****

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**HOUSEKEEPER**

**LEVEL 4**

****

TVET CDACC

P.O. BOX 15745-00100

NAIROBI

First published 2018

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# FOREWORD

The provision of quality education and training is fundamental to the Government’s overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya’s development blueprint, Vision 2030 and sustainable development goals.

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution of Kenya 2010 and this resulted to the formulation of the Policy Framework for Reforming Education and Training. A key feature of this policy is the radical change in the design and delivery of the TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that these Occupational Standards were developed for the purpose of developing a competency-based curriculum for Housekeeping and Accommodation Level 4. These Occupational Standards will also be the basis for assessment of an individual for competence certification.

It is my conviction that these Occupational Standards will play a great role towards development of competent human resource for the Hospitality sector’s growth and sustainable development.

**PRINCIPAL SECRETARY**

**VOCATIONAL AND TECHNICAL TRAINING**

**MINISTRY OF EDUCATION**

# PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, “middle-income country providing a high-quality life to all its citizens by the year 2030”. Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET in order to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with Hospitality Sector Skills Advisory Committee (SSAC), developed these Occupational Standards. These standards will be the basis for development of competency-based curriculum for Housekeeping and Accommodation level 4.

The Occupational Standards are designed and organized with clear performance criteria for each element of a Unit of Competency. These standards also outline the required knowledge and skills as well as evidence guide.

I am grateful to the Council Members, Council Secretariat, Hospitality SSAC, expert workers and all those who participated in the development and review of these Occupational Standards.

**CHAIRMAN**

**TVET CDACC**

# ACKNOWLEDGMENT

These laundry and dry cleaning occupational standards were developed through the combined efforts of various stakeholders from both private and public organizations. I am most sincerely thankful to the management of these organizations for allowing their staff to participate in this important course. I wish to acknowledge the invaluable contribution of industry players who provided valuable inputs towards the development of these occupational standards.

My gratitude goes to the various individuals who participated in workshops to develop these occupational standards. To each one of you I say thank you. I also sincerely thank the various facilitators that moderated the workshops and ensured that all deliberations and outputs were captured and compiled.

I cannot forget to thank TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) who provided guidance on the development of these occupational standards.

I wish to express my great gratitude to my fellow Hospitality Sector Skills Advisory Committee (SSAC) members for their immense contribution in the development of these occupational standards.

I also wish to sincerely thank all the individuals and organizations who participated in the validation of these occupational standards.

Last but not least, I am grateful to any other person, institution or organization who in one way or another contributed to the success of this process but has not been mentioned. I dearly acknowledge your contribution and support.

**CHAIRPERSON**

**HOSPITALITY SECTOR SKILLS ADVISORY COMMITTEE**

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**ACRONYMS**

BC : Basic Competency

CC : Common Competencies

CDACC ; Curriculum Development Assessment and Certification Council

CR : Core Competency

ICT : Information Communication Technology

MoE : Ministry of Education

HK :House Keeping

HOS : Hospitality

PPE : Personal Protective Equipment

OS : Occupational Standards

OSH : Occupation Safety and Health

OSHA : Occupation Safety and Health Act

SSAC : Sector Skills Advisory Committee

TVET : Technical and Vocational Education and Training

WIBA : Work Injury and Benefits Act

**KEY TO UNIT CODE**

 **HOS/OS/HK/BC/01/4 A**

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version control

**OVERVIEW**

Housekeeping Qualification Level 4 consists of competencies that an individual must achieve to carry out housekeeping operations. It entails managing guest experience, front office operations, housekeeping operations, laundry and linen rom operations and facilities and property repair maintenance.

The units of competency comprising this qualification include the following basic and core units of learning as indicated below:

 **BASIC UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| HOS/OS/HK /BC/01/4/A | Communication skills |
| HOS/OS/HK /BC/02/4/A | Numeracy skills |
| HOS/OS/HK /BC/03/4/A | Digital literacy |
| HOS/OS/HK /BC/04/4/A | Entrepreneurial skills |
| HOS/OS/HK/BC/05/4/A | Employability skills |
| HOS/OS/HK/BC/06/4/A | Environmental literacy |
| HOS/OS/HK/BC/07/4/A | Occupational safety and health practices |

**CORE UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| HOS/OS/HK/CR/01/4/A | Supervise Guest Experience  |
| HOS/OS/HK/CR/02/4/A | Coordinate front office operations |
| HOS/OS/HK/CR/03/4/A | Supervise housekeeping operations |
| HOS/OS/HK/CR/04/4/A | Supervise Laundry and Linen Operations  |
| HOS/OS/HK/CR/05/4/A | Coordinate facility and property repairs and maintenance  |
|  | Industrial attachment |

# BASIC UNITS OF COMPETENCY

# DEMONSTRATE COMMUNICATION SKILLS

**UNIT CODE:** HOS/OS/HK/BC/01/4/A

**UNIT DESCRIPTION**

This unit covers the competencies required demonstrate communication skills. It involvesobtaining and conveying workplace information, completing relevant work-related documents, communicating information about workplace processes, leading workplace discussion and communicating workplace issues.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT** These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Obtain and convey workplace information
 | 1. Specific and relevant information is accessed from ***appropriate sources*** based on standard procedures
2. Effective questioning, active listening and speaking skills are used to gather and convey information based on communication needs
3. Appropriate ***medium*** is used to transfer information and ideas in accordance with workplace guidelines
4. Appropriate non- verbal communication is used as per the communication needs
5. Appropriate lines of communicationwith supervisors and colleagues are identified and followed based on workplace requirements
6. Location and storage of information is undertaken according to workplace procedures
	1. Personal interaction is carried out clearly and concisely according to workplace requirements
 |
| 1. Complete relevant work-related documents
 | * 1. Range of forms relating to conditions of employment are completed according to workplace procedures
	2. Workplace data is recorded based on workplace requirements
	3. Errors in recording information are identified and acted upon in accordance with workplace policies
	4. Reporting requirements are completed according to organizational guidelines
 |
| 1. Communicate information about workplace processes
 | 1. Information sources are identified according to workplace procedures
2. ***Methods of communication*** are selected based on workplace guidelines
3. Multiple operations are communicated according to workplace structure
4. Work-related questions are asked and responded based on set protocols
5. Information is selected and organized according to workplace requirements
6. Verbal and written reporting is undertaken as per workplace requirements
7. Communication is maintained according to workplace standards
 |
| 1. Lead workplace discussions
 | 1. Response to workplace issues are sought and provided as per workplace protocol
2. Constructive contributions are made based on ***workplace discussions***
3. Workplace objectives and action plan are communicated according to workplace requirements
 |
| 1. Identify and communicate issues arising in the workplace
 | 1. Issues and problems are identified as per workplace guidelines
2. Problems and issues in the workplace are organized according to workplace operations
3. Dialogue is initiated with appropriate personnel as per workplace structure
4. Problems and issues raised are communicated as per the workplace reporting procedures
 |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Methods of communication mayinclude but not limited to:
 | * Non-verbal gestures
* Verbal
* Face to face
* Two-way radio
* Speaking to groups
* Using telephone
* Written
* Internet
 |
| 1. Workplace discussion may include but not limited to:
 | * Coordination meetings
* Toolbox discussion
* Peer-to-peer discussion
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Active listening
* Interpretation
* Negotiation
* Writing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Organization requirements for written and electronic communication methods
* Effective verbal communication methods
* Report writing
* Effective questioning techniques (clarifying and probing)
* Workplace etiquette

