



Qualification Structure

Candidates must complete the two units from Group A (Mandatory Units), plus one unit from Group B (Mandatory Option Units), plus three units from Group C (total six units).

Group A (Mandatory Units). Both Units must be completed to achieve the full NVQ.

001	Y/104/0305	Make sure your own actions reduce risks to health and safety
002	J/104/0901	Communicate effectively with customers and others

Group B (Mandatory Unit Options). One unit must be completed.

003	L/104/0902	Work as a team and develop yourself
004	R/104/0903	Work individually and develop yourself

Group C (Optional Units) – Three units must be completed

005	Y/104/0904	Clean and maintain internal surfaces and areas
006	D/104/0905	Clean and maintain external surfaces and areas
007	H/104/0906	Deal with routine waste
008	K/104/0907	Clean washrooms and replenish supplies
009	M/104/0908	Clean high risk areas
010	T/104/0909	Clean confined spaces
011	K/104/0910	Clean food areas
012	M/104/0911	Deep clean equipment and surfaces
013	T/104/0912	Clean, maintain and protect hard floors
014	A/104/0913	Clean and maintain soft floors and furnishings
015	F/104/0914	Clean glazed surfaces and façades
016	J/104/0915	Deal with non-routine waste
017	L/104/0916	Carry out maintenance and minor repairs
018	R/104/0917	Perform street cleansing manually
019	Y/104/0918	Perform street cleansing by machine
020	D/104/0919	Use a Water-fed Pole System to Clean Windows and Facades
021	H/103/8363	Work safely at heights