



Federal Ministry of Education



Regulatory Body



Sector Skills Council

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

ACCOMMODATION TRADE

SUPERVISORY CADRE

HOUSEKEEPING SUPERVISOR

LEVEL 4

REVIEWED BY

**HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA
(HTSSCN)
NIGERIA
Federal Republic of Nigeria**

27-28 AUGUST 2024

MEMBERS IN ATTENDANCE

LIST OF NOS REVIEWERS				
S/N	NAME	DESIGNATION	ORGANISATION/ ASSOCIATION/UNION	POSITION
1.	Prof. Bassey Esu	Trainer	Institute of Tourism Professionals of Nigeria (ITPN)	Chairman
2.	Nura Sani Kangiwa	Director General/CEO	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
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GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 The NSQ Framework

The Nigeria Skills Qualifications Framework (NSQF) was approved by the Federal Executive Council in April 2013. The framework is a learning outcome-based qualifications encompassing all education and training sectors and all forms of learning. It comprises about nine (9) levels, each being identified by a unique set of Level Descriptors. Each qualification has defined learning outcomes (LO), with each unit comprising the qualification mapped against the Level Descriptors. The Level Descriptors are in turn, classified into three separate strands (categories) covering Knowledge, Skills and Competence.

1.2 Context and Goals

The decision of the Hospitality and Tourism Sector Skills Council of Nigeria (HTSSCN) to review and develop new occupational trade standards based on the Nigeria Skills Qualifications Framework (NSQF) in Nigeria was driven by a number of challenges including:

- links and gaps between qualifications and the labour market is not strong
- lack of consistency in qualifications
- absence of a system for comparing qualifications to each other
- pathways of progression between qualifications is unclear
- value of qualifications to employers and learners is unclear
- update the original standards with new innovations in the occupational trade standards

1.3 Vision of the Occupational Trade Standards

The vision is for these challenges to be addressed through the development of a comprehensive NSQF that will cut across all sectors of education and training, irrespective of the nature or form of learning. The NSQF is envisaged to:

- provide a stronger basis for the understanding, comparison and recognition of national and foreign qualifications, thereby improving the understanding of employers, parents and learners of the value of qualifications
- provide fit-for-purpose qualifications that have stronger linkages with labour market and learner needs
- increase the accountability of education and training institutions towards maintaining high quality standards in their provisions
- improve the opportunities for mobility and progression of learners within and across higher education, vocational and general education sectors
- promote the concept of lifelong learning through the recognition of all types of learning: formal, non-formal and informal.

1.4 Aim of the Occupational Trade Standards

The standards are to produce learners with acquired skills and competence capable of carrying out hospitality, travel and tourism and trade operational tasks with stand

alone occupational trade career path skills for both training standards and frameworks at levels accordingly.

1.5 Design, Level and Credit of the Occupational Trade Standard

The design and development of occupational trade standards are generally undertaken by the Hospitality and Tourism Sector Skills Council of Nigeria. The Council also has the responsibility for developing, maintaining and updating the standards. The awarding body classifies the qualifications, approves and monitors deliveries at centres and issues qualifications to competent learners.

1.6 Validation of Occupational Standards

All occupational standards placed on the NSQ are to be validated by the Council stakeholders to ensure that they are fit-for-purpose and meet validation standards and the needs of learners or the labour market. It also ensures that the validation standards, process and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practising employers, professional experts and educators/trainers ensure that each occupational standards meet the Validation Standards which the regulatory body oversees. Panel members were selected in a transparent and objective manner and the Validation Panel only judge the validity of occupational standards using the Validation Standards published as provided in the NSQ Handbook. The Panel assigned a Validity Period of three (3) years for every valid standard.

1.7 Enabling Learners with Special Needs

As a matter of policy, the developed standards creates the environment that enables learners with special needs to be integrated into the education and training systems and recognizing their achievements on the NSQ. By these, the workplaces and centres to handle training must provide equal and suitable opportunities for the integration and access of learners with special needs and recognition of their achievements. Learners with special needs are to be provided with suitable support and resources, and ensure their integration and recognition of achievements.

