



MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL CERTIFICATE

LEVEL 2

IN

HOUSEKEEPING

National Certificate Level 2 in Housekeeping

1. **Level of qualification:** 2
2. **Total Credits:** 60
3. **Review date:** November 2028
4. **Access to qualification**

4.1 Entry information

Read up to Certificate of Primary Education (CPE)/ Primary School Achievement Certificate (PSAC)

or

An alternative qualification at Level 1 of the NQF

4.2 Recognition of Prior Learning [RPL]

The qualification will not be accessible through Recognition of Prior Learning.

4.3 Award of Qualification Requirements

Compulsory

Unit No.	Unit Standard Title	Level	Credit
1.	Provide a safe and hygienic environment for customers in the hospitality industry	2	2
2.	Demonstrate knowledge of cleaning different types of floors	2	3
3.	Demonstrate ability to handle and dispose of waste	2	3
4.	Demonstrate ability to handle and store cleaning equipment and materials	2	3
5.	Demonstrate knowledge on Housekeeping Terminologies	2	1
6.	Demonstrate knowledge of preparing beds and handling linen and bed coverings in the workplace	2	2
7.	Demonstrate ability to service guest and bedroom areas in the workplace	2	3
8.	Demonstrate ability to service toilet and bathroom areas	2	3
9.	Clean and maintain public areas	2	3
10.	Control linen for external laundry	2	3
11.	Provide a collection and delivery of service	2	3

12.	Store and handle customer and establishment property	2	1
13.	Participate in groups and/or teams to gather ideas and information	2	3
14.	Demonstrate knowledge of handling lost and found procedures	2	3
15.	Demonstrate understanding of administration operations and procedures	2	3
16.	Work in a diverse workplace	2	3
17.	Maintain personal hygiene, image and grooming in the workplace	2	3
18.	Demonstrate knowledge of tourist destinations in Mauritius	2	1
Associated Studies			
19.	Demonstrate effective communications skills	2	8
20.	Demonstrate good work ethics	2	1
21.	Demonstrate knowledge of sustainable development	2	1
22.	Demonstrate understanding and use of information technology	2	4
	Total Credits		60

5. Purpose:

This qualification is intended for people wishing to pursue a career in the field of Housekeeping. The qualification would enable learners to acquire skills and knowledge required to work as apprentice using basic housekeeping techniques.

6. Qualification pathways:

Learners who possess the National Certificate Level 2 in Housekeeping can choose to enrol for the National Certificate Level 3 in Housekeeping.