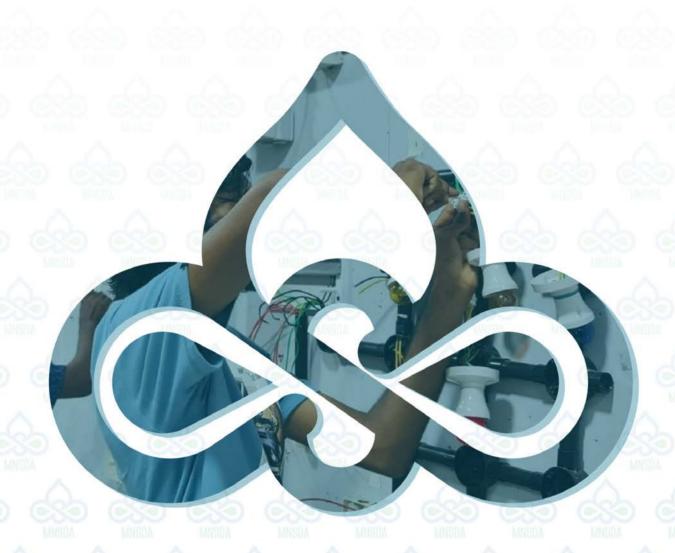# Maldives National Skills Development Authority

National Competency Standard for Housekeeping

Standard Code: TOU-05L3-V4-24

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 Certificate III in Housekeeping 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	Dean of Center for Research and Inovation	Avid College
02	Ibrahim Nihad	Industry Expert	-
03	Abdulla Iyaz	Director	Ministry of Tourism and Environment
04	Mohamed Faisal	Assistant lecturer	Maldives National University

VERSION	DEVELOPER	DATE	STANDARD CODE
V4			TOU-05L3-V4-24

Standard Review Process

To begin with, Housekeeping occupation competencies were profiled through study of the occupations across the Maldivian workplaces aligned to the principles of "Functional Analysis", a methodology used for reviewing Competency Standards. Referred occupational profiling process compared existing competency units incorporated within the National Competency Standard of Level III in Housekeeping program.

Draft Review of the occupational standard is then compiled and submitted to the Technical Panel (TP) organised by the Maldives National Skills Development Authority (MNSDA). The Draft Standard is then edited based on comments from TP members under the direct observation of MNSDA. With series of reviewing and editings, TP approved standard is then tabled at Employment Sector Council (ESC) meeting for endorsement.

All the Standards of MNSDA are endorsed from the ESC before being published on its website.

Description of "Housekeeping"

This qualification provides foundational knowledge and practical skills essential for professional housekeeping in the hospitality industry. Participants will learn effective cleaning techniques, proper use of cleaning equipment and chemicals, and maintenance of guest rooms and public areas.

Designed for individuals aiming to start a career in housekeeping or enhance their current skills, this certificate ensures graduates are equipped to deliver high-quality service in various hospitality settings.

Recommended changes to the existing National Certificate III in Housekeeping Standard

Following are the changes recommended by the selected internal expert team of MIT for the National Certificate III in Housekeeping Standard.

1. *Strengthen soft skills and recommended to include common modules used in the current Competency Standards of MNSDA*
2. *Introduce new unit and revise existing units to align with industry standards aiming to enhance skills, align with best practices, and prepare Trainees for a comprehensive range of tasks in Housekeeping.*

Job opportunities upon completion of "National Certificate III in Housekeeping"

Upon successful completion of the National certificate III in Housekeeping, students can work in the following jobs.

1. *Room Attendant*
2. *Housekeeping Attendant*

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 a 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 CERTIFICATE III IN HOUSEKEEPING		
3. Qualification code: TOU-05L3-V4-24	**Total Number of Credits:** 56	

4. Purpose of the qualification

This qualification is to equip individuals with the skills and knowledge required to proficiently manage and maintain cleanliness, orderliness, and hygiene within various hospitality and accommodation settings. The holders of this qualification will be prepared to contribute to the smooth and efficient running of establishments, uphold high standards of cleanliness, and create a pleasant environment for guests and occupants.

5. Regulations for the qualification	National Certificate III in the occupation of Housekeeping 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

Unit No.	Unit Title	Code
Common Competencies		
01	Develop tourism industry knowledge	TOU-01-CM02-V1-24
02	Apply work ethics and optimise professionalism	TOU-02-CM02-V4-24
03	Practice effective workplace communication	TOU-02-CM03-V4-24
04	Apply occupational health and safety requirements	TOU-05-CM01-V4-24
05	Provide effective customer care	TOU-03-CM02-V2-24
06	Perform computer operations	TOU-02-CM05-V4-24
07	Respond to emergency situations	TOU-01-CM05-V1-24
Core Competencies		
08	Follow policies and procedures	TOU-05-CC01-V4-24
09	Set up trolley and prepare to work	TOU-05-CC02-V4-24
10	Prepare and service guest rooms	TOU-05-CC03-V4-24
11	Handle keys	TOU-05-CC04-V4-24
12	Handle guest requests	TOU-05-CC05-V4-24
13	Handle non-routine cleaning	TOU-05-CC06-V4-24
14	Closing down	TOU-05-CC07-V4-24
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	
8. Recommended sequencing of units	As appearing under the section 06	

Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
01	Develop tourism industry knowledge	TOU-01-CM02-V1-24	III	03	30	15
02	Apply work ethics and optimise professionalism	TOU-02-CM02-V4-24	III	03	30	15
03	Practice effective workplace communication	TOU-02-CM03-V4-24	III	03	30	15
04	Apply occupational health and safety requirements	TOU-05-CM01-V4-24	III	04	40	20
05	Provide effective customer care	TOU-03-CM02-V2-24	III	05	50	25
06	Perform computer operations	TOU-02-CM05-V4-24	III	03	30	15
07	Respond to emergency situations	TOU-01-CM05-V1-24	III	05	50	25
08	Follow policies and procedures	TOU-05-CC01-V4-24	III	03	30	15
09	Set up trolley and prepare to work	TOU-05-CC02-V4-24	III	03	30	15
10	Prepare and service guest rooms	TOU-05-CC03-V4-24	III	06	60	30
11	Handle keys	TOU-05-CC04-V4-24	III	04	40	20
12	Handle guest requests	TOU-05-CC05-V4-24	III	04	40	20
13	Handle non-routine cleaning	TOU-05-CC06-V4-24	III	05	50	25
14	Closing down	TOU-05-CC07-V4-24	III	05	50	25
Total				56	560	280

Packaging of National Qualifications:

National Certificate III in Housekeeping 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-05L3-V4-24

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.