1.8 Promoting Lifelong Learning

The Council pursuant to the NSQF guideline develop the occupational standards to promote Lifelong Learning which aims to recognize prior learning, and to further enhance progression pathways between education and training sectors. This is by developing a common understanding of Recognition of Prior Learning (RPL) in the context of the NSQ to be on equal terms with formal learning. With guidance, the training centre are to provide mechanisms for RPL in accordance with the NSQ education and training regulations.

1.9 Placement of Occupational trade standard on the NSQ

The occupational trade standards are developed in accordance with the NSQ process for 'Qualification Placement'. These are with the aim of ensuring that Training Provider/ roles and responsibilities in the 'Qualification Placement' process are clear, transparent and the arrangements for placing occupational trade standard on the NSQ.

1.10 Method of Assessment

As validated by the Council, the assessment tasks and activities are designed to ensure that individual learners have the opportunity to demonstrate their achievement of different learning outcomes. One way of ensuring this is directly linking the assessment to the learning outcomes, making the purpose of assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing and judging evidence in order to decide whether a learner has achieved the predefined learning outcomes. It relies on a broad range of formative and summative assessment tools and processes the former providing an insight into learner progress while the latter is rather more formal and provides evidence for future credits and awards upon achieving competences on desired trade standards.

In the course of training, assessment often relies on the use of a number of tools and instruments. Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Written for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

Assessment processes is both fit-for-purpose, rigorous and fair, and should be aligned with the level and type of learning provided by the qualification or unit. With assessment practices managed and delivered across a broad range of education and training institutions, it is important to ensure that quality assurance mechanisms are in place with a view to ensuring that assessment is efficiently, effectively and consistently delivered, and that internal and external assessment moderation and verification processes exist.

1.12 Assessment/evidence requirements for Occupational Trade Standards

The general assessment method of generating evidences are as follows:-

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

SECTOR: HOSPITALITY TRAVEL AND TOURISM
OCCUPATIONAL TRADE: ACCOMMODATION OPERATIONS
CADRE: SUPERVISORY
CAREER PATH: HOUSEKEEPING SUPERVISOR
NSQ LEVEL: 4

This course consists of competencies a learner must achieve in order to coordinate minor management tasks in housekeeping operations. It includes competencies in housekeeping management such as; purchasing housekeeping equipment and agents, carrying out merchandising, applying the awareness of occupational health and safety, personal hygiene and environmental hygiene as well as performing laundry and linen management. A learner who has achieved this qualification is competent to be a housekeeping supervisor in large establishment or housekeeping Manager for a small establishment.

TABLE OF STANDARDS AND CREDIT LOAD

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
MANDATORY UNIT				
1.	Maintain safe, hygienic and Secure Environment	HTTGP001L4	3	30
2.	Work as part of a Hospitality Team	HTTGP002L4	3	30
3.	Communicate at Work environment	HTTGP003L4	3	30
OPTIONAL UNIT				
4	Supervise observation of occupational health and safety, personal hygiene and environmental hygiene in housekeeping workplace	HTTHS001L4	9	90
5	Supervise laundry and linen operations.	HTTHS002L4	9	90
6	Coordinate and monitor minor housekeeping tasks.	HTTHS003L4	9	90
7	Carry out merchandising in housekeeping.	HTTHS004L4	9	90
8	Assist Purchase housekeeping equipment.	HTTHS005L4	9	90
9	Assist Purchase housekeeping agents and supplies.	HTTHS006L4	9	90

UNIT 01: MAINTAIN SAFE HYGIENIC AND SECURE ENVIRONMENT

Unit reference number: HTT/GP/001/L4

NSQ level: 4

Credit value: 3

Guided learning hours: 30

Unit Purpose: This unit is about personal hygiene, environment sanitation and ensuring one's own contribution to Security in the Work place. It focuses on the learner's ability to work under safe and hygienic conditions, preventing cross-contamination. More so, it provides the learner with a broad understanding of reviewing hazards and hazard based procedures such that they are part of a team maintaining health and safety.

