



**NATIONAL COMPETENCY STANDARDS  
FOR  
HOUSEKEEPER  
(NC2)**

**Department of Occupational Standards  
Ministry of Labour and Human Resources  
Thimphu, Bhutan.  
(February, 2020)**

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## FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources is pleased to present the revised National Competency Standards (NCSs) for Housekeeper. The standards represent the fruits of hard work and invaluable experiences gained by the department since its establishment in the latter half of 2003. The main aim of developing NCS is to set up a well-defined nationally recognized Vocational Qualification System that will help set a benchmark for the Technical Vocational Education and Training (TVET) System in our country aligned to international best practices.

NCS is one of the base pillars in the Bhutan Vocational Qualification Framework (BVQF) and is the first step in its implementation. The NCS are developed and revised to ensure that employees or vocational graduates possess and acquire the desired competencies required by industries and employers. In order to ensure this close match in supply and demand of competencies, NCS have been developed, revised and validated in close consultation and partnership with industry experts of the concerned economic sectors.

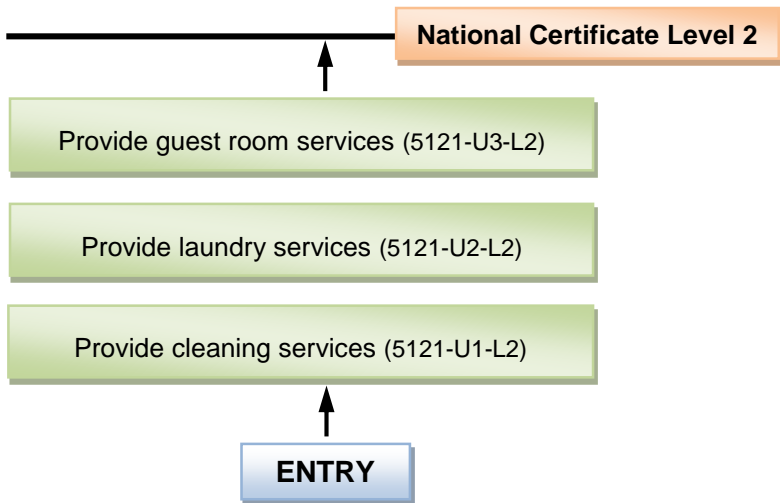
A vocational education and training system based on NCS shall ensure that delivered training is of a high quality and relevant to the needs of the labour market. As a result, future TVET graduates will be better equipped to meet the need and expectations of industries and employers. This positive impact on the employability of TVET graduates will enhance the reputation of vocational education and training and make it attractive to school leavers.

I gratefully acknowledge collaboration and the valuable contributions made by experts from industries during the consultation and validation processes of the standards. I look forward for continued engagement and participation of the industry and employers in the development of a quality assured demand driven TVET system and to build competent and productive national workforce that will contribute to the continued socio-economic progress of our country.

Director  
Department of Occupational Standards  
Ministry of Labour and Human Resources

## PACKAGING OF QUALIFICATIONS

The National Competency standards for Housekeeper comprises of three unit of competencies. The packaging of qualification are as shown below:



## **NATIONAL COMPETENCY STANDARDS FOR CULTURAL TOURIST GUIDE**

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## OVERVIEW OF COMPETENCY STANDARDS FOR HOUSEKEEPER (NC2)

UNIT TITLE	ELEMENTS OF COMPETENCE
Provide guest room services	<ol style="list-style-type: none"> <li>1. Provide guest arrival and departure services</li> <li>2. Prepare bed and arrange room supplies /furniture</li> <li>3. Provide ancillary services</li> </ol>
Provide laundry services	<ol style="list-style-type: none"> <li>1. Prepare to provide guest laundry services</li> <li>2. Perform guest laundry</li> <li>3. Perform hotel laundry</li> </ol>
Provide cleaning services	<ol style="list-style-type: none"> <li>1. Clean the guest room</li> <li>2. Perform bathroom cleaning</li> <li>3. Clean the public areas</li> <li>4. Carry out deep cleaning</li> </ol>

**UNIT TITLE : Provide guest room services**

**DESCRIPTOR:** This unit covers the competencies required to provide guest arrival and departure services, prepare bed & arrange room supplies/furniture and to provide ancillary services.

