



Phambili Tourism Academy

National Certificate - Accommodation Services

SAQA ID: 14110
NQF Level: 2
Credits: 138

Training Days: 18
Assessment Days: 19
Total Contact Days: 37

E-Learning Days: N/A
Workplace Experience: 10 Months
Self-study Days: 10

Description:

This learning programme has been developed to train candidates to perform room attendant duties. This programme brings together all aspects of housekeeping and basic supervision. It will professionalise the industry and is applicable to all sectors, from small bed and breakfasts to large-scale hotels.

Structure:

Classroom-based learning
On-the-job learning
Coaching/Mentoring
Assessment

Purpose:

This qualification has been developed for the accommodation industry. The qualification is at an entry level and can lead to the accommodation services diploma (should the delegate wish to further their studies) and provides articulation with Gaming, Travel and other Tourism industries.

Target Group:

The programme is suitable for unemployed or currently employed delegates within a hospitality establishment.
Unemployed candidates should have an interest and the acumen to work in the Accommodation Services and employed delegates should have the interest to further their skills and knowledge of Accommodation Services.

Entry Requirements:

The delegates should possess a GEC Certificate or equivalent at Level 1.
The delegates must have achieved at least a Grade 10.

Workplace Requirements:

Learner to be placed in a Hotel, Guesthouse, Lodge or Hospital environment
Needs to be customer-focused
Access to cleaning equipment

Outcomes:

On completion of this qualification, the delegate should be able to:

- Maintain effective working relationships with other staff members.
- 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.
- Main the housekeeping service.
- Maintain a safe and secure working environment.
- 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 own area of responsibility.
- Monitor and maintain health, safety and security standards.
- Maintain a preventative maintenance programme.
- Control and order stock.

PROGRAMME ROLL-OUT

TYPE	UNIT STANDARD	UNIT STANDARD TITLE	LEVEL	CREDITS
MODULE 1 & 2: OFFICE MANAGEMENT				
Core	7793	Describe layout, service and facilities of the organisation	2	1
Core	7801	Describe the sectors of the hospitality, travel and tourism industries	2	2
Core	7796	Maintain a secure working environment	3	1
Core	7799	Maintain a safe working environment	2	2
Fundamental	7800	Maintain health, hygiene and professional appearance	2	1
Fundamental	7789	Provide customer service	4	8
Fundamental	7790	Process incoming and outgoing telephone calls	3	3
Fundamental	7794	Communicate verbally	3	8
Fundamental	7822	Prepare written communication	4	3
Elective	7663	Handle mail, messages and written communication	2	1
MODULE 3 & 4: AREA OF RESPONSIBILITY & COMPULSORY JOB SPECIFICS				
Core	7839	Maintain the receipt, storage and issue of goods	4	5
Elective	7884	Control and order stock	5	4
Core	7844	Contribute to the identification for short term supply needs	4	1
Elective	7858	Maintain Supply Levels	5	10
Core	7846	Maintain the cleaning programme for own area of responsibility	4	2
Core	7866	Plan, organise and monitor work in own area of responsibility	5	3
Core	7602	Prepare beds and handle linen and bed coverings	2	2
Core	7603	Service toilet and bathroom areas	2	2
Core	7605	Service guest bedroom area	2	1
Core	7606	Clean floors and floor covering	2	1
Core	7608	Handle and store cleaning equipment and materials	2	1
Core	7612	Handle and dispose of waste	2	1
Core	7658	Maintain the housekeeping service	4	4
MODULE 5 & 6: SERVICE & MAINTAINING THE SERVICES				
Elective	7614	Service self-catering areas and equipment	2	2
Elective	7618	Provide an on premise laundry service	2	3
Elective	7626	Clean and maintain public areas	2	2
Elective	7629	Service toilets and washrooms	2	2
Elective	7634	Provide a valet service	3	1
Elective	7700	Provide a collection and delivery service	2	2
Elective	7725	Provide a valet butler service	3	3
Elective	7698	Store and handle customer and establishment property	2	1
Elective	7636	Provide a housekeeping service within designated area of work	3	3
Elective	7638	Maintain housekeeping supplies	3	3
Elective	7657	Maintain a clean linen supply	3	3
Elective	7782	Analyse a business and determine the way it functions	4	3
Elective	7635	Control linen for external laundry	2	1
MODULE 7 & 8: ADVANCED SKILLS & SELF-DEVELOPMENT				
Fundamental	7812	Perform basic calculations	2	3
Core	7836	Monitor customer satisfaction	4	3
Core	7869	Maintain a preventative maintenance programme	4	3
Core	7860	Introduce new staff to the workplace	3	1
Core	7841	Plan staff training and development in own area of responsibility	4	6
Fundamental	7813	Identify work opportunities	2	2
Elective	7815	Apply for a job or experience placement	3	2
Core	7818	Conduct on-the-job coaching	5	5
Core	7821	Development of the self within the job role	4	3
Core	7827	Source information about self-employment opportunities	4	3
Elective	7873	Manage one's own development	4	3
Elective	7854	Provide First Aid	4	4

