 2,3,4 or 5
- Functional Skills qualifications, e.g. in maths, English or ICT
- a technical certificate, such as a BTEC or City & Guilds Progression Award
- knowledge-based qualifications, such as a Higher National Certificate (HNC), a Higher National Diploma (HND) or a Foundation degree

4. Level 2 Apprenticeship in Cleaning Services

4.1 Who is it for?

This apprenticeship programme has been designed for people working in the following occupations roles:

- Passenger Transport Cleaners
- Industrial Cleaners
- Caretakers
- Window Cleaners
- Street Cleansing Operatives
- Hygiene and Cleaning Operatives
- Specialist Carpet and Flooring Cleaners

4.2 What does it cover and how will I learn?

The apprenticeship programme in Cleaning Services at level 2 has been designed and developed to attract new entrants into Cleaning Services and to enable the up skilling of the existing workforce to progress and develop within the job role.

It covers a wide range of competencies at operative level, including: communication, personal development, health and safety, reporting procedures, team work, technical cleaning skills and dealing with waste.

The majority of the training is 'on-the-job' at the employer premises working alongside experienced staff, while the remaining training is delivered 'off-the-job' by a specialist training provider – usually on a day or block release basis.



The Five Components of this Apprenticeship

1. Level 2 Certificate in Cleaning and Support Services Skills mandatory and optional competence units so can demonstrate workplace abilities.
2. Level 2 Certificate in Cleaning Principles (technical certificate) to provide extra knowledge about job role.
3. Employment Rights and Responsibilities (ERR).
4. Functional Skills in English and Mathematics *OR* Essential Skills in English and Mathematics.
5. *For English Apprentices Only:* Personal Learning and Thinking Skills (PLTS).

4.3 Apprenticeship Components

4.3.1 Level 2 Certificate in Cleaning and Support Services Skills mandatory and optional competence units

Mandatory Group A

- Communicate effectively in the workplace
- Develop yourself in the job role
- Reduce risks to health and safety in the workplace

Mandatory Group B

- Work with others and follow reporting procedures in a cleaning environment
- Work individually and follow reporting procedures in a cleaning environment

Optional Units

- 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
- Clean confined spaces
- Clean food areas
- Deep clean equipment and surfaces
- Clean, maintain and protect semi-hard and hard floors
- Clean and maintain soft floors and furnishings
- Clean and maintain soft floors and furnishings
- Clean glazed surfaces and facades
- Deal with non-routine waste
- Carry out maintenance and minor repairs
- Perform street cleansing manually
- Perform street cleansing mechanically
- Work safely at heights

4.3.2 Level 2 Certificate in Cleaning Principles

Mandatory

- Dealing with routine and non routine waste
- Health and Safety for the cleaning and support services industry
- Working with customers and others in the cleaning and support services industry

Optional Units

- Cleaning and maintenance of external surfaces and areas
- Cleaning of confined spaces
- Cleaning of food areas
- Cleaning of glazed surfaces and facades
- Cleaning of high risk areas - controlled environments
- Cleaning of interiors and washrooms

- Cleaning of specialist electronic equipment
- Deep cleaning of internal equipment surfaces and areas
- Maintenance and minor repairs of property
- Manual street cleaning
- Mechanical street cleaning
- Periodic cleaning of hard and semi hard floors
- Periodic cleaning of soft floors and furnishings
- Working safely at heights in the cleaning and support services industry
- Cleaning with water fed pole systems
- Internal cleaning of passenger transport

4.3.3 Employment Rights and Responsibilities

- Know employer and employee rights, responsibilities and own organisational procedures
- Know factors that affect own organisation and occupation

This will be delivered through the use of a checklist developed by Asset Skills, the Sector Skills Council for the industry.

4.3.4 Functional Skills (England) or Essential Skills Wales

- English and Mathematics at Level 1

4.3.5 Personal Learning and Thinking Skills

- Team Working
- Reflective Learning
- Creative Thinking
- Independent Enquiry
- Self Management
- Effective Management

These elements have been mapped to the mandatory units of the vocational competency qualification, and a PLTS checklist and workbook has been developed by Asset Skills, the Sector Skills Council for the industry.

4.4 Common Job Roles for an Apprentice at Level 2

Competence Qualification	Example Occupational Role	Description
Level 2 Certificate in Cleaning and Support Services Skills	Passenger Transport Cleaner	Cleaning interior upholstery and applying specialist treatments to the body of vehicles. Interacting with customers and dealing with queries
	Industrial Cleaner	Working within a manufacturing plant cleaning specialist machinery and communicating with the customer or members of staff
	Caretakers	Carry out minor repairs, strip and polish hard floors and general maintenance, such as gutter clearance. Answering queries from the general public and liaising with other members of staff
	Window Cleaners	Maintenance and protection of glass and frames. Could use water fed poles and abseiling techniques for which specialist training will be given. Liaising with the customer
	Street Cleansing Operatives	Removing waste and detritus from pedestrian areas, grass verges, parks, roads and pavements. Could be performed manually or the driving of mechanised equipment. Could involve the exterior cleaning of buildings. Dealing with queries from the general public
	Hygiene and Cleaning Operative	Cleaning internal surfaces to prevent the spread of germs and bacteria and to maintain a healthy environment. Communicating with the customer and dealing with queries
	Specialist Carpet and Flooring Cleaners	Stripping, cleaning and polishing of a variety of floor surfaces and the cleaning of upholstery and carpets, applying protective treatments and finishes. Communicating with the customer and dealing with queries

5. Level 2 Apprenticeship in Local Environmental Services

5.1 Who is it for?

This apprenticeship programme has been designed for people working in the following occupations roles:

- Neighbourhood Services Operative
- Specialist Neighbourhood Services Operative

5.2 What does it cover and how will I learn?

The apprenticeship programme in Local Environmental Services at level 2 has been designed and developed to attract new entrants and to enable the up skilling of the existing workforce to progress and develop within the job role.