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency
 | Assessment requires evidence that the candidate: 1. Dealt with a range of communication/information at one time
2. Made constructive contributions in workplace issues
3. Sought workplace issues effectively
4. Responded to workplace issues promptly
5. Presented information clearly and effectively in written form
6. Used appropriate sources of information
7. Asked appropriate questions
8. Provided accurate information
 |
| 1. Resource Implications
 | 1. Access to relevant workplace where assessment can take place
2. Appropriately simulated environment where assessment can take place
3. Materials relevant to the proposed activity or tasks
 |
| 1. Methods of Assessment
 | 1. Third-party reports
2. Portfolio
3. Interview
4. Written tests
5. Observation
6. Oral questioning
 |
| 1. Context of Assessment
 | Competency may be assessed 1. On the job
2. Off the job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE NUMERACY SKILLS

**UNIT CODE:** HOS/OS/HK/BC/02/4/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate numeracy skills. It involves identifying and using whole numbers and simple fractions, decimals and percentages for work, identifying, measuring and estimating familiar quantities for work, reading and using familiar maps, plans and diagrams for work, identifying and describing common 2D and some 3D shapes for work, constructing simple tables and graphs for work using familiar data and identifying and interpreting information in familiar tables, graphs and charts for work

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT** These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range.*** |
| 1. Identify and use whole numbers and simple fractions, decimals and percentages for work
 | 1. Simple fractions, decimals and percentages identified and interpreted as per standard operating procedures.
2. Understanding of place value by organising numbers from smallest to largest demonstrated as SOPs
3. Required numerical information located and decision made on appropriate method to solve a problem as per SOPs
4. Limited range of calculations performed using the four operations using SOPs
5. Links between operations described as per SOPs
6. Estimations made to check reasonableness of results of problem-solving process as SOPs
7. Numerical information recorded, and the result of the task communicated using informal and some formal language and symbolism as per workplace procedures
 |
| 1. Identify, measure and estimate familiar quantities for work
 | 1. Measurement information in workplace tasks and texts identified and interpreted as per workplace procedures.
2. Familiar units of measurement needed for tasks is identified as per measurements manuals/charts
3. Familiar and simple amounts estimated as per workplace procedures.
4. Appropriate measuring equipment selected as per SOPs
5. ***Simple measuring equipment*** graduated in familiar units to measure relevant quantities is used as per graduation manuals.
6. Calculation done using familiar units of measurement as per SOPs
7. Measurements and results checked against estimates as per job specifications.
8. Results are recorded or reported as per workplace procedures
9. Results relevant to the workplace task are communicated using informal and some formal mathematical and general language as per workplace procedures.
 |
| 1. Read and use familiar maps, plans and diagrams for work
 | 1. Items and places are in familiar maps, plans and diagrams as per SOPs
2. Common symbols and keys recognised in familiar maps, plans and diagrams as per SOPs
3. Understanding of direction and location demonstrated by describing the location of objects, or route to familiar places as per SOPs
4. Instructions to locate familiar objects or places are given and followed as per SOPs
5. Informal and some formal oral mathematical language and symbols are used as per SOPs
 |
| 1. Identify and describe common 2D and some 3D shapes for work
 | 1. ***Common 2D shapes and some common 3D shapes*** in familiar situations are identified and named as per job requirements
2. Common 2D shapes and designs are compared and classified as per SOPs
3. Informal and some formal language used to describe common two-dimensional shapes and some common three-dimensional shapes in accordance with workplace procedures.
4. Simple items used to draw or construct common 2D shapes as per workplace procedures.
5. Common 3D shapes matched to their 2D sketches or nets as per SOPs
 |
| 1. Construct simple tables and graphs for work using familiar data
 | 1. Common types of graphs are identified and named as per SOPs
2. Familiar data to be collected is determined in accordance with job specifications.
3. A method to collect data is selected in accordance with workplace procedures.
4. A small amount of simple familiar data is collected as per workplace procedures
5. One or two variables determined from the data collected as per SOPs.
6. Data ordered and collated as per standard operating procedures.
7. A table is constructed and data entered as per SOPs
8. Graphs are constructed using data from table as per job specifications
9. Results are promptly checked as per workplace procedures
10. Graph information related to work is reported or discussed using informal and some formal mathematical and general language as per workplace procedures
 |
| 1. Identify and interpret information in familiar tables, graphs and charts for work
 | 1. Simple tables are identified in familiar texts and contexts in accordance with workplace procedures
2. Title, headings, rows and columns located in familiar tables as per SOPs
3. Information and data in simple tables identified and interpreted as per workplace procedures.
4. Information is related in accordance with workplace tasks
5. Familiar graphs and charts are identified in familiar texts and contexts as per SOPs
6. Title, labels, axes, scale and key from familiar graphs and charts are located as per SOPs
7. Information and data in familiar graphs and charts are identified and interpreted as per job requirements
8. Information is related to relevant workplace tasks as per job requirements.
 |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Simple measuring equipment may include but not limited to:
 | * Rulers
* Watches/clocks
* Scales
* Thermometers
* AVO meter
 |
| 1. Common 2D shapes and common 3D shapes may include but not limited to:
 | * Round
* Square
* Rectangular
* Triangle
* Sphere
* Cylinder
* Cube
* Polygons
* Cuboids
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Measuring
* Logical thinking
* Computing
* Drawing of graphs
* Applying mathematical formulas
* Analytical

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Types of common shapes
* Differentiation between two dimensional shapes / objects
* Formulae for calculating area and volume
* Types and purpose of measuring instruments
* Units of measurement and abbreviations
* Fundamental operations (addition, subtraction, division, multiplication)
* Rounding techniques
* Types of fractions
* Different types of tables and graphs
* Meaning of graphs, such as increasing, decreasing, and constant value
* Preparation of basic data, tables & graphs

