



# ***FOOD & DRINK QUALIFICATIONS***

## **Cleaning and Support Services**

### **The Framework of Standards – Level 1**

**National Qualification Number: 100/2969/2**

## Cleaning and Support Services

### The Framework of Standards – Level 1

#### Compulsory Units:

The level 1 NVQ consists of 6 units. Three of these are compulsory.

#### **Unit 1      Maintain service delivery**

- 1.3 Present a positive personal image
- 1.4 Carry out your duties as instructed
- 1.5 Maintain the security of the premises where you work and their contents

#### **Unit 2      Ensure your own actions reduce risks to health and safety (U1050647)**

- 2.3 Identify the hazards and evaluate the risks in your workplace
- 2.4 Reduce the risks of the health and safety in your workplace

#### **Unit 3      Work as a member of a team**

- 3.3 Maintain good working relationships with other staff
- 3.4 Develop yourself in your career

#### Optional Units:

The other three units can be chosen from this bank of optional units:

#### **Unit 10      Clean floors manually**

- 10.1 Remove loose dust and debris from floors
- 10.2 Remove ground-in soil from floors
- 10.3 Remove spillages from floors

#### **Unit 11      Clean furniture, fittings and vertical surfaces manually**

- 11.1 Clean furniture and fittings
- 11.2 Spot clean walls, doors and partitions
- 11.3 Clean glass surfaces
- 11.4 Empty bins and remove waste

#### **Unit 12      Clean toilets and washrooms manually**

- 12.1 Prepare for cleaning toilets and washrooms
- 12.2 Clean fixtures and fittings in toilets and washrooms
- 12.3 Refill and replace consumables

**Unit 20 Clear highways and land manually**

- 20.1 Clear detritus and debris from highways and land
- 20.2 Empty waste containers at collection points

**Unit 21 Clear spillages from highways and land manually**

- 21.1 Clear spillages from highways and land

**Unit 22 Remove graffiti and fly-posters manually**

- 22.1 Remove graffiti manually
- 22.2 Remove fly-posters manually

**Unit 23 Manually clear snow and treat highways and land for ice**

- 23.1 Clear snow and ice from highways and land
- 23.2 Treat snow-covered and ice-covered highways and land