

# apprenticeship FRAMEWORK

## Cleaning and Environmental Support Services (Wales)

### IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

### Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

[afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03600](http://afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03600)

Issue date: 22 September 2015

Published by  
Instructus

apprenticeship  
FRAMEWORKS ONLINE  
[www.afo.sscalliance.org](http://www.afo.sscalliance.org)

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

These changes relate to the Essential Skills and Employer Rights and Responsibilities requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 14th October 2016. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

## Alternatives for Essential Skill qualifications

**Foundation apprenticeships (Level 2):** Where Essential Skills qualifications are specified in a foundation apprenticeship framework (Level 2), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade G (Level 1 equivalent); or
- b. O Level qualification in English language or literature to at least grade E; or
- c. A/AS Level qualification in English language or literature to at least grade E; or
- d. SCQF Level 4 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 4 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained are at Level 1 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade G (Level 1 equivalent); or
- b. O Level qualification in Mathematics to at least grade E; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 4 – Numeracy Core Skill (Graphical Information and using number); or
- e. SQA National 4 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 1 or above.

**Apprenticeships (Level 3):** Where Essential Skills qualifications are specified in an apprenticeship framework (Level 3), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in English language or literature to at least grade C; or
- c. A/AS Level qualification in English or literature to at least grade E; or
- d. SCQF Level 5 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 5 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained is at Level 2 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in Mathematics to at least grade C; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 5 – Numeracy Core Skill (Graphical information and using number); or
- e. SQA National 5 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 2 or above.

**Higher Apprenticeships (Levels 4-7):** Essential Skills requirements are as for an apprenticeship frameworks at Level 3.

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

## **Employer Rights and Responsibilities (ERR)**

The final modification to SASW is to Employer Rights and Responsibilities (ERR) which is no longer compulsory in frameworks. Please refer to the Employer Rights and Responsibilities section within the framework document to confirm specific requirements.

## **Additional Information**

It should be noted that SASW has also been modified to reflect existing improvements to Essential Skills Wales Qualifications. These improvements to ESW qualifications were signalled by the revised names:

- Essential Skills Wales Communication is now Essential Communication Skills (still 6 credits in size)
- Essential Skills Wales Application of Number Skills is now Essential Application of Number Skills (still 6 credits in size)
- Essential Skills Wales Information Communication Technology Skills is now Essential Digital Literacy Skills (still 6 credits in size)

Whilst there have been some amendments to the content of ESW qualifications, the most significant change has been to the assessment methodology for these qualifications.

From 1 January 2016, all new starts have had to follow the revised Essential Skill qualifications.

The updated version of SASW, and guidance documents, can be accessed here:

**<http://gov.wales/topics/educationandskills/skillsandtraining/apprenticeships/providers/?lang=en&dgd>**

Over the coming months, the Essential Skills section within AFO will be amended to reflect the SASW modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

# Cleaning and Environmental Support Services (Wales)

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# Framework summary

## Cleaning and Environmental Support Services

### Foundation Apprenticeship in Cleaning and Environmental Support Services

#### Pathways for this framework at level 2 include:

##### Pathway 1: Cleaning & Support Services

**Competence qualifications available to this pathway:**

C1 - Level 2 Certificate in Cleaning and Support Services Skills

**Knowledge qualifications available to this pathway:**

K1 - Level 2 Certificate in Cleaning Principles

**Combined qualifications available to this pathway:**

N/A

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

##### Pathway 2: Local Environmental Services

**Competence qualifications available to this pathway:**

C1 - Level 2 Certificate in Local Environmental Services Skills

**Knowledge qualifications available to this pathway:**

K1 - Level 2 Award in Cleaning Principles

**Combined qualifications available to this pathway:**

N/A

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

##### Pathway 3: Pest Management

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1 - Level 2 Diploma in Pest Management

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

## Cleaning and Environmental Support Services

### Apprenticeship in Cleaning and Environmental Support Services

#### Pathways for this framework at level 3 include:

##### Pathway 1: Cleaning Supervision

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1 - Level 3 Diploma in Cleaning Supervision Skills

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

# Framework information

## Information on the Publishing Authority for this framework:

### Instructus

The Apprenticeship sector for occupations in air conditioning, building services engineering, business and administration, cleaning, customer service, electro technical, electrical and electronic servicing, enterprise and business support, facilities management, heating and ventilating, housing, human resources and recruitment, industrial relations, leadership and management, marketing and sales (also includes contact centres and third sector), plumbing, property and refrigeration.