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency
 | Assessment requires evidence that the candidate:* 1. Simple fractions, decimals and percentages are correctly identified and interpreted
	2. Performed a limited range of calculations using the 4 operations
	3. Performed calculations using familiar units of measurement
	4. Recognised common symbols and keys in familiar maps, plans and diagrams
	5. Constructed simple tables and graphs using familiar data
	6. Identified and interpret information in familiar tables, graphs and charts
 |
| 1. Resource Implications
 | 1. Access to relevant workplace where assessment can take place
2. Appropriately simulated environment where assessment can take place
3. Materials relevant to the proposed activity or tasks
 |
| 1. Methods of Assessment
 | Competency may be assessed through:1. Written Test
2. Interview
3. Oral Questioning
 |
| 1. Context of Assessment
 | Competency may be assessed 1. On the job
2. Off the job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE DIGITAL LITERACY

**UNIT CODE:** HOS/OS/HK/BC/03/4/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate digital literacy in a working environment. It entails identifying computer software and hardware, applying security measures to data, hardware, software , applying computer software in solving task sand applying internet and email in communication at workplace.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT** These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Identify computer software and hardware
 | * 1. ***Appropriate computer software*** is identified according to manufacturer’s specification
	2. ***Appropriate computer hardware*** is identified according to manufacturer’s specification
 |
| 1. Apply security measures to data, hardware, software
 | * 1. ***Data security and privacy are classified*** in accordance with the technological situation
	2. ***Security and control measures*** are applied in accordance with laws governing protection of ICT
	3. Computer threats and crimes are detected as per information security management guidelines.
	4. Protection against computer crimes is undertaken in accordance with laws governing protection of ICT
 |
| 1. Apply computer software in solving tasks
 | * 1. Basic word processing concepts are applied in resolving workplace tasks
	2. Word processing utilities are applied in accordance with workplace procedures
	3. Data is manipulated on worksheet in accordance with office procedures
 |
| 1. Apply internet and email in communication at workplace
 | * 1. Electronic mail is applied in workplace communication in accordance with office procedures
	2. Office internet functions are defined and executed in accordance with office procedures
	3. Network configuration and uses are determined in accordance with office operations procedures
 |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Range** | **Variable** |
| 1. Appropriate computer software may include but not limited to:
 | * Operating system
* MS office
* Web browser
* Media players
 |
| 1. Appropriate computer hardware may include but not limited to:
 | * Computer Case
* Monitor
* Keyboard
* Mouse
* Hard Disk Drive
* Motherboard
* Video Card
 |
| 1. Data security and privacy may include but not limited to:
 | * Confidentiality
* Cloud computing
* Confidentiality
* Cyber terrorism
* Integrity -but-curious data serving
 |
| 1. Security and control measures may include but not limited to:
 | * Countermeasures and risk reduction
* Cyber threat issues
* Risk management
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical
* Interpretation
* Typing
* Communication
* Computing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Input and output devices
* Central processing Unit (CPU)
* Peripherals
* Storage Media
* Software concept
* Types of concept
* Function of computer software
* Data security and privacy
* Security threats and control measures
* Computer crimes
* Detection and protection of computer crimes
* Laws governing protection of ICT
* Word processing;
* Functions and concepts of word processing.
* Documents and tables creation and manipulations
* Mail merging
* Word processing utilities
* Spread sheet;
* Meaning, formulae, function and charts, uses, layout, data manipulation and application to cell
* Networking and Internet;
* Meaning, functions and uses of networking and internet.
* Electronic mail and world wide web
* Emerging trends and issues in ICT;
* Identify and apply emerging trends and issues in ICT
* Challenges posed by emerging trends and issues

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency
 | Assessment requires evidence that the candidate:* 1. Identified input, output, CPU and storage media devices of computers in accordance to computer specification
	2. Identified concepts, types and functions of computer software according to operation manual
	3. Identified and controlled security threats
	4. Detected and protected computer crimes
	5. Applied word processing in office tasks
	6. Prepared work sheet and applied data to the cells in accordance to workplace procedures
	7. Used Electronic Mail for office communication as per workplace procedure
	8. Applied internet and World Wide Web for office tasks in accordance with office procedures
	9. Applied laws governing protection of ICT
 |
| 1. Resource Implications
 | * 1. Access to relevant workplace where assessment can take place
	2. Appropriately simulated environment where assessment can take place
	3. Materials relevant to the proposed activity or tasks
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Written tests
	2. Practical assignment
	3. Interview
	4. Oral Questioning
	5. Observation
 |
| 1. Context of Assessment
 | Competency may be assessed 1. On the job
2. Off the job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

#

# DEMONSTRATE ENTREPRENEURIAL SKILLS

**UNIT CODE:** HOS/OS/HK/BC/04/4/A

**UNIT DESCRIPTION**

This unit covers the competencies required demonstrate entrepreneurial skills. It involvescreating and maintaining small scale business, establishing small scale business customer base, managing small scale business and growing/ expanding small scale business.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the **key outcomes** which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms are elaborated in the Range*** |
| 1. Create and maintain small scale business
 | 1. Generation and evaluation of business ideas is undertaken in accordance with the existing procedure
2. Competencies are matched with business opportunities in accordance with business practices.
3. Procedure for starting a small business is identified as per the legal requirements
4. SWOT/ PESTEL analysis and or industrial survey is carried out according to office procedures
5. ***Business operations*** are monitored and controlled following established procedures.
6. Quality assurance measures are implemented in accordance with the business practices.
7. Good relations are maintained with staff/workers as per the workplace policies.
8. Policies and procedures on occupational safety and health and environmental concerns are constantly observed as per the workplace policies
 |
| 1. Establish small scale business customer base
 | 1. Good customer relations are maintained in accordance with office procedures
2. New customers and markets are identified, explored and reached out to according to the marketing plan
3. Promotions/Incentives are offered to loyal customers in accordance with office procedures
4. Additional products and services are evaluated and tried in accordance with marketing strategy
5. Customer record is maintained in accordance with office procedures
 |
| 1. Manage small scale business
 | 1. Enterprise is built up and sustained in line with judicious control of cash flows.
2. Profitability of enterprise is ensured as per the internal controls.
3. Unnecessary or lower-priority expenses and purchases are avoided as per the marketing strategy
4. Basic cost-benefit analysis are undertaken in accordance with office procedures
5. Basic financial management are undertaken in accordance with office procedures
6. Basic financial accounting in undertaken in accordance with office procedures
7. Business ***internal controls*** are implemented in accordance with office procedure
8. Setting business priorities and strategies is carried out according to office procedures
9. Preparation and interpretation of basic financial statements is undertaken in accordance with set procedures
10. Preparation of business plansfor small business is undertaken in accordance with ***business strategy***
11. Business Social Responsibility is maintained in accordance with Standard Operations Procedures (SOP)
 |
| 1. Grow/ expand small scale business
 | 1. Prepared business growth strategy for small sale business in accordance with office procedures
2. Incorporated technology in small scale business growth in accordance with technological trends
3. Emerging issues and trends are considered in accordance with business growth strategy
4. Built audience interest in product/service according to growth strategy
5. Boosted cooperate communication according to business ***communication strategy***
 |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range**  |
| 1. Business operations may include but not limited to:
 | * Purchasing
* Accounting/administrative
* Work production/operations/sales
* Marketing
 |
| 1. Internal control may include but not limited to:
 | * Accounting systems
* Financial statements/reports
* Cash management
* Human resource management
 |
| 1. Business Strategy may include but not limited to:
 | * Management of wastages
* Environmental Conservation
 |
| 1. Communication strategy may include but not limited to:
 | * Blue print of exchange of information
* Technology and exchange of information
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Marketing
* Advertising
* Basic bookkeeping
* Accounting
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Generation and evaluation of business ideas
* Legal requirements for starting a small business
* SWOT/ PESTEL analysis
* Occupational Safety and Health
* Public relations concepts
* Business plan
* Business financing
* Marketing strategies
* Business management and control
* Production/ operation process
* Product promotion strategies
* Market and feasibility studies
* Business ethics
* Building customer relations
* Business models and strategies
* Types and categories of businesses
* Business internal controls
* Relevant national and local legislation and regulations
* Basic quality control and assurance concepts
* Building relations with customer and employees
* Building competitive advantage of the enterprise
* Business growth strategies

