



TRAINING FORCE
Linking Training to Industry

HOSPITALITY

NATIONAL CERTIFICATE: ACCOMMODATION SERVICES

COURSE INFORMATION

SAQA ID: 14110

NQF Level: 2

Learnership Duration: 12 months

Credits: 120

Contact Sessions: Minimum Contact Session, including remediation (if required), for this Qualification is **24 days**

Accrediting SETA: Culture, Art, Tourism, Hospitality Sector Education & Training Authority

PURPOSE

This qualification has been developed for the accommodation industry. It brings together all aspects of housekeeping and basic supervision. This qualification will professionalise the industry and is applicable to all sectors, from small bed and breakfasts to large-scale hotels. The qualification leads to the accommodation services diploma and provides articulation with Gaming, Travel and other Tourism industries.

ENTRY CRITERIA

- GETC Certificate or equivalent at NQF Level 1

QUALIFICATION RULES

This qualification is made up of fundamental, core and elective unit standards and a minimum of 120 credits is required to complete the qualification:

- Core unit standards totalling 55 are compulsory.
- Fundamental unit standards totalling 31 credits are compulsory.
- The Elective Component consists of individual unit standards from which the learner must choose unit standards totalling a minimum of 34 credits.

MARKET INFORMATION

Target Market: Front Office • Reception • Concierge • Bellmen

Target Industries: Hospitality and Tourism

EQUIPMENT NEEDED

Cleaning Equipment, Calculators, Measuring equipment.

COURSE INFORMATION

- **Mentor Requirements:** Mentor must have at least 5 years' experience in a Hospitality Environment
- **Workplace Approval:** Not Applicable
- **Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification in a hotel or B&B

SKILLS OUTCOMES

- Deal with customers
- Process incoming and outgoing telephone calls
- Display Cultural Awareness in dealing with Customers & 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
- 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
- Induct new staff to the workplace
- Plan, organise & monitor work in own area of responsibility
- Monitor and maintain health, safety and security
- Maintain a preventative maintenance programme
- Control and order stock

GENERAL INFORMATION



FISA Requirements: Final Integrated Summative Assessment is requirement for the successful completion of this learnership.



Recognition of Prior Learning (RPL): RPL is not available for this qualification



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UNIT STANDARDS

Cluster 1 (Part 1) – Hospitality Operations

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	2
Core	7793	Describe layout, services and facilities of the organisation	1
Core	7827	Source information about self-employment opportunities	3
Core	7821	Develop self within the job role	3

- Recommended training days for Cluster 1 part 1 is 2 days

Cluster 1 (Part 2) – Hospitality Operations – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	11235	Effective Working Relationships with Other Members of Staff	1

- Recommended training days for Cluster 1 part 2 is 0.5 days

Cluster 2 (Part 1) – Business Communication

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7839	Maintain the receipt, storage and issue of goods	5

- Recommended training days for Cluster 2 part 1 is 1 day

Cluster 2 (Part 2) – Business Communication – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7822	Prepare written communications	3
Fundamental	7794	Communicate Verbally	8
Fundamental	7790	Process incoming and outgoing telephone calls	3

- Recommended training days for Cluster 2 part 2 is 2 days

Cluster 3 (Part 1) – Finance in the Workplace

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	7788	Process payments	6

- Recommended training days for Cluster 3 part 1 is 1 day

Cluster 3 (Part 2) – Finance in the Workplace – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7812	Perform Basic Calculations	3

- Recommended training days for Cluster 3 part 2 is 0.5 days



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Cluster 4 (Part 1) – Maintain Working Environment

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7846	Maintain the cleaning programme for own area of responsibility	2
Core	7796	Maintain a secure working environment	1
Core	7799	Maintain a safe working environment	2
Core	7612	Handle and dispose of waste	1
Core	7868	Monitor and maintain health, safety and security	4
Core	7869	Maintain a preventative maintenance programme	3

- Recommended training days for Cluster 4 part 1 is 3 days

Cluster 4 (Part 2) – Maintain Working Environment – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7800	Maintain health, hygiene and a professional appearance	1

- Recommended training days for Cluster 4 part 2 is 0.5 days

Cluster 5 (Part 1) – Customer Service

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7836	Monitor customer satisfaction	3

- Recommended training days for Cluster 5 part 1 is 0.5 days

Cluster 5 (Part 2) – Customer Service – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7789	Provide customer service	8
Fundamental	7791	Display cultural awareness in dealing with customers and colleagues	4

- Recommended training days for Cluster 5 part 2 is 2 days

Cluster 6 – Accommodation Service

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7608	Handle and store cleaning equipment and materials	1
Core	7884	Control and order stock	4
Elective	7638	Maintain housekeeping supplies	3
Core	7602	Prepare beds and handle linen and bed coverings	2
Core	7605	Service guest bedroom areas	1
Core	7603	Service toilet and bathroom areas	2



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Elective	7629	Service toilets and washrooms	2
Core	7606	Clean floors and floor coverings	1
Elective	7626	Clean and maintain public areas	2
Core	7658	Maintain the housekeeping service	4

- Recommended training days for Cluster 6 is 5 days

Cluster 7 – Computer Literacy

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	7786	Operate a Computer	8
Elective	7792	Maintain data in a computer system	4

- Recommended training days for Cluster 7 is 2 days

Cluster 8 – Training and Development

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7860	Introduce new staff to the workplace	1
Core	7818	Conduct on-the-job coaching	5

- Recommended training days for Cluster 8 is 1 day

Cluster 9 – Self-management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7866	Plan, organise and monitor work in own area of responsibility	3
Core	7844	Contribute to the identification of short term supply needs	1

- Recommended training days for Cluster 9 is 1 day

Cluster 10 – Laundry Services

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	7635	Control linen for external laundry	1
Elective	7636	Provide a housekeeping service within designated area of work	3
Elective	7657	Maintain a clean linen supply	3
Elective	7361	Launder guest clothes	2

- Recommended training days for Cluster 10 is 2 days