Issue number: 6	<b>This framework includes:</b>
Framework ID: FR03600	Level 2 Level 3
Date this framework is to be reviewed by: 30/09/2013	This framework is for use in: <b>Wales</b>

## Short description

This apprenticeship has been designed with the help of employers to attract new people into the Cleaning and Environmental Services sector and to upskill the existing workforce with qualifications at or above Level 2. The Foundation Apprenticeship has three pathways, Cleaning & Support Services, Local Environmental Services and Pest Management.

The new Apprenticeship in Cleaning Supervision has been developed as a route from Level 2 for those looking to progress in the sector as Supervisors or Team Leaders. Cleaning covers a variety of job roles within a wide range of organisations. Job titles could be hygiene operative, specialist cleaner, window cleaner and passenger transport valet.

Local Environmental Services involves a combination of cleaning and horticultural skills. Apprentices would normally work for local authorities and housing associations. Job titles could be neighbourhood services assistant or operative.

Pest Management is a new pathway and involves the controlled management of pests.

Apprentices would normally work for pest control organisations, local authorities or within larger cleaning or facilities management companies. Job titles include Pest Management Technician or Operative.



# Contact information

## Proposer of this framework

This framework is published by Asset Skills on a non-statutory basis prior to the designation of issuing authorities for Wales.

Asset Skills have developed this framework with the input of and on behalf of employers within the sector. Consultation took place during the development of each pathway with relevant employers and industry stakeholders.

The Foundation Pest Management pathway was developed with the input of and through consultation with key industry employers and trade association representatives through the Pest Control Education and Training Forum. This quarterly forum including the employers Rentokil, Killgerm and Ecolab, and the trade associations, the British Pest Control Association (BPCA) and National Pest Technicians Association (NPTA) were attended by Asset Skills, and used a platform to receive feedback and consult on what industry required to be included in the framework components.

The Apprenticeship Cleaning Supervision pathway was developed following industry feedback that a progression route from Foundation was required. Working with industry employers and stakeholders both through electronic consultation and face to face meetings, Asset Skills has developed the Apprenticeship pathway to provide a clear progression route both for those new to and already working in the Cleaning industry.

## Developer of this framework

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# Revising a framework

## Contact details

Who is making this revision: Gill Spatcher- Apprenticeships Manager  
Your organisation: The Building Futures Group  
Your email address: gspatcher@thebuildingfuturesgroup.com

## Why this framework is being revised

Addition of qualifications offered by other awarding organisations, change of company and contact details due to the formation of the Building Futures Group which was formerly known as Asset Skills.

## Summary of changes made to this framework

see above

## Qualifications removed

N/A

## Qualifications added

601/6595/9 TQUK Level 2 Certificate in Cleaning and Support Services Skills (QCF)

601/6594/7 TQUK Level 2 Certificate in Cleaning Principles (QCF)

601/7748/2 BIIAB Level 2 Certificate in Cleaning and Support Services (QCF)

601/7770/6 BIIAB Level 2 Certificate in Cleaning Principles (QCF)

601/6593/5 TQUK Level 3 Diploma in Cleaning Supervision Skills

601/7741/X BIIAB Level 3 Diploma in Cleaning Supervision Skills (QCF)

## Qualifications that have been extended

N/A

# Purpose of this framework

## Summary of the purpose of the framework

Cleaning professionals make a difference to all our lives, although the work often goes 'unseen'. Cleaners ensure that the places we work in and the public places we use are attractive, safe and hygienic. In hospitals cleaning staff are at the forefront of controlling the spread of infection, and in many walks of life cleaners ensure a hazard free environment by ensuring it is safe and clean for the general public.

The Foundation framework has three pathways, Cleaning & Support Services, Local Environmental Services and Pest Management.

Cleaning & Support Services covers the following job roles: building interiors cleaner, hygiene operative, facilities operative, specialist cleaning operative, window cleaner and food premises cleaner. Apprentices could work in a variety of settings such as hospitals, schools, factories, state of the art offices and shopping centres.

Local Environmental Services covers the job roles of neighbourhood services assistant or operative. The role involves a combination of cleaning and horticultural skills, such as hard and soft landscaping and grounds maintenance. Apprentices following this pathway would normally work for local authorities and housing associations in settings such as parks, cemeteries and crematoria, public rights of way, countryside recreation sites and open spaces around people's homes and council buildings.

Pest Management covers the job roles of Pest Management Technician or Operative. The role involves identifying, controlling or eliminating pests/vermin in customers' homes and businesses by utilising a variety of methods such as applying pesticides and laying traps. The work also involves offering advice on preventative measures and suitable methods of control.