Unit01: MAINTAIN A SAFE HYGIENIC AND SECURE ENVIRONMENT

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Maintain Personal Health and Hygiene	1.1	Wear Clean, Smart and appropriate Clothing							
	1.2	Keep hair neat and tidy and in line with your organization's Standard							
	1.3	Use jewelry, perfume and cosmetics allowed by organization							
	1.4	Get any cuts, grazes, burns treated by the appropriate person							
	1.5	Report illnesses and any infections promptly to the appropriate person							
LO2 Awareness of Health, safety and Environmental Security	2.1	State your responsibilities under the health and Safety act							
	2.2	State the general rules of hygiene that you should follow							
	2.3	State Clothing, footwear and headgear that should be worn at all times							
	2.4	State the importance of maintaining good personal hygiene							
LO3 Ability to control and report hazards in one's Workplace	3.1	Identify some hazards or potential hazards in your work Environment and act appropriately							
	3.2	Report any accidents or near accidents quickly and accurately to the right person							
	3.3	Follow health, hygiene and safety procedures while working							
	3.4	Practice emergency procedures correctly							
	3.5	Follow Security Procedures of the Organization							
	3.6	Observe Government regulations on health and safety in your Industry							

		(OHS Act 2012)									
LO4 Comply with Health and Safety Regulations	4.1	State the importance of working in a healthy, safe and hygienic way									
	4.3	State where you can obtain information about Health and safety in your work place									

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
LO 4	4.4	Describe the types of hazards that can occur in your workplace and how to deal with them						
	4.5	State hazards that you can deal with personally and hazards that must b reported to someone else						
	4.6	Describe how to warn other people about hazards and why this is important						
	4.7	Explain why accidents and near accidents should be reported and who these should be reported to						
	4.8	Describe the type of emergencies that may happen in the Workplace and how to handle them						
	4.9	Identify first aid equipment and the registered first-aider in the workplace						
	4.10	State ways of lifting and handling items safely						
	4.11	State other ways of working safely that are relevant to your job and why these are important						
	4.12	Describe organisational emergency procedures, in particular fire, and how these should be followed						
	4.13	State the possible causes for fire in the workplace						
	4.14	Describe how to minimise the risk of fire						
	4.15	State where to find fire alarms and how to set them off						
	4.16	State why a fire should never be approached unless it is safe to do so						
	4.17	State the importance of following fire safety laws						

4.18	Describe organizational security procedures and why these are important									
4.19	State the correct procedures for dealing with customer property									
4.20	State the importance of reporting all usual/non-routine incidents to the appropriate person									

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date: Date: Date:
EQA Signature (if sampled)	Date:

UNIT 02: TEAM WORK AT HOSPITALITY WORKPLACE

Unit reference number: **HTT/GP/002/L4**

NSQ level: **4**
Credit value: **3**
Guided learning hours: **30**

Unit Purpose: This unit deals with fulfilling one's own roles when working in a team, that is the people working with you in your work place, in such a way that one contributes to the team's effectiveness. 'Team' here includes your line manager or immediate supervisor as well as other people there working at the same level as the learner. The unit focuses on carrying out instructions accurately, working at a good pace so as not to slow down the work of others, communicating with the people you work with and receiving constructive feedback for improvement. This unit is appropriate for a person at a supervisory or managerial level of engagement in the Hospitality Industry.

Unit 02: Work effectively as part of a Hospitality Team

LO (Learning outcome)		Criteria:-		Evidence Type			Evidence Ref Page number		
LO1 Plan and Organise own work	1.1	Ensure that one understands what is required for one's own work.							
	1.2	Adhere to instructions accurately.							
	1.3	Plan and organize one's own tasks and place in order of importance.							
	1.4	Place everything needed for work within reach.							
	1.5	Keep work areas clean and tidy							
	1.6	Keep waste to a minimum							
	1.7	Seek assistance if in need and from the relevant person							
	1.8	Provide work output in due time as agreed							
LO2 Work effectively with Members of own team	2.1	Assist team members when they ask							
	2.2	Ensure that any assistance given is within limits of own responsibilities							
	2.3	Manage time well in spite of assisting others							
	2.4	Ensure information transmitted to others in the team is timely							
	2.5	Maintain cordial working relations with team mates							
	2.6	Report any misunderstandings or incidences in relating with team mates to the relevant person							

