



Maldives National Skills Development Authority



# National Competency Standard for Housekeeping Management

Standard Code: TOU-01L5-V1-24

Qualification Name: National Diploma in Housekeeping Management

## FOREWORD

The pivotal role of the Maldives National Skills Development Authority (MNSDA) in meticulously implementing and expanding Technical and Vocational Education & Training (TVET) exemplifies the steadfast commitment of the Maldives to build a skilled and resilient workforce. This commitment is evident from the strategic formulation of National Standards and the establishment of a comprehensive framework for training and certification.

Under the Higher Education and Training Act 7/2021, the MNSDA assumes an instrumental role, reflecting the government's unwavering dedication to streamlining TVET policies and procedures. This includes the establishment of a robust system for accrediting and registering both Institution Based Training (IBT) and Employer Based Training (EBT) providers. The MNSDA's active involvement in conducting the National Apprenticeship Program (NAP), National Trade Testing and Certification (NTTC), and the issuance of National Certificates reflects a comprehensive approach to ensure elevated quality standards and competency within the workforce.

The National Competency Standards (NCS) revised through the Maldives Enhancing Employability and Resilience of Youth (MEERY) project accentuates the commitment to updating and sustaining contemporary skill sets aligned precisely with industry demands. Deliberate efforts to revise existing NCS, coupled with the development of curriculum, teaching materials, resource books, and logbooks, attest to our dedication to ensuring the ongoing relevance and currency of the TVET system in the Maldives.

The active engagement of Technical Panels and Employment Sector Councils in the NCS development and approval process, coupled with alignment to the Maldives National Qualification Framework (MNQF) and accreditation by the Maldives Qualifications Authority (MQA), certifies that the TVET system not only remains highly responsive but also ensures the quality standards demanded by industries. This approach enables the system to effectively meet the diverse needs of industries and adapt to the evolving economic landscape.

The collaborative development of the National Diploma in Housekeeping Management by the MNSDA, MEERY, and the Maldives Institute of Technology exemplifies the practical implementation of TVET initiatives. This training package represents a critical stride towards addressing the requisite skills while fostering opportunities to integrate sustainable economic development within the TVET framework.



Dr. Zahra Mohamed

Chief Executive Officer

Maldives National Skills Development Authority

### EMPLOYMENT SECTOR COUNCILS

#	Name	Designation	Organisation
01	Fathmath Shifa	Director	Ministry of Tourism
02	Aishath Sajny	Consultant	Ministry of Economic Development & Trade
03	Ali Adam	HR Consultant	Maldives Association of Tourism Industry
04	Yazeedh Mohamed Fulhu	Apprenticeship and Talent Acquisition Manager	Four Seasons Resort Maldives
05	Zeenath Solih	Dean	Faculty of Hospitality and Tourism Studies, Maldives National University
06	Nafiz Mohamed	Tourism Expert	Industry Expert
07	Zoona Naseem	Managing Director	Moodhu Bulhaa Dive Center
08	Saleela Hussain Fayaz	Assistant Director - Admin &HR	Maldives Integrated Tourism Development Corporation
09	Fathimath Haula	Programme Officer	Maldives National Skills development Authority

**National Occupational Standard has been endorsed by:**



Zeenath Solih  
Chairperson  
Tourism Sector Council

Maldives National Skills Development Authority  
Umar Zahir Office Building, 5th Floor,  
Orchidmaa Hingun, HulhuMale', Republic of Maldives.

Date of Endorsement: 29.05.2024

### TECHNICAL SUPPORT

#	Name	Designation	Organisation
01			
02			

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organisation
01	Dr. Zakkiya Moosa	Lecturer	Villa College
02	Abdulla Nihad	Lectuer	Training Maldives
03	Mohamed Faisal	Assistant lecturer	Maldives National University

VERSION	DEVELOPER	DATE	STANDARD CODE
V1	Maldives Institute of Technology	05/03/2024	TOU-01L5-V1-24

## Standard Development Process

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The development of the “National Diploma in Housekeeping Management” Standard involved a comprehensive study of Housekeeping Management occupations in Maldivian workplaces, with a focus on tourism enterprises. Job descriptions and international occupational trends were analysed to draft an initial Occupational Standard. This draft will undergo further refinement through a Technical Panel (TP) from Maldivian workplaces, ensuring incorporation of competencies and edits. The TP will provide technical input, suggesting changes to the standard, until a final draft is agreed upon. The approved Final Draft will then be submitted to the Tourism Employment Sector Council for endorsement and validation. A brief report detailing the compilation process will accompany the Standard for the Council's review, and any recommended changes will be addressed before final endorsement.

