

Diploma Housekeeping Level 2 NVQ

For people working, or considering working in housekeeping roles

To achieve the full qualification candidates must attain a minimum of 37 credits in total.

This comprises of:

- All of the mandatory units (9 credits)
- The remaining 28 credits from section A

MANDATORY UNITS

Credit value

- | | |
|--|---|
| • Maintain a safe, hygienic and secure working environment | 3 |
| • Work effectively as a part of a hospitality team | 3 |
| • Cleaning and servicing a range of housekeeping areas | 3 |

SECTION A

- | | |
|--|---|
| • 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 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 |
| • Give customers a positive impression of yourself and your organisation | 5 |
| • Deal with customers across a language divide | 8 |
| • Maintain customer service through effective handover | 4 |
| • Employment rights and responsibilities in the hospitality,
Leisure, travel and tourism sector | 2 |

Working at your own pace, you will build a portfolio of evidence of your competence, which will be assessed on an on-going basis by your ISIS learning advisor.

Contact ISIS for further information

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