**CODE : 5121-U1-L2**

<b>ELEMENTS OF COMPETENCE</b>	<b>PERFORMANCE CRITERIA</b>
1. Provide guest arrival and departure services	1.1 Handle guests luggage as per the job requirement following standard procedures 1.2 Escort guest to rooms following standard procedures. 1.3 Orient the guest on <b>room facilities and amenities</b> following standard procedures. 1.4 Check mini bar consumption and liaise with front office for billing as per standard procedures. 1.5 Check room facilities as per the job requirement and take necessary actions following standard procedures. 1.6 Check for guest left items and take necessary actions as per the standard procedures.
2. Prepare bed and arrange room supplies/ furniture	1.1 Select and use <b>PPE</b> as per the job requirement following standard procedure. 1.2 Check the room for cleanliness and pest as per standard procedures 1.3 Make the bed as per job requirement following standard procedures. 1.4 Provide additional bed as per the job requirement following standard procedures.

	<p>1.5 Select and place <b>room supplies</b> as per the job requirement following standard procedures.</p> <p>1.6 Stock mini bar as per the establishment requirement</p> <p>1.7 Check for damages/expiry dates and restock as per the standard procedures.</p> <p>1.8 Arrange furniture and curtains as per the job requirement following standard procedures</p>
3. Provide ancillary services	<p>3.1 Provide <b>ancillary services</b> as per the establishment procedures following standard procedures</p> <p>3.2 Handle lost belongings of guest following standard procedures.</p> <p>3.3 Liaise with other departments as per the job requirement following standard procedures</p> <p>3.4 Provide <b>other housekeeping services</b> (guest request) as per the job requirement following standard procedures.</p> <p>3.5 Provide guidance to guest during emergency as per job requirement following standard procedures.</p>

<b>RANGE STATEMENT</b>	
<b>Room facilities and amenities may include but not limited to:</b>	
<ul style="list-style-type: none"> <li>• Dining options</li> <li>• Telephone</li> <li>• Television</li> <li>• Tea &amp; coffee sets</li> <li>• Toiletries</li> <li>• Internet access</li> </ul>	<ul style="list-style-type: none"> <li>• Spa facilities</li> <li>• General services, such as laundry and valet</li> <li>• Meal arrangements</li> <li>• Slippers &amp; bath gown</li> </ul>
<b>PPE may include but not limited to:</b>	
<ul style="list-style-type: none"> <li>• Mask</li> <li>• Gloves</li> </ul>	<ul style="list-style-type: none"> <li>• Apron</li> </ul>



**Room supplies may include but not limited to:**

- Mini bar items
- Hair dryer
- Slippers
- Toiletries

**Ancillary services may include but not limited to:**

- Wake up calls
- Guest call
- Guest information directories

**Critical Aspects:**

- Demonstrate compliance with safety regulation applicable to work operations at all times.
- Handle guests luggage as per the job requirement following standard procedures
- Provide guidance to guest during emergency as per job requirement following standard procedures.

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"><li>• Ethics and Integrity</li><li>• OHS regulations</li><li>• First Aid</li><li>• Range of ancillary services</li><li>• Standard Operating Procedures of house keeping</li><li>• Luggage security procedures</li><li>• Crisis management</li><li>• Luggage handling and luggage tag</li><li>• Personal grooming and hygiene</li></ul>	<ul style="list-style-type: none"><li>• Communication</li><li>• Team work</li><li>• Negotiation</li><li>• Planning</li><li>• Time management</li><li>• Innovative</li><li>• Motivation</li><li>• Creativity</li></ul>

