



The cleaning industry is an important, competitive and thriving one, estimated to be worth about £10bn annually and employing around 800,000 people.

Contract cleaners face a dual challenge – tendering in a competitive market and operating in a market where staff turnover is traditionally high.

Training empowers staff and means they are more likely to embrace their role as a career choice, increasing efficiencies and reducing time spent on recruitment and health and safety worries.

A qualified team will also differentiate your business from the competition and help you stand out from the crowd when attracting new staff and new clients.

### **Qualification aim**

Cleaners are a diverse group of people. Not all of them can be found mopping a corridor or Hoovering under your desk. Indeed, they could be abseiling down a tower block to clean the windows no ladder can reach.

### **Who is this qualification suitable for?**

This is the cleaning industry's professional diploma for supervisory staff, team and shift leaders. Newly appointed or potential supervisors might prefer to take the Level 2 Certificate in Team Leading before embarking on this level 3 qualification.

### **What is involved?**

There are six mandatory units and then learners choose specialist units for their area of work, to match their job role.

Learners will be assessed in the workplace and so it is essential that their current role allows them to demonstrate cleaning supervision skills in practice.

### **Example units**

- Develop and implement a risk assessment plan in own area of responsibility
- Supervise cleaning staff
- Contribute to the implementation of systems and best practice in cleaning
- Support equality, diversity and individual rights in the workplace
- Give customers a positive impression of yourself and your organisation
- Monitor and solve customer service problems
- Train and develop cleaning staff
- Working in facilities services
- Encourage colleague involvement in recycling
- Principles of managing and resolving conflict in the workplace
- Implement quality management systems

### **Qualification and progression**

This Diploma can form part of the Cleaning & Environmental Support Services Advanced Apprenticeship; check with your training provider at the point of registration if the learner is to be enrolled onto the Diploma only or an apprenticeship programme.

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**How can you ensure supervisors are getting the most from your cleaning staff?**