



Technical and Vocational Education and Training (TVET) Council



**Occupational Standards  
of Competence**

# **Housekeeping**

## **Level 2**

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# **Qualification Overview**

**NVQB**

**in**

**Housekeeping**

**Level 2**

## NVQB in Housekeeping Level – 2

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### Qualification Overview

#### Who is the qualification for?

The NVQ in Housekeeping Level 2 is for individuals whose Housekeeping role requires well developed behavioural competence, but whose scope for independent decision making and for bringing about change is limited. They are likely to be in roles where for example their duties include:

- Maintaining house keeping supplies
- Handling and storing cleaning equipment and materials
- Cleaning and protecting floor surfaces and soft furnishings
- Providing laundry services

Normally, persons working at **Level 2** need to show initiative when in contact with customers and be able to deal with customer expectations that are out of the ordinary. They may communicate using simple or standard forms of written communication, in addition to verbal communication and are expected to follow company procedures and also be able to make simple suggestions for improvement in House Keeping.

Relevant occupations include:

- Room Attendant
- Rood Maid/Service person
- Housekeeper
- Cleaning Services

This list is not exhaustive and only serves to illustrate the breadth of the qualification.

#### How the qualification is structured:

To achieve the full qualification, candidates must complete nine (9) units in total made up of six (6) mandatory units plus three (3) optional units.

For a candidate to be judged competent in a unit, the evidence presented must satisfy:

- All the performance criteria in each element
- All the range in each element
- All the evidence requirements
- All the relevant knowledge and understanding listed

Competence must be demonstrated consistently in the workplace over a period of time.

The candidate must produce varied performance evidence and knowledge evidence derived from different situations over a period of time in the workplace.

Unless otherwise stated within the evidence requirements, all performance evidence must come from **real work** within the workplace. **Work** being defined as real if the provision of a service or product by the candidate that if not carried out, would require the organisation to employ someone else to execute the task.

### **Simulation**

Unless otherwise stated in the evidence requirements, simulation is acceptable only as a supplementary form of evidence for certain range statements and performance criteria. These situations may include generic health and safety, fire and contingency activities for which the opportunity for assessment is often minimal in the workplace. **It should not** include routine activities which should be covered by performance evidence.

Where assessment is to be carried out through activities performed under simulation, the internal verifier must agree to the use of simulated activities with the assessor(s) and external verifier before they take place and must sample all performance evidence produced through simulated activities.

## **APPROVED NATIONAL VOCATIONAL QUALIFICATION STRUCTURE**

### **HOUSEKEEPING – LEVEL 2 – A009 02**

To achieve the full qualification, candidates must complete nine (9) units in total made up of six (6) mandatory units plus three (3) optional units.

<b><u>Mandatory Units - Group A (All must be completed)</u></b>	<b><u>TVETC CODES</u></b>
<b>1. Create and maintain effective working relationships</b>	<b>U00106</b>
1.1 Gain the trust and support of colleagues and team members	
1.2 Gain the trust and support of one's immediate manager	
<b>2. Maintain customer care</b>	<b>U00206</b>
2.1 Handle customers	
2.2 Handle customer complaints	
2.3 Handle customer incidents	
<b>3. Maintain a safe and secure working environment</b>	<b>U00306</b>
3.1 Maintain personal health and hygiene	
3.2 Carry out procedures in the event of a fire	
3.3 Deal with the discovery of suspicious items/packages	
3.4 Carry out procedures in the event of an accident	
3.5 Maintain a safe work environment for customers, staff and visitors	
3.6 Maintain a secure work environment for customers, staff and visitors	
<b>4. Service toilet, bathroom and public areas</b>	<b>U12001</b>
4.1 Clean toilet appliances	
4.2 Clean bathroom appliances	
4.3 Clean public areas	
4.4 Replenish guest supplies and accessories	
<b>5. Maintain Housekeeping supplies</b>	<b>U11102</b>
5.1 Receive and check housekeeping supplies	
5.2 Store and issue housekeeping supplies	
<b>6. Handle and store cleaning equipment and materials</b>	<b>U12401</b>
6.1 Handle and store cleaning equipment	
6.2 Handle and store cleaning materials	

## HOUSEKEEPING – LEVEL 2 – A009 02

### Optional Units - Group B

### TVETC CODES

- |           |  |               |
|-----------|--|---------------|
| <b>7.</b> | <b>Clean and protect hard and semi-hard floor surfaces</b>   | <b>U11302</b> |
| 7.1       | Remove impacted soil and protective coatings from hard and semi-hard floor surfaces with the aid of machines |               |
| 7.2       | Provide a burnished finish to hard and semi-hard floor surfaces  |               |
| 7.3       | Apply protective coatings to hard and semi-hard floor surfaces   |               |
| <b>8.</b> | <b>Clean soft floor coverings and soft furnishings</b>   | <b>U11402</b> |
| 8.1       | Remove stains from soft floor coverings and soft furnishings   |               |
| 8.2       | Remove impacted soil from soft floor coverings and soft furnishings  |               |
| <b>9.</b> | <b>Provide laundry services</b>  | <b>U11502</b> |
| 9.1       | Sort linen   |               |
| 9.2       | Sort clothes   |               |
| 9.3       | Remove stains from linen and clothes   |               |
| 9.4       | Mark and dry linen and clothes   |               |
| 9.5       | Iron linen and clothes   |               |

### Optional Units - Group C

- |            |   |               |
|------------|---|---------------|
| <b>10.</b> | <b>Clean doors, windows, walls, ceilings and fixtures</b> | <b>U11602</b> |
| 10.1       | Clean doors and windows                                   |               |
| 10.2       | Clean walls   |               |
| 10.3       | Clean ceilings and fixtures                               |               |
| <b>11.</b> | <b>Prepare beds and handle linen and bed coverings</b>    | <b>U12101</b> |
| 11.1       | Strip beds and handle linen and bed coverings             |               |
| 11.2       | Collect and transport clean linen and bed coverings       |               |
| 11.3       | Prepare beds for guest use                                |               |
| <b>12.</b> | <b>Prepare, maintain and clear function areas</b>         | <b>U12301</b> |
| 12.1       | Prepare and maintain function areas                       |               |
| 12.2       | Clear function areas                                      |               |