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |  |
| --- | --- | --- |
| 1. Critical aspects of Competency
 | Assessment requires evidence that the candidate:

|  |
| --- |
| 1. Demonstrated entrepreneurial skills
2. Demonstrate competencies to create a small-scale business
3. Demonstrated ability to conceptualize and plan a micro/small business
4. Grew customer base for the small-scale business
5. Demonstrated ability to manage/operate a micro/small-scale business
6. Demonstrated competencies to grow a micro/small-scale business
 |

 |
| 1. Resource Implications
 |

|  |
| --- |
| The following resources should be provided:  |

1. Assessment location
2. Case studies on micro/small-scale enterprises
3. Assessment materials
 |
| 1. Methods of Assessment
 | Competency in this unit may be assessed through:

|  |  |
| --- | --- |
| 1. Written tests
2. Observation
3. Oral questioning
4. Portfolio
5. Projects
 |  |

 |
| 1. Context of Assessment
 | Competency may be assessed 1. On the job
2. Off the job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE EMPLOYABILITY SKILLS

**UNIT CODE:** HOS/OS/HK/BC/05/4/A

**UNIT DESCRIPTON**

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating critical safe work habits, demonstrating workplace learning and workplace ethics.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms are elaborated in the Range*** |
| 1. Conduct self-management
 | 1. Personal vision, mission and goals are formulated based on potential and in relation to organization objectives
2. Emotional intelligence is demonstrated as per workplace requirements.
3. Individual performance is evaluated and monitored according to the agreed targets.
4. Assertiveness is developed and maintained based on the requirements of the job.
5. Accountability and responsibility for own actions are demonstrated based on workplace instructions.
6. Self-esteem and a positive self-image are developed and maintained based on values.
7. Time management, attendance and punctuality are observed as per the organization policy.
8. Goals are managed as per the organization’s objective
9. Self-strengths and weaknesses are identified based on personal objectives
 |
| 1. Demonstrate critical safe work habits
 | 1. Stress is managed in accordance with workplace policy.
2. Punctuality and time consciousness is demonstrated in line with workplace policy.
3. Personal objectives are integrated with organization goals based on organization’s strategic plan.
4. ***Resources*** are utilized in accordance with workplace policy.
5. Work priorities are set in accordance to workplace goals and objectives.
6. Leisure time is recognized and utilized in line with personal objectives.
7. ***Drugs and substances of abuse*** are identified and avoided based on workplace policy.
8. HIV and AIDS prevention awareness is demonstrated in line with workplace policy.
9. Safety consciousness is demonstrated in the workplace based on organization safety policy.
10. ***Emerging issues*** are identified and dealt with in accordance with organization policy.
 |
| 1. Demonstrate workplace learning
 | * 1. Learning opportunities are sought and managed based on job requirement and organization policy.
	2. Improvement in performance is demonstrated based on courses attended.
	3. Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job
	4. Time and effort is invested in learning new skills based on job requirements
	5. Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy.
	6. New systems are developed and maintained in accordance with the requirements of the job.
	7. Awareness of personal role in workplace ***innovation*** is demonstrated based on requirements of the job.
 |
| 1. Demonstrate workplace ethics
 | 1. Policies and guidelines are observed as per the workplace requirements
2. Self-worth and professionalism is exercised in line with personal goals and organizational policies
3. Code of conduct is observed as per the workplace requirements
4. Integrity is demonstrated as per legal requirement
 |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Range** | **Variable** |
| 1. Personal objectives may include but not limited to:
 | * Long term
* Short term
* Broad
* Specific
 |
| 1. Feedback may include but not limited to:
 | * Verbal
* Written
* Informal
* Formal
 |
| 1. Team may include but not limited to:
 | * Small work group
* Staff in a section/department
* Inter-agency group
 |
| 1. Drug and substance abuse may include but not limited to:
 | * Alcohol
* Tobacco
* Miraa
* Over-the-counter drugs
* Cocaine
* Bhang
* Glue
 |
| 1. Emerging issues may include but not limited to:
 | * Terrorism
* Social media
* National cohesion
* Open offices
 |
| 1. Range of media for learning may include but not limited to:
 | * Mentoring
* peer support and networking
* IT and courses
 |
| 1. Innovation may include but not limited to:
 | * New ideas
* Original ideas
* Different ideas
* Methods/procedures
* Processes
* New tools
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Critical thinking
* Observation
* Organizing
* Record keeping
* Problem solving
* Decision Making
* Resource utilization

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Work values and ethics
* Company policies
* Company operations, procedures and standards
* Occupational Health and safety procedures
* Fundamental rights at work
* Personal hygiene practices
* Workplace communication
* Concept of time
* Time management
* Decision making
* Types of resources
* Work planning
* Record keeping
* Workplace problems and how to deal with them
* Assertiveness
* Team work
* HIV and AIDS
* Drug and substance abuse
* Safe work habits
* Professional growth and development
* Technology in the workplace
* Emerging issues
	+ Social media
	+ Terrorism
	+ National cohesion

###### EVIDENCE GUIDE

###### This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency
 | Assessment requires evidence that the candidate:* 1. Conducted self-management
	2. Demonstrated critical safe work habits
	3. Demonstrated workplace learning
	4. Demonstrated workplace ethics
 |
| 1. Resource Implications
 | The following resources should be provided:1. Access to relevant workplace where assessment can take place
2. Appropriately simulated environment where assessment can take place
 |
| 1. Methods of Assessment
 | Competency in this unit may be assessed through: 1. Oral questioning
2. Portfolio of evidence
3. Third Party Reports
4. Written tests
 |
| 1. Context of Assessment
 | Competency may be assessed 1. On-the-job
2. Off-the –job
3. During Industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE ENVIRONMENTAL LITERACY