Pest Management provides protection from the risks of pest related contamination and damage that can result in a loss of reputation and business as well as a significant fine. The UK pest control industry practices self-regulation. As a result there are significant differences in the way services are delivered by each company, ranging from the unskilled and liberal spraying of insecticides to the use of best practice.

There is no competency based qualification in pest management and it is felt that the development of such areas within the apprenticeship will help to raise standards and ensure that personnel have the practical skills relating to the safe use of pesticides and in particular green pest control methods. The apprenticeship will also help to develop important skills such as communication and customer service skills, whilst numeracy skills will be important in measuring and calculating the correct doses of pesticides.

There are 12,900 people employed in the Cleaning sector in Wales. The vast majority of companies within the sector are small in size and employ 10 or fewer people. However, 50% of all employees within the sector work in organisations of 200 people or more. Asset Skills research indicates that a high proportion of companies are looking to grow over the next 3 years and 27% of companies plan to move into new areas of activity.

Challenges faced by Cleaning companies include:

- Attracting staff into the job - the poor perception of the sector means that it is often difficult to attract skilled people into the profession
- Shortage of skilled workers - 65% of the the cleaning workforce in Wales has below level 2 or no qualifications
- Skills gaps in management & leadership, green issues, technical, literacy and numeracy skills
- Keeping up with frequently changing legislation
- Pressure to continue to provide its clients with a high level of service at a lower cost

Future competencies required by the sector include:

- Management and Leadership
- Communication Skills
- English for speakers of Other Languages (ESOL)
- Knowledge and awareness of 'green' products
- Employability skills for those entering elementary job roles
- Technical knowledge

Employers have been involved with the design of the qualifications in this framework which will develop the critical skills required within the sector and the framework has also been updated to meet the requirements of the Specification of Apprenticeship Standards for Wales (SASW).

## **Aims and objectives of this framework (Wales)**

The aim of the apprenticeship is to attract new people into the related sector and to up skill the existing workforce to enable employers to remain competitive and profitable. The objectives are as follows:

- upskill the existing workforce by qualifying them to at least Level 2
- attract new people into the sector, especially young people who are under-represented
- develop literacy, numeracy and customer service skills which are seen as skill gaps
- develop technical skills and raise knowledge and awareness of green products and sustainability issues
- provide a career pathway into the sector leading to Level 3 jobs

Please refer to the Asset Skills website for more information:

<http://www.assetskills.org/Research/SectorSkillsAssessment2010.aspx>

# Entry conditions for this framework

Employers are looking to attract applicants from a wide range of backgrounds and experience. There are no minimum requirements and formal qualifications are not necessary. Applicants may come from a range of entry routes one being the Welsh Baccaulaureate Environmental and Land-based studies. Applicants will be expected to have basic literacy and numeracy skills on which this apprenticeship will build, be willing to work as part of a team and have a keen interest in providing high standards of customer service.

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

If working as a window cleaner or as a specialist cleaner there will be a need to work at heights and in enclosed spaces. If taking the Local Environmental Services or Pest Management pathways apprentices will be expected to work outdoors in all weather conditions.

## RULES TO AVOID REPEATING QUALIFICATIONS

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on- and off-the-job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

There are no relaxations or proxies for any qualifications specified in a framework in SASW, however, providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace.

### 1. Essential Skills Wales

If applicants already have GCSEs in English, Maths and/or Information and Communications Technology (ICT) they still have to do the Essential Skills Wales at the relevant level as these are new qualifications and proxies do not exist.

### 2. Knowledge Qualifications

If applicants already have one of the Level 2 Knowledge qualifications or unit components before they started their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have



achieved this qualification within three years of applying for the apprenticeship certificate. For example they may have already achieved the knowledge element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

### 3. Competence qualifications

If applicants already have a Competence qualification for their chosen Apprenticeship, they do not have to repeat this qualification, however this qualification must have been achieved within three years of applying for the apprenticeship certificate and they will still have to demonstrate competency in the workplace.

### 4. Prior experience

Applicants already working in the relevant sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competency and the knowledge qualifications in this framework.

## Level 2

Title for this framework at level 2

# Foundation Apprenticeship in Cleaning and Environmental Support Services

### Pathways for this framework at level 2

- |            |                              |
|------------|------------------------------|
| Pathway 1: | Cleaning & Support Services  |
| Pathway 2: | Local Environmental Services |
| Pathway 3: | Pest Management              |

## Level 2, Pathway 1: Cleaning & Support Services

### Description of this pathway

#### Cleaning & Support Services- 43 credits

- 18 for Competence
- 13 for Knowledge
- 12 for Essential Skills Wales Communication and Application of Number

### Entry requirements for this pathway in addition to the framework entry requirements

There are no entry requirements for this pathway, but apprentices may be required to work at heights or work in confined spaces.

