



# **COMPETENCY STANDARD FOR HOUSEKEEPING**

**(Tourism and Hospitality Sector)**

**Level: 02**

**Competency Standard Code: CS-THS-HK-L2-EN-V1**

**National Skills Development Authority  
Prime Minister's Office, Bangladesh**

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## Introduction

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The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "**Housekeeping**" is selected as one of the priority occupations of **Tourism and Hospitality** Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification in the National Skills Qualification Framework (NSQF) under Bangladesh National Qualification Framework (BNQF) and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

## Overview

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A **competency standard** is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in **Tourism and Hospitality Sector**.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guides

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

**Competency Standards for National Skill Certificate – 2 in  
Housekeeping in Tourism and Hospitality Sector**

**Level Descriptors of NSQF (BNQF 1-6)**

<b>Level &amp; Job classification</b>	<b>Knowledge Domain</b>	<b>Skills Domain</b>	<b>Responsibility Domain</b>
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

## List of Abbreviations

<b>CS</b>	-	Competency Standard
<b>GAD</b>	-	Gender and Development
<b>ISC</b>	-	Industry Skills Council
<b>NSDA</b>	-	National Skills Development Authority
<b>NSQF</b>	-	National Skills Qualifications Framework
<b>OSH</b>	-	Occupational Safety and Health
<b>PPE</b>	-	Personal Protective Equipment
<b>SCVC</b>	-	Standards and Curriculum Validation Committee
<b>SPF</b>	-	Sun protection factor
<b>STP</b>	-	Skills Training Provider
<b>SOP</b>	-	Standard Operating Procedure
<b>UoC</b>	-	Unit of Competency

## Approval of Competency Standard

Name and Designation	Signature
<b>Dulal Krishna Saha</b> Executive Chairman (Secretary) National Skills Development Authority	
<b>Md. Nurul Amin</b> Member (Registration & Certification) Joint Secretary National Skills Development Authority	
<b>Quamrun Naher Siddiqua</b> Member (Coordination & Assessment) Joint Secretary National Skills Development Authority	
<b>Dr. Md. Ziauddin</b> Member (Admin & Finance) Joint Secretary National Skills Development Authority	
<b>Alif Rudaba</b> Member (Planning & Skills Standard) Joint Secretary National Skills Development Authority	

**Competency Standards for National Skill Certificate – 2 in  
Housekeeping in Tourism and Hospitality Sector  
Course Structure**

SL	Unit Code and Title		UoC Level	Nominal (Hours)
<b>Generic Competencies</b>				<b>70</b>
1.	GU001L2V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	2	15
2.	GU008L2V1	Work In the Team Environment	2	20
3.	GU019L2V1	Participate In Workplace Communication	2	10
4.	GU005L3V1	Carry Out Workplace Interaction in English	3	15
5.	GU020L2V1	Maintain Professionalism in The Workplace	2	10
<b>Sector Specific Competencies</b>				<b>60</b>
6.	SUTH001L1V1	Work In the Tourism and Hospitality Areas	1	20
7.	SUTH002L2V1	Practice Workplace Hygiene Procedures	2	10
8.	SUTH003L2V1	Provide Effective Guest Service	2	15
9.	SUTH004L2V1	Perform Workplace and Safety Practices	2	15
<b>Occupation Specific Competencies</b>				<b>230</b>
10.	OUTHHK01L2V1	Provide Housekeeping Services to Guests	2	30
11.	OUTHHK02L2V1	Clean and Prepare Rooms for Guests	2	40
12.	OUTHHK03L2V1	Provide Valet/Butler Service	2	40
13.	OUTHHK04L2V1	Laundry Linen And Guest Clothes	2	60
14.	OUTHHK05L2V1	Clean Public Areas, Facilities and Equipment	2	40
15.	OUTHHK06L2V1	Deal With/Handle Intoxicated Guests	2	20
<b>Total Nominal Hours</b>				<b>360</b>



## Units & Elements at Glance

### Generic Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
GU001L2V1	Apply Occupational Safety and Health (OSH) Procedure in The Workplace	<ol style="list-style-type: none"> <li>1. Identify OSH policies and procedures</li> <li>2. Follow OSH procedures</li> <li>3. Report hazards and risks</li> <li>4. Respond to emergencies</li> <li>5. Maintain personal well-being</li> </ol>	15
GU008L2V1	Work in a Team Environment	<ol style="list-style-type: none"> <li>1. Define team role and scope</li> <li>2. Identify individual role and responsibility</li> <li>3. Participate in team discussions</li> <li>4. Work as a team member</li> </ol>	20
GU019L2V1	Participate in Workplace Communication	<ol style="list-style-type: none"> <li>1. Obtain and convey workplace information</li> <li>2. Speak English at a basic operational level</li> <li>3. Participate in workplace meetings and discussions</li> <li>4. Complete relevant work-related documents</li> </ol>	10
GU005L3V1	Carry Out Workplace Interaction in English	<ol style="list-style-type: none"> <li>1. Interpret workplace communication and etiquette</li> <li>2. Interpret workplace documents</li> <li>3. Participate in workplace meetings and discussions</li> <li>4. Practice professional ethics at workplace</li> </ol>	15
GU020L2V1	Maintain Professionalism in the Workplace	<ol style="list-style-type: none"> <li>1. Respect work timeframes</li> <li>2. Maintain personal appearance and hygiene</li> <li>3. Maintain adequate distance with colleagues and guests</li> <li>4. Work in an ethical manner</li> </ol>	10
<b>Total Hours:</b>			<b>70</b>

## Sector Specific Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
SUTH001L1V1	Work In the Tourism and Hospitality Sector	<ol style="list-style-type: none"> <li>1. Describe the organization structure within the sector</li> <li>2. Identify processes and procedures</li> <li>3. Identify workplace requirements</li> <li>4. Organize own workload</li> </ol>	20
SUTH002L2V1	Practice Workplace Hygiene Procedures	<ol style="list-style-type: none"> <li>1. Follow hygiene procedures</li> <li>2. Identify and prevent hygiene risks</li> </ol>	10
SUTH003L2V1	Provide Effective Guest Service	<ol style="list-style-type: none"> <li>1. Greet guest</li> <li>2. Identify needs of guests</li> <li>3. Provide service to guest</li> <li>4. Handle queries of guests</li> <li>5. Handle complaints/conflict situations, evaluation and recommendations</li> </ol>	15
SUTH004L2V1	Perform Workplace Safety and Security Practices	<ol style="list-style-type: none"> <li>1. Follow workplace procedures for health, safety and security practices</li> <li>2. Perform child protection duties relevant to the tourism industry</li> <li>3. Observe and monitor people</li> <li>4. Deal with emergency situations</li> <li>5. Maintain safe personal presentation standards</li> <li>6. Maintain a safe and secure workplace</li> </ol>	15
<b>Total Hours:</b>			<b>60</b>

## Occupation Specific Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
OUTHHK01L2V1	Provide Housekeeping Services to Guests	<ol style="list-style-type: none"> <li>1. Receive housekeeping requests</li> <li>2. Service housekeeping requests</li> <li>3. Provide advice to guests</li> <li>4. Liaise with other departments</li> </ol>	30
OUTHHK02L2V1	Clean and Prepare Rooms for Guests	<ol style="list-style-type: none"> <li>1. Set up equipment and trolleys</li> <li>2. Access rooms for servicing</li> <li>3. Make up beds</li> <li>4. Clean and clear rooms</li> </ol>	40
OUTHHK03L2V1	Provide Valet/Butler Service	<ol style="list-style-type: none"> <li>1. Perform valet services for guests</li> <li>2. Display professional standards</li> <li>3. Care for guest property</li> </ol>	40
OUTHHK04L2V1	Laundry Linen and Guest Clothes	<ol style="list-style-type: none"> <li>1. Collect laundry for laundering functions</li> <li>2. Perform laundering functions</li> <li>3. Process laundered item</li> <li>4. Return laundered item</li> </ol>	60
OUTHHK05L2V1	Clean Public Areas, Facilities and Equipment	<ol style="list-style-type: none"> <li>1. Select and setup equipment and materials</li> <li>2. Apply cleaning technique</li> <li>3. Clean dry and wet areas</li> <li>4. Maintain and store cleaning equipment and chemicals</li> </ol>	40
OUTHHK06L2V1	Deal With/Handle Intoxicated Guests	<ol style="list-style-type: none"> <li>1. Determine the level of intoxication</li> <li>2. Apply appropriate procedures</li> <li>3. Comply with legislation</li> </ol>	20
<b>Total Hours:</b>			<b>230</b>

# **Generic Competencies**

<b>Unit Code and Title</b>	<b>GU001L2V1: Apply Occupational Safety and Health (OSH) Procedure in The Workplace</b>
<b>Unit Descriptor</b>	<p>This unit covers the knowledge, skills and attitudes (KSA) required in applying occupational safety and health (OSH) procedure in the workplace.</p> <p>It specifically includes identify OSH policies and procedures, follow OSH procedures, report hazards and risks, respond to emergencies and maintaining personal well-being.</p>
<b>Nominal Hours</b>	<b>15 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables
1. Identify OSH policies and procedures	<p>1.1. <b><u>OSH policies</u></b> and <b><u>safe operating procedures</u></b> are accessed and stated</p> <p>1.2. <b><u>Safety signs and symbols</u></b> are identified and followed</p> <p>1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements</p>
2. Follow OSH procedures	<p>2.1 <b><u>Personal Protective Equipment (PPE)</u></b> is selected and collected as required</p> <p>2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OSH procedures and practices</p> <p>2.3 A clear and tidy workplace is maintained as per workplace standard</p> <p>2.4 PPE is maintained to keep them operational and compliant with OSH regulations</p>
3. Report hazards and risks	<p>3.1 <b><u>Hazards</u></b> and risks are identified, assessed and controlled</p> <p>3.2 Incidents arising from hazards and risks are reported to designated authority</p>
4. Respond to emergencies	<p>4.1 Alarms and warning devices are responded</p> <p>4.2 Workplace <b><u>emergency procedures</u></b> are followed</p> <p>4.3 <b><u>Contingency measures</u></b> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures</p> <p>4.4 First aid procedures is applied during emergency situations</p>
5. Maintain personal well-being	<p>5.1 OSH policies and procedures are adhered to OSH awareness programs are participated in as per workplace guidelines and procedures.</p> <p>5.2 Corrective actions are implemented to correct unsafe condition in the workplace</p>

