

EXECUTIVE SUMMARY

NC: Accommodation Services

NQF Level 2

Faculty of Hospitality and Culinary

Learning Programme Title	NC: Accommodation Services
Learning Programme ID	14110
DOL Number	25 Q 250009 56 120 2
Registration End Date	2023-06-30
Last Date for Enrolment	2024-06-30
Duration	1 Year
NQF Level	2
Minimum Credits	120

The Greatness Effect

KLM EMPOWERED, YOUR B-BBEE PROJECT MANAGEMENT, TRAINING SOLUTIONS AND ECO-SYSTEMS DESIGN PARTNERS FOR SKILLS, ENTERPRISE AND SOCIAL-ECONOMIC DEVELOPMENT

Head Quarters

Physical Address
20 Skeen Boulevard, 3rd Floor, South Wing, Bedfordview, GMT, 2007
Postal Address
P.O. Box 752423, Gardenview, 2047

Knowledge X-Change Centres of Excellence

Centre of Leadership Excellence
20 Skeen Boulevard, 3rd Floor, North Wing, Bedfordview, GMT, 2007
Centre of Business Excellence
H. Santos Building, 2nd Floor, West Wing, 30 Arena Close, Bruma, JHB, 2198

T +27 11 856 4700 | +27 10 020 3920 • F +27 11 622 5140 • E life@klmempowered.com • W www.klmempowered.com

KLM Empowered Human Solutions Specialists (Pty) Ltd • Director: L.E. Mansour (Chief Executive Officer) • Company Reg. No. 2004/029096/07 • Vat Reg. No. 4280215775
Registered with the Department of Higher Education and Training (DHET) as a Private Further Education and Training College, Registration No. 2009/FE07/021; Registered with the Department of Basic Education (DBE), Registration No. 400376; SETA Accreditations: Fully Accredited Training Provider with; Service SETA, Decision No: 1154, and multi-sector SETA accredited.

Learning Assumed to be in Place	It is assumed that a GEC certificate or equivalent has been obtained by the candidate at NQF level 1.
Quality Assurance Functionary	CATHSSETA

Course Synopsis

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.

Recognition of Prior Learning (RPL)

No.

KLM Empowered



Qualification Rules	Exit Level Outcomes
<p>The Qualification consists of a Fundamental, a Core and an Elective Component.</p> <p>To be awarded the Qualification learners are required to obtain a minimum of 120 credits as detailed below.</p> <h3>Fundamentals</h3> <p>The Fundamental Component consists of Unit Standards to the value of 31 credits all of which are compulsory.</p> <h3>Core</h3> <p>The Core Component consists of Unit Standards to the value of 55 credits all of which are compulsory.</p> <h3>Electives</h3> <p>The Elective Component consists of individual unit standards from which the learner must choose unit standards totaling a minimum of 34 credits.</p>	<ul style="list-style-type: none">▪ 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

Exit Level Outcomes

- 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

KLM Empir

Qualification Overview

Fundamental Unit Standards

ID	Unit Standard Title	Level	Credits
7800	Maintain health, hygiene and a professional appearance	1	1
7812	Perform basic calculations	2	3
7794	Communicate verbally	3	8
11235	Maintain effective working relationships with other members of staff	3	1
7790	Process incoming and outgoing telephone calls	3	3
7791	Display cultural awareness in dealing with customers and colleagues	4	4
7822	Prepare written communications	4	3
7789	Provide Customer Service	4	8

KLM

Core Unit Standards

ID	Unit Standard Title	Level	Credits
7606	Clean floors and floor coverings	2	1
7793	Describe layout, services and facilities of the organisation	2	1
7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	2	2
7612	Handle and dispose of waste	2	1
7608	Handle and store cleaning equipment and materials	2	1
7799	Maintain a safe working environment	2	2
7602	Prepare beds and handle linen and bed coverings	2	2
7605	Service guest bedroom areas	2	1
7603	Service toilet and bathroom areas	2	2
7860	Introduce new staff to the workplace	3	1
7796	Maintain a secure working environment	3	1
7844	Contribute to the identification of short term supply needs	4	1
7821	Develop self within the job role	4	3

KLM

ID	Unit Standard Title	Level	Credits
7869	Maintain a preventative maintenance programme	4	3
7846	Maintain the cleaning programme for own area of responsibility	4	2
7658	Maintain the housekeeping service	4	4
7839	Maintain the receipt, storage and issue of goods	4	5
7836	Monitor customer satisfaction	4	3
7827	Source information about self-employment opportunities	4	3
7818	Conduct on-the-job coaching	5	5
7884	Control and order stock	5	4
7868	Monitor and maintain health, safety and security	5	4
7866	Plan, organise and monitor work in own area of responsibility	5	3

KLM ENT

Elective Unit Standards

ID	Unit Standard Title	Level	Credits
7626	Clean and maintain public areas	2	2
7635	Control linen for external laundry	2	1
7663	Handle mail, messages and written communications	2	1
7813	Identify work opportunities	2	2
7631	Launder guest clothes	2	2
7700	Provide a collection and delivery service	2	2
7618	Provide an on-premise laundry service	2	3
7629	Service toilets and washrooms	2	2
7698	Store and handle customer and establishment property	2	1
7815	Apply for a job or work experience placement	3	2
7657	Maintain a clean linen supply	3	3
7638	Maintain housekeeping supplies	3	3
7786	Operate a Computer	3	8
7636	Provide a housekeeping service within designated area of work	3	3
7854	Provide First Aid	4	4
7788	Process payments	5	6

Articulation Options

This qualification will be able to articulate with other qualifications in the sub-field once the other qualifications have been registered. (A grid of unit standards and the qualifications that each standard can be linked to has been attached).