



Linked to our Facilities Management Pathway providing career advancement and progression opportunities.

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APPRENTICESHIP

CLEANING HYGIENE OPERATIVE (HEALTHCARE)

Dive into a specialised career with our Level 2 Cleaning Hygiene Operative Apprenticeship, tailored for healthcare settings. This comprehensive programme covers essential modules such as patient-centric cleaning practices, infection control, and compliance standards crucial for maintaining pristine healthcare environments.

Apprentices will gain hands-on experience in healthcare waste management, regulatory compliance, and patient confidentiality. Upon completion, apprentices can pursue various progression routes, including roles in facilities management, safety, health & environment technician apprenticeships, or specialised cleaning services within the healthcare sector.



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 and 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



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

- 01 Complete the online skills scan
- 02 Accept the Team's invitation to an induction session
- 03 Register in Bud (photo evidence of ID required)
- 04 Complete initial assessments (Functional Skills)
- 05 Attend enrolment session
- 06 Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME

HEALTHCARE 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	Healthcare Environment Cleaning	Equipment Handling in Healthcare	Patient-Centric Cleaning Practices	Health, Safety, and Infection Control	Cleaning Agents in Healthcare	Disinfection Protocols	Safe Equipment and PPE Practices	Healthcare Communication Skills
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	K24: The use of Standard Operating Procedures (SOPs) in line with national healthcare standards. S26: Conduct cleaning tasks to the appropriate hygiene standard to ensure infection prevention and control of the healthcare environment.	K25: Disassembling and assembling a range of service user and patient equipment for cleaning. S27: Disassemble and reassemble healthcare service user equipment in line with manufacturers' instructions and National Standards of Healthcare Cleanliness.	K26: Different ways to appropriately interact with a range of service users who may have complex needs or illnesses. S28: Communicate with service users considering their possible emotional, mental health and physical issues.	K1, K7, K8, K22: Manage risk and identify when there is a need for change from routine to enhanced cleaning protocols; principles of infection prevention and control; recognize and report the signs of pest infestation; the principles of personal hygiene and PPE requirements in the workplace. S1, S4, S7, S8, S19, S20, S25: Conduct tasks according to documented safe ways of working; deal with routine and non-routine waste in line with organization policies and environmental disposal legislation;	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 colour coding. S3, S5, S6: Use and dispose of chemicals following COSHH regulations and apply safety data sheets and dilution rates.	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
Storage and Housekeeping in Healthcare	Healthcare Waste Management	Documentation and Compliance	Security and Confidentiality in Healthcare	Specialised Cleaning in Healthcare	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.	K24: The use of Standard Operating Procedures (SOPs) in line with national healthcare standards. S26: Conduct cleaning tasks to the appropriate hygiene standard to ensure infection prevention and control of the healthcare environment.	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

