

## Level 2 Cleaning Hygiene Operative Workshop Sessions

### Follow up questions

Thank you for attending one of the recent Apprenticeship Workshop sessions to find out more about the new **Level 2 Cleaning Hygiene Operative** standard. We hope you found the session useful.

We have reviewed questions from the sessions and combined these with further guidance and links below.

### Starting point

#### What are apprenticeships?

Apprenticeships combine practical training in a job with study.

An apprentice will:

- be an employee [earning a wage and getting holiday pay](#)
- work alongside experienced staff
- gain job-specific skills
- get time for training and study related to your role (at least 20% of your normal working hours).

#### How can apprenticeships benefit me as an employer?

Apprenticeships can benefit your business by:

- developing a workforce with skills specific to your business
- allowing existing employees to pass on their knowledge with your next generation of employees
- providing you with a motivated and fast-developing workforce.

#### [Apprenticeships \(education.gov.uk\)](#)

If your business is paying the Apprenticeship Levy, you will now be able to draw down on Levy funding to develop your frontline cleaning operatives – regardless of the type of facility they clean.

As well as the benefits of developing your workforce, hiring apprentices and giving existing employees the opportunity to complete this qualification demonstrates to your clients and other stakeholders that you are serious as an organisation about developing your people.

## Eligibility

### Who is eligible to do the Level 2 Cleaning Hygiene Operative standard?

Under the UK Government rules, as with any apprenticeship an apprentice needs to be:

- **16 or over**
- **Living in England**
- **Not in full time education**

### We have frontline cleaners in Scotland, Wales, and Northern Ireland – can they do the new standard?

In common with all apprenticeships developed under the UK Government rules this apprenticeship only applies to England.

For information on apprenticeships in Scotland, Wales, and Northern Ireland, please follow the links below from the Gov.UK website:

**Scotland:** [Apprenticeships.scot Homepage](https://www.apprenticeships.scot.gov.uk/)

**Wales:** [Apprenticeships | Business Wales Skills Gateway \(gov.wales\)](https://www.apprenticeships.gov.wales/)

**Northern Ireland:** [Apprenticeships | nidirect](https://www.apprenticeships.nidirect.gov.uk/)

### Is there a minimum number of contracted hours that an operative must work before they're eligible to do the apprenticeship?

No – *however*, the (12 month) minimum duration of each apprenticeship is based on the apprentice working at least 30 hours a week, including any off-the-job training they undertake.

If the apprentice works *less* than 30 hours a week, the duration of the apprenticeship must be extended.

Training providers will be able to support employers in understanding full details in line with the funding rules.

[Apprenticeship funding rules for main providers - Programme eligibility - Guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/apprenticeship-funding-rules-for-main-providers-programme-eligibility)

## Do learners need to have any existing qualifications?

There are certain minimum requirements for functional skills (English and Maths).

If a learner does not already have appropriate qualifications in English and Maths (e.g. GCSEs), training providers will be able to support learners and employers to understand full details as outlined at the below link.

[English and maths requirements in apprenticeship standards at level 2 and above - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/english-and-maths-requirements-in-apprenticeship-standards-at-level-2-and-above)

## Funding

### My company doesn't pay the Apprenticeship Levy. Can we still put employees through the Cleaning Hygiene Operative standard?

Yes. Full details of the apprenticeship funding rules are available on the Gov UK website at the below link:

[Apprenticeship funding rules - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/apprenticeship-funding-rules)

As the Cleaning Hygiene Operative standard will be live from 1<sup>st</sup> January 2024, please refer to the **2023-2024 funding rules**.

Training providers will be familiar with the apprenticeship funding rules and therefore able to assist you further. Otherwise, details on how to obtain further advice and support are available at the link above.

(Employers paying the levy may consider transferring a percentage of their own levy funds to other employers who are not eligible to pay it. This is sometimes referred to as 'levy-gifting').

## Practicalities

### How long will the new standard take to complete?

The sign up and on programme aspect of the apprenticeship must be 12 months which is criteria set by Government. However, this does not mean that learners will be seen every week during the 12-month period. The visits and engagement will be managed through discussion with your approved training provider to ensure it meets the learner's needs.

[Apprenticeship funding rules - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/apprenticeship-funding-rules) state that:

'Any apprentice, including those who are part-time or on a zero-hours contract, can complete their apprenticeship training earlier than their learning planned end date, where it is practical and possible to do so, **provided the minimum duration (12 months) and the minimum off-the-job hours for the actual time in training have been met**'.

The typical End Point Assessment period – during which the apprenticeship must complete their end point assessment - is 3 months.