**UNIT TITLE :** Provide Laundry Services

**DESCRIPTOR:** This unit covers the competencies required to provide guest and hotel laundry services.

**CODE :** 5121-U2-L2

<b>ELEMENTS OF COMPETENCE</b>	<b>PERFORMANCE CRITERIA</b>
1. Prepare to provide guest laundry services	1.1 Collect guest laundry as per job requirement following standard procedures. 1.2 Collect found items and process for returning as per the establishment procedures. 1.3 Sort laundry items as per job requirement following standard procedures.
2. Perform guest laundry	2.1 Select and use <b>laundry equipment and materials</b> as per job requirements following standard procedures 2.2 Select and prepare <b>cleaning materials</b> as per job requirement following standard procedures. 2.3 Remove stains from laundry items as per the job requirement following standard procedures. 2.4 Select <b>laundry methods</b> as per the textile labeling code following standard procedures. 2.5 Use cleaning agents in accordance with manufacturer's instructions following standard procedures. 2.6 Operate laundry equipment in accordance with manufacturer's instructions following standard procedures. 2.7 Check laundry items for quality washing as per the job requirement following standard procedures.

	<p>2.8 Deliver the laundered items as per the establishment procedures</p> <p>2.9 Process for billing as per the establishment procedures.</p>
3. Perform hotel laundry	<p>3.1 Collect soiled linens as per job requirement following standard procedures.</p> <p>3.2 Sort laundry items as per job requirement following standard procedures.</p> <p>3.3 Select and use <b>laundry equipment and materials</b> as per job requirements following standard procedures</p> <p>3.4 Select and prepare <b>cleaning materials</b> as per job requirement following standard procedures.</p> <p>3.5 Remove stains from laundry items as per the job requirement following standard procedures.</p> <p>3.6 Select <b>laundry methods</b> as per the textile labeling code following standard procedures.</p> <p>3.7 Use cleaning agents in accordance with manufacturer's instructions following standard procedures.</p> <p>3.8 Operate laundry equipment in accordance with manufacturer's instructions following standard procedures.</p> <p>3.9 Check laundry items for quality washing as per the job requirement following standard procedures.</p> <p>3.10 Deliver the laundered items as per the establishment procedures</p>

### RANGE STATEMENT

**Laundry equipment & materials may include but not limited to:**

- Washers
- Dryers
- Dry cleaning machine
- Tagging machine

- |                  |                |
|------------------|----------------|
| • Iron           | • Roller       |
| • Steam pressers | • Sorting bins |
| • Shirt card     | • Shelves      |
| • Shirt band     | • Hangers      |

**Cleaning materials may include but not limited to:**

- |                    |                 |
|--------------------|-----------------|
| • Detergents       | • Starch        |
| • Fabric softeners | • Stain remover |
| • Bleaches         | • Alkalis       |

**Laundry methods may include but not limited to:**

- |                |          |
|----------------|----------|
| • Machine wash | • Iron   |
| • Hand wash    | • Bleach |
| • Dry cleaning | • Drying |

**Critical Aspects:**

- Demonstrate compliance with safety regulations applicable to work operations at all times.
- Sort laundry items as per job requirement following standard procedures.
- Select and prepare cleaning materials as per job requirement following standard procedures.
- Select laundry methods as per the textile labeling code following standard procedures.

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> <li>• Ethics and Integrity</li> <li>• OHS regulations</li> <li>• Laundry equipment</li> <li>• Types of detergents</li> <li>• Types of fabric and laundering</li> <li>• Textile labels on clothing</li> </ul>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Team work</li> <li>• Negotiation</li> <li>• Planning</li> <li>• Time management</li> <li>• Innovative</li> </ul>

<ul style="list-style-type: none"><li>• Wash cycle</li><li>• Key laundry terms</li><li>• Establishment linen control procedures</li><li>• Hazards in using laundry machine</li><li>• Economic use of materials</li><li>• Estimation of materials</li><li>• Personal grooming &amp; hygiene</li></ul>	<ul style="list-style-type: none"><li>• Motivation</li><li>• Creativity</li></ul>
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**UNIT TITLE : Provide cleaning services**

**DESCRIPTOR:** This unit covers the competencies required to clean the guest room, bathroom, public areas and to carryout deep cleaning.