	5.3 <b>“Fit to work” records</b> are updated and maintained according to workplace requirements
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. OSH policies	1.1. Bangladesh standards for OSH 1.2. Fire Safety Rules and Regulations 1.3. Code of Practice 1.4. Industry Guidelines
2. Safe operating procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First Aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger Tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/Gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical Hazards 5.4 Mechanical and Electrical Hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid 6.4 evacuation`
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.3 Decontamination

8. Fit to Work” records	8.1 Medical Certificate every year 8.2 Accident reports, if any 8.3 Eye vision certificate
<b>Evidence Guide</b> The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: <ul style="list-style-type: none"> <li>1.1 stated OSH policies and safe operating procedures</li> <li>1.2 followed safety signs and symbols</li> <li>1.3 used personal protective equipment (PPE)</li> <li>1.4 maintained workplace clear and tidy</li> <li>1.5 assessed and Controlled hazards</li> <li>1.6 followed emergency procedures</li> <li>1.7 followed contingency measures</li> <li>1.8 implemented corrective actions</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1 Define OSH</li> <li>2.2 OSH Workplace Policies and Procedures</li> <li>2.3 Work Safety Procedures</li> <li>2.4 Emergency Procedures</li> <li>2.5 Hazard control procedure</li> <li>2.6 Different types of Hazards</li> <li>2.7 PPE and there uses</li> <li>2.8 Personal Hygiene Practices</li> <li>2.9 OSH Awareness</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Accessing OSH policies</li> <li>3.2 Handling of PPE</li> <li>3.3 Handling cleaning tools and equipment</li> <li>3.4 Writing report</li> <li>3.5 Responding to emergency procedures</li> </ul>
4. Required attitude	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Sincere and honest to duties</li> <li>4.3 Promptness in carrying out activities</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Respect of peers and seniors in workplace</li> <li>4.8 Communicate with peers and seniors in workplace</li> </ul>
5. Resource implications	<ul style="list-style-type: none"> <li>5.1 Workplace</li> <li>5.2 Equipment and outfits appropriate in applying safety measures</li> <li>5.3 Tools, equipment, materials and documentation required</li> <li>5.4 OSH Policies and Procedures</li> </ul>

6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor

**Accreditation Requirements**

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.



<b>Unit Code and Title</b>	<b>GU008L2V1: Work in a Team Environment</b>
<b>Unit Descriptor</b>	This unit covers the knowledge, skills and attitudes (KSAs) required in working in a team environment.  It includes define team role and scope, identify individual role and responsibility, participate in team discussions and work as a team member.
<b>Nominal Hours</b>	<b>20 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables
1. Define team role and scope	1.1. Role and objectives of the team are defined 1.2. Team structure, responsibilities and reporting relations are identified from team discussions and other external sources
2. Identify individual role and responsibility	2.1 Individual roles and responsibilities of <b><u>team members</u></b> are identified 2.2 Reporting relationships among team members are defined and clarified 2.3 Reporting relationships external to the team are defined and clarified
3. Participate in team discussions	3.1 Ideas related to team plans are contributed 3.2 Recommendations for improving team work are put forward
4. Work as a team member	4.1. Effective forms of communication are used to interact with team members 4.2. Communication channels are followed 4.3. OHS practices are followed
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Team Members	1.1 Coach/mentor 1.2 Supervisor/Manager 1.3 Peers/Colleagues 1.4 Employee representative
<b>Evidence Guide</b> The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 demonstrated knowledge in working in a team environment. 1.2 satisfied the requirements mentioned in the Performance Criteria and Range of Variables

2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1 Team Structure, Role and Responsibility</li> <li>2.2 Individual Members' Roles and Responsibilities</li> <li>2.3 Communication Flow and Reporting Structures</li> <li>2.4 Team Planning</li> <li>2.5 Interpersonal Communication Skills</li> <li>2.6 Team Meeting Procedures</li> <li>2.7 OHS Practices</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Identifying the role and responsibility of the team</li> <li>3.2 Identifying roles and responsibilities of individual members</li> <li>3.3 Participating in team discussions</li> <li>3.4 Working as a team member</li> </ul>
4. Underpinning Attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Environmental concerns</li> <li>4.3 Eagerness to learn</li> <li>4.4 Tidiness and timeliness</li> <li>4.5 Respect for rights of peers and seniors in workplace</li> <li>4.6 Communication with peers and seniors in Workplace</li> </ul>
5. Resource implications	<ul style="list-style-type: none"> <li>5.1 Pens</li> <li>5.2 Telephone</li> <li>5.3 Computer</li> <li>5.4 Writing materials</li> <li>5.5 Online communication</li> </ul>
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> <li>6.1. Demonstration</li> <li>6.2. Oral questioning</li> <li>6.3. Written test</li> </ul>
7. Context of assessment	<ul style="list-style-type: none"> <li>7.1 Competency assessment must be done in NSDA accredited assessment center</li> <li>7.2 Assessment should be done by a NSDA certified/nominated assessor</li> </ul>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	<b>GU019L2V1: Participate in Workplace Communication</b>
<b>Nominal Hours</b>	<b>10 Hours</b>
<b>Unit Descriptor</b>	<p>This unit covers the knowledge, skills and attitudes required to participate in workplace communication.</p> <p>It specifically includes obtain and convey workplace information, speak English at a basic operational level, Participate in workplace meetings and discussions and complete relevant work-related documents.</p>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b>  <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables Training Components</p>
1. Obtain and convey workplace information	<p>1.1 Specific and relevant information is accessed from <b><u>appropriate sources</u></b></p> <p>1.2 Effective questioning, active listening and speaking skills are used to gather and convey information</p> <p>1.3 Appropriate <b><u>medium</u></b> is used to transfer information and ideas</p> <p>1.4 Appropriate non- verbal communication is used</p> <p>1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed</p> <p>1.6 Defined workplace procedures for the location and <b><u>storage</u></b> of information is used</p> <p>1.7 Personal interaction is carried out clearly and concisely</p>
2. Speak English at a basic operational level	<p>2.1 Simple conversations on familiar topics with work colleagues are participated</p> <p>2.2 Simple verbal instructions or requests are responded to simple requests are made</p> <p>2.3 Routine procedures are described</p> <p>2.4 Likes, dislikes and preferences are expressed</p> <p>2.5 Different <b><u>forms</u></b> of expression in English are identified</p>
3. Participate in workplace meetings and discussions	<p>3.1 Team meetings are attended on time</p> <p>3.2 Own opinions are clearly expressed and those of others are listened to without interruption</p> <p>3.3 Meeting inputs are consistent with the meeting purpose and established <b><u>protocols</u></b></p> <p>3.4 <b><u>Workplace interactions</u></b> are conducted in a courteous manner</p> <p>3.5 Questions about simple routine workplace procedures and matters concerning working</p>

	<p>conditions of employment are asked and responded to</p> <p>3.6 Meeting's outcomes are interpreted and implemented</p>
4. Complete relevant work-related documents	<p>4.1 Range of forms related to conditions of employment are completed accurately and legibly</p> <p>4.2 Workplace data is recorded on standard workplace forms and documents</p> <p>4.3 Basic mathematical processes are used for routine Calculations</p> <p>4.4 Errors in recording information on forms/ documents are identified and corrected as required</p> <p>4.5 Reporting requirements to supervisor are completed according to work place guidelines</p>
<b>Range of Variables</b>	
<b>Variable</b>	<b>Range</b> (may include but not limited to):
1. Appropriate sources	<p>1.1 Suppliers</p> <p>1.2 Trade personnel</p> <p>1.3 Local government/Authority</p> <p>1.4 Industry bodies</p>
2. Medium	<p>2.1 Memorandum</p> <p>2.2 Circular</p> <p>2.3 Notice</p> <p>2.4 Information discussion</p> <p>2.5 Follow-up or verbal instructions</p> <p>2.6 Face to face communication</p>
3. Storage	<p>3.1 Manual filing system</p> <p>3.2 Computer-based filing system</p>
4. Forms	<p>4.1 Personnel forms</p> <p>4.2 Telephone message forms</p> <p>4.3 Safety reports forms</p> <p>4.4 Collateral forms</p>
5. Protocols	<p>5.1 Observing meeting</p> <p>5.2 Compliance with meeting decisions</p>
6. Workplace interactions	<p>6.1 Face to face</p> <p>6.2 Telephone</p> <p>6.3 Social Network Service (SNS)</p> <p>6.4 Electronic and two-way radio</p>
<b>Evidence Guide</b>	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	

1. Critical Aspects of Competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 prepared written communication following standard format of work place</li> <li>1.2 accessed information using communication equipment</li> <li>1.3 spoken English at a basic operational level</li> <li>1.4 made use of relevant terms as an aid to transfer information effectively</li> <li>1.5 conveyed information effectively adopting the formal or informal communication</li> </ul>
2. Underpinning Knowledge	<ul style="list-style-type: none"> <li>2.1 Effective communication</li> <li>2.2 Different modes of communication</li> <li>2.3 Written communication</li> <li>2.4 Work place policies</li> <li>2.5 Communication procedures and systems</li> <li>2.6 Technology relevant to the work place</li> <li>2.7 Individual's work responsibilities</li> </ul>
3. Underpinning Skills	<ul style="list-style-type: none"> <li>3.1 Speaking with simple spoken English</li> <li>3.2 Performing routine workplace duties following simple written notices</li> <li>3.3 Participating in workplace meetings and discussions</li> <li>3.4 Completing work related documents</li> <li>3.5 Estimating, calculating and recording routine workplace measures</li> <li>3.6 Applying basic mathematical processes of addition, subtraction, division and multiplication</li> <li>3.7 Building good relation to people of social range in the workplace</li> <li>3.8 Gathering and providing information in response to workplace requirements</li> </ul>
4. Underpinning Attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Communication with peers and seniors in workplace</li> </ul>
5. Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>5.1 Computer/Laptop</li> <li>5.2 Telephone</li> <li>5.3 Relevant tools, Equipment, software and facilities needed to perform the activities.</li> <li>5.4 Required learning materials.</li> </ul>

