

TRAINING REGULATIONS

HOUSEHOLD SERVICES NC II



HEALTH, SOCIAL, AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR



Health Care
Industry Training
Council, Inc.



Technical
Education and
Skills
Development
Authority

*Technical Education and Skills Development Act of 1994
(Republic Act No. 7796)*

Section 22, “Establishment and Administration of the National Trade Skills Standards” of the RA 7796 known as the TESDA Act mandates TESDA to establish national occupational skill standards. The Authority shall develop and implement a certification and accreditation program in which private industry group and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

The Training Regulations (TR) serve as basis for the:

- 16 Competency assessment and certification;
- 17 Registration and delivery of training programs; and
- 18 Development of curriculum and assessment instruments.

Each TR has four sections:

- Section 1 Definition of Qualification - refers to the group of competencies that describes the different functions of the qualification.
- Section 2 Competency Standards - gives the specifications of competencies required for effective work performance.
- Section 3 Training Standards - contains information and requirements in designing training program for certain Qualification. It includes curriculum design; training delivery; trainee entry requirements; tools, equipment and materials; training facilities; trainer's qualification; and institutional assessment.
- Section 4 National Assessment and Certification Arrangement - describes the policies governing assessment and certification procedure.

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DEVELOPMENT SERVICES SECTOR

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TRAINING REGULATIONS FOR HOUSEHOLD SERVICES NC II

SECTION 1 HOUSEHOLD SERVICES NC II QUALIFICATION

The **HOUSEHOLD SERVICES NC II** Qualification consists of competencies that a person must achieve to clean living room, dining room, bedrooms, toilet, kitchen, wash and iron clothes, linen, fabric, prepare hot and cold meals/food, provide food and beverage service.

The Units of Competency comprising this Qualification include the following:

UNIT CODE	BASIC COMPETENCIES
500311105	Participate in workplace communication
500311106	Work in team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

UNIT CODE	COMMON COMPETENCIES
HCS913201	Maintain an effective relationship with clients and customers
HCS913202	Manage own performance

UNIT CODE	CORE COMPETENCIES
HCS913301	Clean living room, dining room, bedrooms, toilet and kitchen
HCS913302	Wash and iron clothes, linen and fabric
HCS913303	Prepare hot and cold meals/food
HCS913304	Provide food and beverage service

A person who has achieved this Qualification is competent to be:

- Domestic Worker**
- Houseboy**
- Housemaid**
- Housekeeper**
- Hand-lauderer**
- Helper, Kitchen**
- Cleaner, Hotel**
- Sweeper, Street**

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **HOUSEHOLD SERVICES NC II**.

BASIC COMPETENCIES

UNIT OF COMPETENCY : **PARTICIPATE IN WORKPLACE COMMUNICATION**

UNIT CODE : **500311105**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and storage of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established protocols 2.4 Workplace interactions are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are tasked and responded to 2.6 Meetings outcomes are interpreted and implemented
3. Complete relevant work related documents	3.1 Range of forms relating to conditions of employment are completed accurately and legibly 3.2 Workplace data are recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon 3.5 Reporting requirements to supervisor are completed according to organizational guidelines

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1 Team members 1.2 Suppliers 1.3 Trade personnel 1.4 Local government 1.5 Industry bodies
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information discussion 2.5 Follow-up or verbal instructions 2.6 Face-to-face communication
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system
4. Forms	4.1 Personnel forms 4.2 Telephone message forms 4.3 Safety reports
5. Workplace interactions	5.1 Face-to-face interactions 5.2 Telephone conversations 5.3 Electronic and two-way radio communication 5.4 Written communication including electronic mail, memos, instruction and forms 5.5 Non-verbal communication including gestures, signals, signs and diagrams
6. Protocols	6.1 Observing meeting 6.2 Compliance with meeting decisions 6.3 Obeying meeting instructions

