

## FDQ Qualification Purpose Structure

FDQ number	Qualification title	Qualification approval number (QN) Qualification Wales number	EQF Level	Review date
252-161	FDQ Level 3 Diploma in Cleaning Supervision Skills	600/8063/2 C00/0536/8	4	31 Dec 2020

### Qualification purpose

This qualification is designed for learners who are working in a supervisory cleaning service role. It offers learners the opportunity to develop skills and knowledge required to confirm competence in their work role. Learners can progress onto the Level 4 qualifications.

Learners need to be 16 years old or over to take this qualification. Learners do not require any prior qualifications or units or experience to take this qualification. This qualification is a Diploma requiring achievement of 18 credits, graded at pass/fail.

*Ofqual purpose D. Confirm occupational competence and/or 'licence to practice'.*

*Sub purpose D1. Confirm competence in an occupational role to the standards required.*

See below for: (i) a complete list of units that make up the qualification and their value within the qualification and (ii) the minimum and maximum Credits, Total Qualification Time and Guided Learning Hours.

It is the principle qualification in the Level 3 Cleaning Apprenticeship framework.

### Further Information

Further information can be obtained from our website at: <http://www.fdq.org.uk/our-qualifications/technical/cleaning/>

Or by contacting FDQ Tel: 0113 3970 395 Email: [fdq@fdq.org.uk](mailto:fdq@fdq.org.uk)

## Rules of Combination (RoC)

Diploma	
<b>Total credits required for qualification</b>	<b>37 credits</b>
<b>Total Qualification Time (TQT)</b>	<b>246 hours</b>
Group A – mandatory	16 credits
Group B – mandatory	5 credits
Group C – optional (minimum of 4 units)	16 credits
Guided Learning Hours Range (min-max)	224-258 hours
Minimum credits at/above level	29 credits

## Assessment

Occupational skills (OS) units are designed to assess the learner’s applied skills required to demonstrate competent performance in the workplace in a defined role. Assessment of this qualification is by learner portfolio of achievement. Evidence of performance can be supplemented by other assessment evidence e.g. witness testimony, work-related questioning, workplace documentation, photographic evidence and professional discussion.

Other assessment methods may be used to assess occupational knowledge (OK) and underpinning knowledge (UK) requirements including e-assessment, multiple-choice examination and assignment. Assessment requirements are set out in individual units of assessment. Reasonable adjustments apply that allow learner support for oral or other assessment adjustment arrangements to meet learner needs. All assessment activity is subject to internal quality assurance.

FDQ externally quality assures all centre assessment and internal quality assurance quality and arrangements.

## List of units

Unit ref	Unit type	Unit title	Level	Credit	GLH
<b>Group A Mandatory units</b>					
J/600/6363	OS/OK	Supervise cleaning staff	3	4	32

Unit ref	Unit type	Unit title	Level	Credit	GLH
Y/600/6366	OS/OK	Contribute to the implementation of systems and best practice in cleaning	3	2	14
L/600/6414	OS/OK	Support equality, diversity and individual rights in the workplace	3	4	23
L/600/9703	OS/OK	Develop and implement a risk assessment plan in own area of responsibility	4	6	20

### Group B Mandatory units

J/601/1515	OS/OK	Monitor and solve customer service problems	3	6	40
L/601/0933	OS/OK	Give customers a positive impression of yourself and your organisation	2	5	33

### Group C Mandatory units

R/601/4871	OS/OK	Examine staff turnover issues and recruit staff in a cleaning environment	3	5	32
H/502/4097	OS/OK	Contribute to the control of resources	3	4	30
H/600/6418	OS/OK	Supervise the cleaning of food areas	3	3	25
K/600/6419	OS/OK	Provide guidance, resources and support to enable staff to minimise the risks of spreading infection when cleaning	3	4	26
D/600/6420	OS/OK	Maintain a sustainable environment in cleaning	3	3	17
M/600/9600	OS/OK	Set objectives and provide support for team members	3	5	35
H/600/6421	OS/OK	Train and develop cleaning staff	3	4	32

Unit ref	Unit type	Unit title	Level	Credit	GLH
L/503/9631	OS/OK	Working in Facilities Services	2	3	20
T/504/6198	OS/OK	Encourage colleague involvement in recycling	3	3	22
H/504/6200	OS/OK	Principles of managing and resolving conflict	3	3	20
A/504/6199	OS/OK	Implement quality management systems	3	2	16
J/503/9353	OS/OK	Understanding performance management	3	2	7