6. Methods of Assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1 Written Test</p> <p>6.2 Demonstration</p> <p>6.3 Oral Questioning</p>
7. Context of Assessment	<p>7.1 Competency assessment must be done in a NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by an NSDA certified/nominated assessor</p>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	<b>GU005L3V1: Carryout Workplace Interaction in English</b>
<b>Nominal Hours</b>	<b>15 Hours</b>
<b>Unit Descriptor</b>	<p>This unit covers the knowledge, skills and attitudes required to carry out workplace interaction in English.</p> <p>It specifically includes-interpret workplace communication and etiquette; workplace documents; participate in workplace meetings and discussions and practice professional ethics at workplace.</p>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b>  <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables Training Components</p>
1. Interpret workplace communication and etiquette	<p>1.1 Workplace code of conducts are interpreted as per organizational guidelines</p> <p>1.2 Appropriate lines of communication are maintained with supervisors and colleagues</p> <p>1.3 Workplace interactions are conducted in a <b><u>courteous manner</u></b> to gather and convey information</p> <p>1.4 Questions about routine <b><u>workplace procedures and matters</u></b> are asked and responded as required</p>
2. Interpret workplace documents	<p>2.1 Workplace documents are interpreted as per standard.</p> <p>2.2 Assistance is taken to aid comprehension when required from peers / supervisors</p> <p>2.3 Visual information / symbols / signage's are understood and followed</p> <p>2.4 Specific and relevant information are accessed from <b><u>appropriate sources</u></b></p> <p>2.5 Appropriate medium is used to transfer information and ideas</p>
3. Participate in workplace meetings and discussions	<p>3.1 Team meetings are attended on time and followed meeting procedures and etiquette</p> <p>3.2 Own opinions are expressed and listened to those of others without interruption</p> <p>3.3 Inputs are provided consistent with the meeting purpose and interpreted and implemented meeting outcomes</p>
4. Practice professional ethics at workplace	<p>4.1 Responsibilities as a team member are demonstrated and kept promises and commitments made to others</p> <p>4.2 Tasks are performed in accordance with workplace procedures</p> <p>4.3 Confidentiality is respected and maintained</p>

	4.4 Situations and actions considered inappropriate or which present a conflict of interest are avoided
<b>Range of Variables</b>	
<b>Variable</b>	<b>Range</b> (may include but not limited to):
1. Courteous manner	1.1 Effective questioning 1.2 Active listening 1.3 Speaking skills
2. Workplace procedures and matters	2.1 Notes 2.2 Agenda 2.3 Simple reports such as progress and incident reports 2.4 Job sheets 2.5 Operational manuals 2.6 Brochures and promotional material 2.7 Visual and graphic materials 2.8 Standards 2.9 OSH information 2.10 Signs
3. Appropriate sources	3.1 HR Department 3.2 Managers 3.3 Supervisors
<b>Evidence Guide</b>	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 followed workplace code of conducts is as per organizational guidelines 1.2 maintained workplace documents as per standard 1.3 followed workplace instructions and symbols 1.4 followed and implemented meeting outcomes
2. Underpinning Knowledge	2.1 Workplace communication and etiquette 2.2 Workplace documents, signs and symbols 2.3 meeting procedure and etiquette
3. Underpinning Skills	3.1 Interpreting performance of workplace communication and etiquette 3.2 Interpreting workplace instructions and symbol 3.3 Interpreting workplace code of conducts is as per organizational guidelines 3.4 Interpreting workplace documents as per standard 3.5 Interpreting and implementing meeting outcomes



4. Underpinning Attitudes	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Relevant tools, Equipment, software and facilities needed to perform the activities. 5.2 Required learning materials.
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Written Test 6.2 Demonstration 6.3 Oral Questioning
7. Context of Assessment	7.1 Competency assessment must be done in a NSDA accredited assessment centre 7.2 Assessment should be done by an NSDA certified/nominated assessor
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	<b>GU020L2V1: Maintain Professionalism in the Workplace</b>
<b>Nominal Hours</b>	<b>10 Hours</b>
<b>Unit Descriptor</b>	<p>This unit covers the basic knowledge, skills and attitude required to maintain professionalism in the workplace.</p> <p>It specifically includes respect work timeframes, maintain personal appearance and hygiene, maintain adequate distance with colleagues and guests and work in an ethical manner.</p>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b></p> <p><b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables Training Components.</p>
1. Respect work timeframes	<p>1.1 Punctuality is demonstrated in meeting set <b><u>working hours and times</u></b></p> <p>1.2 Working hours are used for working and following work place regulations.</p> <p>1.3 Tasks are completed within deadlines according to order of priority</p> <p>1.4 Supervisors are informed of any potential delays in work times or projects</p>
2. Maintain personal appearance and hygiene	<p>2.1 Hair, body and nails are cleaned regularly</p> <p>2.2 Clothes worn are <b><u>suitable for the workplace</u></b>, and respect local and cultural contexts</p> <p>2.3 Dress meets the work place dress code requirements</p>
3. Maintain adequate distance with colleagues and guests	<p>3.1 Personal space of colleagues and clients is respected with reference to local customs and cultural contexts</p> <p>3.2 Sufficient distance from others was kept avoided cross transmission of infections (especially through respiration)</p>
4. Work in an ethical manner	<p>4.1 <b><u>Work place values/ethics</u></b> codes of ethics and/or conduct, policies and guidelines are identified and followed</p> <p>4.2 <b><u>Company resources</u></b> are used in accordance with company ethical standards</p> <p>4.3 Personal behavior and relationships are conducted in accord with ethical standards and company policies</p> <p>4.4 <b><u>Work practices</u></b> are undertaken in compliance with work place ethical standards, organizational policy and guidelines</p> <p>4.5 Work place values/practices are shared with co-workers using appropriate behavior and language</p> <p>4.6 Work <b><u>incidents/situations</u></b> are reported and/or resolved in accordance with work place protocol/guidelines</p>
<b>Range of Variables</b>	
<b>Variable</b>	<b>Range (may include but not limited to):</b>

1. Working hours and times	<ul style="list-style-type: none"> <li>1.1 Days of work</li> <li>1.2 Leaves of absence</li> <li>1.3 Prayers, meal and refreshment break times</li> <li>1.4 Meeting times</li> <li>1.5 Start and finish times</li> </ul>
2. Suitable for the workplace	<ul style="list-style-type: none"> <li>2.1 Not offensive or likely to invite harassment</li> <li>2.2 Respectful of local cultural expectations (e.g. bodily and or covering, fabric used, fit of clothes, dimensions, cultural gender dressing expectations)</li> </ul>
3. Work place values/ethics	<ul style="list-style-type: none"> <li>3.1 Balancing between family and work</li> <li>3.2 Commitment/dedication</li> <li>3.3 Compassion/caring attitude</li> <li>3.4 Flexibility in adapting to change</li> <li>3.5 Goal-oriented</li> <li>3.6 High motivation</li> <li>3.7 Honesty</li> <li>3.8 Loyalty to work/work place</li> </ul>
4. Company resources	<ul style="list-style-type: none"> <li>4.1 Consumable materials</li> <li>4.2 Equipment/machineries</li> <li>4.3 Financial resources</li> <li>4.4 Human</li> <li>4.5 Time</li> </ul>
5. Work practices	<ul style="list-style-type: none"> <li>5.1 Attention to details</li> <li>5.2 Cost consciousness</li> <li>5.3 Discipline</li> <li>5.4 Effectiveness</li> <li>5.5 Efficiency</li> <li>5.6 Punctuality</li> <li>5.7 Quality of work</li> </ul>
6. Incidents/situations	<ul style="list-style-type: none"> <li>6.1 Blackmail</li> <li>6.2 Bribery</li> <li>6.3 Damage to person or property</li> <li>6.4 Falsification</li> <li>6.5 Gambling</li> <li>6.6 Sexual harassment</li> <li>6.7 Use of prohibited substances</li> <li>6.8 Vandalism</li> <li>6.9 Violent/intense dispute or argument</li> </ul>
<p><b>Evidence Guide</b>  The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical Aspects of Competency	Assessment required evidence that the candidate:

	<ul style="list-style-type: none"> <li>1.1 clarified and affirmed work values/ethics/concepts consistently in the workplace;</li> <li>1.2 complied with required working times;</li> <li>1.3 conducted work practices satisfactorily and consistently, in compliance with work ethical standards, organizational policy and guidelines;</li> <li>1.4 had suitable hygiene and clothes; and</li> <li>1.5 kept adequate distance while interacting with colleagues and clients</li> </ul>
2. Underpinning Knowledge	<ul style="list-style-type: none"> <li>2.1 Good manners</li> <li>2.2 Good conduct</li> <li>2.3 personal hygiene</li> <li>2.4 personal grooming</li> <li>2.5 Work place code of conduct/values</li> <li>2.6 Self-awareness</li> <li>2.7 Work responsibilities/job functions</li> <li>2.8 Workplace hygiene standards</li> <li>2.9 Work place regulations, performance and ethical standards</li> <li>2.10 Procedure to maintain neat and decent attire</li> <li>2.11 Way of effective communication</li> </ul>
3. Underpinning Skills	<ul style="list-style-type: none"> <li>3.1 Applying good manners and right conduct</li> <li>3.2 Basic practices for oral hygiene</li> <li>3.3 Basic practices for personal hygiene</li> <li>3.4 Basics of personal grooming</li> <li>3.5 Common products used for oral and personal hygiene</li> <li>3.6 Communication skills</li> <li>3.7 Company code of conduct/values</li> <li>3.8 Company regulations, performance and ethical standards</li> <li>3.9 How to maintain neat and decent attire</li> <li>3.10 Self-awareness</li> <li>3.11 Work responsibilities/job functions</li> <li>3.12 Workplace hygiene standards</li> </ul>
4. Underpinning Attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Environmental concerns</li> <li>4.3 Eagerness to learn</li> <li>4.4 Tidiness and timeliness</li> <li>4.5 Respect for rights of peers and seniors in workplace</li> <li>4.6 Communication with peers and seniors in workplace</li> </ul>
5. Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>5.1 Workplace (simulated or actual)</li> <li>5.2 IT Tools</li> <li>5.3 Computers with word processing application</li> <li>5.4 Internet connection</li> </ul>

	5.5 Presentations 5.6 Learning manuals
6. Methods of Assessment	6.1 Written Test 6.2 Demonstration 6.3 Oral Questioning
7. Context of Assessment	7.1 Competency assessment must be done in a NSDA accredited assessment centre 7.2 Assessment should be done by an NSDA certified/nominated assessor
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

