



FOOD & DRINK QUALIFICATIONS

Cleaning and Support Services (Food Premises)

The Framework of Standards – Level 2

National Qualification Number: 100/2970/9

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The Framework of Standards – Level 2

Compulsory Units:

The level 2 NVQ consists of 7 units. Two of these are compulsory.

Unit 4 Promote and maintain service delivery

- 4.1 Present a positive image of yourself and your organisation
- 4.2 Carry out your duties at work
- 4.3 Maintain the security of your workplace and its contents
- 4.4 Handle information

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

- 2.1 Identify the hazards and evaluate the risks in your workplace
- 2.2 Reduce the risks of the health and safety in your workplace

One unit must come from Optional Block 1:

Unit 5 Support the work of a team

- 5.1 Develop and maintain good working relationships with other people in the workplace
- 5.2 Help new staff to settle into the workplace
- 5.3 Support other members of staff in their work
- 5.4 Develop yourself in your career

Unit 6 Develop and maintain positive working relationships with customers (U1026153)

- 6.1 Present a positive personal image to customer
- 6.2 Balance needs of customer and organisation
- 6.3 Respond to feelings expressed by the customer
- 6.4 Adapt methods of communication to the customer

Unit 7 Control the use of resources

- 7.1 Maintain resource levels
- 7.2 Use resources effectively

Unit 8 Communicate effectively in the workplace (R/102/3454) (equivalent to Skills for Security Unit SLP02)

- 8.1 Provide written information relating to your work
- 8.2 Communicate effectively to work with others
- 8.3 Communicate using telecommunications

Three units must come from Food Premises Options:

Unit 40 Deep clean equipment used in the preparation, processing and storage of food

- 40.1 Dismantle and reassemble food preparation, processing and storage equipment
- 40.2 Clean food preparation, processing and storage equipment
- 40.3 De-scale food preparation, processing and storage equipment

Unit 41 Deep clean floors and floor drainage systems in food premises

- 41.1 Clean floors in food premises
- 41.2 Clean floor drainage systems

Unit 42 Deep clean walls and ceilings in food premises

- 42.1 Use access and reach equipment
- 42.2 Clean walls and ceilings in food premises

Unit 43 Empty waste containers and keep waste areas clean

- 43.1 Empty waste containers at collection points
- 43.2 Keep waste containers and holding areas clean

Unit 44 Clean in place plant and equipment (U1024231)

- 44.1 Prepare to clean in place
- 44.2 Carry out clean in place
- 44.3 Complete clean in place procedures

The seventh unit can come from either of the option unit blocks.