Job title(s)	Job role(s)
Passenger Transport Cleaner	Cleaning interior upholstery and applying specialist treatments to the bodywork of vehicles. Interacting with customers and dealing with queries.
Industrial Cleaner	Working within a manufacturing plant cleaning specialist machinery and communicating with the customer or members of staff.
Caretakers	Carry out minor repairs, strip and polish hard floors and general maintenance such as gutter clearance. Answering queries from the general public and liaising with other members of staff.
Window Cleaners	Maintenance and protection of glass and frames. Could use water fed poles and abseiling techniques for which specialist training will be given. Liaising with the customer.
Street Cleansing Operatives	Removing waste and detritus from pedestrian areas, grass verges, parks, roads and pavements. Could be performed manually or the driving of mechanised equipment. Could involve the exterior cleaning of buildings and dealing with queries from the general public.
Hygiene and Cleaning Operative	Cleaning internal surfaces to prevent the spread of germs and bacteria and to maintain a healthy environment. Communicating with the customer and dealing with queries.
Specialist Carpet and Flooring Cleaners	Stripping, cleaning and polishing of a variety of floor surfaces and the cleaning of upholstery and carpets, applying protective treatments and finishes. Communicating with the customer and dealing with queries.

# Qualifications

## Competence qualifications available to this pathway

C1 - Level 2 Certificate in Cleaning and Support Services Skills					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/8104/4	City & Guilds	18	129-180	N/A
C1b	501/0289/8	EDI	18	180-240	N/A
C1c	500/9310/1	FDQ	18	180-240	N/A
C1d	500/9242/X	EDEXCEL	18	130-180	N/A
C1e	501/0473/1	NCFE	18	129-197	N/A
C1f	501/0327/1	NOCN	18	129-180	N/A
C1g	501/1890/0	WAMITAB	18	129-197	N/A
C1h	600/0309/1	Skillsfirst	18	180-240	N/A
C1i	501/0852/9	Ascentis	18	180-240	N/A
C1j	600/3829/9	HABC	18	127-180	N/A
C1k	600/4500/0	Agored Cymru	18	129-180	N/A
C1l	601/7748/2	BIIAB	18	130-180	N/A
C1m	601/6595/9	TQUK	18	130-180	N/A

## Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Cleaning Principles					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/5637/2	City & Guilds	13	110	N/A
K1b	500/5848/4	FDQ	13	110	N/A
K1c	500/9522/5	EDEXCEL	13	110	N/A
K1d	500/7583/4	EDI	13	110	N/A
K1e	501/2319/1	NCFE	13	110	N/A
K1f	600/0033/8	WAMITAB	13	110	N/A
K1g	600/0311/X	Skillsfirst	13	110	N/A
K1h	600/4631/4	NOCN	13	110	N/A
K1i	600/3901/2	HABC	13	110	N/A
K1j	601/7770/6	BIIAB	13	110	N/A
K1k	601/6594/7	TQUK	13	110	N/A

## Combined qualifications available to this pathway

N/A

## Relationship between competence and knowledge qualifications

The Certificate in Cleaning Principles provides the underpinning knowledge and understanding for the competency qualification and also has a broader range of knowledge for sustainability issues.

K1 provides underpinning knowledge and understanding for C1

Please note that ICT has not been included in this framework. Job profiles have been reviewed and the tasks currently performed by cleaners do not require the inclusion of the IT Essential Skills. Apprentices do not have access to computers and would tend to use portable PDA units for communication.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 1	6
Application of numbers	Level 1	6
IT	N/A	N/A

## Progression routes into and from this pathway

### Progression into this Foundation Cleaning & Support Services Apprenticeship

Apprentices can enter Cleaning from any background and qualifications are not essential.

### Progression from this Foundation Cleaning & Support Services Apprenticeship

- Apprenticeship in Facilities Management
- Apprenticeship in Cleaning Supervision
- Progression to team leader, supervisor roles
- Into higher level management positions, managing several contracts and a large number of staff.

Upon completion of the apprenticeship an employee can apply for membership of the professional organisation the British Institute of Cleaning Science (BICS)

For further information about careers in cleaning visit <http://www.asse-tskills.org/CareersandTraining/CareersHome.aspx>



# Employee rights and responsibilities

Within the Cleaning & Support Services pathway of this apprenticeship, there are three options for apprentices to choose to gain the ERR element of this framework. This gives apprentices the flexibility to complete the ERR in a way that is most appropriate to them.

All Apprentices **MUST** receive an induction to the workplace and to the Apprenticeship programme.