With the endorsement from the Tourism Employment Sector Council, the finalised National Occupational Standard for Housekeeping Management will be submitted to the Maldives Qualification Authority (MQA) for final approval. Upon receiving MQA approval, the standard will be officially published on the Maldives National Skills Development Authority (MNSDA) website. This publication will enable training providers in the Maldives to utilise the standard for delivering the Housekeeping Management program, ensuring its widespread implementation across the country.

## Description of “Housekeeping Management”

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The "Housekeeping Management" standard serves as a foundational guideline designed to enhance essential skills across diverse industries. This program is dedicated to equipping individuals with fundamental competencies crucial for effective waste analysis and control processes. Participants will gain practical insights into core techniques and practices, emphasising the significance of identifying and managing waste at critical stages.

The certification acts as an entry point for professionals venturing into the application of housekeeping management principles, providing a robust foundation in the fundamental skills necessary for implementing and managing efficient hazard analysis and control systems in the context of hospitality and facility maintenance. This standard is particularly valuable for individuals in the Maldives aiming to establish a strong foothold in ensuring a clean, safe, and quality environment within their respective industries.

## Proposed Qualification Titles

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Following are the recommended titles by the selected internal expert team of MIT for the National Diploma in Housekeeping Management.

1. Nil-

## Job opportunities upon completion of “National Diploma in Housekeeping Management”

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Upon successful completion of the National Diploma in Housekeeping Management, students can work in the following jobs.

1. *Housekeeping Operations Manager*
2. *Hotel Operations Manager*
3. *Senior Housekeeping Executive*
4. *Quality Control Supervisor (Housekeeping)*

## KEY FOR CODING

### Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector(TOU) Social Sector (SOC) Foundation (FOU)
Standard Number - Occupation with in an industry sector	Two digits 01-99
Common Competency	CM
Core Competency	CC
Unit Number - Occupation with in an Standard	Three digits 01-99
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Separator	-
Year of Last Review of standard, qualification	Two digits responding to the year of last review, example 23 for the year 2023
Qualification Code	Refers to Standard code in cover page

1. Endorsement Application for Qualification 01		
2. NATIONAL DIPLOMA IN HOUSEKEEPING MANAGEMENT		
3. Qualification code: TOU-01L5-V1-24		Total Number of Credits: 130
<b>4. Purpose of the qualification</b> This qualification aims to equip individuals with the necessary knowledge, skills, and competencies to excel in various roles within the field of Housekeeping Management. Tailored for those involved in maintaining cleanliness, hygiene, and quality standards in hospitality and facility management, the qualification is meticulously designed to provide learners with practical skills and theoretical insights essential for effective implementation and management of housekeeping systems. Successful completion of this qualification prepares individuals for roles that require expertise in maintaining a clean, organised, and welcoming environment.		
5. Regulations for the qualification		National Diploma in the occupation of Housekeeping Management will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14
6. Schedule of Units		
130Unit No.	Unit Title	Code
Common Competencies		
01	Apply writing and ICT skills	TOU-01-CM01-V1-24
02	Develop tourism industry knowledge and practice	TOU-01-CM02-V1-24
03	Manage customer experience and relationship	TOU-01-CM03-V1-24
04	Demonstrate leadership and management skills	TOU-01-CM04-V1-24
05	Respond to emergency situations	TOU-01-CM05-V1-24
Core Competencies		
06	Prepare and service guest rooms	TOU-01-CC01-V1-24
07	Develop Standard Operating Procedures	TOU-01-CC02-V2-24
08	Manage quality assurance for housekeeping	TOU-01-CC03-V1-24
09	Promote occupational hygiene and health and safety maintenance	TOU-01-CC04-V1-24
10	Plan and oversee housekeeping operations	TOU-01-CC05-V1-24
11	Implement and enhance inventory management	TOU-01-CC06-V1-24
12	Develop human and industrial relations in housekeeping management	TOU-01-CC07-V1-24
13	Optimise expense management and budgeting	TOU-01-CC08-V1-24
14	Master strategic scheduling	TOU-01-CC09-V1-24
7. Accreditation requirements		The training provider should have a workshop or similar training facility to provide the trainees the

