

APSE Facilities Management Seminar

Taking the Initiative

29 Jan 2009

A short introduction to the National Occupational Standards for Cleaning and Support Services.

Who is Involved in the National Occupational Standards?

- The UK Commission for Employment and Skills - UKCES
- The Sector Skills Councils and Standard Setting Bodies- SSCs and SSBs
- The Qualifications and Curriculum Authority, and in Scotland the Scottish Qualifications Authority- QCA and SQA
- The relevant awarding bodies.
- Colleges, schools, and training providers
- Learners
- Employers

What are National Occupational Standards?

National Occupational Standards (NOS for short) describe what a person needs to do, know and understand in their job to carry out their role in a consistent and competent way.

NOS are building blocks for UK qualifications and business improvement tools.

NOS are developed by groups of employers for their employees through a Sector Skills Council (SSC) or Standards Setting Body (SSB).

What are NOS used for?

SSCs and SSBs together with sector employers and partners develop, maintain and update NOS as the needs of industry change, as work patterns shift and as new operational practices, legislation and technologies change. National Occupational Standards can be used to:

- develop job descriptions
- design training and development programmes

Cleaning Workshop – Pat Wherton

- benchmark and improve performance of employees
- inform best practice working
- inform UK accredited qualifications

Cleaning and Support Services National Occupational Standards Level 2 and how they were developed.

UKCES

The UK Commission aims to raise UK prosperity and opportunity by improving employment and skills.

Its ambition is to benefit employers, individuals and government by advising how improved employment and skills systems can help the UK become a world-class leader in productivity, in employment and in having a fair and inclusive society: all this in the context of a fast-changing global economy.

Role – commissions and funds the development of all NOS

SSC – for cleaning it is Asset Skills

Role -Undertakes to consult and determine the needs of the industry as perceived by employers, educators and workers.

Awarding Bodies

Role - Design and provide qualifications, usually based on the NOS

For the Cleaning industry, among the awarding bodies involved you are likely to see;

City and Guilds

Waste management Awarding body - WAMITAB

Food and Drink Qualifications Awarding Body - FDQ

Chartered Institute of Environmental Health – CIEH

Scottish Qualifications Authority – SQA

British Institute of Cleaning Science – BICSc

- This list is not exhaustive, and may change from time to time.

QCA/SQA

Role - Consider the qualifications' suitability and determine whether they can go on to the National Framework for qualifications.

Colleges, schools and training providers

Role -Deliver the qualifications provided by Awarding Bodies

Learners

Role - Under the programmes designed by learning providers, follow the curriculum and achieve the Level 2 qualification –likely to be either NVQ or SVQ and carry the learning back into the workplace to produce increased efficiency

Employers

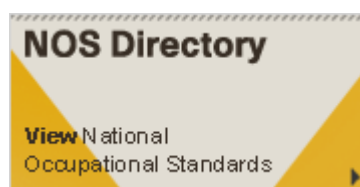
Role –to benefit from the increased efficiency resulting in staff trained to national standards and to feed into the development of new or revised standards according to the changing needs of the industry

Making use of the NOS Directory

There are NOS for every area of work in the UK, and these can be seen on the NOS directory.

The NOS Directory provides a powerful resource to the public, enabling free access to the full range of NOS.

The Directory contains information on all of the Occupational Standards produced by the Sector Skills Councils and other standards setting bodies.



The NOS Directory is available online at www.ukstandards.co.uk.

Any questions can be addressed to either P Wherton, the Sector Skills Council, Asset Skills, the relevant awarding bodies or by making reference to the NOS directory mentioned above.