### **Can we sign people up to the new standard yet?**

The revised standard will go live from **1<sup>st</sup> January 2024**. This gives time now for employers to start working with training providers to prepare for new cohorts of learners and get up to speed with the new standard, ready to sign people up from January onwards.

At the end of the current notice period, v1.0 (the existing Level 2 Healthcare Cleaning Operative) will be phased out and v1.1 (Level 2 Cleaning Hygiene Operative – with options for both Healthcare Cleaning Operative and Commercial Cleaning Operative) will become the new approved standard.

Learners who are currently working through v1.0 will complete their apprenticeship. New apprentices being registered after 1<sup>st</sup> January 2024 will automatically be signed onto v1.1.

### **Will the Apprenticeship paperwork be available in any other languages?**

The standard and the end point assessment plan are only available in English.

During the initial assessment, the training provider will assess levels of competency in English. It is strongly recommended that when employers are selecting a training provider, they satisfy themselves that appropriate support will be provided to learners for whom English is a second language.

### **Where can I find the training providers that will be supporting the apprenticeship?**

Please refer to the following link and type in 'cleaning':

[Find apprenticeship training if you're an employer - GOV.UK \(www.gov.uk\)](https://www.gov.uk/find-apprenticeship-training)

### **Will you explain the Course Outline?**

You can view both the Occupational Standard and the End Point Assessment Plan in full at the following link:

[Cleaning hygiene operative / Institute for Apprenticeships and Technical Education](#)

### **What would the 20% off the job learning look like to the cleaning operatives?**

This may include a range of activities, depending on the approach taken by the training provider and the training plan agreed at the start of the program.

Off the job learning must be new knowledge, skills and behaviours that are directly relevant to the apprenticeship standard. Activities may include training in person (either individually or in small groups), virtually, or a mix of both.

Examples of what this might look like to the apprentice cleaning operative might be:

- A toolbox talk on how to recognise and report the signs of pest infestation.
- A role play session to practice communicating with client staff in the workplace.
- Personal one to one support for learners that may require extra assistance.

Full details of off the job learning can be found at the following link:

[Apprenticeships: off-the-job training - GOV.UK \(www.gov.uk\)](https://www.gov.uk/apprenticeships-off-the-job-training)

**Functional Skills can be a long journey for some, especially with the demographic of our cleaning colleagues. Is it acceptable if this increases the length of the apprenticeship?**

This is acknowledged and recognised. Once you have engaged with an approved training provider, they will carry out an initial assessment with each learner. This will help to identify the current attainment level of both English and Maths and help determine any adjustments that may need to be made / can be made within the funding rules.

**We currently offer a level 2 in team leading. This is a 12-week remote VRQ. Is there a plan to offer a shorter qualification for cleaning operatives as 12 months for this role and level on study may be too long?**

The 12-month period for the Level 2 Cleaning Hygiene Operative standard is a Government requirement. There are currently no plans to offer a shorter qualification.

**If an apprentice changes stream mid apprenticeship, will they be able to swap from one stream (option) to another?**

This would need to be discussed with the training provider. There is some provision in the Apprenticeship Funding Rules for changes during an apprenticeship.

**If you already have a NVQ Level 2 can you do this as well, as it sounds very different to what I did?**

The training provider will carry out an initial assessment before a learner starts on the apprenticeship standard. The assessment will consider any qualifications the learner already holds and identify whether the learner is eligible to receive funding to do the Level 2 Cleaning Hygiene Operative standard even though they already have an NVQ Level 2. The decision will be based on the conditions of the Apprenticeship Funding Rules.

**Are there any modules specifically for cleaning supervisors?**

Not in this standard, as it has been developed at Level 2 for cleaning operatives only.

However, the standard has been robustly designed to provide a strong foundation for any learners who may subsequently progress into supervisory positions.

**Can you confirm that this is ready for delivery from January 2024?**

Yes, that's correct and confirmed on the IfATE (Institute for Apprenticeships & Technical Education) website.

**There have been rumours in the industry that you can draw down your unused funds to set up an internal training centre, is this correct?**

This is incorrect under the current rules relating to the apprenticeship levy.

(There have been some discussions with the Parliamentary opposition about the *concept* of broadening the scope of what levy funding can be used for *if* there were a change of government at the next general election).

**Summary**

Thank you for all your questions.

Hopefully you are keen to support frontline employees to get onto the Level 2 Cleaning Hygiene Operative apprenticeship, and/or see an opportunity to recruit apprentices into your business to start their career journey in the cleaning and hygiene industry.

The key next step is to engage with an approved training provider and discuss your needs with them. Training providers will have the knowledge and experience of navigating the Apprenticeship Funding Rules to guide you and your learners through the initial assessment – the first step to getting your people signed up from January 2024.

Good luck, and we look forward to seeing you at **The Manchester Cleaning Show!**