

Diploma in Housekeeping NVQ Level 2

Qualification Ref: 500/9488/9

- The Course is available through electronic learning or paper portfolio.
- The average course is 12-15 Months
- The maximum number of workplace visits will be one visit per calendar month.

Achievement

To achieve this diploma learners must complete a minimum of 37 credits.

1. 9 credits from GROUP A – MANDATORY UNITS
2. 28 Credits from GROUP B – OPTIONAL UNITS

UNIT TITLE	CREDIT VALUE
GROUP A – Mandatory Units	
Maintain a safe, hygienic and secure working environment	3
Work effectively as part of a hospitality team	3
Maintain a safe, hygienic and secure working environment	3
GROUP B – Optional Units	
Collect linen and make beds	3
Clean windows from the inside	2
Use of different chemicals and equipment in housekeeping	4
Maintain housekeeping supplies	3
Clean, maintain and protects hard floors (Asset Skills)	4
Clean and maintain soft floors and furnishings (Asset Skills)	4
Providing a linen service	3
Carry out periodic room servicing and deep cleaning	3
Give customers a positive impression of self and your organisation (ICS)	5
Give customers across a language divide (ICS)	8
Maintain customer service through effective handover (ICS)	4
Employment rights & responsibilities in the hospitality, leisure, travel and tourism sector	2