

SERVICE INDUSTRIES  
QUALIFICATION FACTSHEET

**LEVEL 1 AND 2 AWARD, CERTIFICATE AND DIPLOMA  
IN CLEANING AND SUPPORT SERVICES SKILLS**

7648-01 / 7648-02



# LEVEL 1 AND 2 AWARD, CERTIFICATE AND DIPLOMA IN CLEANING AND SUPPORT SERVICES SKILLS

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Framework Qualification	Credit	Funded	GLH	QAN	City & Guilds number
Level 1 Award in Cleaning and Support Services Skills	7 Minimum	Available	53 Minimum	500/9760/1	7648-01
Level 1 Certificate in Cleaning and Support Services Skills	18 Minimum	Available	125 Minimum	500/9209/1	7648-01
Level 2 Award in Cleaning and Support Services Skills	6 Minimum	Available	42 Minimum	500/8015/6	7648-02
Level 2 Certificate in Cleaning and Support Services Skills	18 Minimum	Available	129 Minimum	500/8104/4	7648-02
Level 2 Diploma in Cleaning and Support Services Skills	37 Minimum	Available	240 Minimum	500/8182/2	7648-02

QUALIFICATION AIM	QUALIFICATION LEVELS	PROGRESSION ROUTES
<p>The Cleaning and Support Services qualifications recognise the skills and knowledge required to clean effectively and safely in a broad range of situations, which include interiors/exterior, food, high risk areas and cleaning of soft furnishings and hard floors.</p> <p>These qualifications provide learners with recognition that they can do their job effectively and in accordance with National Occupational Standards.</p>	<p>Designed to improve the skills of those working in cleaning and support services, these qualifications allow learners to spring clean their CVs in order to achieve their career goals.</p> <p>Introducing the fundamental principles of cleaning, level 1 provides skills applicable to a host of job roles, while the focus on enhanced cleaning and support services at level 2 allows individuals to demonstrate they have key knowledge of their role.</p>	<p>Progression is available across award, certificate and diploma, as well as through level 1, 2 and 3 of the Cleaning Supervisions portfolio. Centres can offer the level 2 certificate as part of the apprenticeship framework for cleaning and environmental services.</p> <p>Further training options include the Level 2 Certificate in Local Environmental Services (7729) or Level 3 Certificate in Facilities Management (7724).</p>

PRODUCT INFORMATION	
KEY FEATURES	KEY BENEFITS
<p>Depending on the level and size of the qualification, learners take a mixture of mandatory and optional units.</p>	<p>The variety of units gives the qualifications relevancy across the profession and allows learners to focus on specialist areas of expertise, giving it wide appeal. The advantage of delivering optional units is that centres can offer individually tailored learning.</p> <p>Learners taking the level 1 certificate have the opportunity to gain a unit at Level 2, within the optional group, making progression onto the level 2 qualification more accessible.</p>
<p>Learners are observed while completing tasks carried out in a real working environment.</p> <p>Multiple choice questions are available for centres to support practical assessments.</p>	<p>Assessment is flexible to suit centre and learner needs, making the qualification accessible to a wide spectrum of individuals.</p> <p>Observation of tasks in the workplace allows assessors to determine practical skills and competency. Meanwhile, portfolios enable learners to collate the evidence produced through assessment in order to showcase their talents to prospective employers.</p>
<p>This suite is fully supported by a raft of materials, including a qualification handbook.</p> <p>A full colour logbook is available for the level 2 certificate.</p>	<p>The FREE handbook provides centres with all the information needed to deliver this qualification, including centre requirements and detailed information about each unit.</p> <p>Centres also receive a copy of Focus, our informative monthly newsletter containing all the latest news and information relating to our exciting qualifications.</p>

REASONS TO CHOOSE CITY & GUILDS	
Strong brand recognition	With 99% of employers hailing our name as a mark of quality, no other UK awarding body provides learners with such widespread recognition - opening the door to employment.
Relevant to industry demands	All our Cleaning and Support Services qualifications are created in collaboration with experts in the field, providing learners and training providers with relevant content that is easy and rewarding to engage with.
Range and scope of qualifications	Throughout our 130 years in the business, City & Guilds has created a wide range of qualifications, allowing centres to offer seamless progression through one awarding body.

For more information call +44 (0) 844 543 0000 email [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com) or visit [www.cityandguilds.com](http://www.cityandguilds.com)

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