

Level 2 Certificate in

Cleaning Knowledge and Skills

This qualification aims to develop your understanding of the principles of decontamination and improve your practical skills, such as cleaning and waste management.

This course will also expand your knowledge of health and safety and provide insight into infection control and regulations, such as RIDDOR and COSHH. Furthermore, unlike some other cleaning training courses, this course is available via distance learning – with no need to attend classroom/training sessions.

Unit 1: Dealing with routine and non-routine waste

In this unit, you will identify different types of waste and discover the procedures for handling and transferring hazardous and non-hazardous waste.

Unit 2: Health and safety for the cleaning and support services industry

Within this unit, you will develop your understanding of health and safety legislation and regulations that apply to the cleaning and support services industry. This unit also highlights the importance of the correct use of equipment, materials and chemicals and Personal Protective Equipment (PPE).

Unit 3: Working with customers and others in the cleaning and support services industry

In this unit you will discover how to communicate appropriately with customers and contribute to effective teamwork. You will also develop your understanding of the importance of positive behaviour and attitudes, procedures for handling difficult customer situations and reasons to adapt communication to different audiences.

Unit 4: Infection control, RIDDOR and COSHH in cleaning settings

This unit will develop your understanding of infection control principles and how these apply in cleaning settings. You will also discover the responsibilities of your role with regards to the Reporting of Injuries, Dangerous Diseases and Occurrences Regulations (RIDDOR) and the Control of Substances Hazardous to Health (COSHH).

Unit 5: Principles of decontamination, cleaning and waste management

This unit will develop your understanding of the importance of maintaining a clean environment. This unit covers workplace cleaning schedules and procedures which should be followed if you have concerns over standards of hygiene. You will also discover the principles of decontamination processes and effective waste management.

Unit 6: Cleaning of interiors and washrooms

This unit will ensure that you are able to prepare for cleaning of interiors and washrooms. You will discover the importance of cleaning procedures, using the correct methods and cleaning to prescribed standards.

This unit requires a line manager or supervisor to observe you whilst demonstrating particular tasks in your role before completing a witness observation form. The witness observation form will act as evidence to prove that you are capable of certain skills.



*The level 2 distance learning courses are fully funded.
The only criteria is that you are over 19, have lived in the EU for the past 3 years and currently live in England.*