## **Sector Specific Competencies**

<b>Unit Code and Title</b>	<b>SUTH001L1V1: Work in the Tourism and Hospitality Sector</b>
<b>Nominal Hours</b>	<b>20 Hours</b>
<b>Unit Descriptor</b>	<p>This unit covers the skills, knowledge and altitude to working in the tourism and hospitality sectors.</p> <p>It includes the describe the organization structure within the sector, identify processes and procedures, identify workplace requirements and organize own workload.</p>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b>  <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables.</p>
1. Describe the organization structure within the sector	<p>1.1 Scope, nature and <b><u>major fields</u></b> of the Tourism and hospitality sector is determined</p> <p>1.2 Profile of the Tourism and hospitality sector in relation to local and global <b><u>employment conditions</u></b> is determined</p> <p>1.3 Trends and technologies relevant to the sector are explained</p> <p>1.4 Relevant policies and guidelines are identified and interpreted</p> <p>1.5 <b><u>Instructions</u></b> as to procedures in achieving quality are obtained, understood, and clarified</p>
2. Identify processes and procedures	<p>2.1 Processes in the Tourism and hospitality sector are identified, described and explained based on specifications</p> <p>2.2 Work steps are correctly identified based on <b><u>Manuals</u></b> of Instruction.</p> <p>2.3 Adjustments are interpreted</p>
3. Identify workplace requirements	<p>3.1 <b><u>Workplace requirements</u></b> are identified and clarified</p> <p>3.2 Roles and responsibilities of all personnel are described</p> <p>3.3 Workplace's practices are identified</p> <p>3.4 <b><u>Problem-solving strategies</u></b> are used to address bottlenecks, inconsistencies and other concerns</p>
4. Organize own workload	<p>4.1 Own work activities are planned and progress of work is communicated to relevant staff</p> <p>4.2 Work activities are completed</p> <p>4.3 Difficulties and bottlenecks are identified, and solutions are put forwarded</p> <p>4.4 Own work is monitored against workplace standards and areas for improvement identified and acted upon</p>
<b>Range of Variables</b>	

<b>Variables</b>	<b>Range (may include but not limited to):</b>
1. Major Fields	1.1 Housekeeping 1.2 Tour guiding 1.3 Cooking and baking 1.4 Food and beverage services 1.5 Front office operations 1.6 Ticketing and reservation 1.7 Sales and marketing 1.8 Airlines and traveling 1.9 Engineering and maintenance
2. Employment conditions	2.1 Code of Practice 2.2 Salary/Wage System 2.3 Labor Practices 2.4 Anti-Discrimination Policy 2.5 Gender Issues 2.6 Collective Bargaining and Other Practices 2.7 Awards 2.8 Procedures for Handling Disputes 2.9 Innovations in the Sector 2.10 Inclusion of persons with disability
3. Instructions	3.1 Office programs 3.2 Specifications and requirements 3.3 Standard operating procedures 3.4 Manuals of Instruction 3.5 Operations Manual 3.6 Environmental Guidelines
4. Manuals	4.1 Manual of Instruction 4.2 Manual of Specification 4.3 Operations Manual 4.4 Repair Manual 4.5 Quality Manual
5. Workplace requirements	5.1 Goals and objectives 5.2 Strategic and Operational Plans 5.3 Systems and Processes 5.4 Monitoring and Evaluation 5.5 Reports and Documentation
6. Problem-solving strategies	6.1 Listening and asking questions 6.2 Feedback and Feed forward system 6.3 Reference to Standard Operating Procedures 6.4 Accessing Information 6.5 Review 6.6 Brainstorming



**Evidence Guide**

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.

1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 identified processes and procedures in the beauty industry 1.2 identified tools, equipment and materials 1.3 identified workplace requirements 1.4 practiced OSH in performing works
2. Underpinning knowledge	2.1 Basic software operation 2.2 Scope and Major Divisions of the Beauty Industry 2.3 Policies and Guidelines 2.4 Manuals Used in the Beauty Industry 2.5 Relevant Terminologies and Acronyms 2.6 Types and Uses of Beauty industries tools and materials 2.7 Workplace Practices 2.8 Occupational Health and Safety Practices 2.9 Recording and reporting practices
3. Underpinning skills	3.1 Checking input electrical parameters of the device in accordance with peripheral device specification. 3.2 Describing organization structure within the Beauty industry 3.3 Identifying processes and procedures 3.4 Identifying tools, equipment and materials 3.5 Identifying workplace practices 3.6 Organizing own workload 3.7 Practicing OSH
4. Underpinning attitudes	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource implications	The following resources must be provided: 5.1 Workplace (actual or simulated) 5.2 Availability of quality tools and materials required 5.3 Information on standard operating procedures (SOP), 5.4 OSH, and other policies and guidelines 5.5 Relevant specifications and work instructions

	5.6 Fire extinguisher 5.7 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by 6.1 Demonstration 6.2 Oral questioning 6.3 Written test
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	<b>SUTH002L2V1: Practice Workplace Hygiene Procedures</b>
<b>Nominal Hours</b>	<b>10 Hours</b>
<b>Unit Descriptor</b>	This unit of competency covers the knowledge, skills and attitudes required to practice workplace hygiene procedures.  It includes follow hygiene procedures and identify and prevent hygiene risks.
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables.
1. Follow hygiene procedures	1.1 Workplace <b><u>hygiene procedures</u></b> are implemented in line with work place and legal requirements 1.2 Handling and storage of items are undertaken in line with work place and legal requirements
2. Identify and prevent hygiene risks	2.1 Potential <b><u>hygiene risks</u></b> are identified in line with work place procedures 2.2 Action to <b><u>minimize or remove risks</u></b> are taken within scope of individual responsibility of work place/legal requirements 2.3 Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up and monitoring
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Hygiene procedures	1.1 Safe and hygienic handling of workplace activities 1.2 Regular hand washing 1.3 Correct food storage 1.4 Appropriate and clean clothing 1.5 Avoidance of cross-contamination 1.6 Safe handling disposal of linen and laundry 1.7 Appropriate handling and disposal of garbage 1.8 Cleaning and sanitizing procedures 1.9 Personal hygiene
2. Hygiene risks	2.1 Bacterial and other contamination arising from poor handling of food 2.2 Inappropriate storage of foods 2.3 Storage at incorrect temperatures 2.4 Foods left uncovered 2.5 Poor personal hygiene practices 2.6 Poor work practices 2.7 Cleaning

	<ul style="list-style-type: none"> <li>2.8 Housekeeping</li> <li>2.9 Food handling</li> <li>2.10 Vermin airborne dust</li> <li>2.11 Cross-contamination through cleaning with inappropriate cleaning practices</li> <li>2.12 Inappropriate handling of potentially infectious linen</li> <li>2.13 Contaminated wastes such as blood and body secretions</li> <li>2.14 Disposal of garbage and contaminated or potentially contaminated wastes</li> </ul>
3. Minimize or remove risk	<ul style="list-style-type: none"> <li>3.1 Auditing staff skills and providing training</li> <li>3.2 Ensuring policies and procedures are followed strictly</li> <li>3.3 Audits of incidents with follow up actions</li> </ul>
<p><b>Evidence Guide</b></p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 followed hygiene procedures</li> <li>1.2 identified and responded to hygiene risk</li> <li>1.3 practiced personal grooming and hygiene</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1 Typical hygiene and control procedures in the</li> <li>2.2 hospitality and tourism industries</li> <li>2.3 Overview of legislation and regulation in relation to food</li> <li>2.4 handling, personal and general hygiene</li> <li>2.5 Knowledge on factors which contribute to workplace</li> <li>2.6 hygiene problems</li> <li>2.7 General hazards in handling of food, linen and laundry and</li> <li>garbage, including major causes of contamination and</li> <li>cross-infection</li> <li>2.8 Sources of and reasons for food poisoning</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Following correct procedures and instructions</li> <li>3.2 Handling operating tools/ equipment</li> <li>3.3 Applying hygiene principles</li> <li>3.4 Detecting dirt and unhygienic practices</li> <li>3.5 Identifying tools, equipment and materials</li> <li>3.6 Identifying workplace practices</li> <li>3.7 Organizing own workload</li> </ul>
4. Underpinning attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> </ul>

	<p>4.7 Respect for rights of peers and seniors in workplace</p> <p>4.8 Communication with peers and seniors in workplace</p>
5. Resource implications	<p>The following resources must be provided:</p> <p>5.1 Workplace (actual or simulated)</p> <p>5.2 Availability of quality tools and materials required</p> <p>5.3 Information on standard operating procedures (SOP),</p> <p>5.4 OSH, and other policies and guidelines</p> <p>5.5 Relevant specifications and work instructions</p> <p>5.6 Fire extinguisher</p> <p>5.7 Uninterrupted power supply</p>
6. Methods of assessment	<p>Competency should be assessed by</p> <p>6.1 Workplace observation</p> <p>6.2 Demonstration</p> <p>6.3 Oral questioning</p> <p>6.4 Written test</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	<b>SUTH003L2V1: Provide Effective Guest Service</b>
<b>Nominal Hours</b>	<b>15 Hours</b>
<b>Unit Descriptor</b>	<p>This unit of competency deals with the knowledge, skills and attitudes required to provide effective guest service.</p> <p>It includes greet guest, identify needs of guest, provide service to guest, handle queries of guests, handle complaints/conflict situations, evaluation and recommendations.</p>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b>  <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables.</p>
1. Greet guest	<p>1.1 <b><u>Guests</u></b> are greeted according to work place procedure</p> <p>1.2 Verbal and non-verbal communications are appropriate to the given situation</p> <p>1.3 <b><u>Nonverbal communication</u></b> is observed when responding to guests</p> <p>1.4 Sensitivity to <b><u>cultural and social differences</u></b> is demonstrated</p>
2. Identify needs of guests	<p>2.1 Appropriate <b><u>interpersonal skills</u></b> are used to ensure that guest needs are accurately identified</p> <p>2.2 Guest needs are assessed for urgency so that priority for service delivery can be ensured</p> <p>2.3 Guests are provided with information as required</p> <p>2.4 Personal limitation in addressing <b><u>guest and colleague needs</u></b> is identified and where appropriate, assistance is sought from supervisor</p>
3. Provide service to guest	<p>3.1 Guest needs are promptly attended to in line with <b><u>work place procedure</u></b></p> <p>3.2 Appropriate rapport is maintained with guest to enable high quality service delivery</p> <p>3.3 Opportunity to enhance the quality of service and products are taken wherever possible</p>
4. Handle queries of guests	<p>4.1 <b><u>Common business tools and technology</u></b> are used efficiently to determine guest requirements</p> <p>4.2 Queries/ information are recorded in line with work place procedure</p> <p>4.3 Queries are acted upon promptly and correctly in line with work place procedure</p>

