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CLEANING HYGIENE OPERATIVE (COMMERCIAL)

Embark on a dynamic journey in commercial cleaning with our Level 2 Cleaning Hygiene Operative Apprenticeship. This programme equips apprentices with essential skills such as workload management, customer communication, and advanced cleaning techniques tailored for diverse commercial environments.

From efficient work practices to upholding safety standards, apprentices will be well-prepared for roles in facilities management or specialised cleaning services. Progression routes include pathways into management roles, safety, health & environment technician apprenticeships, or positions within facilities service providers, offering a roadmap for continued career growth and success.



[click here to apply](#)



Level 2



£0 to £250

Maximum cost for non-levy employers and micro-businesses



12+ months

Approximate on-programme training (does not include EPA period)



£5,000

Maximum cost/funding for levy employers





Knowledge

- Manage risk and identify when there is a need for change from routine to enhanced cleaning protocols
- Handle, use and dispose of cleaning chemicals following COSHH
- Disposal of all types of waste
- Selection and safe use of cleaning equipment and machinery for routine and specialist cleaning tasks
- Recognise and report the signs of pest infestation
- Rapid response cleans
- The difference between disinfection and cleaning
- Correct storage practices
- The reasons for security of premises, cleaning equipment and materials, and the implications of a security breach
- Soil classification, soil contaminant removal methods appropriate to levels of soiling
- Accurate data reporting
- Gaining guidance and support
- Sustainable practices in the workplace
- Data protection legislation



Skills

- Select and use the most appropriate cleaning agent appropriate to different surface types
- Rapid response clean requests
- Conduct cleaning and disinfection tasks
- Ensuring the security of cleaning equipment and materials and premises
- Communicate with colleagues, clients, and other stakeholders professionally
- Apply procedures for reporting shortages, incidents, accidents, and issues with delivering cleaning services
- Use PPE and comply with the organisational uniform policy
- Conduct cleaning tasks to the appropriate hygiene standard to ensure infection prevention and control of the healthcare environment
- Communicate with service users considering their possible emotional, mental health and physical issues
- Conduct cleaning tasks according to specialist commercial requirements client contract requirements



Behaviours

- Work with respect and professionalism
- Work independently and as part of a team; escalating areas of concern and working to evidence based best practice
- Work in a consistent manner, taking responsibility for your own actions and completed work
- A flexible approach to your work when required
- Work in a sustainable way, considering the environment and making best use of products and materials
- Champion equality and diversity

ENROLMENT TIMELINE



CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME



COMMERCIAL CLEANING OPERATIVE PROGRAM ROADMAP

Modules are delivered holistically through-out the programme.

15+ months →

12+ months →

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9
Apprenticeship Induction	Core Cleaning Services	Workload Management and Rapid Response	Health, Safety, and Environmental Standards	Soil Removal Techniques	Cleaning Agents and Applications	Cleaning and Disinfection	Equipment and PPE Usage	Customer Communication and Service
INDUCTION	Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face
Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection
Preparing for your apprenticeship training	K10: The principles of scheduled work priorities and periodic cleaning. K27: The importance of preparing areas of work to be cleaned in line with contract requirements. K29: Routine cleans according to a contract. S10, S18, S29, S31: Conduct scheduled and periodic cleaning, prioritising work; use procedures for obtaining support; safely prepare an area for commercial cleaning; carry out routine cleans per client contract requirements.	K9: The principle of rapid response cleans. K28: The principles of cleaning according to specialist commercial requirements. S9, S30: Recognize and respond to rapid response clean requests; conduct cleaning tasks according to specialist commercial requirements.	K1: Manage risk and identify when there is a need for change from routine to enhanced cleaning protocols. K18: Sustainable practices in the workplace. K22: The principles of personal hygiene and PPE requirements in the workplace S1, S4, S7, S19, S20, S25: Conduct tasks according to documented safe ways of working; deal with routine and non-routine waste in line with organisation policies and environmental disposal legislation	K14: Soil classification, soil contaminant removal methods appropriate to levels of soiling. S16: Identify and use correct methods for removal of contaminating material.	K2: Select and use the most appropriate cleaning agent for different surface types. S2, S15: Select and use the most appropriate cleaning agent appropriate to different surface types; use visual checks and objective auditing techniques to ensure that cleaning has been completed to contractual standards.	K11: The difference between disinfection and cleaning. S11: Conduct cleaning and disinfection tasks.	K5, K6, K17: Selection and safe use of cleaning equipment and machinery for routine and specialist cleaning tasks, including importance of Portable Appliance Testing (PAT); clean cleaning equipment and machinery after use; the principles of color coding. S3, S5, S6: Use and dispose of chemicals following COSHH regulations and apply safety data sheets and dilution rates; prepare cleaning materials and machinery and check that all electrical equipment complies with PAT testing requirements.	S14: Communicate with colleagues, clients, and other stakeholders professionally.
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review

🔍 Formal review every 8-12 weeks

Connected Face to Face
Practical 8-12 weeks

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results

Focused Face to face
Available monthly or employer preference





Modules are delivered holistically through-out the program.

--- 3+ months ---

Module 10	Module 11	Module 12	Module 13	Module 14	Module 15	End-Point Assessment
Housekeeping and Storage Management	Waste Disposal and Environmental Care	Reporting and Recording	Security and Data Protection	Advanced Cleaning Techniques and Best Practices	End-Point Assessment Preparation	
Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face	Blended and Face-2-Face	Portfolio of evidence
Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	Portfolio of Evidence collection	REMOTE ASSESSMENT Knowledge Test
K12: Correct storage of equipment, chemicals, and consumables. S12, S21: Deliver housekeeping services including maintaining a clean storage environment, maintenance of equipment, stock control and rotation; apply procedures for reporting shortages, incidents, accidents, and issues with delivering cleaning services.	K3, K4: Handle, use and dispose of cleaning chemicals following Control of Substances Hazardous to Health Regulations (COSHH); disposal of routine and non-routine waste, including segregation of waste into appropriate containers for storage, and disposal in line with environmental disposal legislation. S3: Use and dispose of chemicals following COSHH regulations and apply safety data sheets and dilution rates.	K15, K19, K20, K21: The importance of accurate data reporting; the principle of reporting shortages, incidents, accidents, and issues with delivering cleaning services; the principles of using supplied data to inform the demand for cleaning; audit and quality assurance processes. S22, S23, S24: Carry out and record different types of cleaning methods; use supplied data to plan cleaning tasks; engage with the audit and quality assurance process.	K13, K23: The reasons for security of premises, cleaning equipment and materials, and the implications of a security breach; data protection legislation. S13, S17: Take measures to ensure the security of cleaning equipment and materials, and premises; comply with data protection legislation.	K28: The principles of cleaning according to specialist commercial requirements. S30: Conduct cleaning tasks according to specialist commercial requirements.	Use mock EPA materials	LIVE ASSESSMENT Observation and Questioning Interview
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	

EPA GATEWAY

Blended by the learner

- Microlearning
- Videos
- Podcasts
- Workbooks
- Knowledge books
- e-learning
- online masterclasses
- practical workshops
- observations
- Q&A

Q Formal review every 8-12 weeks

