

FDQ - Qualification Specification

FDQ number	Qualification title	Qualification number (QN) Qualifications Wales Number	EQF Level	Review date
241-222	FDQ Level 2 Certificate in Cleaning and Support Service Skills	500/9310/1 C00/0218/6	3	31 st Jan 2027

Qualification Purpose

This qualification is designed for learners who are working in an operative cleaning and support service role. It offers learners the opportunity to develop skills and knowledge required to confirm competence in their work role.

Purpose D. Confirm occupational competence and/or 'licence to practice'.

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

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 Certificate requiring achievement of 18 credits, graded at pass/fail.

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.

This qualification could lead to

The qualification will support progression to further learning in:

- subject areas including;
 - cleaning and support services
 - cleaning operations

2. particular qualifications including;
 - FDQ Level 3 Diploma in Cleaning Supervision Skills
3. This qualification may support employment in/into operative level roles including;
 - cleaning operative

Qualification support

This qualification is supported by the Food and Drink Training and Education Council.

Further Information

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

Or by contacting FDQ:

Tel: 0113 859 1266

Email: fdq@fdq.org.uk

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. Assessment requirements are set out in individual units of assessment, see exemplar *M/600/2775 Reduce risks to health and safety in the workplace*. 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 has in place a quality system comprising policies and procedures to ensure its qualifications are developed, delivered and remain fit for purpose. FDQ externally quality assures all centre assessment and internal quality assurance quality and arrangements.

Rules of Combination (RoC)

FDQ Level 2 Certificate in Cleaning and Support Service Skills	
Total credits required for qualification	18-25
Total Qualification Time (TQT)	180 hours
Group A – mandatory	7 credits
Group B – mandatory	2-3 credits
Group C – mandatory	9-15 credits
Guided Learning Hours Range (min-max)	130-198 hours

Learners must achieve a minimum of 16 credits at or above the qualification level.

Exemptions

If the learner has completed unit J/600/2765 - Work in a team and develop yourself - this is equivalent to R/600/6351 and J/600/6279 (*)

Where a learner has achieved unit J/600/2765, the minimum number of credits for the full qualification is 17 and maximum 23 credits.

List of units

Unit ref	Unit type	Unit title	Level	Credit	GLH
Group A Mandatory units					
M/600/2775	OS/OK	Reduce risks to health and safety in the workplace	2	3	25
D/600/6322	OS/OK	Communicate effectively in the workplace	2	2	17
R/600/6351	OS/OK	Develop yourself in the job role (*)	2	2	12
Group B Mandatory units					
J/600/6279	OS/OK	Work with others and follow reporting procedures (*)	1	2	17
A/600/6280	OS/OK	Work individually and follow reporting procedures in a cleaning environment	1	3	19
Group C Mandatory units					
K/600/6324	OS/OK	Clean and maintain internal surfaces and areas	2	4	33
M/600/6325	OS/OK	Clean and maintain external surfaces and areas	2	4	26
T/600/6326	OS/OK	Deal with routine waste	2	3	24
J/600/6329	OS/OK	Clean washrooms and replenish supplies	2	3	17
A/600/6330	OS/OK	Clean high risk areas	2	5	35
F/600/6331	OS/OK	Clean confined spaces	2	4	26
J/600/6332	OS/OK	Clean food areas	2	4	32

Unit ref	Unit type	Unit title	Level	Credit	GLH
L/600/6333	OS/OK	Deep clean equipment and surfaces	2	6	39
D/600/6336	OS/OK	Clean, maintain and protect semi-hard and hard floors	2	4	23
H/600/6337	OS/OK	Clean and maintain soft floors and furnishings	2	4	21
M/600/6342	OS/OK	Clean glazed surfaces and facades	2	3	23
T/600/6343	OS/OK	Deal with non-routine waste	2	3	22
A/600/6344	OS/OK	Carry out maintenance and minor repairs	2	3	24
F/600/6345	OS/OK	Perform street cleansing manually <i>(note candidates selecting this unit must also take unit A28)</i>	2	3	24
J/600/6346	OS/OK	Perform street cleaning mechanically	2	4	31
R/600/6348	OS/OK	Work safely at heights	2	3	20
L/600/6350	OS/OK	Use a water-fed pole system to clean windows and facades	2	4	23

Exemplar unit of assessment

Title	Reduce risks to health and safety in the workplace				
Ofqual unit ref	M/600/2775				
Level	2	Credit value	3	GLH	25
Learning outcomes		Assessment criteria			
The learner will:		The learner can:			
1. Know about their organisation's health and safety procedures		1.1 Describe their responsibilities and legal duties for health and safety in the workplace 1.2 Identify responsibilities and legal duties for health and safety specific to their own job role 1.3 Name and locate the person responsible for health and safety in their area of work 1.4 Describe where and when to get additional health and safety assistance 1.5 Give reasons why it is important to follow manufacturer's instructions for the safe use of equipment materials and products.			
2. Know how to identify the hazards in the workplace		2.1 Define the term 'hazard' 2.2 Give examples of hazards which could exist in the workplace and the safe working practices which should be followed and identify those specific to their own job role 2.3 Give reasons why it is important to remain alert to the presence of hazards in the whole workplace 2.4 Describe why personal presentation and			

	behaviour is important in maintaining health and safety in the workplace.
3. Know how to evaluate risks in the workplace	<p>3.1 Define the term 'risk'</p> <p>3.2 Give reasons why they should deal with or report risks</p> <p>3.3 Describe procedures for reporting risks which they are unable to deal with</p> <p>3.4 Describe the risks to the environment which may be present in the workplace and your own job.</p>
4. Be able to identify the hazards and risks in the workplace	<p>4.1 Select the workplace instructions are relevant to the job</p> <p>4.2 Identify aspects of the workplace which could pose a danger to themselves or others</p> <p>4.3 Give examples of working practices in the job which could pose a danger to people in the workplace</p> <p>4.4 Assess which aspects of the workplace and working practices pose the highest risk and report them to the relevant person</p> <p>4.5 Deal with hazards in accordance with instructions and legal requirements</p>
5. Be able to reduce the risks to health and safety in the workplace	<p>5.1 Perform duties in accordance with workplace instructions, manufacturers' instructions and legal requirements</p> <p>5.2 Use equipment materials and products safely and in accordance with instructions</p> <p>5.3 Use relevant equipment to control risks to health</p>

	<p>and safety</p> <p>5.4 Make suggestions on how to reduce risks to health and safety in the workplace to the relevant person</p> <p>5.5 Describe any differences between workplace instructions and manufacturer’s instructions and report these to the relevant person</p> <p>5.6 Describe how your personal presentation and behaviour at work could cause risks to the health and safety of him/herself and others.</p>
<p>Additional information about the unit</p>	
<p>Unit purpose and aim(s)</p>	<p>This unit is about reducing risks to health and safety in the workplace. It is about appreciating significant risks in the workplace and knowing how to identify and deal with them.</p>