5. Handle complaints/ conflict situations, evaluation and recommendations	5.1 Guests are greeted with a smile and eye-to-eye contact Responsibility for resolving the <b>complaint</b> is take within limit of responsibility and according to work place policy 5.2 Nature and details of complaint are established and agreed with the guest 5.3 Threats to personal <b>safety</b> are identified and managed to personal safety of guests or colleagues and appropriate assistance is organized 5.4 Appropriate action is taken to resolve the complaint to the guest’s satisfaction wherever possible 5.5 Conflict situations are resolved within scope of individual responsibility by applying effective communication skills and according to work place policy
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Guests	1.1 Internal 1.2 External
2. Nonverbal Communication	2.1 Body language 2.2 Dress and accessories 2.3 Gestures and mannerisms 2.4 Voice tonality and volume 2.5 Use of space/eye contact 2.6 Culturally specific communication customs and practices
3. Cultural and social differences	3.1 Modes of greeting, farewell and conversation 3.2 Body language/ use of body gestures 3.3 Formality of language
4. Interpersonal skills	4.1 Interactive communication 4.2 Public relation 4.3 Good working attitude 4.4 Sincerity 4.5 Pleasant disposition 4.6 Effective communication skills
5. Guest and colleague needs	5.1 Guests with a disability 5.2 Guests with special cultural or language needs 5.3 Unaccompanied children 5.4 Parents with young children 5.5 Pregnant women 5.6 Single women 5.7 Single mother

6. Work place procedure	6.1 Modes of greeting and farewell 6.2 Addressing the person by name 6.3 Time-lapse before a response 6.4 Style manual requirements 6.5 Standard letters and format
7. Common business tools and technology	7.1 Telephone 7.2 Cellphone 7.3 Social network service (SNS) 7.4 Computer equipment 7.5 Internet, email
8. Complaint	8.1 Level of service 8.2 Product standards 8.3 Processes 8.4 Information given 8.5 Charges and fees 8.6 Threats to personal
9. Safety	9.1 Violent guests 9.2 Drug and alcohol affected guests 9.3 Guests fighting amongst themselves
<b>Evidence Guide</b>	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 complied with industry practices and procedures 1.2 used interactive communication with others 1.3 complied with occupational, health and safety practices 1.4 promoted public relation among others 1.5 complied with service manual standards 1.6 demonstrated familiarity with company facilities, products and services 1.7 demonstrated ability to work effectively with others 1.8 applied company rules and standards 1.9 applied telephone ethics 1.10 applied correct procedure in using telephone, fax machine, internet 1.11 handled guest complaints within limit of individual responsibility
2. Underpinning knowledge	2.1 Communication 2.2 Interactive communication with others 2.3 Interpersonal skills/ social graces with 2.4 sincerity 2.5 Safety Practices 2.6 Safe work practices



	<ul style="list-style-type: none"> <li>2.7 Personal hygiene</li> <li>2.8 Attitude</li> <li>2.9 Attentive, patient and cordial</li> <li>2.10 Eye-to-eye contact</li> <li>2.11 Maintain teamwork and cooperation</li> <li>2.12 Theory</li> <li>2.13 Selling/up selling techniques</li> <li>2.14 Interview techniques</li> <li>2.15 Conflict resolution</li> <li>2.16 Communication process</li> <li>2.17 Communication barriers</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Communicating effectively</li> <li>3.2 Communicating non -verbally - body language</li> <li>3.3 Managing good time</li> <li>3.4 Working calmly and unobtrusively effectively</li> <li>3.5 Handling telephone inquiries and conversations</li> <li>3.6 Handling complaints proper way</li> <li>3.7 Applying basic principles of conflict resolution and respond to complaints</li> <li>3.8</li> </ul>
4. Underpinning attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Respect for rights of peers and seniors in workplace</li> <li>4.8 Communication with peers and seniors in workplace</li> </ul>
5. Resource implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>5.1 Workplace (actual or simulated)</li> <li>5.2 Availability of quality tools and equipment</li> <li>5.3 Availability of required quality materials</li> <li>5.4 Information on standard operating procedures (SOP),</li> <li>5.5 OSH, and other policies and guidelines</li> <li>5.6 Relevant specifications and work instructions</li> <li>5.7 Fire extinguisher</li> <li>5.8 Uninterrupted power supply</li> <li>5.9 Internet facilities</li> </ul>
6. Methods of assessment	<p>Competency should be assessed by</p> <ul style="list-style-type: none"> <li>6.1 Demonstration</li> <li>6.2 Oral questioning</li> <li>6.3 Written test</li> </ul>
7. Context of assessment	<ul style="list-style-type: none"> <li>7.1 Competency assessment must be done in NSDA accredited assessment centre</li> </ul>

	7.2 Assessment should be done by a NSDA certified/nominated assessor
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**Accreditation Requirements**

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

<b>Unit Code and Title</b>	<b>SUTH004L2V1: Perform Workplace Safety and Security Practices</b>
<b>Nominal Hours</b>	<b>15 Hours</b>
<b>Unit Descriptor</b>	<p>This unit of competency covers the knowledge, skills and attitudes required to perform workplace safety and security practices.</p> <p>It includes follow workplace procedures for health, safety and security practices, perform child protection duties relevant to the tourism industry, observe and monitor people, deal with emergency situations, maintain safe personal presentation standards and maintain a safe and secure workplace.</p>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b></p> <p><b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables.</p>
1. Follow workplace procedures for health, safety and security practices	<p>1.1 Correct <b><u>health, safety and security procedures</u></b> are followed in line with legislation, regulations and work place procedures</p> <p>1.2</p> <p>1.3 <b><u>Breaches</u></b> of health, safety and security procedures are identified and reported in line with work place procedure</p> <p>1.4 Suspicious behavior or unusual occurrence are reported</p> <p>1.5 in line with work place procedure</p>
2. Perform child protection duties relevant to the tourism industry	<p>2.1 Issue of sexual exploitation of children is identified</p> <p>2.2 National, regional and international actions are described to prevent the sexual exploitation of children</p> <p>2.3 Actions that can be taken in the workplace are described to protect children from sexual exploitation</p>
3. Observe and monitor people	<p>3.1 Areas and people who require observation and monitoring is prepared</p> <p>3.2 Observation and monitoring activities are implemented</p> <p>3.3 Apprehension of offenders are determined</p> <p>3.4 Offenders are arrested according to work place procedures</p> <p>3.5 Administrative responsibilities are fulfilled</p>
4. Deal with emergency situations	<p>4.1 <b><u>Emergency</u></b> and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility</p> <p>4.2 Emergency procedures are followed in line with work place procedures</p> <p>4.3 Assistance is sought from colleagues to resolve or respond to emergency situations</p> <p>4.4 Details of emergency situations are reported in line with work place procedures</p>

5. Maintain safe personal presentation standards	5.1 Safe personal standards are identified as per work place requirements 5.2 Proper work place dress code is complied 5.3 Safe personal standards are followed in line with work place requirements
6. Maintain a safe and secure workplace	6.1 Workplace health, safety and security responsibilities are identified 6.2 Framework to maintain workplace health, safety and security is maintained 6.3 Procedures for identifying and assessing health, safety and security hazards and risks are implemented 6.4 Injuries, illnesses and incidents are investigated 6.5 Work place health, safety and security effectiveness are evaluated
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Health, safety and security procedures	1.1 Use of personal protective clothing and equipment 1.2 Safe posture including sitting, standing, bending 1.3 Manual handling including lifting, transferring 1.4 Safe work techniques including knives and equipment, 1.5 Handling hot surfaces, computers and electronic equipment 1.6 Safe handling of chemicals, poisons and dangerous materials 1.7 Ergonomically sound furniture and work stations 1.8 Emergency fire and accident 1.9 Hazard identification and control 1.10 Security of documents, cash, equipment, people 1.11 Key control systems
2. Breaches	2.1 Loss of keys 2.2 Strange or suspicious persons 2.3 Broken or malfunctioning equipment 2.4 Loss of property, goods or materials 2.5 Damaged property or fittings 2.6 Lack of suitable signage when required 2.7 Lack of training on health and safety issues 2.8 Unsafe work practices
3. Emergency	3.1 Personal injuries 3.2 Fire 3.3 Electrocutation 3.4 Natural calamity i.e., earthquake/flood 3.5 Criminal acts i.e., robbery
<b>Evidence Guide</b>	

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.

<p>1. Critical aspects of competency</p>	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 complied with industry practices and procedures</li> <li>1.2 used interactive communication with others</li> <li>1.3 complied with workplace safety, security and hygiene practices</li> <li>1.4 identified faults and problems and the necessary corrective action</li> <li>1.5 demonstrated ability to perform child protection duties relevant to the tourism industry</li> <li>1.6 demonstrated ability to prepare for observation and monitoring activities relevant to designated situations</li> <li>1.7 promoted public relation among others</li> <li>1.8 complied with quality standards</li> <li>1.9 responded to emergency situations in line with work place guidelines</li> <li>1.10 complied with proper dress code</li> </ul>
<p>2. Underpinning knowledge</p>	<ul style="list-style-type: none"> <li>2.1 Communication</li> <li>2.2 Interactive communication with others</li> <li>2.3 Interpersonal skills</li> <li>2.4 Good working attitude</li> <li>2.5 Ability to work quietly; with cooperation;</li> <li>2.6 patience, carefulness, cleanliness and aesthetic values</li> <li>2.7 Ability to focus on task at hand</li> <li>2.8 Systems, Processes and Operations</li> <li>2.9 Workplace health, safety and security procedures</li> <li>2.10 Emergency procedures</li> <li>2.11 Personal presentation</li> <li>2.12 Safety Practices</li> <li>2.13 Proper disposal of garbage</li> <li>2.14 Practice safety measures</li> <li>2.15 5S Implementation</li> <li>2.16 Child protection duties relevant to tourism industry</li> <li>2.17 Rules, regulations, policies and laws</li> </ul>
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Making decision</li> <li>3.2 Applying time management technique</li> <li>3.3 Offering alternative steps</li> <li>3.4 Handling and operating equipment with care</li> <li>3.5 Using observation and monitoring techniques</li> </ul>
<p>4. Underpinning attitudes</p>	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> </ul>

	<ul style="list-style-type: none"> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Respect for rights of peers and seniors in workplace</li> <li>4.8 Communication with peers and seniors in workplace</li> </ul>
5. Resource implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>5.1 Workplace (actual or simulated)</li> <li>5.2 Availability of quality tools and materials required</li> <li>5.3 Information on standard operating procedures (SOP),</li> <li>5.4 OSH, and other policies and guidelines</li> <li>5.5 Relevant specifications and work instructions</li> <li>5.6 Fire extinguisher</li> <li>5.7 Uninterrupted power supply</li> </ul>
6. Methods of assessment	<p>Competency should be assessed by</p> <ul style="list-style-type: none"> <li>6.1 Demonstration</li> <li>6.2 Oral questioning</li> <li>6.3 Written test</li> </ul>
7. Context of assessment	<ul style="list-style-type: none"> <li>7.1 Competency assessment must be done in NSDA accredited assessment centre</li> <li>7.2 Assessment should be done by a NSDA certified/nominated assessor</li> </ul>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by NSDA, the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

