



Qube **learning**

level 2
NVQ diploma

housekeeping

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This qualification is intended for individuals working within a hotel or 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 hygiene & team working skills.

Learners will need to gain 28 credits from the optional units.

Mandatory Units

Unit Number	Unit Title	Level	Credit
Unit 101	Maintain a safe, hygienic & secure working environment	1	3
Unit 104	Work effectively as part of a hospitality team	1	3
Unit 264	Cleaning & servicing a range of housekeeping areas	2	3

Optional Units

Unit Number	Unit Title	Level	Credit
Unit 137	Collect linen & make beds	1	3
Unit 138	Clean windows from the inside	1	3
Unit 201	Give customers a positive impression of yourself & your organisation	2	5
Unit 265	Use of different chemicals & equipment in housekeeping	2	4
Unit 266	Maintain housekeeping supplies	2	3
Unit 267	Clean, maintain & protect semi-hard & hard floors	2	4
Unit 268	Clean & maintain soft floors & furnishings	2	4
Unit 269	Provide a linen service	2	3
Unit 270	Carry out periodic room servicing & deep cleaning	2	3
Unit 274	Deal with customers across a language divide	2	8
Unit 275	Maintain customer service through an effective handover	2	4
Unit 666	Employment rights & responsibilities in the hospitality, leisure, travel & tourism sector	2	2

