



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The National Certificate: Accommodation Services at an NQF level 2, is an entry level qualification for those seeking a career path in the accommodation and hospitality sector.

It covers a broad range of foundational knowledge and skills needed to work in housekeeping and related roles, from small Bed and Breakfast establishments to large hotels.

It introduces delegates to key subject areas directly related to housekeeping, such as Maintaining Supply Levels, Safety at Work, Preparing Beds and Handling Linen and Cleaning. Topics such as Office Management, Communication, Customer Service, Maths Literacy and Self Development are included in the programme.

Target Audience

The National Certificate is aimed primarily at those already working in the hospitality sector wanting to develop their skills and gain an accredited qualification. It is also suitable for unemployed individuals who have an interest in working as housekeepers in accommodation services.

The qualification offers career progression into other areas of the hospitality and tourism sector such as gaming and travel.

Entry Requirements

- A GEC Certificate or equivalent at Level 1.
- Minimum of a Grade 10 Certificate.

Workplace Requirements

- Access to a workplace environment such as a hotel, guesthouse, lodge or hospital.
- Access to a customer-focused hospitality environment.
- Access to cleaning equipment.
- Access to a PC and software and the internet.

Hospitality and Tourism

NC: Accommodation Services

CATHSSETA Certification

SAQA ID: 14110

NQF Level: 2

Credits: 138

Course Delivery & Assessment

We use a blend of classroom-based and virtual interactive learning, workplace learning, on-the-job coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all lectures and sessions and complete practical workplace experiential learning.
- Demonstrate theoretical and practical understanding of programme content.
- Complete and present practical assignments.
- Compile and submit a Portfolio of Evidence (PoE)

To receive the NC: Accommodation Services, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will 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 toilet, bathroom and guest bedroom areas.
- Clean floors and floor coverings.
- Handle and store cleaning equipment and materials.
- Handle and dispose of waste.
- Maintain a housekeeping service and cleaning programme.
- Maintain and monitor a healthy, safe and secure working environment according to set standards.
- Provide customer satisfaction.
- Maintain receipt, storage and issue of goods and identify short term supply needs.
- Maintain a preventative maintenance programme.
- Control and order stock.



Course Content

NC: Accommodation Services

Accreditation Body: CATHSSETA

SAQA ID: 14110 | Learning Programme ID: NA
NQF Level: 2 | Credits : 138

Module 1 & 2: Office Management

- Describe the layout, service and facilities of an establishment
- Describe the sectors of the hospitality, travel and tourism industries
- Maintain a safe and secure working environment
- Maintain health, hygiene and professional appearance
- Provide customer service
- Process incoming and outgoing telephone calls
- Communicate verbally
- Prepare written communication and handle mail and messages

Module 3 & 4: Area Of Responsibility & Compulsory Job Specifics

- Maintain receipt, storage and issuing of goods
- Control and order stock
- Identify and maintain short term supply needs
- Maintain a cleaning programme and plan, organise and monitor own work
- Prepare beds and handle linen and bed coverings
- Service guest bedroom, toilet and bathroom areas
- Clean floors and floor coverings
- Handle and store cleaning equipment **and materials and dispose of waste**
- Maintain a housekeeping service

Module 5 & 6: Service & Maintaining The Services

- Service self-catering areas and equipment
- Provide an on premise laundry service, maintain a clean linen supply and control linen for external laundry
- Clean and maintain public areas, toilets and washrooms
- Provide a valet, valet butler and collection and delivery service
- Store and handle customer and establishment property
- Provide a housekeeping service within designated area of work
- Maintain housekeeping supplies
- Analyse a business and determine the way it functions

Module 7 & 8: Advanced Skills & Self-Development

- Perform basic calculations
- Monitor customer satisfaction
- Maintain a preventative maintenance programme
- Introduce new staff to the workplace and plan staff and own training and development
- Identify work opportunities
- Apply for a job or experience placement
- Conduct on-the-job coaching
- Develop self within the job role and manage one's own development
- Source information about self-employment opportunities
- Provide First Aid



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