**UNIT CODE:** HOS/OS/HK/BC/06/4/A

**UNIT DESCRIPTION**

# This unit specifies the competencies required to demonstrate environmental literacy. It involves controlling environmental hazard, controlling environmental pollution, demonstrating sustainable resource use and evaluating current practices in relation to resource usage.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Control environmental hazard
 | * 1. Storage methods for environmentally hazardous materials are followed according to environmental regulations and OSHS.
	2. Disposal methods of hazardous wastes are followed according to environmental regulations and OSHS.
	3. ***PPE*** is used according to OSHS.
 |
| 1. Control environmental pollution
 | * 1. ***Environmental pollution*** ***control measures*** are compiled following standard protocol.
	2. Procedures for solid waste management are observed according Environmental Management and Coordination Act 1999
	3. Methods for minimizing noise pollution complied following environmental regulations.
 |
| 1. Demonstrate sustainable use of resource s
 | * 1. Methods for minimizing wastage are complied with.
	2. ***Waste management procedures*** are employed following principles of 3Rs (Reduce, Reuse, Recycle)
	3. Methods for economizing or reducing resource consumption are practiced.
 |
| 1. Evaluate current practices in relation to resource usage
 | * 1. Information on resource efficiency ***systems and procedures*** are collected and provided as per work groups/sector
	2. ***Current resource usage*** is measured and recorded as per work group/sector
	3. Current purchasing strategies are analyzed and recorded according to industry procedures.
	4. Current work processes to access information and data is analyzed following enterprise protocol.
 |
| 1. 5. Identify environmental legislations/conventions for environmental concerns
 | 1. Environmental legislations/conventions and local ordinances are identified according to the different environmental aspects/impact
2. Industrial standard/environmental practices are described according to the different environmental concerns
 |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. PPE may include but are not limited to:
 | * Masks
* Gloves
* Goggles
* Safety hat
* Overall
* Hearing protector
* Safety boots
 |
| 1. Environmental pollution control measures may include but are not limited to:
 | * Methods for minimizing or stopping spread and ingestion of airborne particles
* Methods for minimizing or stopping spread and inhaling gases and fumes
* Methods for minimizing or stopping spread and ingestion of liquid wastes
 |
| 1. Waste management procedures may include but are not limited to:
 | * Sorting
* Storing of items
* Recycling of items
* Disposal of items
* Handling
* Transport
 |
| 1. Current resources usage may include but are not limited to:
 | * Electric
* Water
* Fuel
* Telecommunications
* Supplies
* Materials
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Measuring
* Recording
* Analytical
* Monitoring
* Writing
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Storage methods of environmentally hazardous materials
* Disposal methods of hazardous wastes
* Usage of PPE Environmental regulations
* OSHS
* Types of pollution
* Environmental pollution control measures
* Different solid wastes
* Solid waste management
* Different noise pollution
* Methods of minimizing noise pollution
* Solid Waste Act
* Methods of minimizing wastage
* Waste management procedures
* Economizing of resource consumption
* Principle of 3Rs
* Types of resources
* Techniques in measuring current usage of resources
* Calculating current usage of resources
* Types of workplace environmental hazards
* Environmental regulations
* Environmental regulations applying to the enterprise.
* Procedures for assessing compliance with environmental regulations.
* Collection of information on environmental and resource efficiency systems and procedures,
* Measurement and recording of current resource usage
* Analysis and recording of current purchasing strategies.
* Analysis current work processes to access information and data Analysis of data and information

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency
 | Assessment requires evidence that the candidate:1. Controlled environmental hazards
2. Controlled environmental pollution
3. Demonstrated sustainable resource use
4. Evaluated current practices in relation to resource usage
 |
| 1. Resource Implications
 | The following resources should be provided:* 1. Workplace with storage facilities
	2. Tools, materials and equipment relevant to the tasks (e.g. cleaning tools, cleaning materials, trash bags, etc.)
	3. PPEs
	4. Manuals and references
	5. Legislation, policies, procedures, protocols and local ordinances relating to environmental protection
	6. Case studies/scenarios relating to environmental Protection
 |
| 1. Methods of Assessment
 | Competency in this unit may be assessed through:1. Observation
2. Oral questioning
3. Written tests
4. Third party reports
5. Portfolio
 |
| 1. Context of Assessment
 | Competency may be assessed1. On the job
2. Off the job
3. During industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE OCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE:** HOS/OS/HK/BC/07/4/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to practice safety and health and comply with OSH requirements relevant to work. It involves observing workplace procedures for hazards and risk prevention and participating in arrangements for workplace safety and health maintenance.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Adhere to workplace procedures for hazards and risk prevention
 | 1. Arrangement of work area and items in accordance with

workplace procedures requirements 1. Work standards and procedures are followed based on instructions
2. ***Prevention and control measures*** are applied based on instructions
 |
| 1. Participate in arrangements for workplace safety and health maintenance
 | 1. Orientations on ***OSH requirements and regulations*** is undertaken in line with policy.
2. Feedback on occupational health and safety are provided as per workplace instructions.
3. Workplace procedures for reporting hazards, incidents, injuries and sickness are adhered to as per workplace policy.
4. ***OSH-related training needs*** are identified and proposed as per workplace policy.
 |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Prevention and control measures may include but are not limited to:
 | * Eliminate the hazard
* Isolate the hazard
* Substitute the hazard with a safer alternative
* Use administrative controls to reduce the risk
* Use engineering controls to reduce the risk
* Use personal protective equipment
* Safety, Health and Work Environment Evaluation
* Periodic and/or special medical examinations of workers
 |
| 1. Safety gears /PPE (Personal Protective Equipment’s) may include but are not limited to:
 | * Arm/Hand guard, gloves
* Eye protection (goggles, shield)
* Hearing protection (ear muffs, ear plugs)
* Hair Net/cap/bonnet
* Hard hat
* Face protection (mask, shield)
* Apron/Gown/coverall/jump suit
* Anti-static suits
* High-visibility reflective vest
 |
| 1. Incidents and emergencies may include but are not limited to:
 | * Chemical spills
* Equipment/vehicle accidents
* Explosion
* Fire
* Gas leak
* Injury to personnel
* Structural collapse
* Toxic and/or flammable vapors emission.
 |
| 1. OSH requirements / regulations may include but are not limited to:
 | * Building code
* Permit to Operate
 |
| 1. OSH-related trainings may include but are not limited to:
 | * Safety Orientations relevant to tasks
* Safe and Correct Operation of Tools and Equipment
* Health Orientations/trainings
* Prevention and Control of OSH Hazards in the workplace
* Chemical Handling
* Safety Trainings
* Prevention and Control of Work-related Injuries and Illness
* Basic First-aid Trainings
* Emergency Response Trainings
* Trainings on use of fire-extinguisher
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Knowledge management
* Collaborating
* Interpersonal
* Troubleshooting
* Critical thinking
* Observation