**CODE : 5121-U3-L2**

<b>ELEMENTS OF COMPETENCE</b>	<b>PERFORMANCE CRITERIA</b>
1. Clean the Guest room	1.1 Select and use <b>PPE</b> as per the job requirement 1.2 Select <b>cleaning equipment</b> as per the job requirement following standard procedures 1.3 Select and prepare wet and dry <b>cleaning agents</b> as per the manufacturer's specifications following standard procedures 1.4 <b>Clean</b> the <b>rooms</b> as per the job requirement following standard procedures 1.5 Check for functionality of room and bathroom facilities and take necessary action as per the standard procedures 1.6 Store cleaning equipment and cleaning agent as per the establishment procedures
2. Perform bathroom cleaning	2.1 Select and use PPE as per the job requirement following standard procedure. 2.2 Select and place bathroom supplies and amenities as per the job requirement following standard procedure. 2.3 Select and use cleaning agents as per the job requirement following standard procedure. 2.4 Clean the bathroom following standard procedure. 2.5 Conduct final check as per the job requirement following standard procedure.

<p>3. Clean the public areas</p>	<p>3.1 Select and use PPE as per the job requirement</p> <p>3.2 Select <b>cleaning equipment</b> as per the job requirement following standard procedures</p> <p>3.3 Select and prepare wet and dry <b>cleaning agents</b> as per the manufacturer's specifications following standard procedures</p> <p>3.4 Check for functionality of public area facilities and take necessary action as per the standard procedures</p> <p>3.5 Identify any <b>hazards</b> which may affect the cleaning process and take corrective action as per the establishment procedures.</p> <p>3.6 Clean <b>public and back areas</b> as per the standard procedures.</p> <p>3.7 Identify and barricade the work area as per the job requirement following standard procedures</p> <p>3.8 Store cleaning equipment and agent as per the establishment procedures</p>
<p>4. Carry out deep cleaning</p>	<p>4.1 Select and use <b>PPE</b> as per the job requirement</p> <p>4.2 Select cleaning equipment as per the job requirements following standard procedures</p> <p>4.3 Select and prepare wet and dry <b>cleaning agents</b> as per the manufacturer's specifications following standard procedures</p> <p>4.4 Identify and barricade the work area as per the job requirement</p> <p>4.5 Perform <b>deep cleaning</b> as per the job requirement following standard procedures</p> <p>4.6 Store cleaning equipment and agents as per the establishment procedures</p>

<b>RANGE STATEMENT</b>	
<b>PPE may include but not limited to:</b>	
<ul style="list-style-type: none"> <li>• Masks</li> <li>• Footwear</li> </ul>	<ul style="list-style-type: none"> <li>• Head wear</li> <li>• Gloves</li> </ul>
<b>Cleaning equipment for guest room may include but not limited to:</b>	
<ul style="list-style-type: none"> <li>• Vacuum cleaner</li> <li>• Mop</li> <li>• Brushes</li> <li>• Brooms</li> <li>• Scrubber</li> </ul>	<ul style="list-style-type: none"> <li>• Dusting cloths</li> <li>• Bucket</li> <li>• Buffing machine</li> <li>• Shampooing machine</li> <li>• Sponge</li> </ul>
<b>Cleaning equipment for public areas may include but not limited to:</b>	
<ul style="list-style-type: none"> <li>• Vacuum cleaner</li> <li>• Mop</li> <li>• Brushes</li> <li>• Brooms</li> </ul>	<ul style="list-style-type: none"> <li>• Scrubber</li> <li>• Sponge</li> <li>• Dusting cloths</li> <li>• Bucket</li> </ul>
•	•
•	•
<b>Cleaning agents may include but not limited to:</b>	
<ul style="list-style-type: none"> <li>• General &amp; spot cleaning agents</li> <li>• Cleaning agents for specialized surfaces, including window &amp; glass cleaners</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfectants</li> <li>• Pesticides</li> <li>• Deodorizers</li> <li>• Furniture and floor polish</li> <li>•</li> </ul>
<b>Hazards may include but not limited to:</b>	
<ul style="list-style-type: none"> <li>• Spillages</li> <li>• Breakages</li> <li>• Wet or slippery surfaces</li> <li>• Broken or damaged furniture</li> <li>• Fumes</li> <li>• Blood</li> </ul>	<ul style="list-style-type: none"> <li>• Needles and syringes</li> <li>• Broken glass</li> <li>• Heated utensils and surfaces</li> <li>• Sharp food scraps including bones, human waste</li> <li>• Fat and oil</li> </ul>
<b>Public and back areas may include but not limited to:</b>	
<ul style="list-style-type: none"> <li>• Wash / rest rooms</li> <li>• Balconies</li> </ul>	<ul style="list-style-type: none"> <li>• Lobby</li> <li>• Lounge</li> </ul>



