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## City & Guilds

500/9488/9 Level 2 NVQ Diploma in Housekeeping

### OVERVIEW

- What does this qualification cover?

This qualification covers the required skills and knowledge for preparing to work in the Hospitality & Catering Industry. It is designed to meet the needs of learners who work or want to work in the industry with a focus on housekeeping.

The following areas that can be covered within this qualification:

- Maintain a safe, hygienic and secure working environment
- Work effectively as part of a hospitality team
- Cleaning and servicing a range of housekeeping areas
- Collect linen and make beds
- Clean windows from the inside
- Use of different chemicals and equipment in housekeeping
- Maintain housekeeping supplies
- Clean, maintain and protect hard floors
- Clean and maintain soft floors and furnishings

Learners will complete the mandatory units, plus the required optional units to achieve the full qualification.

This is a Framework qualification.

- Who could take this qualification?

For learners who either have gone straight into employment or for those who have achieved their level 1 qualification and want to prepare for further learning or training in the hospitality & catering sector.

This qualification is suitable for anyone from 14 years old or over to take this qualification.

#### WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Hotels
- Cruise ships
- Private houses
- Butler roles
- Chalet Hosts

The learner could progress onto an apprenticeship at level 3 in hospitality & catering, or other qualifications such as:

- Level 3 Diploma in Hospitality Supervision and Leadership (NVQ)

#### WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the Craft Guild of Chefs the association for the hospitality & catering industry.