



# Information Brief



## SVQ 2 in Housekeeping at SCQF Level 5

To achieve a full award, candidates must complete **ten units**. This comprises of **all mandatory units** and **seven optional units**.

### SCOTTISH VOCATIONAL QUALIFICATIONS

#### Who needs an SVQ?

Anyone in the workplace. SVQs are work based qualifications for anyone who undertakes a job role. They are open to anyone in employment and there are no entry requirements necessary.

#### What is the purpose of an SVQ?

SVQs give recognition of the skills and competencies of anyone in the workplace. Different levels provide the individual with a learning opportunity to demonstrate their knowledge and skill whilst developing themselves on the career ladder. SVQ units encompass a wide range of related work topics.

#### What are the benefits of an SVQ?

##### An employee will benefit by

Having more understanding of their responsibilities.

An opportunity to develop new skills

Accreditation of current skills

##### An employer will benefit by

More developed staff giving better performance.

More staff motivation

Better service to clients

### Mandatory Units

- Maintain a safe, hygienic and secure working environment
- Work effectively as part of a hospitality team
- Clean and service and range of areas

### Additional Units – Section A

- Collect linen and make beds
- Clean windows from the inside
- Work using different chemicals and equipment
- Maintain housekeeping supplies
- Clean, maintain and protect hard floors
- Clean and maintain soft floors and furnishings
- Provide a linen service
- Carry out periodic room servicing and deep cleaning
- Give customers a positive impression of yourself and your organisation
- Deal with customers across a language divide
- Maintain customer service through effective handover

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