

## BIIAB Level 2 NVQ Diploma in Housekeeping (QCF)

The BIIAB Level 2 NVQ Diploma in Housekeeping is aimed at those working in housekeeping within the hospitality industry. It can be taken whilst in the workplace to allow hands on experience as you train. It covers the breadth of housekeeping functions and separates daily functions such as the use of different chemicals and equipment in housekeeping from deep cleaning functions such as carrying out periodic room servicing.

### What does it comprise of?

To achieve the full Level 2 NVQ Diploma in Housekeeping (QCF), learners must attain a minimum of **37 credits** in total.

- 9 credits from mandatory units in Group A
- A minimum of **28** credits from the optional units in Group B

| <b>A Mandatory Units Credit value required 9</b>               |              |               |            |
|--|--------------|---------------|------------|
| <b>Units</b>   | <b>Level</b> | <b>Credit</b> | <b>GLH</b> |
| Maintenance of a Safe, Hygienic and Secure Working Environment | 1            | 3             | 25         |
| Working Effectively as Part of a Hospitality Team              | 1            | 3             | 22         |
| Cleaning and Servicing a Range of Housekeeping Areas           | 2            | 3             | 28         |

| <b>Group B Optional Units Credit value required minimum 28</b>                                 |   |   |    |
|--|---|---|----|
| Give Customers a Positive impression of Yourself and Your Organisation                         | 2 | 5 | 33 |
| Collect Linen and Make Beds  | 1 | 3 | 21 |
| Clean Windows from the Inside  | 1 | 2 | 16 |
| Use Different Chemicals and Equipment in Housekeeping  | 2 | 4 | 33 |
| Maintain Housekeeping Supplies   | 2 | 3 | 24 |
| Clean, Maintain and Protect Semi-Hard and Hard Floors  | 2 | 4 | 23 |
| Clean and Maintain Soft Floors and Furnishings   | 2 | 4 | 21 |
| Providing a Linen Service  | 2 | 3 | 25 |
| Carry Out Periodic Room Servicing and Deep Cleaning  | 2 | 3 | 27 |
| Deal With Customers Across a Language Divide   | 2 | 8 | 53 |
| Maintain Customer Service Through Effective Handover   | 2 | 4 | 27 |
| Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector. | 2 | 2 | 16 |

## Assessment

Each of the units is made up from specific elements applicable to a Housekeeping role, for example cleaning and servicing rooms, and maintaining a safe and hygienic environment. Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning etc. A portfolio of evidence is produced which demonstrates that the learner can perform to the level described. Participants will have a dedicated Assessor who will help assemble the portfolio and prepare them for assessment.

To complete the Apprenticeship in Housekeeping learners must complete the following components:

- Level 2 Award in Hospitality and Catering Principles (Housekeeping)
- Functional Skills: English Level 1/2 and Math's Level 1/2
- Personal Learning and Thinking Skills

## How long will it take?

To protect quality and make sure all apprentices receive a high-quality meaningful experience, all Apprenticeships must last for a minimum period of 12 months. In some cases the Apprenticeship may be longer and is based upon a number of factors including the number of hours the learner works and the requirements of the apprenticeship framework for the sector they work in. The apprenticeship includes guided learning, assessment and training, and monitored workplace practice which is planned and agreed between the learner, their employer and their Training Advisor.

## Progression

Learners may progress onto other Hospitality related qualifications such as the Level 3 Diploma in Hospitality Supervision and Leadership Skills, which forms part of an apprenticeship frame-work.

## How to participate

Our centre will provide you with advice on how to access the programme, methods of delivery and eligibility for funding.

**For more information please call: 0330 088 0888**

**Smart Training & Recruitment**

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