It covers a wide range of competencies, including: health and safety, communication, personal development, team work, working independently, technical cleaning skills, dealing with waste, reporting procedures, undertaking landscaping activities, seeding and planting, drainage systems and maintaining amenities.

The majority of the training is 'on-the-job' at the employer premises working alongside experienced staff, while the remaining training is delivered 'off-the-job' by a specialist training provider – usually on a day or block release basis.



The Five Components of this Apprenticeship

1. Level 2 Certificate in Local Environmental Services Skills mandatory and optional competence units so can demonstrate workplace abilities.
2. Level 2 Award in Cleaning Principles (technical certificate) to provide extra knowledge about job role.
3. Employment Rights and Responsibilities (ERR).
4. Functional Skills in English and Mathematics *OR* Essential Skills in English and Mathematics.
5. *For English Apprentices Only:* Personal Learning and Thinking Skills (PLTS).

5.3 Apprenticeship Components

5.3.1 Level 2 Certificate in Local Environmental Services Skills mandatory and optional competence units.

Mandatory

- Reduce Risks to health & safety in the workplace
- Communicate effectively in the workplace
- Develop yourself in the job role

Optional Group B

- Work with others and follow reporting procedures
- Work individually and follow reporting procedures in a cleaning environment

Optional Group C

- 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
- Clean confined spaces
- Clean food areas
- Deal with non-routine waste
- Carry out maintenance and minor repairs
- Perform street cleansing manually
- Perform street cleansing mechanically
- Work safely at heights

Optional Group D

- Prepare and operate a tractor and attachments
- Construct and maintain boundaries
- Construct and maintain paths
- Repair and maintain structures or surfaces
- Repair and construct new surfaces or structures
- Transplant large root balled plants
- Maintaining plants outdoors
- Prepare and apply pesticides
- Design landscapes areas and specify materials and components
- Clearing horticultural and landscaping sites
- Levelling and preparing sites for landscaping
- Preparing ground for seeding and planting
- Establishing plants or seeds in soil
- Identify the health and maintain the condition of general amenity turf
- Establish decorative amenity areas
- Maintain the appearance of decorative amenity areas

- Maintain the health of sports turf
- Maintain the condition of sports turf surfaces
- Renovate and repair sports turf surfaces
- Preparing and transporting plants and resources
- Installing drainage systems
- Maintain drainage systems
- Maintain and develop decorative horticultural features
- Set and mark landscape sites to establish grassed and planted areas
- Evaluate ground and environmental conditions to establish grassed and planted areas
- Prepare sites for soft landscape establishment
- Establish planted areas
- Establish grass swards
- Plan the maintenance, repair and renovation of sports turf areas
- Plan and set out sports areas
- Plan and maintain planted areas
- Plan and renovate planted areas
- Prepare sites for landscape works
- Design and install drainage systems
- Laying hard surfaces for external landscaping
- Construct free standing walls
- Install hard landscape features and structures
- Plan and construct water features
- Construct rock gardens
- Repair and restore walls
- Restore soft landscape areas
- Use and maintain non-powered and hand held powered tools and equipment
- Use and maintain pedestrian controlled powered equipment
- Use and maintain ride-on powered equipment
- Use and maintain chippers and/or shredders
- Control vertebrate pests
- Control invertebrate pests

5.3.2 Level 2 Award in Cleaning Principles (technical certificate)

- Dealing with routine and non-routine waste
- Health and safety for the cleaning and support services industry
- Working with customers and others in the cleaning and support services industry

5.3.3 Employment Rights and Responsibilities

- Know employer and employee rights, responsibilities and own organisational procedures
- Know factors that affect own organisation and occupation

This will be delivered through the use of a checklist developed by Asset Skills, the Sector Skills Council for the industry.

5.3.4 Functional Skills (English Apprentices) or Essential Skills Wales

- Key Skills in communication and application of number at level 2
- English and Mathematics at Level 2

5.3.5 Personal Learning and Thinking Skills

- Team Working
- Reflective Learning
- Creative Thinking
- Independent Enquiry
- Self Management
- Effective Management

These elements have been mapped to the mandatory units of the vocational competency qualification, and a PLTS checklist and workbook has been developed by Asset Skills, the Sector Skills Council for the industry.

5.4 Common Job Roles for an Apprentice at Level 2

Competence Qualification	Example Occupational Role	Description
Certificate in Local Environmental Services Skills	Neighbourhood Services Operative	Removal and recycling of waste, grass-cutting, hedge trimming, planting, pruning and seeding. Cleaning building facades and exteriors. Responding to queries from the general public
	Specialist Neighbourhood Services Operative	Hard and soft landscaping, grounds maintenance work, tree care and plant propagation. Care and basic maintenance of building facades and exteriors. Responding to queries from the general public



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