

Cleaning & Hygiene Operative Apprenticeship Advice and Guidance Workshop (AAG)



Apprenticeship Position



- In recent years there was the Cleaning & Support Services Apprenticeship
- First attempt to launch a fully cleaning related apprenticeship was declined
- In 2021, the Healthcare Cleaning Apprenticeship was launched
- In August 2023, the Cleaning and Hygiene Operative Apprenticeship was **approved**
- The apprenticeship tariff is now proportionate to the quantity and quality of the work involved



How to Access the Opportunity



Apprenticeship Levy is 0.5% of an employer's annual pay bill (exceeding £3 million). Those not contributing may seek support via Levy gifting.

- Select a training provider, agree the delivery plan and commence the onboarding process.
- Delivery format – may include a number of study mediums comprising toolbox talks, face-to-face, group sessions, blended learning, observations and assessments.
- Functional Skills (maths and English) is a compulsory requirement preferably contextualised and embedded throughout the delivery as opposed to end-loaded.



Apprenticeship Provider Selection



Selection of apprenticeship providers should include credibility checks, cleaning credentials and industry experience. Evidence of success to substantiate provider suitability is crucial to ensure positive outcomes.

Provider location must be considered as geographical planning is a factor.

Apprenticeship providers for cleaning related qualifications may be found at:

[Apprenticeshiptrainingproviders.org.uk](https://www.apprenticeshiptrainingproviders.org.uk)



Levy Funding



“Use it or you lose it!”

- Levy gifting is an option available – not widely used

<https://www.gov.uk/guidance/transferring-your-apprenticeship-levy-to-another-business>

- £20 billion of unused Levy funding sitting in the Treasury pot.



**Have you
spent your
Apprenticeship
Levy?**

End Point Assessment



- Readiness for EPA? – 3 months window post gateway.
- Assessment – 3 methods; 14 days advanced notice to learner for each
- **Knowledge test (MCQ) (K)**, 24 Q's, 4 options, 60 mins, invigilated, closed book, pass mark circa 16 pass/fail
- **Observations with questioning (KSB)**, 2 hours. Workplace, structured, managed and continuous (comfort breaks). Questions on performance. 5 questions minimum at the end (from bank). Evidence video, audio, assessor observation notes commonly used, grades - fail, pass, distinction.
- **Interview (KS)**, 30 minutes. 1 : 1, 5 questions minimum (bank), (video audio notes), grades – fail, pass, distinction.

Top tips for a successful EPA



- Practice and prepare for all assessments
- Know the facts – key policy and legislation
- Know your cleaning equipment methods and sequencing
- Ensure PPE, colour coding etc. appropriate to the task
- Know your cleaning agents and COSHH
- Dilution ratios and correct measuring equipment
- Talk your way through it
- Make your actions clear and obvious
- Don't panic – remain calm
- Rectify mistakes and errors, re-do if required
- WC/bathroom is commonly assessed
- Bedrooms/waiting areas commonly assessed – will vary dependent on employers' site requirements
- Assessor will guide and support

Next steps



- Talk to an approved apprenticeship training provider, make sure they are aware of the new standard and talk to them about delivering it.
- Many clients like to see cleaning service providers commit to apprenticeships – think about how your company will be able to use the new standard to meet this requirement.
- If your company does not already have a strategy for getting frontline employees onto apprenticeships, consider putting one together.
- Share the news with industry colleagues!
- Please enter any questions you may have into the chat. Replies will be shared on 16 November, after the final session.
- Look out for further information about when the apprenticeship goes live via the BCC website and social media – and get learners signed up!

Over to You