# **Occupation Specific Competencies**

<b>Unit Code and Title</b>	<b>OUTHK01L2V1: Provide Housekeeping Services to Guests</b>
<b>Nominal Hours</b>	<b>30 Hours</b>
<b>Unit Descriptor</b>	This unit of competency covers the knowledge, skills and attitudes required to provide housekeeping services to guests. It includes receive housekeeping requests, service housekeeping requests, provide advice to guests and liaise with other departments.
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables.
1. Receive housekeeping requests	1.1 <b><u>Housekeeping requests from guests</u></b> is accepted 1.2 <b><u>Housekeeping requests from staff</u></b> is accepted 1.3 <b><u>Housekeeping requests</u></b> is recorded according to work place requirements 1.4 Time for provision/delivery of identified <b><u>service or items</u></b> to guest room is advised
2. Service housekeeping requests	2.1 Other staff to obtain and/or deliver identified service or items are liaised 2.2 Required items to guest room are located and delivered 2.3 <b><u>Equipment</u></b> is set in guest rooms 2.4 <b><u>Items</u></b> form guest rooms are removed as required
3. Provide advice to guests	3.1 <b><u>Guests on services and items available</u></b> are advised through the housekeeping department 3.2 <b><u>Use of items</u></b> delivered to guest room is advised to guest as required 3.3 <b><u>Use of items delivered to guest room</u></b> is demonstrated, as required 3.4 Other staff and departments are liaised to provide supplementary advice where appropriate
4. Liaise with other departments	4.1 <b><u>Malfunctions</u></b> are reported as required 4.2 Management of <b><u>dangerous or suspicious circumstances</u></b> are advised 4.3 <b><u>Participated in planning</u></b> to enhance service delivery standards and equipment purchase
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Housekeeping requests from guests	1.1 Instances where there has been a breakdown in normal room servicing and remedial service is required, such as rectification cleaning 1.2 Removing unwanted or defective items from rooms



	<ul style="list-style-type: none"> <li>1.3 Cleaning up spills</li> <li>1.4 Extra equipment to cater for additional guests</li> <li>1.5 Replacement items to replace defective items</li> <li>1.6 Information regarding in-house services and products</li> <li>1.7 Information regarding local services, attractions, transport, shops, entertainment</li> <li>1.8 Emergency doctor on call</li> <li>1.9 Complementary facilities</li> </ul>
2. Housekeeping requests from staff	<ul style="list-style-type: none"> <li>2.1 Room service</li> <li>2.2 Valet</li> <li>2.3 Concierge</li> <li>2.4 Maintenance</li> </ul>
3. Housekeeping requests	<ul style="list-style-type: none"> <li>3.1 Use of appropriate guest contact skills</li> <li>3.2 Recording and confirming name and room number</li> <li>3.3 Use of appropriate internal form</li> <li>3.4 Apologizing, where appropriate</li> <li>3.5 Confirming detail of required service and/or items</li> </ul>
4. Service or items	<ul style="list-style-type: none"> <li>4.1 Roll away beds</li> <li>4.2 Additional pillows, blankets and bed linen</li> <li>4.3 Additional towels, bath mats and face washers</li> <li>4.4 Ironing boards</li> <li>4.5 Supplementary „giveaways“ and room supplies</li> <li>4.6 Facilitation of repairs and maintenance</li> <li>4.7 Replacement batteries for remote control units</li> <li>4.8 Response to lost and found situations</li> <li>4.9 Small electrical appliances, including kettles and jugs, TV, video, hair dryers, irons, radios and alarm clocks</li> <li>4.10 Telephones</li> <li>4.11 Compendiums</li> <li>4.12 In-room promotional materials</li> <li>4.13 Mini bar</li> </ul>
5. Equipment	<ul style="list-style-type: none"> <li>5.1 Delivery of the item to the guest room</li> <li>5.2 Entry to guest room in accordance with work place protocols</li> <li>5.3 Removal of defective products/items</li> <li>5.4 Placement/replacement of item</li> <li>5.5 Testing of item to confirm correct operation</li> </ul>
6. Items	<ul style="list-style-type: none"> <li>6.1 Disconnection of defective/unwanted item</li> <li>6.2 Physical removal from the guest room</li> <li>6.3 Liaison with other department to facilitate removal of items, where necessary</li> <li>6.4 Tagging and logging of defective items in accordance with internal and safety requirements</li> </ul>

7. Guests on services and items available	7.1 Informing guests of alternatives available from housekeeping 7.2 Informing guests of items and services available through other departments
8. Use of items	8.1 Consideration of operational and safety issues 8.2 Confirming guest's understanding 8.3 Checking on additional guest needs
9. Use of items delivered to guest room	9.1 Confirming full operational effectiveness of items 9.2 Encouraging guest to confirm understanding by demonstrating their operational competency
10. Malfunctions	10.1 Verbal notification to relevant personnel 10.2 Completion of required intern documentation such as maintenance requests, out of order forms
11. Dangerous or suspicious circumstances	11.1 Unacceptable guest behavior, such as intimidating, illegal, anti-social, violent, harassing behaviors 11.2 Unacceptable noise or dress 11.3 Ensure the guest identities 11.4 Guest numbers, such as too many guests a room 11.5 Presence of drugs or weapons 11.6 Presence of black-listed persons 11.7 Discovery of members of the public in prohibited or restricted areas
12. Participate in planning	12.1 Identifying staff whose work is regularly the source of rectification cleaning 12.2 Identifying items and equipment that are subject to regular complaint or breakdown 12.3 Identifying items that are regularly requested
<b>Evidence Guide</b> The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 received housekeeping requests 1.2 serviced housekeeping requests 1.3 provide advice to guests 1.4 liaised with other departments

2. Underpinning knowledge	2.1 Work place’s policies and procedures in regard to the delivery of guest services 2.2 Housekeeping services and procedures 2.3 Safety and security procedures relating to guests, and to staff working in guest rooms 2.4 Liaison skills with internal and external providers 2.5 Research and acquisition skills to source items requested by guests 2.6 First aid 2.7 Loan items 2.8 Amenities, supplies and accessories
3. Underpinning skills	3.1 Negotiating and use problem solving skills 3.2 Applying problem solving abilities to resolve guest issues 3.3 Using fire extinguisher 3.4 Handling tools and equipment
4. Underpinning attitudes	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Tools and equipment 5.3 Quality materials for performing work activities 5.4 Fire extinguisher 5.5 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor

**Accreditation Requirements**

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<b>Unit Code and Title</b>	<b>OUTHK02L2V1: Clean and Prepare Rooms for Guests</b>
<b>Nominal Hours</b>	<b>40 Hours</b>
<b>Unit Descriptor</b>	This unit of competency covers the knowledge, skills and attitudes required to clean and prepare rooms for guests. It includes set up equipment and trolleys, access rooms for servicing, make up beds, clean and clear room and clean and store trolleys and equipment.
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables.
1. Set up equipment and trolleys	<p>1.1 <b><u>Cleaning, supplies and equipment</u></b> required for servicing rooms are selected and prepared for use</p> <p>1.2 Supplies for trolleys are accurately identified and selected or ordered in sufficient numbers in accordance with workplace procedures</p> <p>1.3 Trolleys are safely loaded with adequate supplies in accordance with workplace procedures</p>
2. Access rooms for servicing	<p>2.1 Rooms requiring service are correctly identified based on information supplied to housekeeping staff</p> <p>2.2 Rooms are accessed in accordance with the establishment's guest service and security procedures</p> <p>2.3 Rooms are checked whether guests left any valuables and reported as per workplace procedure</p>
3. Make up beds	<p>3.1 Beds and mattresses are stripped, pillows and linen are checked for stains and damage</p> <p>3.2 Items with stains are immediately segregated and forwarded to the Laundry Department for proper processing</p> <p>3.3 Bed linens are replaced in accordance with work place standards and procedures</p> <p>3.4 Bed is placed in right position as per workplace standard</p>
4. Clean and clear rooms	<p>4.1 Rooms are cleaned in correct order and with minimum disruption to guests</p> <p>4.2 <b><u>Furniture, fixtures and fittings</u></b> are cleaned and checked in accordance with work place procedures and hygiene/safety guidelines</p> <p>4.3 <b><u>Room supplies</u></b> are checked, replenished or replaced in accordance with work place standards and procedures</p> <p>4.4 Pests are promptly identified and appropriate action is taken in accordance with safety and work place procedures</p>

	<p>4.5 Rooms are checked for any defects and are reported in accordance with work place procedures</p> <p>4.6 Damaged items are recorded in accordance with work place procedures</p> <p>4.7 Any unusual or suspicious person, item or occurrence is promptly reported in accordance with work place procedures</p> <p>4.8 Guest's belongings left in vacated rooms are collected and stored in accordance with lost and found work place procedures</p>
5. Clean and store trolleys and equipment	<p>5.1 Trolleys and equipment are cleaned after use in accordance with safety and work place procedures</p> <p>5.2 All items are correctly stored in accordance with work place procedures</p> <p>5.3 Supplies and items are checked and replenished or reordered in accordance with work place procedures</p> <p>5.4 Additional housekeeping services is provided as requested in accordance with work place procedures</p> <p>5.5 Turn over procedure for next shift is carried out in accordance with work place procedures</p>
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range (may include but not limited to):</b>
1. Cleaning supplies and equipment	<p>1.1 Duster</p> <p>1.2 Cleaning agents, disinfectant and chemicals</p> <p>1.3 Vacuum cleaner</p> <p>1.4 Mops</p> <p>1.5 Brushes</p> <p>1.6 Buckets</p> <p>1.7 Caddy box</p> <p>1.8 Cleaning and polishing cloths</p> <p>1.9 Protective clothing</p> <p>1.10 Brooms</p> <p>1.11 Dust pans</p> <p>1.12 Squeegee</p>
2. Furniture, fixtures and fittings	<p>2.1 Floor surfaces</p> <p>2.2 Mirrors and glassware</p> <p>2.3 Wardrobes and luggage rack</p> <p>2.4 Writing desk</p> <p>2.5 Microwave oven</p> <p>2.6 Coffee table and sofa</p> <p>2.7 Light fittings and table lamp</p> <p>2.8 Bedside table</p>

	<ul style="list-style-type: none"> <li>2.9 Telephones</li> <li>2.10 Televisions</li> <li>2.11 Mini bar counter and fridge</li> <li>2.12 Luggage rack</li> <li>2.13 Cupboard</li> <li>2.14 Air conditioning controls</li> <li>2.15 Safety deposit box</li> </ul>
3. Room supplies	<ul style="list-style-type: none"> <li>3.1 Stationery and compendium</li> <li>3.2 Bed and bathroom linen</li> <li>3.3 Work place promotional materials</li> <li>3.4 Local tourist information</li> <li>3.5 Magazines and newspapers</li> <li>3.6 Mini-bar supplies</li> <li>3.7 Glass ware and cutler</li> <li>3.8 Tea, coffee, sugar, milk and water</li> <li>3.9 Discretionary supplies and gifts such as fruit, beverages, chocolates, flowers</li> <li>3.10 Slippers</li> <li>3.11 Flashlight</li> <li>3.12 Laundry bags and list</li> <li>3.13 Electric Iron and Iron board</li> <li>3.14 Shoe shine kit and basket</li> <li>3.15 Sewing kit</li> <li>3.16 Personal hygiene kit (e.g. toothbrush, toothpaste, cotton buds, shampoo, etc.)</li> <li>3.17 Buds, shampoo, etc.)</li> <li>3.18 Bath robes</li> <li>3.19 Emergency exit plan</li> <li>3.20 Hanger</li> <li>3.21 Operating manuals</li> </ul>
<p><b>Evidence Guide</b>  The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 demonstrated ability to organize and carry out the complete guest room services</li> <li>1.2 demonstrated ability to provide room service within the timeframe required by a commercial accommodation establishment</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1 Cleaning agents</li> <li>2.2 Types and uses of cleaning agents</li> <li>2.3 Disinfectant</li> <li>2.4 Housekeeping equipment</li> <li>2.5 Use of Housekeeping equipment</li> </ul>

	<ul style="list-style-type: none"> <li>2.6 Cleaning procedures various surfaces and materials</li> <li>2.7 Manufacturer's safety data sheet (MSDS)</li> <li>2.8 Room supplies</li> <li>2.9 Guest room furniture</li> <li>2.10 Guest room fixtures and fittings</li> <li>2.11 Roles of Room Attendant</li> <li>2.12 Work place procedures and standards in relation to</li> <li>2.13 presentation of guest room</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Handling tools and equipment</li> <li>3.2 Applying work place safety and health procedures</li> <li>3.3 Handling and using cleaning agents and chemicals safely</li> <li>3.4 Cleaning and preparation of multiple rooms within industry-realistic timeframes</li> <li>3.5 Planning for won work</li> </ul>
4. Underpinning attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Respect for rights of peers and seniors in workplace</li> <li>4.8 Communication with peers and seniors in workplace</li> </ul>
5. Resource implications	<ul style="list-style-type: none"> <li>5.1 Fully equipped guest rooms</li> <li>5.2 Housekeeping storage areas and all housekeeping equipment required for room cleaning</li> <li>5.3 Quality materials for performing work activities</li> <li>5.4 Fire extinguisher</li> <li>5.5 Uninterrupted power supply</li> </ul>
6. Methods of assessment	<p>Competency should be assessed by:</p> <ul style="list-style-type: none"> <li>6.1 Written test</li> <li>6.2 Demonstration</li> <li>6.3 Oral questioning</li> </ul>
7. Context of assessment	<ul style="list-style-type: none"> <li>7.1 Competency assessment must be done in NSDA accredited assessment centre</li> <li>7.2 Assessment should be done by a NSDA certified/nominated assessor</li> </ul>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	<b>OUTHK03L2V1: Provide Valet/Butler Service</b>
<b>Nominal Hours</b>	<b>40 Hours</b>
<b>Unit Descriptor</b>	This unit of competency covers the knowledge, skills and attitudes required to provide valet/butler service. It includes perform valet services for guests, display professional standards and care for guest property.
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables
1. Perform valet services for guests	1.1 Role of valet is defined in accordance with work place policy 1.2 Valet services are prepared to be delivered 1.3 Valet services is delivered within limit of responsibility 1.4 Valet services is recorded as per workplace procedure
2. Display professional standards	2.1 Rapport is established and feelings of goodwill are enhanced between the guest within limit of responsibility 2.2 Individual <b><u>guest records</u></b> are accessed and utilized to provide personalized and quality <b><u>services</u></b> based on guest instructions and work place policy 2.3 Valet grooming and communication standards are followed, in accordance with work place standard
3. Care for guest property	3.1 Luggage is set in room based on guest instructions and work place policy 3.2 Guest clothes are processed based on guest instructions and work place policy 3.3 Shoes are cleaned based on guest instructions 3.4 <b><u>Repairs</u></b> are made or organized based on guest instructions, in accordance with work place policy 3.5 Confidentiality of guest's property and activities is maintained in accordance with legal and ethical requirements
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Guest records	1.1 Basic contact lists and details, as provided by the Establishment 1.2 Basic guest preference profiles, as provided by the establishment
2. Services	2.1 Packing and unpacking service 2.2 Shoe cleaning and shining 2.3 Pressing/laundry pickup and drop off



3. Repairs	<ul style="list-style-type: none"> <li>3.1 Servicing of buttons</li> <li>3.2 Zipper repairs</li> <li>3.3 Heming</li> </ul>
<p><b>Evidence Guide</b></p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical Aspects of Competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 demonstrated ability to explain the current role of valet service within the hospitality industry</li> <li>1.2 demonstrated ability to care for guest property</li> <li>1.3 demonstrated exemplary personal presentation and communication standards</li> </ul>
2. Underpinning Knowledge	<ul style="list-style-type: none"> <li>2.1 Valet service</li> <li>2.2 Role of valet in the hospitality industry</li> <li>2.3 Building guest rapport</li> <li>2.4 Protocols for ensuring optimum privacy and confidentiality for guests</li> </ul>
3. Underpinning Skills	<ul style="list-style-type: none"> <li>3.1 Oral &amp; written communication skills</li> <li>3.2 Special protocols for dealing with VIP guests</li> </ul>
4. Required Attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Communication with peers and seniors in workplace</li> </ul>
5. Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>5.1 Workplace (actual or simulated)</li> <li>5.2 Tools and equipment</li> <li>5.3 Quality materials for performing work activities</li> <li>5.4 Fire extinguisher</li> </ul>
6. Methods of Assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> <li>6.1 Written test</li> <li>6.2 Demonstration (Practical Demonstration)</li> <li>6.3 Oral questioning</li> </ul>
7. Context of Assessment	<ul style="list-style-type: none"> <li>7.1 Competency assessment must be done in NSDA accredited assessment centre</li> <li>7.2 Assessment should be done by a NSDA certified/nominated assessor</li> </ul>
<p><b>Accreditation Requirements</b></p>	

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

<b>Unit Code and Title</b>	<b>OUTHK04L2V1: Laundry Linen and Guest Clothes</b>
<b>Nominal Hours</b>	<b>60 Hours</b>
<b>Unit Descriptor</b>	This unit of competency covers the knowledge, skills and attitudes required to laundry linen and guest clothes. It includes collect laundry for laundering functions, perform laundering functions, process laundered item and return laundered item.
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables
1. Collect laundry for laundering functions	1.1 The role of an on-premise laundry is identified according to work place policy 1.2 Guest clothes are picked up in accordance with work place policy 1.3 In-house items are picked up in accordance with work place policy
2. Perform laundering functions	2.1 Items are correctly sorted and counted according to <b><u>cleaning process</u></b> required and urgency of the item 2.2 Items for laundering are checked for stains, torn and damage are treated using the correct process 2.3 Laundry methods are selected in accordance with textile labeling codes and based on fiber and fabric, dye, fastness, degree of spoilage and washing instructions 2.4 <b><u>Laundry equipment</u></b> in identified as per job requirement. 2.5 Laundry equipment is operated as required as per workplace policy 2.6 Any damage arising from the laundering process is recorded and appropriate person(s) is/are notified in accordance with work place procedures 2.7 Cleaning agents and chemicals are used in accordance with manufacturer's instructions and specific laundry equipment 2.8 Items are checked after the <b><u>laundering process</u></b> to ensure quality cleaning 2.9 Pressing and finishing processes are correctly completed in accordance with textile characteristics and client requirements
3. Process laundered item	3.1 Post cleaning laundry activity are performed in accordance with work place policy 3.2 Results of cleaning are checked and appropriate additional action is taken. 3.3 Internal record and billing instructions are processed in accordance with work place procedures

	3.4 Necessary internal laundry reports are produced
4. Return laundered item	4.1 Guest clothes are delivered in accordance with work place policy 4.2 In-house items are delivered in accordance with work place policy
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Cleaning process	1.1 Dry clean 1.2 Hand wash 1.3 Machine wash
2. Laundry equipment	2.1 Washers 2.2 Dryers 2.3 Hand Irons 2.4 Steam pressers 2.5 Hot plate pressing 2.6 Flat ironer 2.7 Dry cleaning machine 2.8 Labeler (Marking machine)
3. Laundering process	3.1 Sorting 3.2 Washing 3.3 Stain treatment 3.4 Drying 3.5 Ironing 3.6 Steam pressing 3.7 Folding 3.8 Mending 3.9 Minor repairs such as buttons and zippers
<b>Evidence Guide</b>	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 demonstrated ability to correctly identify the process required for different types of laundry 1.2 demonstrated ability to operate laundry equipment safely 1.3 demonstrated ability to complete the full laundering process
2. Underpinning Knowledge	2.1 Types of fabric 2.2 Laundry equipment 2.3 Laundry accessories 2.4 Meaning of laundry and dry-cleaning labels on clothing

	<ul style="list-style-type: none"> <li>2.5 Key laundry terms</li> <li>2.6 Common guest laundry issues</li> <li>2.7 Safety Practices</li> <li>2.8 Hygiene, health and safety issues on laundry operations</li> <li>2.9 Laundry Chemicals/Solutions</li> <li>2.10 Role of an “on premise” laundry</li> </ul>
3. Underpinning Skills	<ul style="list-style-type: none"> <li>3.1 Operating laundry equipment</li> <li>3.2 Completing the full laundering process</li> <li>3.3 Handling procedures of linen</li> <li>3.4 Using of specific laundry chemicals</li> </ul>
4. Required Attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Respect for rights of peers and seniors in workplace</li> <li>4.8 Communication with peers and seniors in workplace</li> </ul>
5. Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>5.1 Workplace (actual or simulated)</li> <li>5.2 Tools and equipment</li> <li>5.3 Quality materials for performing work activities</li> <li>5.4 Fire extinguisher</li> <li>5.5 Uninterrupted power supply</li> <li>5.6 Variety of linen, clothing items and fabrics</li> <li>5.7 Industry laundry equipment</li> <li>5.8 Laundry Chemicals/ Solutions</li> </ul>
6. Methods of Assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> <li>6.1 Written test</li> <li>6.2 Demonstration</li> <li>6.3 Oral questioning</li> </ul>
7. Context of Assessment	<ul style="list-style-type: none"> <li>7.1 Competency assessment must be done in NSDA accredited assessment centre</li> <li>7.2 Assessment should be done by a NSDA certified/nominated assessor</li> </ul>

### **Accreditation Requirements**

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

<b>Unit Code and Title</b>	<b>OUTHK05L2V1: Clean Public Areas, Facilities and Equipment</b>
<b>Nominal Hours</b>	<b>40 Hours</b>
<b>Unit Descriptor</b>	This unit of competency covers the knowledge, skills and attitudes required to clean public areas, facilities and equipment. It includes select and set up equipment and materials, apply cleaning technique, clean dry and wet areas and maintain and store cleaning equipment and chemicals.
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables.
1. Select and set up equipment and materials	<p>1.1 <b><u>Personal protective equipment (PPE)</u></b> is selected and used as per workplace standard</p> <p>1.2 <b><u>Tools</u></b> and <b><u>Equipment</u></b> are selected according to type of cleaning to be done</p> <p>1.3 Equipment's are checked for clean and in safe working condition prior to use</p> <p>1.4 Suitable dry and wet cleaning agents and chemicals are selected and prepared in accordance with manufacturers and relevant <b><u>occupational health and safety</u></b> requirements</p>
2. Apply cleaning technique	<p>2.1 Furniture, fixtures, ceilings and walling's are assessed for cleaning</p> <p>2.2 Appropriate cleaning equipment and chemicals are selected in accordance with the type of material used</p> <p>2.3 Cleaning technique is applied on furniture and walling materials in accordance with type of material used</p> <p>2.4 Appropriate procedures are applied in accordance with the technique</p> <p>2.5 Equipment and chemicals are properly cleaned and stored in accordance with manufacturer's specifications and requirements</p>
3. Clean dry and wet areas	<p>3.1 <b><u>Wet and dry areas</u></b> are prepared for cleaning and <b><u>hazards</u></b> are identified and assessed</p> <p>3.2 The work area is barricaded or warning signs are placed, as appropriate, to reduce risk to colleagues and guests</p> <p>3.3 Cleaning agents or <b><u>chemicals</u></b> are selected and applied on specific areas in accordance with manufacturer's recommendations, safety procedures and work place policies and procedures</p> <p>3.4 Equipment's are used safely in accordance with manufacturer's recommendations</p>

	3.5 Garbage and used chemicals are disposed of in accordance with hygiene, safety and environmental legislation requirements
4. Maintain and store cleaning equipment and chemicals	4.1 Equipment's are cleaned after use in accordance with work place requirements and manufacturer's instructions 4.2 Routine preventive maintenance is carried out or arranged in accordance with work place procedures 4.3 Defects are identified and reported in accordance with work place procedures 4.4 Equipment's are stored in the designated area and in a condition ready for re-use 4.5 Chemicals are stored and controlled in accordance with health and safety requirements
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range (may include but not limited to):</b>
1. Personal Protective Equipment	1.1 Overalls 1.2 Jackets 1.3 Aprons 1.4 Goggles and masks 1.5 Waterproof clothing and footwear 1.6 Headwear 1.7 Hand gloves
2. Tools	2.1 Wet mop 2.2 Dry mop 2.3 Long brooms 2.4 Hand brooms 2.5 Hard brooms 2.6 Duster 2.7 Glass wiper 2.8 Floor wiper 2.9 Squeezer 2.10 Scrubber 2.11 Feather brush 2.12 Carpet swiper 2.13 Tong 2.14 Hot water extractor 2.15 Dust pan 2.16 Tele plus

3. Equipment	3.1 Bucket 3.2 Mop trolley 3.3 Scrubbers 3.4 Polishers 3.5 Vacuum cleaners 3.6 Steamer 3.7 Sucker 3.8 Blower
4. Occupational health, and safety	4.1 Establishment policies and procedures related to cleaning operations and disposal of used chemicals 4.2 Laws on general workplace safety, hazardous substances, and manual handling and storage requirements 4.3 Establishment security procedures
5. Wet and dry areas	5.1 Bathrooms 5.2 Bedrooms 5.3 Kitchens 5.4 Balconies 5.5 Private lounge areas 5.6 Public areas (both internal and external) 5.7 Function rooms 5.8 Storage areas 5.9 Swimming pool 5.10 Sauna 5.11 Jacuzzi 5.12 Workout 5.13 Bar
6. Hazards	6.1 Spillages 6.2 Breakages 6.3 Wet or slippery surfaces 6.4 Broken or damaged furniture 6.5 Necked or loose electrical connections 6.6 Extended surface 6.7 Fumes 6.8 Blood 6.9 Needles and syringes 6.10 Used condoms 6.11 Sharp objects including knives and skewers 6.12 Human waste 6.13 Surgical dressings 6.14 Broken glass 6.15 Fat and oil 6.16 Heated utensils and surfaces 6.17 Sharp food scraps including bones and crustacean shells



7. Chemicals	<ul style="list-style-type: none"> <li>7.1 General and spot cleaning agents</li> <li>7.2 Cleaning agents for specialized surfaces including</li> <li>7.3 Window and glass cleaners</li> <li>7.4 Disinfectants</li> <li>7.5 Pesticides</li> <li>7.6 Deodorizers</li> <li>7.7 Furniture and floor polishers</li> <li>7.8 Carpet shampooing chemicals</li> </ul>
<p><b>Evidence Guide</b></p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 handled and used chemicals safely</li> <li>1.2 selected and set up cleaning equipment</li> <li>1.3 applied cleaning techniques</li> <li>1.4 cleaned and dried wet areas</li> <li>1.5 maintained and stored tools and equipment</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1. Cleaning agents</li> <li>2.2. Cleaning equipment and there uses</li> <li>2.3. Safety practices</li> <li>2.4. Cleaning operations of different surfaces</li> <li>2.5. Cleaning tools and there uses</li> <li>2.6. Wet and dry areas</li> <li>2.7. Storing procedures of chemicals</li> <li>2.8. Dilution precaution of chemicals</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Handling tools and equipment</li> <li>3.2 Handling cleaning agents and chemicals</li> <li>3.3 Communicating with staff and seniors</li> <li>3.4 Planning for own activities</li> <li>3.5 Following occupational safety and health practices</li> <li>3.6 Practicing hygienic operation and team work</li> <li>3.7 Understanding signs and symbols</li> </ul>
4. Underpinning attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Respect for rights of peers and seniors in workplace</li> <li>4.8 Communication with peers and seniors in workplace</li> </ul>
5. Resource implications	<ul style="list-style-type: none"> <li>5.1 Workplace (simulated or actual)</li> <li>5.2 Tools, equipment and supplies/materials relevant to the activity to be performed</li> </ul>

	5.3 Availability of materials 5.4 Fire extinguisher 5.5 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	<b>OUTHK06L2V1: Deal With/Handle Intoxicated Guests</b>
<b>Nominal Hours</b>	<b>20 Hours</b>
<b>Unit Descriptor</b>	This unit of competency covers the knowledge, skills and attitudes required to deal with/handle intoxicated guests. It includes determine the level of intoxication, apply appropriate procedures and comply with legislation.
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables.
1. Determine the level of intoxication	1.1 <b><u>Level of intoxication of guest</u></b> is assessed in accordance with work place procedure 1.2 Intoxicated guest is helped in line with work place procedure 1.3 Difficult situation is referred to immediate superior as per work place regulations 1.4 Intoxicated guest lying on the floor is not touched but is carefully watched in line with work place practice 1.5 Immediate <b><u>assistance</u></b> from hotel security personnel is sought for the situations that posing a threat to safety and security according to work place procedure
2. Apply appropriate procedures	2.1 Situation is carefully analyzed 2.2 Procedures appropriate to the situation is applied in accordance with work place policy 2.3 Position of the guest is explained using appropriate communication skills 2.4 The guest is assisted to leave the premises, when necessary, in accordance with work place procedure
3. Comply with legislation	3.1 Intoxicated persons are dealt in line with work place practice 3.2 Underaged drinkers are dealt with caution and care in compliance with legal regulations 3.3 Legislative requirements are compiled as per alcoholic regulations
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Levels of intoxication of guest	1.1 Changes in behavior 1.2 Monitoring noise level 1.3 Monitoring drink orders 1.4 Slowing service

2. Assistance	<ul style="list-style-type: none"> <li>2.1 Organizing transport for guest wishing to leave</li> <li>2.2 Suggesting staying in a room in the hotel</li> <li>2.3 Assisting guest to leave the premises</li> </ul>
<p><b>Evidence Guide</b></p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 demonstrated full knowledge of the effects of alcohol and factors which influence guest’s actions.</li> <li>1.2 demonstrated knowledge of legal requirements for alcohol service and consumption</li> <li>1.3 demonstrated knowledge of the benefits in creating a responsible licensed drinking environment to self, colleagues and guest/guests</li> <li>1.4 demonstrated knowledge of ways of assessing intoxication of guests.</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1 Legal requirements for alcohol service and consumption.</li> <li>2.2 Manage intoxicated persons using appropriate communication, conflict resolution and anger management techniques</li> <li>2.3 Offer appropriate guests assistance.</li> <li>2.4 Effects of alcohol and factors which influence effects.</li> <li>2.5 Benefits in creating a responsible licensed drinking environment to self, colleagues and guests</li> <li>2.6 Ways of assessing intoxicated guests.</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Communicating with guest for understanding his/her positions</li> <li>3.2 Demonstrating respect and concern in handling intoxicated guest</li> <li>3.3 Practicing workplace communication</li> <li>3.4 Using verbal and nonverbal techniques</li> </ul>
4. Underpinning attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Respect for rights of peers and seniors in workplace</li> <li>4.8 Communication with peers and seniors in workplace</li> </ul>
5. Resource implications	<ul style="list-style-type: none"> <li>5.1 Workplace (simulated or actual)</li> <li>5.2 Tools, equipment and supplies/materials relevant to the activity to be performed</li> <li>5.3 Availability of materials</li> </ul>

	5.4 Fire extinguisher 5.5 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

## Development of Competency Standard

The Competency Standards for National Skills Certificate in Housekeeping, Level-2 is developed by NSDA on 25-27 and 30 January 2022.

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## Validation of Competency Standard by Standard and Curriculum Validation Committee (SCVC)

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The Competency Standards for National Skills Certificate in **Housekeeping, Level-2** is validated by SCVC on 13-15 March 2022.

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This Competency Standard for **Housekeeping** is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been developed by NSDA in association with **Tourism and Hospitality Sector** ISC, industry representatives, academia, related specialist, trainer and related employee.

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