



Maldives National Skills Development Authority



National Competency Standard for Guesthouse Operation

Standard Code: TOUS07V1/20

**Qualification Name: National Certificate III in Guesthouse Operations
Qualification Code: TOUS07Q01L3V1/20**

PREFACE

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs.

Recognizing the importance of developing the youth sector to enable Maldives to transition from an upper-middle-income country to high-income country, the World Bank Country Partnership Framework (CPF) proposes to finance the Maldives Enhancing Employability and Resilience of Youth (MEERY) project. As part of the MEERY project is financing for skills development and entrepreneurship in priority sectors such as tourism, ICT and construction sector MEERY continues to provide support to TVET Authority to develop National Occupational Standard, instructional materials, assessment resource book and trainees log book for the National Occupational Standard for "Guest House Operations". As part of the MEERY Project, TVET Authority has only undertaken to review standard which were developed in the ESTP Project to increase the economic opportunities for youth's trainees and promote equitable economic & social development in the country.

The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for six key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction, Social and the Information and Technology sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards.

NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

NCS are developed by the Technical and Vocational and Education Training Authority of Ministry of Higher Education. The NCS are endorsed by the Employment Sector Councils of the respective sectors and validated by the Maldives Qualification Authority.



Mohamed Hashim
Minister of State for Higher Education
TVET Authority



Ahmed Nisham
Director, Standard Development & Statistics
TVET Authority



TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organization
01	Ali Afsah	General Manager	Simry Beach Side
02	Ahmed Ali	Restaurant Manager	Pullman Maldives
03	Fathmath Shifa	Assistant Director	Tourism Ministry
04	Ibrahim Nizam	Chief Consultant	MATATO
05	Nafiz Mohamed	Lecturer	FHTS
06	Thaaseen Hilmy	Consultant, Trade and Investment	Ministry of Economic Development
07	Hazim Rasheed	Freelancer	Freelancer

VERSION	DEVELOPER	DATE	STANDARD CODE
V1	Maldives Institute of Technology	21st September 2020	TOUS07V1/20

EMPLOYMENT SECTOR COUNCILS

#	Name	Designation	Organization
01	Mariyam Noordeen	President	Chef's Guilds of Maldives
02	Dr. Sham'aa Abdullah Hameed	Education and Projects Manager	Parley Maldives
03	Fathmath Shifa	Assistant Director	Ministry of Tourism
04	Ali Adam	General Manager HR	Universal Enterprise / Maldives Association of Tourism Industry
05	Zoona Naseem	Co-founder	Moodhu Bulhaa Diving Centre
06	Aishath Neesha Mohamed Shahid	Deputy Managing Director	Maldives Marketing and Public Relations Corporation
07	Zubana Ibrahim	Assistant Director	Ministry of Economic Development
08	Mamdhoon Rasheed	Director	Ministry of Youth, Sports and Community Empowerment
09	Abdulla Su'ood	President	Maldives Association of Travel Agents and Tour Operators
10	Mohamed Wafir	Gold Member	Guesthouse Association of Maldives
11	Ali Hafeez	Lecturer	Faculty of Hospitality and Tourism Studies, Maldives National University

National Occupational Standard has been endorsed by:

<p>Mariyam Noordeen Chairperson Tourism Employment Sector Council</p> 	 <p>Dr. Sham'aa Abdullah Hameed Vice-Chairperson Tourism Employment Sector Council</p>
<p>Technical and Vocational Education and Training Authority Ministry of Higher Education Handhuvaree Hingun, M. World Dream Male', Maldives</p>	
Date of Endorsement: 21 st September 2020	Date of Revision: NA

Standard Development Process

To begin with, Guest House Operations occupations were profiled through study of the occupation across Maldivian workplaces. Referred occupational profiling process led to the development of the Draft Occupational Standard.

Draft occupational standard is then used to undertake functional analysis of the Guest House Operations occupation and the referred functional process was undertaken with participation of industry experts. For strengthening the development of the National Occupational Standard, a panel with technical experts was formed. The members provide technical support which needs to be included in the developed standard.

Once the standard is finalized among the panel, after the recommendation this is later been submitted to the Tourism Employment Sector Council. A brief report on how National Occupational Standard for Guest House Operations was developed is presented to the council. Council members then ensures that the industry need has been catered in the standard and once the standard full fills the recommendation the standard has been endorsed by the council.

After endorsing the standard from the Tourism Employment Sector Council, the final document is submitted to Maldives Qualification Authority (MQA) for approval. After the approval of MQA the National Occupational Standard for Guest House Operations is published, which would be than used by training providers.

Description of “Guest House Operations Occupation”

Staff working at the areas of Guest House Operations play an important role in facilitating and elevating service provided from Guest Houses.

Referred staff will work with the arriving guests and will be working in the Guest House in engaging in diverse set of activities such cleaning, room making, serving breakfast to guests, bed making, etc. Referred occupations is preferred to have diverse set of skills to ensure minimal staff is employed by the Guest House owners.

Job opportunities upon completion of “National Certificate-3 in Guest House Operations”

Upon successful completion of the National certificate-3 in Guest House Operation, students can work as Guesthouse Operator

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in an industry sector	Two digits 01-99
Unit	U
Common Competency	CR
Core Competency	CM
Optional / Elective Competency	OP
Assessment Resources Materials	A
Learning Resources Materials	L
Curricular	C
Qualification	Q1, Q2 etc.
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Year of Last Review of standard, qualification	By “/” followed by two digits responding to the year of last review, example /20 for the year 2020

1. Endorsement Application for Qualification 01

2. NATIONAL CERTIFICATE III IN GUEST HOUSE OPERATIONS

3. Qualification code: TOUS07Q01L3V1/20 **Total Number of Credits: 80**

4. Purpose of the qualification

This qualification addresses performance outcomes with details on skills and knowledge required to effectively participate in implementing various tasks related to smooth and effective operation of Guest Houses. The qualification comes at a time when Guest House industry is expanding significantly across the Maldives. The standard presented here will stimulate local youth to take up growing employment opportunities from Guest Houses located all over the Maldives. The Occupational Standard is aimed at elevating service quality across Guest Houses through developing skilled manpower.

5. Regulations for the qualification

National Certificate III in Guest House Operations 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

6. Schedule of Units

Unit No	Unit Title	Code
Common Competencies		
01	Develop tourism industry knowledge	TOUCM01V2/20
02	Apply work ethics and professionalism	TOUCM02V1/20
03	Follow health, safety and security procedures	TOUCM03V2/20
04	Practice effective workplace communication	TOUCM04V2/20
05	Provide effective customer care	TOUCM05V2/20
06	Perform basic computer operations	TOUCM06V2/20
07	Provide first aid	TOUCM07V2/20
08	Respond to fire	TOUCM08V1/20
Core Competencies		
09	Clean guest house and its equipment	TOUS07CR09V1/20
10	Prepare Rooms for Guests	TOUS07CR10V1/20
11	Respond to guest inquiries and complaints	TOUS07CR11V1/20
12	Receive & Process Reservations	TOUS07CR12V1/20
13	Manage Financial Operations	TOUS07CR13V1/20
14	Perform arrival and departure services	TOUS07CR14V1/20
15	Organize excursions and site seeing trips	TOUS07CR15V1/20
16	Undertake basic of food and beverage services	TOUS07CR16V1/20
17	Perform Guesthouse office administration Procedures	TOUS07CR17V1/20
18	Maintain guesthouse premises	TOUS07CR18V1/20
19	Provide information related to History of Maldives and its culture	TOUS07CR19V1/20
20	Provide laundry Services to guests	TOUS07CR20V1/20

7. Accreditation requirements

The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.

8. Recommended sequencing of units

As appearing under the section 06

Units Details

#	Unit Title	Code	Level	No of Credits
01	Develop tourism industry knowledge	TOUCM01V2/20	III	03
02	Apply work ethics and professionalism	TOUCM02V1/20	III	03
03	Follow health, safety and security procedures	TOUCM03V2/20	III	03
04	Practice effective workplace communication	TOUCM04V2/20	III	04
05	Provide effective customer care	TOUCM05V2/20	III	05
06	Perform basic computer operations	TOUCM06V2/20	III	03
07	Provide first aid	TOUCM07V2/20	III	05
08	Respond to fire	TOUCM08V1/20	III	03
09	Clean guest house and its equipment	TOUS07CR09V1/20	III	05
10	Prepare Rooms for Guests	TOUS07CR10V1/20	III	06
11	Respond to guest inquiries and complaints	TOUS07CR11V1/20	III	04
12	Receive & Process Reservations	TOUS07CR12V1/20	III	04
13	Manage Financial Operations	TOUS07CR13V1/20	III	04
14	Perform arrival and departure services	TOUS07CR14V1/20	III	05
15	Organize excursions and site seeing trips	TOUS07CR15V1/20	III	04
16	Undertake basic of food and beverage services	TOUS07CR16V1/20	III	04
17	Perform Guesthouse office administration Procedures	TOUS07CR17V1/20	III	03
18	Maintain guesthouse premises	TOUS07CR18V1/20	III	05
19	Provide information related to History of Maldives and its culture	TOUS07CR19V1/20	III	03
20	Provide laundry Services to guests	TOUS07CR20V1/20	III	04

Packaging of National Qualifications:

National Certificate III in Guest House Operations 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

Qualification Code: TOUS07Q01L3V1/20