



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. This is the industry's professional qualification for all skilled cleaners.

Who is this qualification suitable for?

Those currently working as a cleaner who need to develop or consolidate their skills as well as those seeking employment of this type.

What is involved?

The Certificate is made up of mandatory units and a wide range of optional units covering different cleaning areas, allowing them to choose units to meet the needs of their own role.

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

Example units

- Communicate effectively in the workplace
- Develop yourself in the job role
- Reduce risks to health and safety in the workplace
- Work with others and follow reporting procedures
- Work individually and follow reporting procedures in a cleaning environment
- Clean, maintain and protect semi-hard and hard floors
- Clean washrooms and replenish supplies
- Clean high-risk areas
- Deep clean equipment and surfaces
- Clean and maintain soft floors and furnishings
- Clean glazed surfaces and facades
- Deal with non-routine waste
- Carry out maintenance and minor repairs

Qualification and progression

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