



**Maldives National Skills Development Authority**



# **National Competency Standard for Housekeeping**

**Standard Code: TOU05S18V3**

**Qualification Name: National Certificate III in Housekeeping  
Qualification Code: TOU05SQ1L318**

## KEY FOR CODING

### Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector ( <b>CON</b> ) Fisheries and Agriculture Sector ( <b>FNA</b> ) Transport sector ( <b>TRN</b> ) Tourism Sector ( <b>TOU</b> ) Social Sector ( <b>SOC</b> ) Foundation ( <b>FOU</b> )
Competency Standard	<b>S</b>
Occupation with in a industry Sector	<b>Two digits 01-99</b>
Unit	<b>U</b>
Common Competency	<b>1</b>
Core Competency	<b>2</b>
Optional/ Elective Competency	<b>3</b>
Assessment Resources Materials	<b>A</b>
Learning Resources Materials	<b>L</b>
Curricula	<b>C</b>
Qualification	<b>Q1, Q2 etc</b>
MNQF level of Qualification	<b>L1, L2 etc</b>
Version Number	<b>V1, V2 etc</b>
Year of endorsement of standard, qualification	<b>By two digits Example- 07</b>

<b>1. Endorsement Application for Qualification 01</b>		
<b>2. NATIONAL CERTIFICATE III IN HOUSEKEEPING</b>		
<b>3. Qualification code:</b> TOU05SQ1L318	<b>Total Number of Credits: 48</b>	
<b>4. Purpose of the qualification</b> The holders of this qualification are expected to work as a Room Attendant mainly in a resort and will be working under the supervision of a Room Attendant Supervisor		
<b>5. Regulations for the qualification</b>	National Certificate III in Housekeeping will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21	
<b>6. Schedule of Units</b>		
Unit Title	Unit Title	Code
1.	Develop and update tourism industry knowledge	TOU05S1U01V1
2.	Observe personal and work place hygiene practices	TOU05S1U02V1
3.	Practice health, safety and security Practices	TOU05S1U03V1
4.	Provide effective customer care	TOU05S1U04V1
5.	Practice effective workplace communication	TOU05S1U05V1
6.	Perform computer operations	TOU05S1U06V1
7.	Follow policies and procedures	TOU05S1U07V1
8.	Provide first aid	TOU05S1U08V1
9.	Setting Up the Trolley & preparing to work	TOU05S1U09V1
10.	Prepare Guest rooms	TOU05S1U10V1
11.	Serving Bathrooms	TOU05S1U11V1
12.	Servicing an occupied room	TOU05S1U12V1
13.	Servicing a vacant room	TOU05S1U13V1
14.	Providing Turn Down Service	TOU05S1U14V1
15.	Handling room transfers/ moves	TOU05S1U15V1
16.	Handling guest laundry & dry cleaning	TOU05S1U16V1
17.	Handle Keys	TOU05S1U17V1
18.	Handling guest requests	TOU05S1U18V1
19.	Closing down	TOU05S1U19V1
20.	Work safely	TOU05S1U20V1
21.	Handling Non-Routine Cleaning	TOU05S1U21V1
<b>7. Accreditation requirements</b>	The training provider should have a bed room or similar training facility to provide the trainees the hands-on experience related to this qualification	
<b>8. Recommended sequencing of units</b>	As appearing under the section 06	

<b>2. Endorsement Application for Qualification 02</b>		
<b>2. NATIONAL CERTIFICATE IV IN HOUSEKEEPING</b>		
<b>3. Qualification code:</b> TOU05SQ2L418	<b>Total Number of Credits: 168</b>	
<b>4. Purpose of the qualification</b> The holders of this qualification are expected to work as a Room Attendant Supervisors mainly in a resort and will be working under the supervision of a Manager		

<b>5. Regulations for the qualification</b>	National Certificate IV in Housekeeping will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22+23+24+25+26+27+28+29+30+31+32+33+34+35+36
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**6. Schedule of Units**

