



**INTERNATIONAL  
HOTEL SCHOOL**

<b>Programme Name:</b>	<b>Assistant Housekeeper</b>			
<b>Qualification / Learning Programme / Short Course:</b>	Skills Programme HSP/AssHkr/2/0015			
<b>NQF Level:</b>	2 (All Skills Programmes are registered as Level 2 although the individual Unit Standards contained in the Skills Programme vary in credit value)			
<b>Unit Standard (s):</b>	<b>SAQA ID</b>	<b>Unit standard title</b>	<b>Level</b>	<b>Credit</b>
	7789	Provide Customer Service	4	8
	7790	Process incoming and outgoing telephone calls	3	3
	7793	Describe layout, services and facilities of the organisation	2	1
	7794	Communicate verbally	3	8
	7795	Maintain effective working relationships with other members of staff	3	1
	7796	Maintain a secure working environment	3	1
	7799	Maintain a safe working environment	2	2
	7800	Maintain health, hygiene and a professional appearance	2	1
	7812	Perform basic calculations	2	3
	7636	Provide a housekeeping service within designated area of work	3	3
	7638	Maintain housekeeping supplies	3	3
	7657	Maintain a clean linen supply	3	3
<b>Credits:</b>	37			
<b>Learning Outcomes:</b>	<p>On completion of this programme, the learner will be able to:</p> <ul style="list-style-type: none"> <li>• Provide customer service</li> <li>• Process incoming and outgoing telephone calls</li> <li>• Describe the layout, services and facilities of the organisation</li> <li>• Communicate verbally</li> <li>• Maintain effective working relationships</li> <li>• Maintain a secure work environment</li> <li>• Maintain a safe work environment</li> <li>• Maintain health, hygiene and a professional appearance</li> <li>• Perform basic calculations</li> <li>• Provide a housekeeping service</li> <li>• Maintain housekeeping supplies</li> <li>• Maintain a clean linen supply</li> </ul>			
<b>Programme Structure:</b>	<p>This is a twelve week programme completed through a combination of block release (knowledge attainment and skills development) and work placement.</p> <p>The theory and skills development components of this programme will</p>			

		be conducted as block release sessions supported by periods of workplace application and validation. Formative Assessment will take place during the block release periods and Summative Assessment will take place at the end of the twelve week period.
<b>Duration:</b>	<b>Teaching Methodology:</b>	Classroom facilitation; Class discussion; Group activities; Self-study; Demonstrations; Simulation; and Practical application
	<b>Assessment Methodology:</b>	<b>Formative Assessment</b> <u>Knowledge:</u> Written tests / quizzes / assignments <u>Practical:</u> Application and demonstration of skills  <b>Final Integrated Summative Assessment</b> <u>Knowledge:</u> Examination <u>Practical:</u> Application and demonstration of skills
	<b>Contact Time (Knowledge):</b>	78 Notional Hours = 2 weeks
	<b>Contact Time (Skills Training):</b>	78 Notional Hours = 2 weeks
	<b>Workplace Practise and On-job Validation :</b>	<u>Workplace Practise</u> – 165 Notional Hours = 4 weeks <u>On-job Validation</u> = 4 weeks
	<b>Final Integrated Summative Assessment (FISA)(Knowledge):</b>	2 Hours
	<b>FISA (Practical):</b>	16 Hours
	<b>Minimum / Maximum Delegates:</b>	<b>Minimum:</b> 10
<b>Learning Programme Matrix Category:</b>	E	

### Notional Hour Calculation

**FISA** = Final Integrated Summative Assessment (conducted by a registered, scoped Assessor)

**NH** = Notional Hour

Credits	Notional Hours	30% Knowledge Component = 111 Notional Hours			70% Practical Component = 259 Notional Hours		
		Contact Time	Learner Centred Time	Knowledge FISA	Contact Time	Workplace Practise and On-job Validation	Practical FISA
37	370	78 NH	31 NH	2 Hours	78 NH	165 NH and 180 Hrs On-job Validation	16 Hours

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