	2.7	Communicate clearly and effectively with team members									
LO3 Develop own skills	3.1	Seek feedback on your work and be able to use the feedback constructively									
	3.2	Identify with appropriate persons what aspects of your work that are up to standard and what areas to improve									
	3.3	Agree on what you have to do to improve your work									
	3.4	Agree on a learning Plan with the appropriate person									
	3.5	Seek opportunities to review and develop your learning plan									

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO 4 Knowledge of Work Management	4.1	State why it is important to understand what is required of you at work							
	4.2	Explain how you can organize your work to avoid distractions and use time effectively							
	4.3	State the benefits of being organized and having work tools close at work before starting jobs							
	4.4	Explain why it is important to clean up your work area while working							
	4.5	Explain why it is important to minimize waste							
	4.6	Explain in which cases you need to ask for help and who is the appropriate person(s) to ask							
LO 5 Importance of Team work	5.1	State the importance of working effectively with others in a team							
	5.2	List the persons who are part of your team and their roles							
	5.3	State what is required of your team in the whole Organization and why							
	5.4	Explain how you can work cordially and avoid conflicts with another							
	5.5	Explain why work conflicts with another person should be reported to an authority							
	5.6	Explain in what cases you can assist others and when you cannot so as to complete one's own work in time							
	5.7	Explain why important information should be communicated to others in your team in good time							
	5.8	Explain how to communicate effectively and why							
	6.1	Explain why it is important to develop your own skills							

	6.2	Explain ways of getting feedback from own teammates and how to use it positively									
	6.3	Explain the importance of a learning plan in your own work and development									
	6.4	Explain why your learning plan should be improved on frequently.									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 03: COMMUNICATE AT WORK ENVIRONMENT

Unit reference number: HTT/GP/003/L4

NSQ level: 4

Credit value: 3

Guided learning hours: 30

Unit Purpose: This unit deals with basic communication that is effective and timely in such a way that one contributes to the team's effectiveness. It focuses on using words, body language and symbols to communicate with the people in one's own work place, identifying sources of information needed for an efficient work flow and passing on information clearly and effectively. This unit is appropriate for a learner at a supervisory or managerial level of engagement in the Hospitality Industry.

Unit 03:

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Use a Non-complex Communication System in a Work Environment	1.1	Use simple verbal means to pass on necessary information								
	1.2	Use non-verbal means to pass on necessary information								
	1.3	Interpret symbols and signs appropriately								
LO2 Develop the ability to identify the source of information in a Work Environment	2.1	Locate the Source of information in an Organization or Work Environment								
	2.2	Relate appropriately with the source of information								
	2.3	Use the various information flow systems in a work environment								
	2.4	Use information to avoid challenges in a Work situation								
	2.5	Report findings in accordance to procedure in a Work environment								
LO3 Demonstrate the various use of means of communication in a work environment	3.1	Locate the various communication equipment in the Work environment								
	3.2	Use effectively the various communication equipment in a work environment								
	3.3	Pass information effectively to the right personnel								
	3.4	Pass information effectively using symbols, signs and codes								
	3.5	Follow instructions in line with ethics of the work environment except where doing so is likely to jeopardize the intended purpose.								

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date: Date: Date:
EQA Signature (if sampled)	Date:

UNIT 04: SUPERVISE OBSERVATION OF OCCUPATIONAL HEALTH AND SAFETY, PERSONAL HYGIENE AND ENVIRONMENTAL HYGIENE AT HOUSEKEEPING WORKPLACE

Unit reference number: HTT/HS/001/L4

NSQ level: 4

Credit value: 9

Guided learning hours: 90

Unit Purpose: This unit is about applying the awareness of occupational health and safety, personal hygiene and environmental hygiene in all areas of housekeeping management. This will enhance the learner's skills in showing good example while supervising and/or managing a team in performing hygienic practices and reducing hazards to its barest minimum.

Unit 001: Apply the Awareness of Occupational Health, Personal Hygiene and Environmental Hygiene in housekeeping Management.

