

1. TITLE OF THE CERTIFICATE (ES)

Certificado de Profesionalidad de nivel 3 en
HOTA0208 GESTIÓN DE PISOS Y LIMPIEZA EN ALOJAMIENTOS

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Professional Certificate Level 3 in
HOTA0208 MANAGEMENT OF APARTMENTS AND CLEANING IN ACCOMMODATION
(This translation has no legal status)

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to to manage the activities involved in housekeeping in apartments carried out in rooms, public service areas and the laundry-bed linen, optimising the material and human resources available to offer the best quality assistance and customer service, in accordance with the objectives of the establishment. This general competence is divided into the following **skills units** (UC):

- Define and organise the processes of housekeeping and customer service (UC1067_3).
- Supervise the housekeeping process (UC1068_3).
- Manage the services provided in the accommodation (UC0265_3).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Organisation and customer service in apartments (MF1067_3).
- Process control in apartments (MF1068_3).
- Management of the services provided in the accommodation (MF0265_3).
- Practical training at the workplace in Management of apartments and cleaning in accommodation (MP0012)

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Collaborate on the organisation of the services provided for the apartments, distributing equipment, machines and furniture and deciding on the most appropriate for certain types of accommodation.
- Consult regular working plans for housekeeping, adapted to the different types of accommodation and situations.
- Collaborate on the application of systems of external supply, maintenance, replacement and control of bed linen, materials, equipment and furniture, which enable an their level of use to be assessed.
- Collaborate on the maintenance in the accommodation and work with the manager of the housekeeping department in his or her responsibilities in this area.
- Keep in touch with the security service of the accommodation establishments.
- Apply communication and customer service techniques appropriate to accommodation establishments.
- Observe the application of management techniques and integration of staff applicable in departments in the area of accommodation.
- Collaborate on applying quality control on certain services and products in the hotel and catering and tourism area and on evaluating the results obtained.
- Participate in the company's working processes, following the rules and instructions laid down at the workplace.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work in the hospitality sector, in particular in the sub-sector of tourist accommodation in establishments such as hotels, tourist apartments, holiday villages or spas. The holder may also work in sectors such as education, health or social services, where there are certain types of non-tourist accommodation such as health centres, student residences and homes for the elderly.

The most pertinent occupations and positions are:

- Housekeeper (hospitality).
- Housekeeper in health centres.
- Assistant housekeeper or manager of the apartment services or cleaning section.
- Bed linen and laundry supervisor (hotel and catering).
- Supervisor or controller in cleaning services companies.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the national/regional authority providing accreditation/recognition of the certificate

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

Level of the certificate

The Professional Certificate Level 3 of the National Repertoire of Professional Certificates corresponds to level 4 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

Grading scale/Pass requirements

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

Access to next level of education/training

This Professional Certificate Level 3 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

Legal basis

Royal Decree 1376/2008 of 1 August, establishing ten professional certificates in the professional family Hospitality and Tourism, which are included in the National Repertoire of Professional Certificates. (Appendix VII, Code: HOTA0208).

Amended by Royal Decree 619/2013 of 2 August, establishing two professional certificates in the professional family Hospitality and Tourism, which are included in the National Repertoire of Professional Certificates, and updating the professional certificates established as Appendices I, II, III, IV, V, VI, VII, VIII, IX and X of Royal Decree 1376/2008 of 1 August, as Appendices I and II of Royal Decree 1256/2009 of 24 July, amended by Royal Decree 685/2011 of 13 May, and as Appendices II, III and V of Royal Decree 685/2011 of 13 May.

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	83	400
Practical training at the workplace	17	80
Total duration of training leading to the certificate		480

Entry/access requirements:

- *Bachiller* Diploma (upper secondary education); or
- Professional Certificate Level 2 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

Additional information: Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: www.sepe.es

National Europass Centre: www.oapee.es

(*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications; Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates; and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://europass.cedefop.eu.int>

Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