ERR will be delivered through an ERR checklist, Facilities Management workbook or a level 2 Award in Employment Rights and Responsibilities, which is offered by a variety of awarding organisations. This will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR.

## **RECOGNITION OF ERR:**

On completion of the ERR checklist the checklist must be placed in the apprentice's portfolio for quality assurance purposes. A copy of the signoff form at the back of the checklist, or FM workbook, or the qualification certificate, must be returned to Asset Skills in order to claim the final certification and as proof that ERR has been completed.

The checklist and workbook can be found on the Asset Skills website:

<http://www.assetskills.org/QualificationsAndStandards/Apprenticeships/CleaningServicesApprenticeshipInformation.aspx>

## Level 2, Pathway 2: Local Environmental Services

### Description of this pathway

#### Local Environmental Services- 42 credits

- 20 for Competence
- 10 for Knowledge
- 12 for Essential Skills Wales Communication and Application of Number

### Entry requirements for this pathway in addition to the framework entry requirements

There are no entry requirements for this pathway, but apprentices must enjoy working outdoors in all weathers, and be prepared to drive cleaning machinery.

Job title(s)	Job role(s)
Neighbourhood Services Operative	Removal and recycling of waste, grass-cutting, hedge trimming, planting, pruning and seeding. Cleaning building facades and exteriors. Responding to queries from the general public.
Specialist Neighbourhood Services Operative	Hard and soft landscaping, grounds maintenance work, tree care and plant propagation. Care and basic maintenance of building facades and exteriors. Responding to queries from the general public.

# Qualifications

## Competence qualifications available to this pathway

C1 - Level 2 Certificate in Local Environmental Services Skills					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	501/1053/6	City & Guilds	20	140-184	N/A
C1b	501/0832/3	NCFE	20	140-184	N/A
C1c	600/1980/3	WAMITAB	20	140-184	N/A
C1d	600/2280/2	EDEXCEL	20	140-184	N/A

## Knowledge qualifications available to this pathway

K1 - Level 2 Award in Cleaning Principles					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0648/1	City & Guilds	10	88	N/A
K1b	600/1698/X	WAMITAB	10	88	N/A
K1c	600/1721/1	EDEXCEL	10	88	N/A
K1d	600/3151/7	NCFE	10	88	N/A

## Combined qualifications available to this pathway

N/A

## Relationship between competence and knowledge qualifications

The Award in Cleaning Principles provides the underpinning knowledge and understanding for the competency qualification and also has a broader range of knowledge for sustainability issues. K1 provides the underpinning knowledge and understanding for the mandatory units of C1.

In this framework it is mandatory for the apprentice to achieve one of the following horticulture units from C1 (the competency qualification) and be assessed via independent methods:

- Clearing horticultural and landscaping sites
- Preparing ground for seeding and planting
- Establishing plants and/or seeds in soil
- Maintain the health of sports turf
- Use and maintain non-powered and hand-held powered tools and equipment
- Set out and mark out landscape sites to establish grassed and planted areas (Level 3 unit)

Please note that IT has not been included in this framework. Job profiles have been reviewed and the tasks currently performed do not require the inclusion of the IT Essential Skills. Apprentices do not have access to computers and would tend to use portable PDA units for communication.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 1	6
Application of numbers	Level 1	6
IT	N/A	N/A

## Progression routes into and from this pathway

### Progression into this Foundation Local Environmental Services Apprenticeship

Apprentices can enter Local Environmental Services from any background and qualifications are not essential.

### Progression from this Foundation Local Environmental Services Apprenticeship

- Level 3 Apprenticeship in Horticulture
- Level 3 Apprenticeship in Cleaning Supervision
- Level 3 Apprenticeship in Waste & Sustainable Resource Management
- Progression to team leader or supervisor roles

Further information on careers can be found at [http://www.asse  
tskills.org/CareersandTraining/CareersHome.aspx](http://www.assetskills.org/CareersandTraining/CareersHome.aspx)

# Employee rights and responsibilities

All Apprentices MUST receive an induction to the workplace and to the Apprenticeship programme.

ERR will be delivered through an ERR checklist only, which will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR.

## **RECOGNITION OF ERR:**

On completion of the ERR checklist the checklist must be placed in the apprentice's portfolio for quality assurance purposes. A copy of the signoff form at the back of the checklist must be returned to Asset Skills in order to claim the final certification and as proof that the ERR checklist has been completed.