Learning Outcome		Performance Criteria	Evidence Type		Evidence Reference Page Number
LO 1: Apply the awareness of occupational health and safety.	1.1	State the general occupational safety and health hazard.			
	1.2	Demonstrate the application of occupational health and safety standards in any one housekeeping operation/task.			
	1.3	Supervise small teams in the application of occupational health and safety standards especially as regards, posture, lifting, elimination of hazards, the use of PPE etc.			
LO 2: Apply personal hygiene to housekeeping operations.	2.1	Carryout personal hygiene as related to personal grooming (hair, nails, uniforms, shoes, body care, the use of PPE) etc.			
	2.2	Supervise staff in the application of personal hygiene in housekeeping tasks.			
LO 3: Apply Environmental Hygiene to Housekeeping Operations.	3.1	Ensure the proper cleaning procedures are carried out in eliminating hazards (dust, dirt, microbes etc) such as lighting, ventilation, sweeping, dusting, mopping, vacuuming, scrubbing, washing etc.			
	3.2	Ensure that fumigation is done timely and appropriately.			

	3.3	Ensure that waste is properly sorted and disposed.							
	3.4	Ensure that drainages are cleared out regularly and treated appropriately.							
	3.5	Supervise the treatment of water, fertilizing grass and other plants as well as the handling of gardening waste to meet the standards of environmental hygiene.							
	3.6	Ensure that deep cleaning are done accurately such as; carpet shampooing, washing linens, turning mattresses, cleaning vents, cleaning the windows and nets from outside and inside etc.							

Learner's Signature:

Date:

Assessor's Signature:

Date:

IQA Signature (if sampled):

Date:

EQA Signature (if Sampled):

Date:

UNIT05: SUPERVISE LAUNDRY AND LINEN OPERATIONS

Unit reference number: HTT/HS/002/L4

NSQ level: 4

Credit value: 9

Guided learning hours: 90

Unit Purpose: This unit is about performing laundry and linen management especially in ensuring that laundry processes are well executed and linen are well cared for.

Unit 005:

Learning Outcome		Performance Criteria	Evidence Type		Evidence Reference Page Number	
LO 1: Perform Linen Inventory and establish issuing and Storage Procedures.	1.1	Establish frequency of taking inventory.				
	1.2	Take inventory and record appropriately.				
	1.3	Place inventory on a software for easy management.				
	1.4	Establish stock taking procedures (PAR Levels, bin cardsetc).				
	1.5	Establish issuing procedures (one-for-one, requisition, Top up & set amount).				
	1.6	Concretize the frequency of updating inventory where necessary.				
	1.7	Issue linen according to set standard.				
	1.8	Store Linen according to set standard such as the use of Naphthalene balls, packaging nylons, Glass doors shelves with curtains to protect from dust etc.				
LO 2: Supervise Handling of Linen.	2.1	Handle Linen appropriately with the right personal protective equipment especially while receiving, sorting, washing or inspecting.				
	2.2	Identify Linen for mending and those for discarding.				
	2.3	Mend Linen as determined.				
	2.4	Discard and/or recycle linen.				
	2.5	Replace linen as determined.				
LO 3: Supervise	3.1	Ensure that Linen are collected, received, sorted,				

Laundering of Linen.		spot cleaned, tagged and weighed appropriately.									
	3.2	Ensure that Linen are washed/dry cleaned, rinsed, hydro-extracted and dried appropriately.									
	3.3	Ensure that Linen are ironed, folded and inspected according to standards.									
LO 4: Supervise Laundry Operations.	4.1	Establish schedules for Laundering.									
	4.2	Monitor water treatment constantly as it affects Linen.									
	4.3	Supervise laundry task as from the prewashing stage to the finishing stage.									
	4.4	Documents all appropriate records as it relates to laundry operations.									

Learner's Signature:

Date:

Assessor's Signature:

Date:

IQA Signature (if sampled):

Date:

EQA Signature (if Sampled):

Date:

UNIT 06: COORDINATE AND MONITOR HOUSEKEEPING OPERATIONAL TASKS

Unit reference number:	HTT/HS/003/L4
NSQ level:	4
Credit value:	9
Guided learning hours:	90

Unit Purpose: This unit is about coordinating and monitoring minor management tasks in housekeeping as it relates to the delivery of quality service.

