

Level 2

# CLEANING HYGIENE OPERATIVE APPRENTICESHIP

Equip individuals with the skills for a career in the cleaning industry



**This programme is designed for employees who work in diverse settings where specialised cleaning techniques are necessary for maintaining safety and hygiene.**

It is suitable for cleaning operatives working in places like hospitals and care homes where high levels of cleanliness are required. It is also aimed at commercial cleaning operatives who maintain hygienic environments in high-traffic areas such as offices, shopping centres, public transport hubs and public spaces. Apprentices on this programme will learn the very latest standard operating procedures (SOPs) and legal requirements to provide safe and hygienic environments for service users, ensuring robust cleaning and disinfection standards set by clients are met.



## Entry requirements

Employers will set their own entry requirements in order to start on this apprenticeship.



## Course duration

Typically this apprenticeship will take 12 months.



## Progression

Progression from this apprenticeship could be into a team leading role.



## Cost/funding

Levy Payers            £5,000  
Non Levy Payers    £300



## Functional skills

If the employee does not have maths and English GCSE grade 4+ or equivalent, they will need to pass maths and English Level 1 during their apprenticeship and work towards Level 2 English and maths prior to taking the end-point assessment.



## End-point assessment

The end-point assessment (EPA) includes:

- ▶ Knowledge test
- ▶ Observation with questioning
- ▶ Interview



## Professional support

Alongside the apprentice, a personal learning and development plan will be agreed, setting a timetable of learning activities in preparation for the end-point assessment. The Vocational Trainer will meet with the apprentice regularly either online or face-to-face to complete and review assessments, provide further coaching where required and agree the next steps of learning.

# APPRENTICESHIP JOURNEY

1

Induction

**Module includes:**

- ▶ Skillscan
- ▶ Introduction to on-programme support staff including their Vocational Trainer, awareness of relevant policies e.g. appeals/absence/lateness procedures
- ▶ Programme delivery methods and course details such as tutorial dates
- ▶ Assessment and tutorial dates
- ▶ Review initial assessment, skillscan, learner commitment time
- ▶ Available resources and how to access them including information and guidance (IAG)

2

Pest Infestation

**Module includes:**

- ▶ Recognise and report the signs of pest infestation
- ▶ The principles of cleaning according to specialist commercial requirements

3

Routine Clean

**Module includes:**

- ▶ Select and use the most appropriate cleaning agent for different surface types
- ▶ Selection and safe use of cleaning equipment and machinery for routine and specialist cleaning tasks, including the importance of Portable Appliance Testing (PAT)
- ▶ Cleaning equipment and machinery after use
- ▶ Principles of infection prevention and control
- ▶ The principles of scheduled work priorities and periodic cleaning
- ▶ The difference between disinfection and cleaning
- ▶ The principles of colour coding
- ▶ Routine cleans according to a contract

4

Working Relationships and Communication

**Module includes:**

- ▶ Recognise and report the signs of pest infestation
- ▶ The principles of rapid response cleans
- ▶ The reasons for security of premises, cleaning equipment and materials, and the implications of a security breach
- ▶ The importance of accurate data reporting
- ▶ The importance of gaining guidance and support
- ▶ The principle of reporting shortages, incidents, accidents, and issues with delivering cleaning services
- ▶ The principles of using supplied data to inform the demand for cleaning
- ▶ Audit and quality assurance processes
- ▶ Data protection legislation

# APPRENTICESHIP JOURNEY

5

Environmental Requirements

**Module includes:**

- ▶ Manage risk and identify when there is a need for change from routine to enhanced cleaning protocols
- ▶ Handle, use and dispose of cleaning chemicals following Control of Substances Hazardous to Health Regulations (COSHH)
- ▶ Disposal of routine and non-routine waste, including segregation of waste into appropriate containers for storage, and disposal in line with environmental disposal legislation
- ▶ Recognise and report the signs of pest infestation
- ▶ Correct storage of equipment, chemicals and consumables
- ▶ Sustainable practices in the workplace
- ▶ The principles of personal hygiene and PPE requirements in the workplace

