



MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL CERTIFICATE

LEVEL 3

IN

HOUSEKEEPING

National Certificate Level 3 in Housekeeping

1. **Level of qualification:** 3
2. **Credit total:** 110
3. **Expiry date:** December 2030
4. **Access to the qualification**

4.1 Entry information

Form III or 9th Grade of the Nine Year Continuous Basic Education (NYCBE)

Or

National Certificate Level 2 in Housekeeping

Or

An alternative acceptable qualification at Level 2 of the NQF

4.2 Recognition of Prior Learning (RPL)

Potential candidates holding at least 3 years of working experience in the relevant field may obtain this qualification through the Recognition of Prior Learning (RPL) process.

5. Award of qualification requirements

Unit No.	Unit Standard Title	Level	Credit
Cleaning and caretaking			
01	Demonstrate Knowledge of Accommodation Service, Cleaning Chemicals and Equipment	3	6
02	Demonstrate Knowledge of Accommodation Types and Costs	3	4
03	Demonstrate Knowledge of Guest and Accommodation Service Names and Terms	3	3
04	Service Customer Laundry Areas in a Hospitality Establishment	3	3
05	Service Guest Room Toilet and Bathroom Areas in a Hospitality Establishment	3	6
06	Service Guest Rooms in a Hospitality Establishment	3	6
07	Service Public Areas in a Hospitality Environment	3	6
08	Strip Beds and Make Beds in a Hospitality Establishment	3	8

09	Demonstrate Knowledge of Housekeeping Services in a Hospitality Establishment	3	10
10	Maintain Service Supplies in a Hospitality Establishment	3	3
11	Service Customer Mini-Bars in a Hospitality Establishment	3	3
Safety & hygiene			
12	Maintain a Safe and Secure Environment for People in the Hospitality Industry	3	4
Generic			
13	Develop and Maintain Professional Conduct and Organisational Ethics	3	4
14	Uphold Personal Hygiene Image and Grooming in the Workplace	3	5
15	Demonstrate Knowledge of the Organisation Structure in the Hospitality Industry	3	4
16	Understand and Apply Principles of Teamwork	3	3
17	Communicate in English and French Languages	3	14
18	Work in a Diverse Workplace	3	5
Customer service			
19	Maintain Basic Face to Face Interaction with Customers	3	5
20	Provide Customers with Information about an Establishment in the Hospitality Industry	3	4
21	Prepare for and Provide Customer Care in the Hospitality Industry	3	4
	Total Credits		110

Purpose:

The purpose of the qualification is to equip learners with the practical competencies, foundational knowledge, and professional attitudes required to perform housekeeping functions to industry standards across hospitality, institutional, and residential settings.

The qualification prepares learners to deliver high-quality cleaning, hygiene, and guest-service activities that support safe, comfortable, and well-maintained environments.