Unit 006:

Learning Outcome		Performance Criteria	Evidence Type			Evidence Reference Page Number	
LO 1: Generate and maintain various Housekeeping Records and Reports.	1.1	Generate various housekeeping reports such as the Housekeeping room status report, discrepancy reports, turn down service reports, deep cleaning reports etc.					
	1.2	Document, file and pass on the reports in 1.1 above to the appropriate departments/or sub-department for use.					
	1.3	Use these reports to prepare a forecast for the department's use in the nearest future such as coming months or in the next year.					
LO 2: Prepare Housekeeping budgets, quality control checklist.	2.1	Prepare budget for equipment, agents and other necessary supplies and support services.					
	2.2	Prepare a quality control checklist for Housekeeping tasks ranging from room attendants to Laundry and Linen room attendants to public area attendants and Gardening.					
LO 3: Coordinate, Control and Monitor Housekeeping activities.	3.1	Coordinate work schedules, work tasks sheets, and supervisory sheets for monitoring housekeeping tasks.					
	3.2	Prepare documents to monitor and services such as outsourced tasks.					
	3.3	control support services and outsourced tasks					

	3.4	Prepare pictorials and working documents for quality standards and to monitor housekeeping tasks.									
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Learner's Signature:	Date:
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	Date:

UNIT 07: CARRYOUT MERCHANDISING IN HOUSEKEEPING.

Unit reference number: HTT/HS/004/L4

NSQ level: 4

Credit value: 9

Guided learning hours: 90

Unit Purpose: This unit is about carrying out merchandising in housekeeping. It expands the learner's skills in creating content for merchandising and initiating it using key housekeeping operations such as; the use of technology, green practices and the sequence of cleaning as well as work products in relation to high hygiene standards.

Unit 007:

Learning Outcome		Performance Criteria	Evidence Type			Evidence Reference Page Number	
LO 1: Implement Merchandising using visuals.	1.1	Define merchandising as it relates to housekeeping.					
	1.2	Identify merchandising tools such as posters, video clips, visual displays, wall displays etc.					
	1.3	Define standards for visual displays and communicate to staff.					
	1.4	Create content for posters, videos, visual displays, wall displays etc for merchandising using housekeeping operations in one's organization.					
LO 2: Implement merchandising using emerging treads especially as regards green practices.	2.1	Identify green practices being carried out in housekeeping operations in one's organization.					
	2.2	Incorporate green practices in generating content for merchandising such as green products used for cleaning, fumigating and fragrances, as well as recycling practices.					
LO 3: Implement Merchandising using Technology.	3.1	Identify the Housekeeping practices aided by technology in your organization such as interfaces on mobiles, palm tops, desktops and laptops used to generate maintenance orders and other reports.					

	3.2	Incorporate these technological practices above (3.1) as content for merchandising.									
LO 4: Implement actual Merchandising and sales.	4.1	Create specific tariffs using particular pricing methods and other parameters (such as space allocation, linen, equipment, agents, furnishing, manpower, electricity, location, services etc) to establish various prices for each room and services rendered.									
	4.2	Initiate contingency plan for merchandising in general and set parameters in place to forestall problems.									

Learner's Signature:

Date:

Assessor's Signature:

Date:

IQA Signature (if sampled):

Date:

EQA Signature (if Sampled):

Date:

UNIT 08: ASSIST PURCHASE HOUSEKEEPING EQUIPMENT

Unit reference number: HTT/HS/005/L4

NSQ level: 4

Credit value: 9

Guided learning hours: 90

Unit Purpose: This unit is about purchasing and maintaining housekeeping equipment in line with the need of the organization using certain quality traits in selecting, negotiating and setting standards for delivery and receiving. It also expands the learner's skills in purchasing in line with durability and maintenance.

