

## Qualification Title: Advanced Diploma of Housekeeping (Management)

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.CL1.06 Access and retrieve computer-based data
- D1.HOT.CL1.07 Communicate effectively on the telephone
- D1.HOT.CL1.08 Maintain hospitality industry knowledge
- D1.HOT.CL1.09 Develop and update tourism industry knowledge
- 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.HOT.CL1.14 Develop protective environments for children in tourism destinations
- D1.LAN.CL1.01 Speak English at a basic operational level
- D1.HGA.CL6.12 Use common business tools and technology
- D1.HSS.CL4.01 Establish and maintain a safe and secure workplace

#### **Functional Competencies\*** *Must obtain 27 units from*

Hotel Services (Front Office and Housekeeping) *menu*

- 6+ from**
- Cluster 7: Financial Administration
- Cluster 3: Housekeeping
- 14+ from**
- Cluster 5: Customer Service, Sales, and Marketing
- Cluster 4: Security Services
- Cluster 6: General Administration
- Cluster 8: Human Resource Development
- Cluster 9: Resource Management
- 5+ 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	<b>Advanced Diploma of Housekeeping (Management)</b>

### 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

