

Qualification Title: Certificate III 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.CL1.08 Maintain hospitality industry knowledge
- 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
- D1.HOT.CL1.06 Access and retrieve computer-based data

Functional Competencies* *Must obtain 14 units from*

Hotel Services (Front Office and Housekeeping) *menu*

- 8+ from**
- Cluster 3: Housekeeping
- Cluster 4: Security Services
- 3+ from**
- Cluster 5: Customer Service, Sales, and Marketing
- Cluster 6: General Administration
- 2+ from**
- Cluster 10: English Language Proficiency

Divisional Qualification Framework

for Housekeeping Division from 5 Levels of Qualification

Level	Qualification
1	Certificate II in Housekeeping
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