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* General OSH principles and legislations
* Principles of good housekeeping (5S)
* Company/workplace policies/ guidelines
* Standards and safety requirements of work process and procedures
* Standard Workplace emergency plan and procedures
* Safety and health requirements of tasks
* Workplace guidelines on providing feedback on OSH and security concerns
* OSH regulations
* Hazard control procedures
* OSH trainings relevant to work

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency
 | 1. Assessment requires evidence that the candidate:
2. Arranged work area and items in accordance with
3. workplace procedures requirements
4. Followed work standards and procedures based on instructions
5. Applied ***Prevention and control measures*** based on instructions
6. Undertook orientations on ***OSH requirements and regulations*** in line with policy.
7. Provided feedback on occupational health and safety as per workplace instructions.
8. Adhered to workplace procedures for reporting hazards, incidents, injuries and sickness to as per workplace policy.
9. Identified and proposed ***OSH-related training needs*** as per workplace policy.
 |
| 1. Resource Implications
 | The following resources should be provided:1. Access to relevant workplace where assessment can take place
2. Appropriately simulated environment where assessment can take place
 |
| 1. Methods of Assessment
 | Competency in this unit may be assessed through: 1. Oral questioning
2. Portfolio of evidence
3. Third Party Reports
4. Written tests
 |
| 1. Context of Assessment
 | Competency may be assessed 1. On-the-job
2. Off-the –job
3. During Industrial attachment
 |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

#

# CORE UNITS OF COMPETENCY

# SUPERVISE GUEST EXPERIENCE

**UNIT CODE:** HOS/OS/HK/CR/01/4/A

**UNIT DESCRIPTION**

This unit describes the competencies required to supervise guests experience. It involves, enhancing guest’s experience, handling guest communication, handling guest’s feedback and handling guest complaints

**ELEMENT AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Enhance guest’s experience
 | * 1. Guests’ special requests are obtained and analysed as per workplace policy.
	2. Guest special requests are handled as per workplace policy and SOPs.
	3. Activities to enhance guest experience are implemented based on management and workplace policy.
 |
| 1. Handle guest communication
 | * 1. ***Guests’ communication methods*** are prepared as per workplace policy and SOPs.
	2. ***Modes of communication*** with guests are established and implemented based on workplace policy and SOPs.
	3. Communication is coordinated as per workplace policy and SOPs.
 |
| 1. Handle guest’s feedback
 | 1. Standard operating procedures are implemented based on guest’s feedback.
2. ***Tools for collection of guests’ feedback*** are implemented as per work place policy and SOPs.
3. Feedback from the guests is obtained, analysed and reported as per workplace policy.
4. Guests’ feedback report is handled as per SOPs and workplace policy.
5. Follow up on guest satisfaction is carried out as per work place policy.
 |
| 1. Handle guest complaints
 | 1. Receive guest complaints as per work place policy and SOPs
2. Report the guest complaints as per work place policy and SOPs
3. Guest Complaints are acted on as per the work place policies and SOPs.
4. Follow up on the guest complaint as per work place policy and SOPs.
 |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Guests’ communication methods may include but are not limited to:
 | * + Written
	+ Verbal
 |
| 1. Modes of communicationmay include but are not limited to:
 | * + Emails
	+ Social media
	+ Letters
	+ Telephone
	+ Short messaging services
	+ Face to face
 |
| 1. Tools for collection of guests’ feedbacksmay include but are not limited to:
 | * + Questionnaires
	+ Telephone
	+ Electronic devices
	+ Interview guides
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication Skills
* Negotiation skills
* Decision making
* Problem solving
* Leadership
* Interpersonal
* Analytical skills
* Critical thinking
* Entrepreneurial skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Basic Front office techniques
* Basic accounting
* Planning
* Guest services
* Computing
* Customer care
* Negotiation techniques
* Report writing
* Public relations
* Dealing with special guests

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range statement.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | 1. Documented tools for collection of guests’ feedback.
2. Documented and disseminated guest’s feedback.
3. Maintained records of guests experience compensation.
4. Demonstrated understanding of handling guests’ special experience.
5. Maintained record of activities for enhancing guest experience.
6. Demonstrated how to handle guest’s complaints.
 |
| 2.Resource Implications for competence assessment  | 1. Access to relevant workplace or appropriately simulated environment where assessment can take place
2. Materials relevant to the proposed activity or tasks
 |
| 3. Methods of Assessment | Competency in this unit may be assessed through:* 1. Practical
	2. Oral questioning
	3. Interview
	4. Written tests
	5. Third-party report
	6. Portfolio
 |
| 4. Context of Assessment | Competency may be assessed:* 1. On-the-job (workplace)
	2. Off-the-job
	3. Industrial attachment

Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

#

# COORDINATE FRONT OFFICE OPERATIONS

**UNIT CODE:** HOS/OS/HK/CR/02/4/A

**UNIT DESCRIPTION**

This unit describes the competencies required to coordinate front office operations. It involves coordinating communication between housekeeping and front office, coordinating guest services and maintaining guest accounts and database

**ELEMENTAND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Coordinate communication between housekeeping and front office
 | * 1. Coordinate on expected arrivals and departures.
	2. Share information on lost and found items.
	3. Coordinate information on VIPs guests.
	4. Share information on room status.
	5. Share information on special requests***.***
 |
| 1. Coordinate guest services
 | * 1. Handling of guest luggage is coordinated as per workplace policy and SOPs.
	2. ***Laundry services*** for guests are coordinated as per workplace policy and SOPs.
	3. Handling and disposal of lost and found items is coordinated as per workplace policy and SOPs.
	4. Guest complains and compliments are addressed as per workplace policy and SOPs.
	5. ***Guest special requests*** are addressed as per workplace policy and SOPs.
 |
| 1. Maintain guest accounts and database
 | * 1. Guest room reports are maintained as per workplace policy.
	2. Guest room reports are filed as per workplace policy.
	3. Guest database is managed as per workplace policy.
 |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| * 1. Laundry services may include but are not limited to:
 | * + Express
	+ Dry cleaning
	+ Pressing
	+ Valet services
	+ Contract
	+ Washing
	+ Starching
 |
| * 1. Guest special requests may include but are not limited to:
 | * + Extra pillows
	+ Extra bed
	+ Baby cot
	+ Visitor
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication Skills
* Negotiation skills
* Decision making
* Problem solving
* Leadership
* Interpersonal
* Analytical skills
* Critical thinking
* Entrepreneurial skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Customer care
* Basic Front office operations
* Basic accounting
* Planning
* Guest services/relations
* Computing
* Negotiation techniques
* Report writing