<ul style="list-style-type: none"> <li>• Storage areas</li> <li>• Office</li> <li>• Conference halls</li> </ul>	<ul style="list-style-type: none"> <li>• Business center</li> <li>• Function rooms</li> </ul>
<p><b>Deep cleaning may include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• High level dusting</li> <li>• Washing and polishing of Surfaces</li> <li>• Furniture</li> <li>• Scrubbing</li> <li>• Pest control</li> <li>• Buffing</li> <li>• Washing of curtain</li> <li>• Mattress protectors</li> <li>• Blankets</li> <li>• Mattress turn over</li> </ul>	
<p><b>Rooms may include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Bed Room</li> <li>• Lounge</li> <li>• Bath room</li> <li>• Lobby</li> </ul>	
<p><b>Types of cleaning may include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Moping</li> <li>• Dusting</li> <li>• Vacuuming</li> <li>• Polishing</li> </ul>	
<p><b>Critical Aspects:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate compliance with hygiene and safety regulations applicable to work operations at all times.</li> <li>• Clean the guest room as per the job requirement following standard procedures.</li> <li>• Clean the public and back areas as per the job requirement following standard procedures.</li> <li>• Perform deep cleaning as per the job requirement as per the standard procedures.</li> </ul>	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> <li>• Ethics and Integrity</li> <li>• OHS regulations</li> <li>• First Aid</li> </ul>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Team work</li> <li>• Negotiation</li> <li>• Planning</li> </ul>

<ul style="list-style-type: none"><li>• Standard operating procedures for housekeeping</li><li>• Relevant rules and regulations</li><li>• Cleaning equipment</li><li>• Cleaning agents and detergents</li><li>• Economic use of materials</li><li>• Estimation of materials</li><li>• Waste management</li><li>• Pollution and environment impacts</li><li>• Personal grooming and hygiene</li></ul>	<ul style="list-style-type: none"><li>• Time management</li><li>• Innovative</li><li>• Motivation</li><li>• Creativity</li><li>•</li></ul>
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## **Annexure**

### **National Competency Standards (NCS)**

National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

### **Purpose of National Competency Standards**

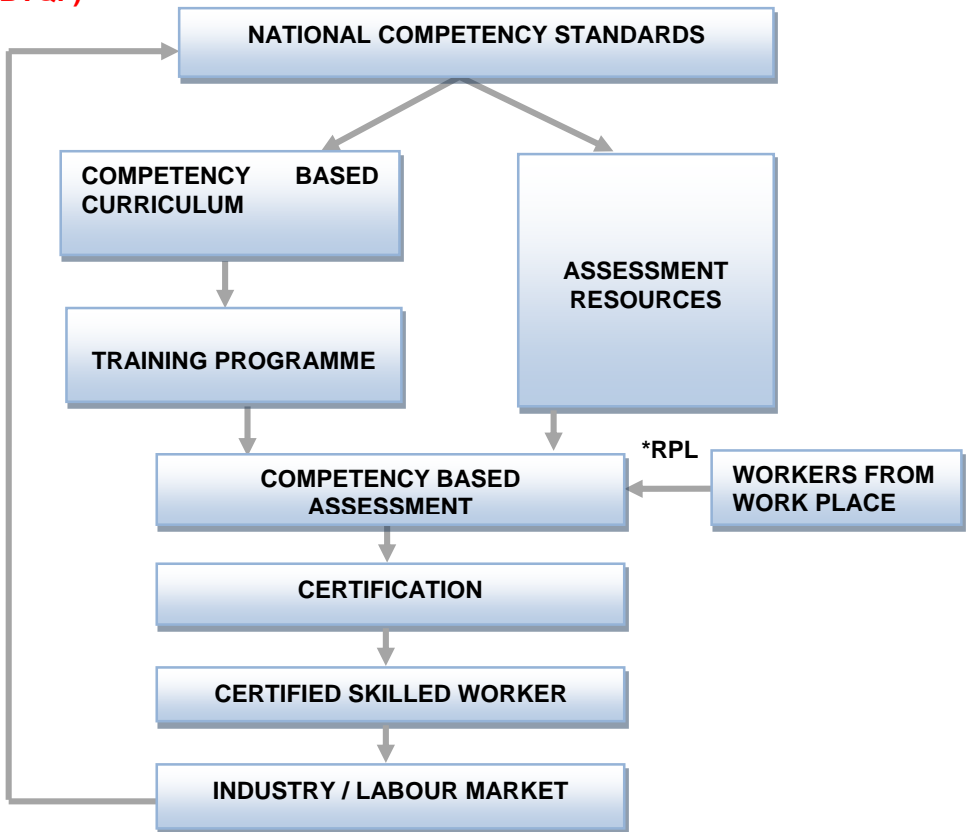
Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the skill and knowledge to be included in curriculum.
- Providing specifications to assessment resource developers about the skill, knowledge and attitudes within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

## Bhutan Vocational Qualifications Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the VET sector against national standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

### Components of the Bhutan Vocational Qualification Framework (BVQF)



\* RPL = Recognition of Prior Learning

## BVQF Levels

The Bhutan Vocational Qualifications Framework has three levels classified based on the competency of the skilled workers. The three levels are:

- National Certificate Level 3 (NC 3) -Master Craftsman
- National Certificate Level 2 (NC 2) -Craftsman
- National Certificate Level 1 (NC 1) -Semi Skilled Worker

## BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

### National Certificate Level 1 (Semi skilled)

<b>Carry out processes that:</b>	<b>Learning demand:</b>	<b>Responsibilities :</b>
<ul style="list-style-type: none"><li>• Are narrow in range.</li><li>• Are established and familiar.</li><li>• Offer a clear choice of routine responses.</li><li>• Involve some prioritizing of tasks from known solutions.</li></ul>	<ul style="list-style-type: none"><li>• Basic operational knowledge and skill.</li><li>• Utilization of basic available information.</li><li>• Known solutions to familiar problems.</li><li>• Little generation of new ideas.</li></ul>	<ul style="list-style-type: none"><li>• In directed activity.</li><li>• Under general supervision and quality control.</li><li>• With some responsibility for quantity and quality.</li><li>• With no responsibility for guiding others.</li></ul>

### National Certificate Level 2 (Craftsman)

Carry out processes that:	Learning demand:	Responsibilities :
<ul style="list-style-type: none"> <li>• Require a range of skills.</li> <li>• Offer a significant choice of procedures requiring prioritization.</li> <li>• Are employed within a range of familiar context.</li> </ul>	<ul style="list-style-type: none"> <li>• Some relevant theoretical knowledge.</li> <li>• Interpretation of available information.</li> <li>• Discretion and judgment.</li> <li>• A range of known responses to familiar problems</li> </ul>	<ul style="list-style-type: none"> <li>• In directed activity with some autonomy.</li> <li>• Under general supervision and quality checking.</li> <li>• With significant responsibility for the quantity and quality of output.</li> <li>• With some possible responsibility for the output of others.</li> </ul>

### National Certificate Level 3 (Master Craftsman)

Carry out processes that:	Learning demand:	Responsibilities :
<ul style="list-style-type: none"> <li>• Requires a wide range of technical or scholastic skills.</li> <li>• Offer a considerable choice of procedures requiring prioritization to achieve optimum outcomes.</li> <li>• Are employed in a variety of familiar and unfamiliar contexts.</li> </ul>	<ul style="list-style-type: none"> <li>• A broad knowledge base which incorporates some theoretical concepts.</li> <li>• Analytical interpretation of information.</li> <li>• Informed judgment.</li> <li>• A range of sometimes innovative responses to concrete but often unfamiliar problems.</li> </ul>	<ul style="list-style-type: none"> <li>• In self-directed activity.</li> <li>• Under broad guidance and evaluation.</li> <li>• With complete responsibility for quantity and quality of output.</li> <li>• With possible responsibility for the output of others.</li> </ul>

## **CODING USED FOR NATIONAL COMPETENCY STANDARDS**

The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

The coding of the National Competency Standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

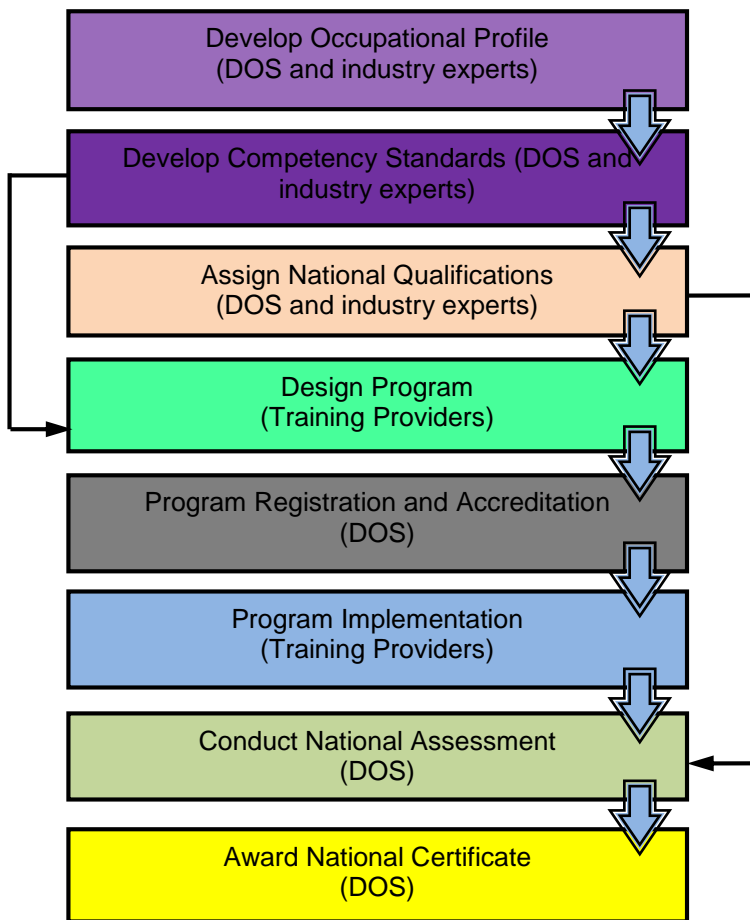
Coding the individual unit competency standard is to identify the level in qualification package to which it belongs.

While packaging, in order to follow a logical order, only competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex, are clustered into a qualification packages.

The ILO assigns the code 5121 to the occupation Housekeeper and related trades. Therefore, in Bhutan the occupation Housekeeper has been assigned the code 5121 in the National Coding System.

The first unit is assigned the code U1, Levels are assigned the code L and follow a logical progression from the National Certificate Level 1 (NC I) to the National Certificate Level 3 (NC III) if any. Therefore the complete unit code for level 2 will be written as 5121-U1-L2.

# Implementation and operational procedures for National Competency Standard (NCS)

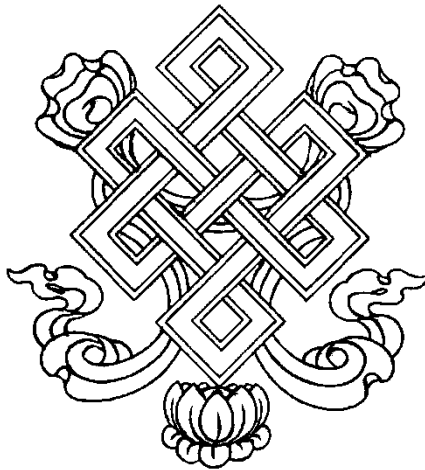


**Key:**

MoLHR – Ministry of Labour and Human Resources

DOS – Department of Occupational Standards





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