	hands-on experience related to this qualification and 120 hours of industrial experience.
<b>8. Recommended sequencing of units</b>	As appearing under the section 06



## Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
01	Apply writing and ICT skills	TOU-01-CM01-V1-24	V	10	100	50
02	Develop tourism industry knowledge and practice	TOU-01-CM02-V1-24	V	10	100	50
03	Manage customer experience and relationship	TOU-01-CM03-V1-24	V	10	100	50
04	Demonstrate leadership and management skills	TOU-01-CM04-V1-24	V	10	100	50
05	Respond to emergency situations	TOU-01-CM05-V1-24	III	05	50	25
06	Prepare and service guest rooms	TOU-01-CC01-V1-24	III	06	60	30
07	Develop Standard Operating Procedures	TOU-01-CC02-V2-24	IV	08	80	40
08	Manage quality assurance for housekeeping	TOU-01-CC03-V1-24	IV	10	100	50
09	Promote occupational hygiene and health and safety maintenance	TOU-01-CC04-V1-24	V	10	100	50
10	Plan and oversee housekeeping operations	TOU-01-CC05-V1-24	V	15	150	75
11	Implement and enhance inventory management	TOU-01-CC06-V1-24	V	08	80	40
12	Develop human and industrial relations in housekeeping management	TOU-01-CC07-V1-24	V	08	80	40
13	Optimise expense management and budgeting	TOU-01-CC08-V1-24	V	10	100	50
14	Master strategic scheduling	TOU-01-CC09-V1-24	V	10	100	50
Total				130	1300	650

### Packaging of National Qualifications:

National Diploma in Housekeeping Management will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14

Qualification Code: TOU-01L5-V1-24

## COMPETENCY BASED ASSESSMENT

The final assessment of the National Competency-Based Programmes conducted by the Maldives National Skills Development Authority (MNSDA) is a competency-based assessment.

The Competency-Based Assessment ensures that the students' performance meets the requirements specified in the National Competency Standards (NCS). This assessment approach is designed to verify that graduates are job-ready and meet established occupational competency requirements within their respective fields.

### Eligibility for Final Assessment

To be eligible for the final Competency-Based Assessment, students must fulfil the following conditions:

- achieve a **minimum of 80%** attendance
- deemed competent in each of the units of the programme in the pre-assessment

### Competency-Based Assessment Process

Upon submission of the Pre-assessment report by the training provider, MNSDA will check for all the necessary supporting documents and conduct Competency-Based Assessment through a National Assessor registered with MNSDA. It is important to note that any trainer involved in the training process is **not permitted** to conduct the assessment to maintain impartiality and integrity of the process.

The final Competency-Based Assessment conducted by MNSDA includes both:

- **Theory:** Evaluating students' knowledge and understanding of key theoretical aspects of the competency.
- **Practical:** Assessing hands-on skills and application of knowledge in real-world or simulated environments.

Once the assessment is completed, the National Assessor will send the Competency-Based Assessment Report to MNSDA.

### Competency Status Requirement

For certification to be granted, the student must be officially declared "**Competent**" in each of the units of the programme by the National Assessor.

### Conclusion

Competency-Based Assessment is a critical component in ensuring the quality and credibility of technical and vocational skills-based training. By adhering to the outlined procedure, MNSDA upholds the standards required to certify students who are fully prepared to meet industry demands.