The checklist can be found on the Asset Skills website:

<http://www.assetskills.org/QualificationsAndStandards/Apprenticeships/CleaningServicesApprenticeshipInformation>

## Level 2, Pathway 3: Pest Management

### Description of this pathway

#### **Pest Management- 53 credits**

- 31 for Competence
- 10 for Knowledge
- 12 for Essential Skills Wales Communication and Application of Number

### Entry requirements for this pathway in addition to the framework entry requirements

There are no additional requirements other than the general entry conditions.



Job title(s)	Job role(s)
Pest Management Technician	Pest management technicians identify, control, and eliminate pests or vermin, such as birds, rabbits, grey squirrels, mice, and various insects using a range of methods, equipment, and chemicals. They also advise customers on preventative measures and suitable methods of control.

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 - Level 2 Diploma in Pest Management					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/7800/5	Royal Society for Public Health (RSPH)	41	201	N/A

## Relationship between competence and knowledge qualifications

The Diploma in Pest Management provides the underpinning knowledge and competence to carry out the role of a Pest Management Technician.

This qualification covers the minimum of 10 credits for competence and 10 for knowledge. The breakdown of the credits and where they are included in the Mandatory units is outlined below,

- Health, Safety and Legal Aspects of Pest Management (3 Knowledge)
- Invertebrate Pest Management (3 Knowledge)
- Vertebrate Pest Management (3 Knowledge)
- Techniques for the Management of Vertebrate Pests (4 Competency)
- Techniques for the Management of Invertebrate Pests (4 Competency)
- Develop Yourself in the Job Role (1 Knowledge, 1 Competence)
- Apply the Principles of Health and Safety at Work (8 Competency)
- Apply Techniques for the Management of Vertebrate and Invertebrate Pests (14 Competency)

This confirms the coverage of the minimum 10 credits of both Knowledge and Competence.

Please note that IT has not been included in this framework. Job profiles have been reviewed and the tasks currently performed do not require the inclusion of the IT Essential Skills. Apprentices do not have access to computers and would tend to use portable PDA units for communication.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 1	6
Application of numbers	Level 1	6
IT	n/a	n/a

## Progression routes into and from this pathway

### Progression into this Foundation Pest Management Apprenticeship

Apprentices can enter Pest Management from any background and qualifications are not essential.

Those holding the following industry qualifications will be able to claim accreditation of prior learning towards the Level 2 Diploma in Pest Management.

- Level 2 Award in Pest Management
- Level 2 Certificate in Pest Management

### Progression from this Foundation Pest Management Apprenticeship

- Apprenticeship in Facilities Management
- Apprenticeship in Cleaning Supervision
- RSPH Level 3 Diploma in Pest Management
- Progression to supervisor roles in Pest Management

Further information on careers can be found at <http://www.asse-tskills.org/CareersandTraining/CareersHome.aspx>

# Employee rights and responsibilities

Within the Pest Management pathway of this apprenticeship, there are two options for apprentices to choose to gain the ERR element of this framework. This gives apprentices the flexibility to complete the ERR in a way that is most appropriate to them.

All Apprentices **MUST** receive an induction to the workplace and to the Apprenticeship programme.

ERR will be delivered through an ERR checklist or workbook, which will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR.

## **RECOGNITION OF ERR:**

On completion of the ERR checklist the checklist must be placed in the apprentice's portfolio for quality assurance purposes. A copy of the sign-off form at the back of the checklist, or FM workbook, must be returned to Asset Skills in order to claim the final certification and as proof that the ERR checklist has been completed.

## Level 3

Title for this framework at level 3

# Apprenticeship in Cleaning and Environmental Support Services

### Pathways for this framework at level 3

Pathway 1:      Cleaning Supervision

## Level 3, Pathway 1: Cleaning Supervision

### Description of this pathway

#### Cleaning Supervision- 49 credits

- 11 Competency credits minimum\*
- 10 Knowledge credits minimum\*
- 12 for Essential Skills Wales Application of Number and Communication

\*Remaining 16 credits to be achieved from combined Optional units

### Entry requirements for this pathway in addition to the framework entry requirements

There are no additional requirements other than the general entry conditions.

Job title(s)	Job role(s)
Cleaning Supervisor or Team Leader	Cleaning supervisors have overall responsibility for the day-to-day cleaning operation so that the building and its surrounding area are clean and safe for people to live or work in. They undertake cleaning tasks with additional responsibilities like administration and supervision.



# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 - Level 3 Diploma in Cleaning Supervision Skills					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	500/9338/1	City & Guilds	37	227	N/A
B1b	600/3294/7	Edexcel	37	227	N/A
B1c	600/0612/2	Skillsfirst	37	227	N/A
B1d	600/8063/2	FDQ	37	224	N/A
B1e	601/7741/X	BIIAB	37	227	N/A
B1f	601/6593/5	TQUK	37	227	N/A

## Relationship between competence and knowledge qualifications

The Level 3 Diploma in Cleaning Supervision Skills provides the underpinning knowledge and competency for this framework. The required minimum 10 credits of Knowledge and Competence are covered within the Mandatory units as detailed below,

### Mandatory Group A

- Supervise cleaning staff (2 Knowledge, 2 Competence)
- Contribute to the implementation of systems and best practice in cleaning (1 Knowledge, 1 Competence)
- Support equality, diversity and individual rights in the workplace (4 Knowledge)
- Develop and implement a risk assessment plan in own area of responsibility (2 Knowledge, 4 Competence)

### Mandatory Group B

- Monitor and solve customer service problems (1 Knowledge, 5 Competence)

OR

- Give customers a positive impression of yourself and your organisation (1 Knowledge, 4 Competence)

Further Knowledge and Competence aspects will be covered by completing units to the value of 16 credits in Optional Group C.

Apprentices who have already achieved competence and/ or knowledge outcomes before entry to the apprenticeship must select options which will equip them with the new skills and learning.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 2	6
Application of numbers	Level 2	6
IT	n/a	n/a

# Progression routes into and from this pathway

## Progression into this Cleaning Supervision Apprenticeship

- Foundation Apprenticeship in Cleaning and Environmental Support Services
- Foundation Apprenticeship in Facilities Services

## Progression from this Cleaning Supervision Apprenticeship

- Higher Apprenticeship in Facilities Management
- Higher Apprenticeship in Leadership and Management
- Foundation Degree and Degree Level qualifications in Management

Further information on careers can be found at [http://www.asse  
tskills.org/CareersandTraining/CareersHome.aspx](http://www.assetskills.org/CareersandTraining/CareersHome.aspx)

## UCAS points for this pathway:

*(no information)*

# Employee rights and responsibilities

Within the Cleaning Supervision pathway of this apprenticeship, there are three options for apprentices to choose to gain the ERR element of this framework. This gives apprentices the flexibility to complete the ERR in a way that is most appropriate to them.

All Apprentices **MUST** receive an induction to the workplace and to the Apprenticeship programme.

ERR will be delivered through an ERR checklist or workbook or the Level 2 Award in Employment Rights and Responsibilities, which is offered by a variety of awarding organisations. These options will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR.

## **RECOGNITION OF ERR:**

On completion of the ERR checklist the checklist must be placed in the apprentice's portfolio for quality assurance purposes. A copy of the sign-off form at the back of the checklist, or FM workbook, or qualification certificate, must be returned to Asset Skills in order to claim the final certification and as proof that the ERR outcome has been completed.

*The remaining sections apply to all levels and pathways within this framework.*

## How equality and diversity will be met

These figures relate to Wales. The Cleaning workforce is predominately white (90%) and around 63% female. Nearly half of the cleaning workforce (47%) are aged over 45; 18% are aged 16 - 24 and 13% have a disability.

Likely reasons for these imbalances include,

- part time work tends to attract more women
- cleaning is not seen as an attractive industry for males and BME who are not aware that long term career prospects can be good in the sector

As Pest Management is a new pathway, detailed information is not available.

Asset Skills is taking the following steps to address diversity issues in the workforce:

- Raising awareness in schools about cleaning and local environmental services as a career through work with school careers advisors and career fairs
- Women and Work which helps women to achieve their potential
- Use of non stereotypical images on the careers website and materials
- Case studies for apprentices which reflect more males and those from BME groups

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry, therefore entry conditions to this framework are extremely flexible. The Cleaning and Environmental Support Services framework is also about encouraging social inclusion, ensuring that more people in the sector achieve a minimum of level 2 qualifications, including literacy and numeracy skills.

Training providers and employers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the Industry, using the 9 protected characteristics of :

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnership
6. Pregnancy and maternity

7. Race
8. Religion or Belief
9. Sex or sexual orientation

<http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/>

Asset Skills will monitor take up and achievement of all Apprenticeships through its Employer Board meetings and continue to take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

# On and off the job training (Wales)

## Summary of on- and off-the-job training

Job roles within Cleaning and Local Environmental Services require a thorough level of technical competency and knowledge, which will be undertaken through work-based training practice and experience.

The total number of hours for this apprenticeship per pathway is as follows:

Cleaning & Support Services pathway- 240

Local Environmental Services pathway- 240

Pest Management- 321

Cleaning Supervision- 347

These figures include training time for the competency qualification, Essential Skills Wales, the knowledge qualification, ERR induction and hours for mentoring/progress reviews. It is envisaged that the framework will take 12 months to complete.