Learning Outcome		Performance Criteria	Evidence Type			Evidence Reference Page Number	
LO 1: Maintain Housekeeping Equipment.	1.1	State all large, mechanical and small equipment and other housekeeping equipment.					
	1.2	State the criteria used in selecting housekeeping equipment regarding the manufacture, durability, price efficiency, functionality and maintenance after purchasing as well as warranty.					
	1.3	Explain the uses of the housekeeping equipment above (1.1).					
	1.4	Carryout cleaning and maintaining of housekeeping equipment in (1.1).					
	1.5	State the necessary precautions in the use of housekeeping equipment.					
LO 2: Assist Purchase and receive housekeeping equipment.	2.1	Estimate the items needed for purchasing through historical data, forecast, sales' report and present needs.					
	2.2	Identify housekeeping items for purchase and make a list.					
	2.3	Establish suppliers and take samples.					
	2.4	Look out for specific traits and make your choice.					
	2.5	Negotiate price and buy equipment.					

	2.6	Establish delivery procedure according to sufficient lead time to allow for storage and handling.									
	2.7	Set standards for receiving.									
	2.8	Receive according to set standards such as; counting, inspecting, weighing etc as critical to cost accountability and quality control.									
LO 3: Issue and Maintain Various Housekeeping Equipment.	3.1	Establish indicators for storage such as rotation, security and sanitation.									
	3.2	Store according to set standards.									
	3.3	Establish appropriate issuing procedure such as the use of FIFO, LIFO and setting PAR Levels.									
	3.4	Issue according to set standards.									
	3.5	Establish procedure for identifying spoilage of equipment.									
	3.6	Carryout refurbishment where necessary (identify refurbishment, repairs and replacement to be made).									

Learner's Signature:

Date:

Assessor's Signature:

Date:

IQA Signature (if sampled):

Date:

EQA Signature (if Sampled):

Date:

UNIT 09: SUPERVISE PURCHASE OF HOUSEKEEPING AGENTS AND SUPPLIES

Unit reference number: HTT/HK/006/L4

NSQ level: 4

Credit value: 9

Guided learning hours: 90

Unit Purpose: This unit is about purchasing housekeeping agents and supplies in line with the need of the organization using certain quality traits in selecting, negotiating and setting standards for delivery and receiving. It also expands the learner's skills in purchasing in line with durability and maintenance

Unit 009:

Learning Outcome		Performance Criteria	Evidence Type				Evidence Reference Page Number	
LO 1: Maintain Housekeeping Agents and Supplies.	1.1	State all agents and supplies in use for housekeeping.						
	1.2	State the criteria used in selecting housekeeping agents and supplies regarding the manufacture, durability, price efficiency, functionality, quality and maintenance after purchasing as well as warranty.						
	1.3	Explain the uses of the housekeeping agents and supplies above (1.1).						
	1.4	Carry out cleaning and maintenance of housekeeping agents and supplies (1.1) where applicable.						
	1.5	State the necessary precautions in the use of housekeeping agents and supplies.						
LO 2: Assist Purchase and receive housekeeping agents and supplies.	2.1	Estimate the items needed for purchasing through historical data, forecast, sales' report and present needs.						
	2.2	Identify housekeeping agents and supplies for purchase and make a list.						
	2.3	Establish suppliers and take samples.						
	2.4	Look out for specific traits and make your choice.						
	2.5	Negotiate price and buy agents and supplies.						

	2.6	Establish delivery procedure according to sufficient lead time to allow for storage and handling.									
	2.7	Set standards for receiving.									
	2.8	Receive according to set standards such as; counting, inspecting, weighing etc as critical to cost accountability and quality control.									
LO 3: Issue and Maintain Various Housekeeping agents and supplies.	3.1	Establish indicators for storage such as rotation, security and sanitation.									
	3.2	Store according to set standards.									
	3.3	Establish appropriate issuing procedure such as the use of FIFO, LIFO and setting PAR Levels.									
	3.4	Issue according to set standards.									
	3.5	Establish procedure for identifying spoilage of agents and supplies.									
	3.6	Carryout refurbishments and replacements where necessary (identify refurbishment, and replacements to be made).									

Learner's Signature:	Date:
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	Date: