

# Cleaning Knowledge and Skills

## Course Overview

This accredited certificate is a short programme which develops knowledge and understanding of a range of both generic and specialist cleaning principles.

## Business Benefits

- Creates better preventative measures by enabling staff to identify danger
- Creates a more motivated and engaged workforce
- Provides assurances that employees are well-trained
- Reduces the risk of malpractice and negligence
- Allows employees to gain relevant skills, knowledge and understanding



success.



speed.



support.

## What is the cost?

Due to the availability of government funding, this qualification is available at no cost. Funded places are limited so please book early to secure your place.

## Learner Benefits

- Achieve a nationally recognised level 2 qualification
- Furthers personal and professional development
- No need to formally attend college
- Learn in your own time
- Access to sector-expert assessors throughout the course

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### Course Duration

8 - 12 Weeks

### Awarding Body

NCFE / CACHE / TQUK

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## Course Content

### Unit 1: Dealing with routine and non-routine waste

In this unit, you will identify different types of waste and discover the procedures for handling and transferring hazardous and non-hazardous waste.

### Unit 2: Health and safety for the cleaning and support services industry

Within this unit, you will develop your understanding of health and safety legislation and regulations that apply to the cleaning and support services industry. This unit also highlights the importance of the correct use of equipment, materials and chemicals and Personal Protective Equipment (PPE).

### Unit 3: Working with customers and others in the cleaning and support services industry

In this unit you will discover how to communicate appropriately with customers and contribute to effective teamwork. You will also develop your understanding of the importance of positive behaviour and attitudes, procedures for handling difficult customer situations and reasons to adapt communication to different audiences.

### Unit 4: Infection control, RIDDOR and COSHH in cleaning settings

This unit will develop your understanding of infection control principles and how these apply in cleaning settings. You will also discover the responsibilities of your role with regards to the Reporting of Injuries, Dangerous Diseases and Occurrences Regulations (RIDDOR) and the Control of Substances Hazardous to Health (COSHH).

### Unit 5: Principles of decontamination, cleaning and waste management

This unit will develop your understanding of the importance of maintaining a clean environment. This unit covers workplace cleaning schedules and procedures which should be followed if you have concerns over standards of hygiene. You will also discover the principles of decontamination processes and effective waste management.

### Unit 6: Cleaning of interiors and washrooms

This unit will ensure that you are able to prepare for cleaning of interiors and washrooms. You will discover the importance of cleaning procedures, using the correct methods and cleaning to prescribed standards.

This unit requires a line manager or supervisor to observe you whilst demonstrating particular tasks in your role before completing a witness observation form. The witness observation form will act as evidence to prove that you are capable of certain skills.