7

Classification and Methodology

**Module includes:**

- ▶ Select and use the most appropriate cleaning agent for different surface types
- ▶ Handle, use and dispose of cleaning chemicals following Control of Substances Hazardous to Health Regulations (COSHH)
- ▶ Disposal of routine and non-routine waste, including segregation of waste into appropriate containers for storage, and disposal in line with environmental disposal legislation
- ▶ Principles of infection prevention and control
- ▶ The difference between disinfection and cleaning
- ▶ Soil classification, and soil contaminant removal methods appropriate to levels of soiling

6

Specialist Cleans

**Module includes:**

- ▶ Select and use the most appropriate cleaning agent for different surface types
- ▶ Selection and safe use of cleaning equipment and machinery for routine and specialist cleaning tasks, including the importance of Portable Appliance Testing (PAT)
- ▶ Clean cleaning equipment and machinery after use
- ▶ Principles of infection prevention and control
- ▶ The principle of rapid response cleans
- ▶ The difference between disinfection and cleaning
- ▶ The importance of gaining guidance and support
- ▶ The principles of colour coding
- ▶ The principles of cleaning according to specialist commercial requirements

8

Audit and Quality Assurance

**Module includes:**

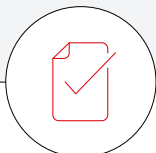
- ▶ Selection and safe use of cleaning equipment and machinery for routine and specialist cleaning tasks, including the importance of Portable Appliance Testing (PAT)
- ▶ Clean cleaning equipment and machinery after use
- ▶ Recognise and report the signs of pest infestation
- ▶ Correct storage of equipment, chemicals and consumables
- ▶ The importance of accurate data reporting
- ▶ The principles of colour coding
- ▶ The principle of reporting shortages, incidents, accidents, and issues with delivering cleaning services
- ▶ The principles of using supplied data to inform the demand for cleaning
- ▶ Audit and quality assurance processes
- ▶ Data protection legislation

# INDEPENDENT END-POINT ASSESSMENT

The end-point assessment will only commence once the employer, apprentice and HIT Vocational Trainer are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on-programme progression review meetings and records.

## Summary of Independent End-Point Assessment Process

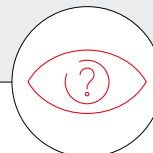
The apprentice will be assessed to the apprenticeship standard using the complementary assessment methods below. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent End-Point Assessment Organisation (EPAO).



### Knowledge Test

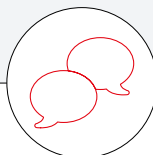
The occupation requires the ability to recall from memory the underpinning knowledge in relation to health and safety, legislation and procedures. A multiple-choice knowledge test is an effective and cost-efficient method of testing this ability.

- ▶ The test can be paper based or computer based.
- ▶ It will consist of 24 multi-choice questions.
- ▶ The questions will be closed book, meaning the apprentice will not have access to any books or reference materials. They will have 50 minutes to complete the test.



### Observation with Questioning

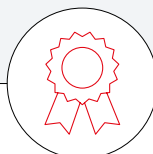
Apprentices must be observed by an independent assessor completing work in their normal workplace, in which they will demonstrate the knowledge, skills and behaviours (KSBs) assigned to this assessment method. The end-point assessment organisation will arrange for the observation to take place in consultation with the employer. The observation will take two hours and they will ask at least five questions. The observation with questions cannot be split, except for comfort breaks or to allow the apprentice to move from one location to another. Such breaks will not count towards the total observed time.



### Interview

This assessment will take the form of an interview with an independent assessor which must be structured to provide the apprentice with the opportunity to achieve the KSBs assigned to this assessment method. They will ask at least five questions about certain aspects of the occupation. The interview will last for 30 minutes. The independent assessor

has the discretion to increase the time of the structured interview by up to 10% to allow the apprentice to complete their last answer. Further time may be granted for apprentices with appropriate needs in line with the EPAO's Reasonable Adjustments Policy. The EPAO will confirm where and when each assessment method will take place.



### Completion

The independent end assessor confirms that each assessment element has been completed. The apprenticeship includes Fail, Pass and Distinction grades with the final grade based on the apprentice's combined performance in each assessment activity. To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods. If the apprentice fails one

or more assessment method, they can re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does. For more information on grading criteria, please refer to the apprenticeship standard assessment plan by searching via <https://www.instituteforapprenticeships.org/>