In Wales there is an additional facility to recognise prior achievement of both knowledge and skills. The balance of recognition will be based on the training providers initial assessment.

Training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice. The amount of off and on-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of hours for this framework can be verified for apprenticeship certification. (see below for more details). The time limit for previous attainment has been set at three years prior to applying for apprenticeship certification.

## Off-the-job training

Off-the-job training is defined as time for learning activities away from normal work duties.



Off-the-job training may include any activity where an apprentice receives any form of instruction, tuition, assessment or progress reviews. For illustration (but not exclusively) private study, coaching, mentoring, e-learning, distance learning or classroom training may count as off-the-job training, provided it is carried out during paid work time.

For this framework the amount of off-the-job training per pathway is as follows:

### **Foundation Apprenticeship Pathways**

Cleaning & Support Services - 110

Local Environmental Services - 110

Pest Management- 138

### **Apprenticeship Pathway**

Cleaning Supervision- 168

## **How this requirement will be met**

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and tutor, mentor or manager
- allow access as and when required by and apprentice either to a tutor, teacher, mentor or manager
- be delivered during contracted working hours
- be delivered through one or more of the following methods listed above

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records.

Evidence for off-the-job training will include:

- Level 2 Award/Certificate in Cleaning Principles
- Knowledge aspects of the Level 2 Diploma in Pest Management
- Knowledge aspects Level 3 Diploma in Cleaning Supervision Skills
- Essential Skills Wales Certificates
- ERR checklist of Workbook sign off sheet

## **Previous attainment**

Where a learner enters an apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording or exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications. For apprentices who have already achieved the relevant qualifications, they must have been certificated within three years of applying for the Apprenticeship Certificate.

## **Previous experience**

Where a learner enters an apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised (see QCF Guidance on Claiming credit for further details). To count towards apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisations "QCF recognition of Prior Learning" procedures and the hours recorded may then count towards the off-the-job hours required to complete the apprenticeship.

## **On-the-job training**

On-the-job training is defined as skills, knowledge and competence gained within normal work duties.

For this framework the amount of on-the-job training is as follows:

### **Foundation Apprenticeship Pathways**

Cleaning & Support Services- 130

Local Environmental Services- 130

Pest Management- 183

### **Apprenticeship Pathway**

Cleaning Supervision- 179

Examples of on-the job training could include:

- coaching and mentoring
- job shadowing
- company updates on policy and procedures

- instructions, briefings and guidance given whilst on-the-job
- workplace observations

## How this requirement will be met

On-the-job training needs to be:

- planned, reviewed and evaluated jointly between the apprentice and tutor, mentor or manager
- Allow access as and when required by and apprentice either to a tutor, teacher, mentor or manager
- delivered during contracted working hours
- formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records.

Evidence for on-the-job training will include:

- Level 2 Certificate in Cleaning & Support Service Skills or Level 2 Certificate in Local Environmental Services
- Competence aspects of the Level 2 Diploma in Pest Management
- Competence aspects of the Level 3 Diploma in Cleaning Supervision Skills
- ERR checklist sign off sheet

## Previous attainment and experience

Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or Recognition of Prior Learning (RPL) procedures (same as off-the-job above).

The amount of on-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the number of on-the-job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim a substantial proportion of hours towards the on-the-job framework total through prior learning acquired from previous employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'.

Training providers are encouraged to identify additional on-the-job training programmes that

customise the learning to the new workplace. Customisation programmes may include selecting appropriate units from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning (QALL) through a CQFW recognised body, or follow Essential Skills at a level higher than that specified in the framework and other competency-based qualifications/units relevant to the workplace.

The training provider must have transparent APL procedures in place to evidence the level of APL recognition.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within three years from the date of application for the Foundation and Apprenticeship Certificate or have been continuously employed in the industry for eighteen months.

# Wider key skills assessment and recognition (Wales)

## Improving own learning and performance

There is a mandatory unit entitled 'Develop yourself in the job role' included in the Level 2 Competency qualifications, which covers the requirements for improving own learning and performance.

## Working with others

The apprentice will have lots of opportunities to demonstrate working with others in the competency qualifications and therefore employers felt that a separate qualification or unit was not appropriate at Level 2 or 3.

## Problem solving

The apprentice will have lots of opportunities to demonstrate problem solving skills in the competency qualifications and therefore employers felt that a separate qualification or unit was not appropriate at Level 2 or 3.

# Additional employer requirements

There are no additional employer requirements for this apprenticeship.

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apprenticeship  
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[www.afo.sscalliance.org](http://www.afo.sscalliance.org)