Unit Title	Unit Title	Code
1.	Develop and update tourism industry knowledge	TOU05S1U01V1
2.	Observe personal and work place hygiene practices	TOU05S1U02V1
3.	Practice health, safety and security Practices	TOU05S1U03V1
4.	Provide effective customer care	TOU05S1U04V1
5.	Practice effective workplace communication	TOU05S1U05V1
6.	Perform computer operations	TOU05S1U06V1
7.	Follow policies and procedures	TOU05S1U07V1
8.	Provide first aid	TOU05S1U08V1
9.	Setting Up the Trolley & preparing to work	TOU05S1U09V1
10.	Prepare Guest rooms	TOU05S1U10V1
11.	Serving Bathrooms	TOU05S1U11V1
12.	Servicing an occupied room	TOU05S1U12V1
13.	Servicing a vacant room	TOU05S1U13V1
14.	Providing Turn Down Service	TOU05S1U14V1
15.	Handling room transfers/ moves	TOU05S1U15V1
16.	Handling guest laundry & dry cleaning	TOU05S1U16V1
17.	Handle Keys	TOU05S1U17V1
18.	Handling guest requests	TOU05S1U18V1
19.	Closing down	TOU05S1U19V1
20.	Work safely	TOU05S1U20V1
21.	Handling Non-Routine Cleaning	TOU05S1U21V1
22.	Address protocol requirement	TOU05S2U01V1
23.	Respond to a customer in crisis	TOU05S2U02V1
24.	Roster staff	TOU05S2U03V1
25.	Participate in environmentally sustainable work practices	TOU05S2U04V1
26.	Lead and manage people	TOU05S2U05V1
27.	Manage diversity in the workplace	TOU05S2U06V1
28.	Practice career professionalism	TOU05S2U07V1
29.	Monitor work operations	TOU05S2U08V1
30.	Identify hazards, assess and control safety risks	TOU05S2U09V1
31.	Implement and monitor workplace health, safety and security practices	TOU05S2U10V1
32.	Manage conflict	TOU05S2U11V1
33.	Interpret financial information	TOU05S2U12V1
34.	Coach others in job skills	TOU05S2U13V1
35.	Control stock	TOU05S2U14V1
36.	Implement and monitor environmentally sustainable work practices	TOU05S2U15V1
<b>7. Accreditation requirements</b>	The training provider should have a bed room or similar training facility to provide the trainees the hands-on experience related to this qualification	
<b>8. Recommended sequencing of units</b>	As appearing under the section 06	

### Units Details

Unit Title	Unit Title	Code	Level	No of credits
1.	Develop and update tourism industry knowledge	TOU05S1U01V1	03	02
2.	Observe personal and work place hygiene practices	TOU05S1U02V1	03	02
3.	Practice health, safety and security Practices	TOU05S1U03V1	03	02
4.	Provide effective customer care	TOU05S1U04V1	03	02
5.	Practice effective workplace communication	TOU05S1U05V1	03	02
6.	Perform computer operations	TOU05S1U06V1	03	03
7.	Follow policies and procedures	TOU05S1U07V1	03	02
8.	Provide first aid	TOU05S1U08V1	03	03
9.	Setting Up the Trolley & preparing to work	TOU05S1U09V1	03	02
10.	Prepare Guest rooms	TOU05S1U10V1	03	04
11.	Serving Bathrooms	TOU05S1U11V1	03	04
12.	Servicing an occupied room	TOU05S1U12V1	03	02
13.	Servicing a vacant room	TOU05S1U13V1	03	02
14.	Providing Turn Down Service	TOU05S1U14V1	03	02
15.	Handling room transfers/ moves	TOU05S1U15V1	03	02
16.	Handling guest laundry & dry cleaning	TOU05S1U16V1	03	02
17.	Handle Keys	TOU05S1U17V1	03	02
18.	Handling guest requests	TOU05S1U18V1	03	02
19.	Closing down	TOU05S1U19V1	03	02
20.	Work safely	TOU05S1U20V1	03	02
21.	Handling Non-Routine Cleaning	TOU05S1U21V1	03	02
22.	Address protocol requirement	TOU05S2U01V1	04	08
23.	Respond to a customer in crisis	TOU05S2U02V1	04	08
24.	Roster staff	TOU05S2U03V1	04	08
25.	Participate in environmentally sustainable work practices	TOU05S2U04V1	04	08
26.	Lead and manage people	TOU05S2U05V1	04	08
27.	Manage diversity in the workplace	TOU05S2U06V1	04	08
28.	Practice career professionalism	TOU05S2U07V1	04	08
29.	Monitor work operations	TOU05S2U08V1	04	08
30.	Identify hazards, assess and control safety risks	TOU05S2U09V1	04	08
	Implement and monitor workplace health, safety and security practices	TOU05S2U10V1	04	08

