

# Essex County Council

## 2021/22 Diploma in Housekeeping

### What Qualification/level is this course?

This is a City & Guilds Diploma at Level 2

### Entry Requirements/Application Process

Applicants must:

Be working with adults in a care setting.

GCSE's in English and maths at grade D or equivalent or be deemed able to work towards the required level as part of the programme.

Be employed and have the support of their employer to undertake the programme.

### Application Process

Learners will:

Complete an online application form

Undertake an Initial Assessment test that includes Maths and English

Have an interview with an ACL team member to assess suitability and eligibility

Employers will:

Consent to a health and safety checklist to be completed by an ACL team member.

### Who is the course for?

Hospitality and Catering staff who work in a health and social care work setting.

### What can I expect to learn?

- Develop an understanding and skills for areas:
- Maintenance of a safe, hygienic, and secure working environment
- Working effectively as part of a hospitality team
- Cleaning and servicing a range of housekeeping areas

### How will I learn?

Our blended approach means that our programmes are flexible and enable learners to experience a range of learning and support opportunities in a variety of formats such as in the workplace by observation, online or at a local ACL centre. The learner will have a dedicated tutor who they will meet (online or face to face) once a month who will guide them through their course. Additionally, there are additional workshops included in the course given the learner a wider perspective of adult care work. This will support the learner to be able to use their new knowledge and apply it a wide range of adult care services.

### How will I know how well I am doing?

The tutor will communicate with learners through the online platform, telephone, and Microsoft Teams meeting.

Work will be regularly assessed and marked, and learners will be provided with encouraging developmental feedback. Learners will also be set targets at different stages of the course to enable personal and course objectives to be met.

Reviews of progress will be carried out every 12 weeks with the learner, their line manager and the tutor.

**Will I have to do any work at home?**

We recommend at least 6 – 8 hours a week to complete research, reading and home study.

Typically, the course can be completed in 12 months.

**What will I need to provide?**

Learners will need to have access to a computer or device to enable them to visit the online platform to complete and submit work.

Telephone to enable tutor contact.

Pen/pad of paper for taking notes for example to use during one to one phone meetings.

**Are there any other costs?**

There are no other costs in addition to the course fee.

**What can I do next?**

The tutor will be happy to support and guide learners towards courses that will compliment current skills, needs, interests and current job role.

Learners may wish to consider the following online short courses:

- Level 2 Diploma – Kitchen Services in Health and Social Care

You may wish to consider the following:

- Level 2 Apprenticeship - Healthcare Cleaning Operative

**Further information:**

For information on all ACL courses please see <http://www.aclessex.com/>

The National Careers Service provides information, advice, and guidance to help you make decisions on learning, training, and work. The service offers confidential and impartial advice and is supported by qualified careers advisers. To make an appointment please call 0800 100 900 (calls are free from landlines and most mobile numbers) or visit their website <https://nationalcareersservice.direct.gov.uk>