

## Qualification Title: Certificate II in Housekeeping

Labour Division: Housekeeping (Hotel Services)

### Competency Unit Requirements

Core & Generic Competencies and Functional Competencies required for Housekeeping

*\*Selection of Functional Competencies must reflect the intended Job Title, local industry requirements, and Certificate level*

#### **Core & Generic Competencies** *Must obtain all units*

Hotel Services (Front Office and Housekeeping) *menu*

- D1.HOT.CL1.01 Work effectively with customers and colleagues
- D1.HOT.CL1.02 Work in a socially diverse environment
- D1.HOT.CL1.03 Implement occupational health and safety procedures
- D1.HOT.CL1.05 Perform clerical procedures
- D1.HOT.CL1.10 Promote products and services to customers
- D1.HOT.CL1.11 Manage and resolve conflict situations
- D1.HOT.CL1.12 Perform basic First Aid procedures
- D1.HOT.CL1.13 Perform child protection duties relevant to the tourism industry
- D1.LAN.CL1.01 Speak English at a basic operational level

#### **Functional Competencies\*** *Must obtain 10 units from*

Hotel Services (Front Office and Housekeeping) *menu*

##### **6+ from**

Cluster 3: Housekeeping

Cluster 4: Security Services

##### **2+ from**

Cluster 1: Common Core Competencies

Cluster 5: Customer Service, Sales, and Marketing

### Divisional Qualification Framework

for Housekeeping Division from 5 Levels of Qualification

Level	Qualification
1	<b>Certificate II in Housekeeping</b>
2	Certificate III in Housekeeping
3	Certificate IV in Housekeeping (Guest Supervision Services)
4	Diploma of Housekeeping (Supervision and Administration)
5	Advanced Diploma of Housekeeping (Management)

### Associated Job Titles

for Housekeeping Division from 32 Job Titles

No	Title
11	Public Area Cleaner
10	Room Attendant
9	Laundry Attendant
8	Floor Supervisor
7	Laundry Manager
6	Executive Housekeeper

