

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"> • Obtain and convey workplace information • Participate in workplace meetings and discussions applying gender-fair language • Complete relevant work related documents • Follow routine spoken messages • Perform workplace duties following written notices 	24 hrs
• Work in a team environment	• Working in a team environment	<ul style="list-style-type: none"> • Describe team role and scope • Identify own role and responsibility within team • Work as a team member • Develop effective workplace relationship including personal values and beliefs related to gender • Contribute to work group activities 	4 hrs
	• Observing gender sensitivity in the workplace	<ul style="list-style-type: none"> • Discuss the differences between sex and gender • Discuss gender identity & sexual orientation • Analyse the different manifestations of gender inequality in TVET, in society and in enterprise • Discuss gender & rights based approach to sexual & reproductive health including HIV-AIDS awareness and prevention 	12 hrs
• Practice career professionalism	• Practicing career professionalism	<ul style="list-style-type: none"> • Integrate gender perspectives with personal and organizational goals • Set and meet work priorities • Maintain professional growth and development 	4 hrs
	• Demonstrating work and gender sensitivity	<ul style="list-style-type: none"> • Describe the purpose of work/enterprise • Identify and deal with ethical problems • Apply work and entrepreneurial values and gender sensitivity • Maintain integrity of conduct in the workplace 	12 hrs
• Practice occupational health and safety procedures	• Practicing occupational health and safety procedures	<ul style="list-style-type: none"> • Identify hazards and risks • Evaluate hazards and risks • Control hazards and risks • Maintain OHS awareness 	8 hrs
	• Practicing basic housekeeping procedures	<ul style="list-style-type: none"> • Sort and remove unnecessary items • Arrange items • Maintain work areas, tools and equipment • Follow standardized work process and procedures • Perform work spontaneously 	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"> • Seek information on the industry • Update industry knowledge 	8 hrs
• Observe workplace hygiene procedures	• Observing workplace hygiene procedures	<ul style="list-style-type: none"> • Follow hygiene procedures • Identify and prevent hygiene risks 	16 hrs
• Perform computer operations	• Performing computer operations	<ul style="list-style-type: none"> • Plan and prepare for task to be undertaken • Input data into computer • Access information using computer • Produce/output data using computer system • Maintain computer equipment and systems 	24 hrs
• Perform workplace and safety practices	• Performing workplace and safety practices	<ul style="list-style-type: none"> • Follow workplace procedures for health, safety and security practices • Deal with emergency situations • Maintain safe personal presentation standards 	16 hrs
• Provide effective customer service	• Providing effective customer service	<ul style="list-style-type: none"> • Greet customer • Identify needs of customers • Deliver service to customer • Handle queries through use of common business tools and technology • Handle complaints/conflict situations, evaluation and recommendations 	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"> • Receive housekeeping request • Provide/service housekeeping requests • Provide advice to guest • Liaise with other departments 	48 hrs
• Clean and prepare rooms for incoming guests	• Cleaning and preparing rooms for incoming guests	<ul style="list-style-type: none"> • Set up equipment and trolleys • Access rooms for servicing • Make up beds • Clean and clear rooms • Clean and store trolleys and equipment 	96 hrs
• Provide valet/butler service	• Providing valet/butler service	<ul style="list-style-type: none"> • Display professional standards • Care for guest property 	56 hrs
• Launder linen and guest clothes	• Laundering linen and guest clothes	<ul style="list-style-type: none"> • Collect laundry for laundering functions • Perform laundering functions • Process laundered items • Return laundered item 	48 hrs
• Clean public areas, facilities and equipment	• Cleaning public areas, facilities and equipment	<ul style="list-style-type: none"> • Select and set up equipment and materials • Apply cleaning techniques • Clean dry and wet areas • Maintain and store cleaning equipment and chemicals 	96 hrs
• Deal with/handle intoxicated guests	• Dealing with/handling intoxicated guests	<ul style="list-style-type: none"> • Determine the level of intoxication • Apply appropriate procedures • Comply with legislation 	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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