

# Housekeeping NC II

## Course Description

This course is designed to enhance the knowledge, skills and attitude of housekeeping staff in housekeeping services, preparing valet/butler service, laundering linen and guest's clothes, cleaning premises and equipment in accordance with industry standards. It covers the basic, common and core competencies in HOUSEKEEPING NC II.

### Nominal Duration

• Basic Competencies	72 hrs.
• Common Competencies	80 hrs.
• Core Competencies	360 hrs.
• Supervised Work-Based Training	80 hrs.
• Institutional Assessment	8 hrs.

**TOTAL 600 hrs.**

A person who has achieved this qualification is competent to be:

- **Junior Cleaner**
- **Assistant Cleaner**
- **Assistant Public Area Cleaner**
- **Cleaner**
- **Public Area Cleaner**
- **Attendant**
- **Room/Cabin Attendant/Room Maid**
- **Laundry Attendant**
- **Housekeeping Attendant**
- **Butler**

### TRAINEE ENTRY REQUIREMENTS:

- At least 15 years of age
- Physically and mentally fit
- Can communicate in English. Both Oral and Written
- Must undergo Career Profiling and Trainability Evaluation

TWC Training is guided by the ten (10) basic principles of Competency-Based Training (CBT) delivery.

1. The training is based on curriculum developed from the competency standards;
2. Learning is modular in its structure;
3. Training delivery is individualized and self-paced;
4. Training is based on work that must be performed;
5. Training materials are directly related to the competency standards and the curriculum modules;
6. Assessment is based in the collection of evidence of the performance of work to the industry required standard;
7. Training is based on both on and off-the-job components;
8. Allows for recognition of prior learning (RPL) or current competencies;
9. Training allows for multiple entry and exit; and
10. Approved training programs are Nationally Accredited



## Course Structure

### BASIC COMPETENCIES

Unit of Competency	Module Title	Learning Outcomes	Nominal Duration
• Participate in workplace communications	• Participating in workplace communications	<ul style="list-style-type: none"> <li>• Obtain and convey workplace information</li> <li>• Participate in workplace meetings and discussions applying gender-fair language</li> <li>• Complete relevant work related documents</li> <li>• Follow routine spoken messages</li> <li>• Perform workplace duties following written notices</li> </ul>	24 hrs
• Work in a team environment	• Working in a team environment	<ul style="list-style-type: none"> <li>• Describe team role and scope</li> <li>• Identify own role and responsibility within team</li> <li>• Work as a team member</li> <li>• Develop effective workplace relationship including personal values and beliefs related to gender</li> <li>• Contribute to work group activities</li> </ul>	4 hrs
	• Observing gender sensitivity in the workplace	<ul style="list-style-type: none"> <li>• Discuss the differences between sex and gender</li> <li>• Discuss gender identity &amp; sexual orientation</li> <li>• Analyse the different manifestations of gender inequality in TVET, in society and in enterprise</li> <li>• Discuss gender &amp; rights based approach to sexual &amp; reproductive health including HIV-AIDS awareness and prevention</li> </ul>	12 hrs
• Practice career professionalism	• Practicing career professionalism	<ul style="list-style-type: none"> <li>• Integrate gender perspectives with personal and organizational goals</li> <li>• Set and meet work priorities</li> <li>• Maintain professional growth and development</li> </ul>	4 hrs
	• Demonstrating work and gender sensitivity	<ul style="list-style-type: none"> <li>• Describe the purpose of work/enterprise</li> <li>• Identify and deal with ethical problems</li> <li>• Apply work and entrepreneurial values and gender sensitivity</li> <li>• Maintain integrity of conduct in the workplace</li> </ul>	12 hrs
• Practice occupational health and safety procedures	• Practicing occupational health and safety procedures	<ul style="list-style-type: none"> <li>• Identify hazards and risks</li> <li>• Evaluate hazards and risks</li> <li>• Control hazards and risks</li> <li>• Maintain OHS awareness</li> </ul>	8 hrs
	• Practicing basic housekeeping procedures	<ul style="list-style-type: none"> <li>• Sort and remove unnecessary items</li> <li>• Arrange items</li> <li>• Maintain work areas, tools and equipment</li> <li>• Follow standardized work process and procedures</li> <li>• Perform work spontaneously</li> </ul>	8 hrs

## Course Structure

### COMMON COMPETENCIES

Unit of Competency	Module Title	Learning Outcomes	Nominal Duration
• Develop and update industry knowledge	• Developing and updating industry knowledge	<ul style="list-style-type: none"> <li>• Seek information on the industry</li> <li>• Update industry knowledge</li> </ul>	8 hrs
• Observe workplace hygiene procedures	• Observing workplace hygiene procedures	<ul style="list-style-type: none"> <li>• Follow hygiene procedures</li> <li>• Identify and prevent hygiene risks</li> </ul>	16 hrs
• Perform computer operations	• Performing computer operations	<ul style="list-style-type: none"> <li>• Plan and prepare for task to be undertaken</li> <li>• Input data into computer</li> <li>• Access information using computer</li> <li>• Produce/output data using computer system</li> <li>• Maintain computer equipment and systems</li> </ul>	24 hrs
• Perform workplace and safety practices	• Performing workplace and safety practices	<ul style="list-style-type: none"> <li>• Follow workplace procedures for health, safety and security practices</li> <li>• Deal with emergency situations</li> <li>• Maintain safe personal presentation standards</li> </ul>	16 hrs
• Provide effective customer service	• Providing effective customer service	<ul style="list-style-type: none"> <li>• Greet customer</li> <li>• Identify needs of customers</li> <li>• Deliver service to customer</li> <li>• Handle queries through use of common business tools and technology</li> <li>• Handle complaints/conflict situations, evaluation and recommendations</li> </ul>	16 hrs

## Course Structure

### CORE COMPETENCIES

Unit of Competency	Module Title	Learning Outcomes	Nominal Duration
• Provide housekeeping services to guests	• Providing housekeeping services to guests	<ul style="list-style-type: none"> <li>• Receive housekeeping request</li> <li>• Provide/service housekeeping requests</li> <li>• Provide advice to guest</li> <li>• Liaise with other departments</li> </ul>	48 hrs
• Clean and prepare rooms for incoming guests	• Cleaning and preparing rooms for incoming guests	<ul style="list-style-type: none"> <li>• Set up equipment and trolleys</li> <li>• Access rooms for servicing</li> <li>• Make up beds</li> <li>• Clean and clear rooms</li> <li>• Clean and store trolleys and equipment</li> </ul>	96 hrs
• Provide valet/butler service	• Providing valet/butler service	<ul style="list-style-type: none"> <li>• Display professional standards</li> <li>• Care for guest property</li> </ul>	56 hrs
• Launder linen and guest clothes	• Laundering linen and guest clothes	<ul style="list-style-type: none"> <li>• Collect laundry for laundering functions</li> <li>• Perform laundering functions</li> <li>• Process laundered items</li> <li>• Return laundered item</li> </ul>	48 hrs
• Clean public areas, facilities and equipment	• Cleaning public areas, facilities and equipment	<ul style="list-style-type: none"> <li>• Select and set up equipment and materials</li> <li>• Apply cleaning techniques</li> <li>• Clean dry and wet areas</li> <li>• Maintain and store cleaning equipment and chemicals</li> </ul>	96 hrs
• Deal with/handle intoxicated guests	• Dealing with/handling intoxicated guests	<ul style="list-style-type: none"> <li>• Determine the level of intoxication</li> <li>• Apply appropriate procedures</li> <li>• Comply with legislation</li> </ul>	16 hrs



## TESDA Women's Center

### VISION

*“TESDA Women's Center is the lead TVET Institution of excellence in empowering Filipino women.”*

### MISSION

*“As the lead TVET Institution of excellence in women empowerment, TESDA Women's Center advocates and provides programs and services geared towards quality-assured, inclusive and gender-fair TVET.”*

## HOUSEKEEPING NC II



For inquiries, please call us at

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