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range statement.

|  |  |
| --- | --- |
| * + - 1. Critical aspects of Competency
 | Assessment requires evidence that the candidate:* 1. Coordinated guest arrival and check-in for a positive first impression.
	2. Performed guest check-out activities.
	3. Guest services are adequately coordinated for guest satisfaction.
	4. Maintained guest accounts and database for future reference.
	5. Coordinated communication between housekeeping and front office
	6. Handled disposable and lost and found items
	7. Coordinated guest’s laundry services.
 |
| * + - 1. Resource Implications for competence assessment
 | The following resources should be provided:* 1. Access to relevant workplace or appropriately simulated environment where assessment can take place
	2. Materials relevant to the proposed activity or tasks
 |
| 3. Methods of Assessment | Competency in this unit may be assessed through:* 1. Practical
	2. Oral questioning
	3. Interview
	4. Written tests
	5. Portfolio
	6. Third-party report
 |
| 4. Context of Assessment | Competency may be assessed * 1. On-the-job (workplace)
	2. Off-the-job
	3. Industrial attachment

Off the job assessment must be undertaken in a closely simulated workplace environment |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# SUPERVISE HOUSEKEEPING OPERATIONS

**UNIT CODE:** HOS/OS/HK/CR/03/4/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to supervise housekeeping operations in an organization. It involves supervising housekeeping services, supervising housekeeping staff, participating in staff recruitment and training, monitoring and controlling housekeeping resource utilization and enforcing laws and regulations

|  |  |
| --- | --- |
| **ELEMENT**These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms are elaborated in the Range*** |
| 1. Supervise housekeeping services
 | * 1. Handling of ***housekeeping operations*** is supervised as per workplace policy and SOPs.
	2. Guest’s lost and found items are recorded and secured as per workplace policy and SOPs.
	3. Cleanliness of ***public areas*** (PA) and guestrooms is inspected as per workplace policy and SOPs.
	4. ***Unusual incidents*** are handled in line with workplace policy and SOPs.
 |
| 1. Supervise housekeeping staff
 | * 1. Training Housekeeping staff as per work place policy.
	2. Allocate duties and responsibilities based on tasks to be performed and as per work place policy.
	3. Housekeeping resources are allocated based on tasks to be performed.
	4. Challenges facing housekeeping staff are handled and reported as per workplace policy.
 |
| 1. Participate in staff recruitment and training
 | * 1. Advice the head of department on the need to recruit more staff.
	2. Participate in interviewing process where applicable.
	3. Participates in new staff induction.
	4. On-job training is conducted as per work place policy.
 |
| 1. Monitor and control housekeeping resource utilization
 | * 1. Mechanisms to control utilization of housekeeping resources are implemented based on workplace policy.
	2. Housekeeping inventory is maintained, monitored and updated as per workplace policy.
	3. Control resources in housekeeping operations as per workplace policy.
	4. Contracts for outsourced services are supervised as per workplace policy and agreed targets.
 |
| 5. Enforce laws and regulations | 5.1 ***Occupational safety and health requirements*** are adhered to in line with law.5.2 ***Environmental legislations and regulations*** are enforced within line with law. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Housekeeping operations may include but are not limited to:
 | * + Shampooing
	+ Scrubbing
	+ Crystallization
	+ Polishing
	+ Buffing
	+ Mopping
	+ Dusting
	+ Pest control
 |
| 1. Public areas may include but are not limited to:
 | * + Bathrooms
	+ Washrooms
	+ Restaurant
	+ Dining
	+ Offices
	+ Lounge
	+ Corridors
	+ Stair cases
	+ Back area
	+ Staff locker
	+ Lifts
	+ Parking
	+ Meeting room
 |
| 1. Unusual incidents may include but are not limited to:
 | * + Drunkenness
	+ Death in the organization
	+ Fights
	+ Rapes
	+ Suicide
	+ Injuries
 |
| 1. Occupational safety and health legislations may include but are not limited to:
 | * + OSH Act 2007
	+ Public health act Cap 242
 |
| 1. Environmental legislations and regulations may include but are not limited to:
 | * + EMCA 1999
	+ NEMA regulations
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organization skills
* Planning skills
* Analytical skills
* Communication skills
* Negotiation skills
* Interpersonal skills
* Basic management skills
* Housekeeping operations
* Decision making skills
* Problem solving skills
* Critical thinking
* Computer skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Cleaning tools, materials, supplies and equipment
* Housekeeping linen management
* Flower arrangements
* Institutional décor
* Cleaning methods and procedures
* Household pests and their control
* Managing household waste
* Legal aspects of housekeeping
* First Aid
* Customer care
* Resource utilization control mechanisms
* Health, safety and security in housekeeping
* Record keeping
* Dealing with special guests

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency
 | Assessment requires evidence that the candidate:1. Developed mechanisms for control of utilization of housekeeping resources.
2. Monitored and maintained housekeeping inventory.
3. Participated in staff induction and training
4. Demonstrated understanding of housekeeping operations.
5. Maintained records of guest’s lost and found items.
6. Maintained cleanliness inspection reports.
7. Demonstrated understanding of unusual incidents and how to handle.
8. Prepared and filed room status reports.
9. Demonstrated understanding of occupational safety and health (OSHA) and Environmental legislations and requirements.
 |
| 1. Resource Implications for competence assessment
 | The following resources must be provided:1. Access to relevant workplace or appropriately simulated environment where assessment can take place
2. Materials relevant to the proposed activity or tasks
 |
| 1. Methods of Assessment
 | Competency may be assessed through:3.1 Observation 3.1 Written tests3.3 Interviewing3.4 Oral questioning3.5 Case studies3.6 Portfolio3.7 Third party reports |
| 1. Context of Assessment
 | Competency may be assessed:* 1. On-the-job
	2. Off-the-job or a combination of these
	3. During Industrial attachment/ industrial attachment

Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# SUPERVISE LAUNDRY AND LINEN OPERATIONS

**UNIT CODE:** HOS/OS/HK/CR/04/4/A

**UNIT DESCRIPTION**

This unit describes the competencies required to supervise laundry and linen operations. It involves identifying laundry and linen department resource requirements, supervising laundry and linen services, participating in monitoring and controlling laundry and linen department resource utilization, enforcing relevant laws and regulations, supervising laundry staff

