



Learnership

# Accommodation Services

Level 2

SAQA ID – 14110

121 Credits

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# Qualification Information

## National Certificate: Accommodation Services

Level 2

SAQA ID – 14110

121 Credits

### Entry Requirements:

General Education and Training Certificate NQF 1 ABET Level 4 Grade 9

### Objective:

This qualification is designed for any individual who is, or wishes to be, part of housekeeping services within the accommodation industry. It encompasses operational aspects of housekeeping and basic supervision skills.

The qualification contains various competencies which will add value to the learner's work performance and refinement of housekeeping skills. A working knowledge is acquired in general area and guest room cleaning procedures while understanding how to maintain and monitor service standards and guest satisfaction. Waste disposal and handling requirements, how to monitor and maintain health, safety and security within the work environment and handling and storing of cleaning equipment and materials are other areas of the housekeeping operation which are studied in this qualification. Learners will gain an insight into how to receive, store and issue goods which will enhance their knowledge on how to control and order stock.

Self-development skills are also obtained through learning how to source information about self-employment opportunities, how to develop oneself within the job role and how to plan, organise and monitor work in your own area of responsibility.

This qualification is aimed at increasing professionalism in the industry and can be applied in all sectors, from small bed and breakfasts to large-scale hotels.

Building onto this qualification, learners can access the accommodation services diploma and provides avenues into Gaming, Travel and other Tourism industries.

# Qualification Outcome

**On achieving this Qualification, the learner will be able to:**

- Deal with customers
- Process incoming and outgoing telephone calls
- Display cultural awareness in dealing with customers and colleagues
- Maintain effective working relationships with other members of staff
- Perform basic calculations and communicate verbally and non-verbally
- Prepare beds and handle linen and bed coverings
- Service toilets and bathroom areas
- Service guest bedroom areas
- Clean floors and floor coverings
- Handle and store cleaning equipment and materials
- Handle and dispose of waste
- Maintain the housekeeping service
- Maintain a safe and secure working environment
- Describe the sectors of the Hospitality, Travel & Tourism Industries
- Conduct on-the-job coaching
- Develop self within the job role
- Source information about self-employment opportunities

# Qualification Outcome

**On achieving this Qualification, the learner will be able to:**

- Maintain customer satisfaction
- Maintain the receipt, storage, and issue of goods
- Contribute to the identification of short-term supply needs
- Maintain the cleaning programme for thier own area of responsibility
- Induct new staff to the workplace
- Plan, organise and monitor work in their own area of responsibility
- Monitor and maintain health, safety and security
- Maintain a preventative maintenance programme
- Control and order stock

# Responsibilities

## Edge Training will provide:

- Full project management of learnership
- Monthly progress reports, quarterly reports to the SETA and handling of SETA site visits and the external verification visit at the end of the learnership
- Course material, pens, and workbooks
- Training, using a Qualified Facilitator
- Assessments and moderation
- Uploading of learners on learner registration database and learner achievements
- Certificates of completion and competence
- SETA certificate of competence
- Venue suitable for the number of delegates and required refreshments
- Email access for learners
- Workplace provision

## Combined responsibilities of Edge Training and Client:

- Ensure successful completion of the learnerships
- Quarterly project steering committee meeting

# Qualification Structure and Outlines

## Skills Programme 1: Industry Sector

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	Level 2	2
Total Credits			2	

## Skills Programme 2: Health, Safety and Security

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7793	Describe layout, services and facilities of the organization	Level 2	1
Fundamental	7800	Maintain health, hygiene and a professional appearance	Level 1	1
Core	7796	Maintain a secure working environment	Level 3	1
Core	7799	Maintain a safe working environment	Level 2	2
Total Credits			5	

## Skills Programme 3: Monitoring Health, Safety, Security and Maintenance

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7868	Monitor and maintain health, safety and security	Level 5	4
Core	7869	Maintain a preventative maintenance programme	Level 4	3
Total Credits			7	

# Qualification Structure and Outlines

## Skills Programme 4: Working Relationships

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	11235	Maintain effective working relationships with other members of staff	Level 3	1
Fundamental	7790	Process incoming and outgoing telephone calls	Level 3	3
Fundamental	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
Core	7866	Plan, organise and monitor work in own area of responsibility	Level 5	3
Core	7860	Introduce new staff to the workplace	Level 3	1
		Total Credits	12	

## Skills Programme 5: Business Studies

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	7812	Perform basic calculations	Level 2	3
Fundamental	7794	Communicate verbally	Level 4	8
Fundamental	7822	Prepare written communications	Level 4	3
Fundamental	7789	Provide a customer Service	Level 4	8
Core	7836	Monitor customer satisfaction	Level 4	3
Elective	7784	Communicate in a business environment	Level 4	6
Elective	7785	Function in a business environment	Level 4	4
		Total Credits	35	



# Qualification Structure and Outlines

## Skills Programme 6: Cleaning and Waste Disposal

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7612	Handle and dispose of waste	Level 2	1
Core	7608	Handle and store cleaning equipment and materials	Level 2	1
Core	7846	Maintain the cleaning programme for own area of responsibility	Level 4	2
Core	7606	Clean floors and floor coverings	Level 2	1
Elective	7626	Clean and maintain public areas	Level 2	2
Elective	7613	Deep clean floors and soft floor coverings	Level 2	3
Elective	7614	Service self-catering kitchen areas and equipment	Level 2	2
Total Credits			12	

## Skills Programme 7: Stock Control

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7884	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 5	4
Core	7844	Explain basic health and safety principles in and around the workplace	Level 4	1
Core	7839	Explain basic health and safety principles in and around the workplace	Level 4	5
Elective	7638	Explain basic health and safety principles in and around the workplace	Level 3	3
Total Credits			13	

# Qualification Structure and Outlines

## Skills Programme 8: Self-Development

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7821	Develop self within the job role	Level 4	3
Core	7827	Source information about self-employment opportunities	Level 4	3
Elective	7815	Apply for a job or work experience placement	Level 3	2
Core	7818	Conduct on-the-job coaching	Level 5	5
Elective	7813	Identify work opportunities	Level 2	2
Total Credits			15	

## Skills Programme 9: Laundry Service

US Type	NLRD	Unit Standard Type	Level	Credits
Elective	7635	Control linen for external laundry	Level 2	1
Elective	7631	Laundry guest clothes	Level 2	2
Elective	7618	Provide an on-premise laundry service	Level 2	3
Total Credits			6	

## Skills Programme 10: Housekeeping Service

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7602	Prepare beds and handle linen and bed coverings	Level 2	2
Core	7605	Service guest bedroom areas	Level 2	1
Core	7603	Service toilet and bathroom areas	Level 2	2
Core	7658	Maintain the housekeeping service	Level 4	4
Elective	7629	Service toilets and washrooms	Level 2	2
Elective	7657	Maintain a clean linen supply	Level 3	3
Total Credits			14	

# Notional Hours Matrix:

The roll out strategy below indicates the relationship between theory, practical, workplace and FSA component:

Skills Programmes	Credits	Notional Hours	Contact Session 30% (Hours)	Experiential Learning 70%(Hours)	TOTAL Notional Hours
1	2	20	6	14	20
2	5	50	15	35	50
3	7	70	21	49	70
4	12	120	36	84	120
5	35	350	105	245	350
6	12	120	36	84	120
7	13	130	39	91	130
8	15	150	45	105	150
9	6	60	18	42	60
10	14	140	42	98	140
TOTALS	121	1210	363	847	1210

## Get in Touch

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We are a fully accredited training provider with BEE Level 1 certification and SSETA Accreditation #1135. Our VAT number is 4640189041, and we are registered under the number 2017 / 349079 / 07.