



apprenticeship

including:

- Level 1 Key Skills in Communication
- Level 1 Key Skills in Application of Number
- Employers Rights & Responsibilities (ERRs)

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housekeeping

This qualification is intended for individuals working within a hotel / residential environment where duties include the servicing of a variety of rooms. The course provides training for improving practical cleaning skills and housekeeping services as well as teamworking skills.

mandatory units

- unit 501 Maintain a safe, hygienic and secure working environment
- unit 504 Contribute to effective teamwork
- unit 664 Clean and service a range of areas
- unit 665 Work using different chemicals and equipment

optional units (choose 4)

- unit 535 Prepare, service and clear meeting and conference rooms
- unit 537 Collect linen and make beds
- unit 538 Clean windows from the inside
- unit 601 Give customers a positive impression of yourself and your organisation
- unit 666 Maintain housekeeping supplies
- unit 667 Clean and protect floors (CSSNTO)
- unit 668 Clean carpets and soft furnishings (CSSNTO)
- unit 669 Provide a linen service
- unit 670 Carry out periodic room servicing and deep cleaning