**ELEMENT AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold and italicized terms are elaborated in the Range*** |
| 1. Identify laundry and linen department resource requirements
 | * 1. ***Laundry materials*** and ***laundry supplies*** requisitions are obtained based on tasks to be carried out.
	2. Staff induction and training resources requisition is prepared based on training needs and workplace policy.
 |
| 1. Supervise laundry and linen services
 | * 1. Execution of laundry and linen operations is supervised as per workplace policy and SOPs.
	2. Functions of laundry and linen department are coordinated with functions of other departments as per workplace policy.
	3. Guest’s lost and found items are recorded and secured as per workplace policy and SOPs.
	4. Liaison with internal and external customers is done in line workplace policy.
 |
| 1. Participate in monitoring and controlling laundry and linen department resource utilization
 | * 1. Mechanisms to control utilization of laundry and linen resources are implemented based on workplace policy.
	2. Laundry and linen inventories par stock are maintained, monitored and updated as per workplace policy.
	3. Participates in requisitioning of department resources
 |
| 1. Enforce relevant laws and regulations
 | 1. ***Occupational safety and health requirements*** are adhered to in line with law.
2. ***Environmental legislations and regulations*** are enforced in line with the law.
 |
| 1. Supervise laundry staff
 | * 1. Training of Laundry and linen staff as per work place policy.
	2. Laundry and linen duties and responsibilities are assigned based on SOPs.
	3. Mechanisms for control of laundry and linen operations are supervised as per workplace policy.
	4. Laundry and linen resources are allocated based on tasks to be performed.
	5. Challenges facing laundry and linen staff are handled and reported based on workplace policy.
 |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Laundry materials may include but are not limited:
 | * + Dusters
	+ Cleaning agitator
	+ Sponges
 |
| 1. Laundry supplies may include but are not limited:
 | * + Bleaches
	+ Softener
	+ Starch
	+ Sours
	+ Boosters
	+ Water
	+ Steam
	+ Electricity
	+ Stain removers
 |
| 1. Occupational safety and health legislations may include but are not limited:
 | * + OSH Act 2007
	+ Public health act Cap 242
 |
| 1. Environmental legislations and regulations may include but are not limited:
 | * + EMCA 1999
	+ NEMA regulations
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication Skills
* Negotiation skills
* Report writing
* Evaluation
* Analytical
* Problem solving
* Decision making
* Critical thinking
* Leadership skills
* Interpersonal skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Laundry and linen operations
* Laundry tools, machines and equipment operation
* Laundry materials, chemicals and supplies process
* Principles of basic accounting
* Customer relations
* Stock taking/inventory
* Textiles and fibres
* Special treatments on fabrics
* Personal Protective Equipment
* Occupational Safety
* Environmental legislations

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range statement.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency
 | Assessment requires evidence that the candidate:1. Implemented mechanisms for control of utilization of laundry resources.
2. Monitored, maintained and updated laundry and linen inventory.
3. Documented reports for approval of staff induction, orientation, mentorship and capacity building programs.
4. Demonstrated understanding of laundry operations.
5. Documented reports for approval of disposal of guest’s lost and found items.
6. Demonstrated understanding of the risks associated with laundry operations.
7. Demonstrated understanding of occupational safety and health (OSHA) and Environmental legislations and requirements.
8. Demonstrated understanding of organizational interdepartmental and customer relationships.
 |
| 1. Resource Implications for competence assessment
 | The following resources should be provided:* 1. Access to relevant workplace or appropriately simulated environment where assessment can take place
	2. Materials relevant to the proposed activity or tasks
 |
| 1. Methods of Assessment
 | * 1. Practical
	2. Written tests
	3. Interviewing
	4. Oral questioning
	5. Third party reports
 |
| 1. Context for Assessment
 | Competency may be assessed: * 1. On-the-job
	2. Off-the-job or a combination of these
	3. During Industrial attachment/attachment

Off the job assessment must be undertaken in a closely simulated workplace environment.  |
| 1. Guiding Information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# COORDINATE FACILITY AND PROPERTY REPAIRS AND MAINTENANCE

**UNIT CODE:** HOS/OS/HK/CR/05/4/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to coordinate facility and property repairs and maintenance. It involves identifying plans for facility repairs and maintenance, reporting on facility repairs and maintenance, following up on facility repairs and maintenance and enforcing laws and regulations.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**These are assessable statements which specify the required level of performance for each of the elements.***Bold*** and ***italicized*** terms are elaborated in the Range |
| 1. Identify plans for facility repairs and maintenance
 | 1. Go through handover notes on repairs and maintenance as per work place policy.
2. Inspect the facility for repairs and maintenance needs as per work place policy and SOPs.
3. Notes areas with repairs and maintenance needs as per work place policy and SOPs.
 |
| 1. Report on facility repairs and maintenance
 | * 1. Prioritize areas with urgent attention as per work place policy and SOPs.
	2. Describe the nature of repairs and maintenance as per work place policy and SOPs.
	3. Inform repairs and maintenance team as per work place policy and SOPs.
 |
| 1. Follow up on facility repairs and maintenance
 | * 1. Liaise with repairs and maintenance team as per work place policy and SOPs.
	2. Physically check the progress of repairs and maintenance work as per work place policy and SOPs.
	3. Reports on repairs and maintenance work progress as per workplace policy and SOPs.
	4. Inventory on repairs and maintenance works is maintained, monitored and updated as per workplace policy.
 |
| 1. Enforce laws and regulations
 | * 1. ***Occupational safety and health requirements*** are adhered to in line with the law.
	2. ***Environmental legislations and regulations*** are enforced in line with the law.
 |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Occupational safety and health legislations may include but not limited to:
 | * + OSH Act 2007
	+ Public health act Cap 242
 |
| 1. Environmental legislations and regulationsmay include and not limited to:
 | * + EMCA 1999
	+ NEMA regulations
 |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organization skills
* Planning skills
* Analytical skills
* Communication skills
* Negotiation skills
* Interpersonal skills
* Basic Management skills
* Basic maintenance skills
* Decision making skills
* Problem solving skills
* Critical thinking
* Computer skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Customer care
* Energy conservation principles and techniques
* Water and waste management
* Occupational Safety and health legislations and regulation
* Basic inventory management
* Report writing
* Monitoring and control

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency
 | Assessment requires evidence that the candidate:1. Identified repairs, maintenance and renovations works.
2. Reported on repairs, maintenance and renovations works.
3. Documented reports on evaluation of work progress.
4. Monitored and maintained repairs and maintenance inventory.
5. Demonstrated understanding of occupational safety and health (OSHA) and Environmental legislations and requirements.
 |
| 1. Resource Implications for competence assessment
 | The following resources should be provided:* 1. Access to relevant workplace or appropriately simulated environment where assessment can take place
	2. Materials relevant to the proposed activity or tasks
 |
| 1. Methods of Assessment
 | Competency may be assessed through:* 1. Practical
	2. Written tests
	3. Oral questioning
	4. Third party reports
	5. Interviews
	6. Project
 |
| 1. Context of Assessment
 | Competency may be assessed:* 1. On-the-job,
	2. Off-the-job.
	3. During Industrial attachment/attachment

Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment
 | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |