



**NATIONAL COMPETENCY STANDARDS
FOR
HOUSEKEEPER
(CERTIFICATE 2)**

**TVET QUALITY COUNCIL,
BHUTAN QUALIFICATIONS AND PROFESSIONALS
CERTIFICATION AUTHORITY,
THIMPHU, BHUTAN
SEPTEMBER 2024**

First Publication; 2010

First Revision: 2015

**Second Revision: 2020 © Department of Occupational
Standards, MoLHR**

Fourth Revision 2024© TVET Quality Council

FOREWORD

The TVET Quality Council, BQPCA is pleased to present the National Competency Standards (NCS) for **Housekeeper, BQF Certificate 2**, which is developed in consultation with the field experts and trainers. The main objective of developing National Competency Standards is to set up a well-defined nationally recognized TVET Qualifications that will help in setting a benchmark for the TVET Qualifications in our country aligned to the international best practices.

The standards are developed to ensure that the TVET trainees possess the desired Skills, Knowledge and Attitude required by the industries. In order to ensure the relevancy of the competencies, the standards are developed in close consultation and partnership with industry experts and trainers from training institutes.

A training system based on National Competency Standards shall ensure that the training is relevant to the needs of the labour market. As a result, future TVET trainees will be better skilled to meet the needs and expectations of industries and employers. Such a positive impact on the employability of TVET graduates will enhance the reputation of the TVET system and make it attractive to the youths.

While acknowledging the existing level of cooperation and collaboration, the Council earnestly requests employers and training providers to extend the fullest support and cooperation in development and implementation of the National Competency Standards. The ultimate objective is to build a competent and productive national workforce that will contribute to the socio-economic development of our country. We gratefully acknowledge the valuable contributions made by experts from industries and trainers during the consultation and validation processes of the NCS development. We further look forward to improved industry engagement and active participation of trainers in the development of a quality-assured demand driven TVET system.

Director
BQPCA

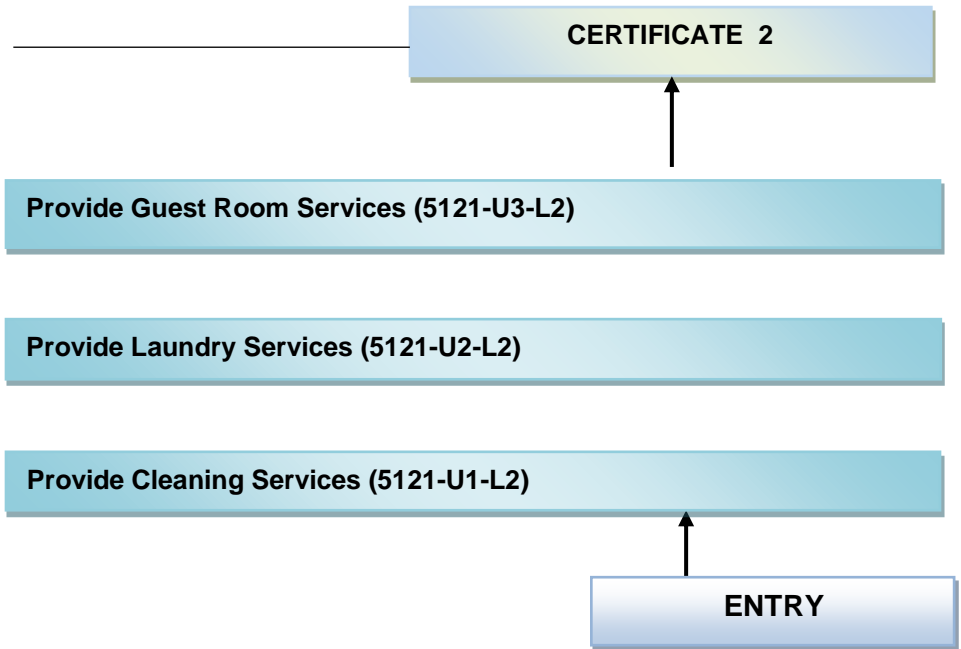
ACKNOWLEDGEMENT

Date of Validation: 26th September 2024

Date of Next Review: 25th September 2029

Subject Experts involved During the Consultation to Revise NCS for Housekeeper			
SN	Name	Designation	Organization
1	Dechen Pelden	Trainer	BIHT
2	Yangki	Manager	BIHT
3	Sonam Choden	Asst. HK Manager	Zhiwaling Heritage Hotel
4	Pema Choden	Asst. FOR Manager	Zhiwaling Heritage Hotel
5	Choney Dema	Trainer	Freelance
6	Tashi Choden	Operational Manager	Hotel River Valley
7	Pema Kuenzang	General Manager	Gawaling Hotel
8	Chencho Dema	Manager	Taktshang Paradise
9	Kezang Chopel	HK and Operational Manager	Naksel Boutique Hotel and Spa
Subject Experts involved During the Consultation to Revise NCS for Housekeeper			
SN	Name	Designation	Organization
1	Bhanu Kharka	Manager	The Capital Hotel
2	Yeshey Palzom	General Manager	Tara Phendeyling
3	Sangay Choden	Supervisor	Hotel Pedling
4	Sonam Choki	Housekeeper	Hotel Druk
5	Tshering Lhamo	Housekeeping Manager	Hotel Tashiyoedling
6	Dechen Zam	Facilitator	WISE
7	Tshering Lhaden	Trainer	Freelance
8	Ugyen Bidha	Trainer	NLD
9	Shival Lal Kafley	General Manager	Pelyang Boutique
10	Arun Khanal	Trainer	Freelance
Facilitator from the TVET Quality Council, BQPCA			
1	Prem Kumar Bhattarai	Program Officer	TVET QC, BQPCA

PACKAGING OF QUALIFICATIONS



OVERVIEW OF THE NCS FOR HOUSEKEEPER

Unit Title	Element of Competence
1. Provide Room Services to Guest	1.1 Deliver Guest Arrival and Departure Services 1.2 Prepare Guest Rooms 1.3 Provide Ancillary services
2. Provide Laundry Services	2.1 Prepare to deliver Guest Laundry Services 2.2 Perform Guest Laundry 2.3 Perform Hotel Laundry
3. Carryout Cleaning Activities	3.1 Perform Cleaning of Guest Room 3.2 Perform Cleaning of Bathroom 3.3 Perform Cleaning of Public Area 3.4 Perform Deep Cleaning

UNIT TITLE	Provide Room Services to Guest
DESCRIPTOR	This unit covers the competencies required to provide guest arrival and departure services; prepare guest rooms and to provide ancillary services
CODE	5121-U1-L2
CREDIT	16
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Deliver Guest Arrival and Departure Services	1.1 Handle guests' luggage as per the job requirement following standard procedure 1.2 Escort and orient guest to rooms and public areas as per the job requirement following standard procedure 1.3 Check minibar consumption and liaise with front office following standard procedure 1.4 Provide in-house service requests and service recovery following standard procedure 1.5 Check room facilities and amenities following standard procedure 1.6 Check for guest belongings in departure rooms following standard procedure

2. Prepare Guest Rooms	2.1 Prepare trolley following standard procedure 2.2 Maintain cleanliness of room and pest control following standard procedure 2.3 Prepare bed following standard procedure 2.4 Place room supplies as per the job requirement following standard procedures. 2.5 Stock mini bar as per the establishment requirement
3. Provide Ancillary Services	3.1 Offer other services as per the job requirement following standard procedures 3.2 Assist guest during emergency as per job requirement following standard procedures 3.3 Liaise with other departments as per the job requirement following standard procedures

RANGE STATEMENT

Room facilities and amenities may include but not limited to:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Dining options • Telephone • Television • Tea & coffee sets • Toiletries • Internet | <ul style="list-style-type: none"> • Spa facilities • General services such as laundry and valet • Meal arrangements • Slippers & bath |
|--|--|

Other services may include but not limited to:

<ul style="list-style-type: none"> • Maintenance request • Extra supplies • Extra bed • Crib 	<ul style="list-style-type: none"> • linens • Shoe shining services • express laundry services • Ironing board
Room supplies may include but not limited to:	
<ul style="list-style-type: none"> • Mini bar items • Hair dryer • TCC • Stationary 	<ul style="list-style-type: none"> • Room tags • Slippers • Toiletries • Bath amenities and supplies
Critical Aspects	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulation applicable to work operations at all times • Demonstrate competency to perform all room preparation services • Demonstrate complete understanding of room inventory, supplies and ancillary services • Demonstrate complete understanding of emergency protocols following standard procedures • Demonstrate complete understanding of lost and found following standard procedures 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • OHS regulations • First Aid • Range of ancillary services • SOPs for House keeping • Crisis management • Lost and Found • Personal grooming and hygiene • Basic IT Knowledge • 5S Pillars 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Creativity • Time Management

UNIT TITLE	Provide Laundry Services
DESCRIPTOR	This unit covers the competencies required to provide guest and hotel laundry services
CODE	5121-U2-L2
CREDIT	14
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare to deliver Guest Laundry Services	1.1 Collect guest's laundry following standard procedure 1.2 Process found items following standard procedure 1.3 Sort laundry items as per the job requirement following standard procedure
2. Perform Guest Laundry	2.1 Use PPE as per the job requirement following standard procedure 2.2 Remove stains from laundry items as per the job requirement following standard procedure 2.3 Prepare cleaning materials as per job requirement following standard procedure 2.4 Operate laundry equipment and materials following standard procedure 2.5 Perform post-laundry activities following standard procedure

<p>3. Perform Hotel Laundry</p>	<p>3.1 Collect soiled linens as per job requirement following standard procedure</p> <p>3.2 Sort laundry items following standard procedure</p> <p>3.3 Remove stains from laundry items as per the job requirement following standard procedure</p> <p>3.4 Prepare cleaning materials as per job requirement following standard procedures</p> <p>3.5 Operate laundry equipment and materials following standard procedure</p> <p>3.6 Perform post-laundry activities following standard procedure</p>
---------------------------------	--

RANGE STATEMENT	
PPE may include but not limited to:	
<ul style="list-style-type: none"> • Mask • Gloves 	<ul style="list-style-type: none"> • Apron
Cleaning materials may include but not limited to:	
<ul style="list-style-type: none"> • Detergents • Fabric softeners • Bleaches 	<ul style="list-style-type: none"> • Starch • Stain remover • Alkalis
Laundry equipment & materials may include but not limited to:	

<ul style="list-style-type: none"> • Washers • Dryers • Iron • Steam pressers • Shirt card • Shirt band 	<ul style="list-style-type: none"> • Dry cleaning machine • Tagging machine • Roller • Sorting bins • Shelves • Hangers
Laundry methods may include but not limited to:	
<ul style="list-style-type: none"> • Machine wash • Hand wash • Dry cleaning 	<ul style="list-style-type: none"> • Iron • Bleach • Drying
Post-laundry services may include but not limited to:	
<ul style="list-style-type: none"> • Drying • Pressing • Folding 	<ul style="list-style-type: none"> • Packing • Billing • delivery
Critical Aspects	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times • Demonstrate complete knowledge on linen types and wash procedures • Demonstrate complete knowledge on cleaning agents • Demonstrate ability to press different type of fabrics 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • OHS regulations • Laundry equipment • Types of detergents • Types of fabric and laundering • Textile labels on clothing • Wash cycle • Key laundry terms • Establishment linen control procedures • Hazards in using laundry machine • Estimation of materials • Personal grooming & hygiene • 5S pillars 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Creativity • Time Management

UNIT TITLE	Carryout Cleaning Activities
DESCRIPTOR	This unit covers the competencies required to clean the guest room, bathroom, public areas and to perform deep cleaning
CODE	5121-U3-L2
CREDIT	10
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Perform Cleaning of Guest Room	<p>1.1 Use <i>Personal Protective Equipment (PPE)</i> as per the job requirement following standard procedures</p> <p>1.2 Use <i>cleaning equipment and cleaning agents</i> as per the job requirement following standard procedure</p> <p>1.3 Clean the <i>rooms</i> as per the job requirement following standard procedure</p> <p>1.4 Store cleaning equipment and cleaning agent following standard procedure</p>

<p>2. Perform Cleaning of Bathroom</p>	<p>2.1 Use PPE as per the job requirement following standard procedure</p> <p>2.2 Use cleaning agents as per the job requirement following standard procedure</p> <p>2.3 Clean the bathroom following standard procedure</p> <p>2.4 Place bathroom supplies and amenities as per the job requirement following standard procedure</p> <p>2.5 Store cleaning equipment and cleaning agent following standard procedure</p> <p>2.6 Conduct final check as per the job requirement following standard procedure</p>
<p>3. Perform Cleaning of Public Areas</p>	<p>3.1 Use PPE as per the job requirement following standard procedure</p> <p>3.2 Use equipment and cleaning agents as per the job requirement following standard procedure</p> <p>3.3 Ensure functionality of public area facilities following standard procedure</p> <p>3.4 Identify hazards following standard procedure</p> <p>3.5 Clean public and back areas following standard procedure</p>

	3.6 Store cleaning equipment and agent following standard procedure
4. Perform Deep Cleaning	<p>4.1 Prepare a task plan following standard procedure</p> <p>4.2 Use PPE as per the job requirement following standard procedure</p> <p>4.3 Use equipment and cleaning agent as per the job requirement following standard procedure</p> <p>4.4 Support repair and maintenance task performed by engineering department following standard procedure</p> <p>4.5 Perform deep cleaning as per the job requirement following standard procedure</p> <p>4.6 Store PPE, cleaning equipment and agents as following standard procedure</p>

RANGE STATEMENT	
Personal Protective Equipment (PPE) may include but not limited to:	
<ul style="list-style-type: none"> • Masks • Footwear • Uniform 	<ul style="list-style-type: none"> • Head wear • Gloves
Cleaning equipment for guest room may include but not limited to:	
<ul style="list-style-type: none"> • Vacuum cleaner 	<ul style="list-style-type: none"> • Dusting cloths

<ul style="list-style-type: none"> • Mop • Brushes • Brooms • Scrubber 	<ul style="list-style-type: none"> • Bucket • Buffing machine • Shampooing machine • Sponge
Cleaning equipment for public areas may include but not limited to:	
<ul style="list-style-type: none"> • Vacuum cleaner • Mop • Brushes • Brooms 	<ul style="list-style-type: none"> • Scrubber • Sponge • Dusting cloths • Bucket
Cleaning agents may include but not limited to:	
<ul style="list-style-type: none"> • General & spot cleaning agents • Cleaning agents for specialized surfaces, including window & glass cleaners 	<ul style="list-style-type: none"> • Disinfectants • Pesticides • Deodorizers • Furniture and floor polish
Hazards may include but not limited to:	
<ul style="list-style-type: none"> • Spillages • Breakages • Wet or slippery surfaces • Broken or damaged furniture • Fumes • Needles and syringes • Broken glass 	<ul style="list-style-type: none"> • Heated utensils and surfaces • Sharp food scraps including bones, human waste • Fat and oil
Public and back areas may include but not limited to:	
<ul style="list-style-type: none"> • Lobby • Lounge • Storage areas • Office • Conference halls 	<ul style="list-style-type: none"> • Lobby • Lounge Business center • Function rooms

Deep cleaning may include but not limited to:	
<ul style="list-style-type: none"> • High level dusting • Washing and polishing of Surfaces Furniture • Scrubbing • Pest control 	<ul style="list-style-type: none"> • Buffing • Washing of curtain • Mattress protectors • Blankets • Mattress turn over
Rooms may include but not limited to:	
<ul style="list-style-type: none"> • Bed Room • Lounge 	<ul style="list-style-type: none"> • Bath room • Lobby
Task Plan may include but not limited to:	
<ul style="list-style-type: none"> • Out of order rooms • Engineering task list 	<ul style="list-style-type: none"> • HK task related plans
Critical Aspects	
<ul style="list-style-type: none"> • Demonstrate compliance with hygiene and safety regulations applicable to work operations at all times • Clean the guest room as per the job requirement following standard procedure • Clean the public and back areas as per the job requirement following standard procedure • Perform deep cleaning as per the job requirement following standard procedures 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • OHS regulations • First Aid • SOP for housekeeping • Relevant rules and regulations 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Creativity

<ul style="list-style-type: none"> • Cleaning equipment • Cleaning agents • Estimation of materials • Waste management • 5S pillars • Waste Management • Personal grooming and hygiene • Documents and checklist 	<ul style="list-style-type: none"> • Time Management
--	---

ANNEXURE

National Competency Standards (NCS)

The 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

National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in the curriculum.
- Providing specifications to assessment resource developers about the competencies 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 Qualifications Framework (BQF)

Bhutan Qualifications Framework is an integrated national framework that outlines all types of qualification in Bhutan. As an established and nationally accepted instrument, the BQF has been benchmarked against international practices in terms of standards. The BQF aims to recognize all forms of learning systems, including formal, non-formal, and informal learning. It acknowledges technological advancements and recognizes contemporary

modes of delivery. It covers a broad range of education systems including the TVET education.

Implementation of TVET Qualifications



*** RPL = Recognition of Prior Learning**

TVET Qualifications Levels

TVET Qualifications have seven levels as per the BQF as follows:

Bhutan Qualifications Framework 2023

Table 2: Qualification Types and Levels Based on Education Sector.

BQF Level	Community Education	School Education	TVET	Higher Education	Monastic Education
8				Doctoral Degree	<i>Khewang</i> མཁམ་དབང་།
7			Master's Degree Postgraduate Diploma Postgraduate Certificate	Master's Degree Postgraduate Diploma Postgraduate Certificate	<i>Tsugla Gongma</i> གཞུག་ལག་ཡོང་མ།
6			Applied Degree	Bachelor's Degree Bachelor's Degree (Honours) Graduate Diploma Graduate Certificate	<i>Tsugla Wogma</i> གཞུག་ལག་ཡོང་མ།
5			Advanced Diploma	Advanced Diploma	
4			Diploma	Diploma	
3		Bhutan Higher Secondary Education Certificate	Certificate 3		<i>Dringrim Gongma</i> འབྲིང་རིམ་གྲོང་མ།
2		Bhutan Certificate for Secondary Education	Certificate 2		<i>Dringrim Barma</i> འབྲིང་རིམ་བར་མ།
1	ALC		Certificate 1		

Level Descriptors

The TVET Qualification levels are set based on the level descriptors, as defined in the BQF. The detail of the qualification level descriptor is as follow

L e v e l	Knowledge	Skills	Values	Application
	Knowledge that is:	Demonstrate skills that involve:	Demonstrate values that involve:	Applied in contexts that involve:
4	Broad theoretical, technical and operational	<p>Selecting and applying a range of standard processes relevant to varied and sometimes unpredictable tasks</p> <p>Selecting and applying a range of solutions involving formulation of solutions to resolve complex issues</p> <p>Demonstrating a high level of proficiency in English and Dzongkha</p>	<p>Strong level of awareness of self and others; and an appreciation of belief system, role of social norms, and the importance of relationship building</p> <p>Application of ethical norms and legal rules in decision-making; and comprehending the correlation between values and behavior</p> <p>Commitment to own profession and quality of work</p>	<p>Stable tasks with predictable changes</p> <p>Broad guidance with some self-direction that requires sound judgement</p> <p>Taking some responsibility for planning and coordination with others</p>
3	Theoretical with some technical and operational processes	<p>Applying a range of standard processes to known but varied tasks</p> <p>Selecting and applying a range of solutions to familiar and unfamiliar problems</p>	<p>Sound level of self-awareness and beliefs; and ability to apply social norms and build relationships</p> <p>Application of a set of ethical norms</p> <p>Commitment to own field of interest and</p>	<p>Stable tasks with some aspects of change</p> <p>General guidance and supervision that require discretion and judgement</p>

		Communicating effectively and clearly, both oral and written, in both English and Dzongkha	apply self-management of learning and performance	Adapting to own behaviour to work with others
2	Basic, factual and conceptual	<p>Applying standard processes relevant to carry out known tasks</p> <p>Applying a set of known solutions to solve simple and straightforward issues</p> <p>Using simple and direct exchange of information on familiar and routine matters</p> <p>Developing basic proficiency in Dzongkha and English</p>	<p>Some level of self-awareness and beliefs, and appreciation of social norms; and significance of relationships</p> <p>Awareness of ethical norms, and openness to different activities</p> <p>Developing own knowledge and skills</p>	<p>Structured and stable tasks</p> <p>General support and Supervision that require some discretion and judgement</p> <p>Collaboration with others to achieve goals</p>
1	Foundational, every day and general	<p>Applying operational literacy, numeracy skills required to carry out simple tasks</p> <p>Applying simple solutions to solve simple and straightforward everyday issues</p> <p>Communicating using everyday expressions and simple phrases in Dzongkha and English</p>	<p>Basic awareness of self, beliefs, and social norms; and understand the significance of relationships</p> <p>Basic awareness of fundamental ethical norms, basic civil rights, and responsibilities</p> <p>Willingness to understand tasks and motivated to implement them successfully</p>	<p>Highly structured tasks with close support and supervision</p> <p>Minimal Discretion and judgement</p> <p>Readiness to work together and share knowledge with others</p>

Coding Used For National Competency Standards

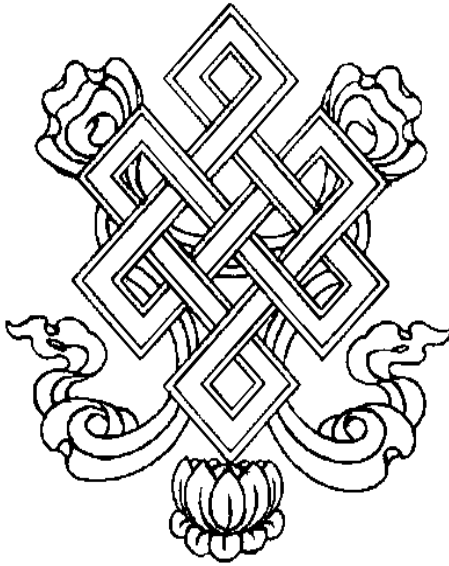
The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practices. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO). The coding of the National competency standards forms the basis of the identification code for the Technical and 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 national competency standards

Coding the individual skills standard has a multiple purpose:

- to identify the level,
- to identify to which module the standard belongs,
- to identify in which order the standard is clustered within that module.

A job can include a number of competencies described in the national competency standards. However, in order to follow a logical order, only national 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 module. Some standards are so complex that they need to stand alone.



TVET Quality Council
Bhutan Qualifications and Professionals Certification Authority
Chang Gidaphu
www.bqpca.gov.bt