	Manage conflict	TOU05S2U11V1	04	08
	Interpret financial information	TOU05S2U12V1	04	08
	Coach others in job skills	TOU05S2U13V1	04	08
	Control stock	TOU05S2U14V1	04	08
	Implement and monitor environmentally sustainable work practices	TOU05S2U15V1	04	08

**Packaging of National Qualifications:**

National Certificate III in Housekeeping will be awarded to those who are competent in units  
1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21

Qualification Code: TOU05SQ1L318

National Certificate IV in Housekeeping will be awarded to those who are competent in units  
1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22+23+24+25+26+27+28+29+30+31+32+33  
+34+35+36

Qualification Code: TOU05SQ2L418

## Competency Standard for Housekeeping

Unit No	Unit Title
1.	Develop and update tourism industry knowledge
2.	Observe personal and work place hygiene practices
3.	Practice health, safety and security Practices
4.	Provide effective customer care
5.	Practice effective workplace communication
6.	Perform computer operations
7.	Follow policies and procedures
8.	Provide first aid
9.	Setting Up the Trolley & preparing to work
10.	Prepare Guest rooms
11.	Serving Bathrooms
12.	Servicing an occupied room
13.	Servicing a vacant room
14.	Providing Turn Down Service
15.	Handling room transfers/ moves
16.	Handling guest laundry & dry cleaning
17.	Handle Keys
18.	Handling guest requests
19.	Closing down
20.	Work safely
21.	Handling Non-Routine Cleaning
22.	Address protocol requirement
23.	Respond to a customer in crisis
24.	Roster staff
25.	Participate in environmentally sustainable work practices
26.	Lead and manage people
27.	Manage diversity in the workplace
28.	Practice career professionalism
29.	Monitor work operations
30.	Identify hazards , assess and control safety risks
31.	Implement and monitor workplace health, safety and security practices
32.	Manage conflict
33.	Interpret financial information
34.	Coach others in job skills
35.	Control stock
36.	Implement and monitor environmentally sustainable work practices

## **DESCRIPTION OF A HOUSEKEEPING SUPERVISOR**

As a hotel room attendant is to keep hotel rooms spotless, tidy and stocked with items such as soap, toilet paper and towels. Room attendant also change bed linen and prepare rooms for new arrivals. Main tasks would be changing the bed linen and towels; making beds; emptying bins; dusting; vacuuming floors; polishing; washing glasses and cups; replenishing stocks of guest supplies such as shampoos and soap, drinks in the mini-bar, tea, coffee and biscuits and cleaning and preparing public rooms such as public toilets, the lounge or bar. To do this work room attendant need to be fit, with plenty of stamina, be prepared to work hard - often on his or her own, and may have to work quickly when a room is needed for a guest who is waiting.

A Room Attendant in the Maldivian context is a service provider in the field of. The Room Attendant is expected to work under the supervision of Housekeeping Supervisor or any other professional from the Housekeeping field that could provide guidance and supervision. The Room Attendant shall provide customer service centered housekeeping service in all level of housekeeping facilities in Maldives.

A Housekeeping Supervisor position is an entry level supervisory position that is responsible for leading the house keeping operation ensuring and maintaining a consistently high standard of customer service. This position will be responsible for maintaining the smooth flow of housekeeping services according to the standards of the Hotel or Resort

## **COMPETENCY STANDARD DEVELOPMENT PROCESS**

The competencies were determined based on the analysis of the tasks expected to be performed by the Room Attendant in the Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Housekeeping training in Maldives. Competency standards used for similar type of training in other countries were also examined