

# NVQ Diploma in Housekeeping

The Level 2 NVQ Diploma in Housekeeping develops skills and confidence and gives valuable professional recognition for operational level personnel.

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Organisation for vocational qualifications.

- Course duration 5 – 6 months
- Assessed through observation, discussion, testimony and workplace evidence.
- To achieve the NVQ, learners must achieve a total of 37 credits.
- Learners must complete all mandatory units A (9 credits) plus optional units from Group A1 (28 credits)

## Level 2

Mandatory units (9 credits)	
■ Maintenance of a safe, hygienic and secure working environment (3)	
■ Working effectively as part of a hospitality team (3)	
■ Cleaning and servicing a range of housekeeping areas (3)	
Group A1 – Optional units	
■ Give customers a positive impression of yourself and your organisation (5)	■ 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 protect semi-hard and hard floors (4)
■ Clean and maintain soft floors and furnishings (4)	■ Providing a linen service (3)
■ Carry out periodic room servicing and deep cleaning (3)	■ Deal with customers across a language divide (8)
■ Maintain customer service through effective handover (4)	■ Employment rights and responsibilities in the hospitality sector (2)

### Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

### Progression

Successful learners may progress to a Level 3 NVQ Diploma in Hospitality Supervision and Leadership.