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Prepared written communication following standard format of the organization 1.2 Accessed information using communication equipment 1.3 Made use of relevant terms as an aid to transfer information effectively 1.4 Conveyed information effectively adopting the formal or informal communication
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Effective communication 2.2 Different modes of communication 2.3 Written communication 2.4 Organizational policies 2.5 Communication procedures and systems 2.6 Technology relevant to the enterprise and the individual's work responsibilities
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Follow simple spoken language 3.2 Perform routine workplace duties following simple written notices 3.3 Participate in workplace meetings and discussions 3.4 Complete work related documents 3.5 Estimate, calculate and record routine workplace measures 3.6 Basic mathematical processes of addition, subtraction, division and multiplication 3.7 Ability to relate to people of social range in the workplace 3.8 Gather and provide information in response to workplace Requirements
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Fax machine 4.2 Telephone 4.3 Writing materials 4.4 Internet
<p>5. Method of assessment</p>	<p>Competency MUST be assessed through:</p> <ul style="list-style-type: none"> 5.1 Direct Observation 5.2 Oral interview and written test
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY : **WORK IN TEAM ENVIRONMENT**

UNIT CODE : **500311106**

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Describe team role and scope	1.1 The <i>role and objective of the team</i> is identified from available <i>sources of information</i> 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1 Individual role and responsibilities within the team environment are identified 2.2 Roles and responsibility of other team members are identified and recognized 2.3 Reporting relationships within team and external to team are identified
3. Work as a team member	3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives 3.2 Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and <i>workplace context</i> 3.3 Observed protocols in reporting using standard operating procedures 3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1 Work activities in a team environment with enterprise or specific sector 1.2 Limited discretion, initiative and judgment may be demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1 Standard operating and/or other workplace procedures 2.2 Job procedures 2.3 Machine/equipment manufacturer's specifications and instructions 2.4 Organizational or external personnel 2.5 Client/supplier instructions 2.6 Quality standards 2.7 OHS and environmental standards
3. Workplace context	3.1 Work procedures and practices 3.2 Conditions of work environments 3.3 Legislation and industrial agreements 3.4 Standard work practice including the storage, safe handling and disposal of chemicals 3.5 Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Operated in a team to complete workplace activity 1.2 Worked effectively with others 1.3 Conveyed information in written or oral form 1.4 Selected and used appropriate workplace language 1.5 Followed designated work plan for the job 1.6 Reported outcomes
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Communication process 2.2 Team structure 2.3 Team roles 2.4 Group planning and decision making
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Communicate appropriately, consistent with the culture of the workplace
<p>4. Resource Implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2 Materials relevant to the proposed activity or tasks
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation of the individual member in relation to the work activities of the group 5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in workplace or in a simulated workplace setting 6.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : **PRACTICE CAREER PROFESSIONALISM**

UNIT CODE : **500311107**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra and interpersonal relationships are maintained in the course of managing oneself based on performance evaluation 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 Resources are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1 Trainings and career opportunities are identified and availed of based on job requirements 3.2 Recognitions are sought/received and demonstrated as proof of career advancement 3.3 Licenses and/or certifications relevant to job and career are obtained and renewed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 2.1 Aptitude Tests
2. Resources	2.1 Human 2.2 Financial 2.3 Technology 2.3.1 Hardware 3.1.1 Software
3. Trainings and career opportunities	3.1 Participation in training programs 3.1.1 Technical 3.1.2 Supervisory 3.1.3 Managerial 3.1.4 Continuing Education 3.2 Serving as Resource Persons in conferences and workshops
4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.1 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.1 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
2. Underpinning knowledge and attitudes	<ul style="list-style-type: none"> 2.1 Work values and ethics (code of conduct, code of ethics, etc.) 2.2 Company policies 2.3 Company-operations, procedures and standards 2.4 Fundamental rights at work including gender sensitivity 2.5 Personal hygiene practices
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Appropriate practice of personal hygiene 3.2 Intra and Interpersonal skills 3.3 Communication skills
4. Resource implications	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Workplace or assessment location 4.2 Case studies/scenarios
5. Method of assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Portfolio Assessment 5.2 Interview 5.3 Simulation/Role-plays 5.4 Observation 5.5 Third Party Reports 5.6 Exams and Tests
6. Context of assessment	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : **PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES**

UNIT CODE : **500311108**

UNIT DESCRIPTOR : This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 Hazards/risks in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedure
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	4.1 Emergency-related drills and trainings are participated in as per established organization guidelines and procedures 4.2 OHS personal records are completed and updated in accordance with workplace requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations
2. Hazards/Risks	May include but are not limited to: 2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation 2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects 2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gases, vapors 2.4 Ergonomics 2.4.1 Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles 2.4.2 Physiological factors – monotony, personal relationship, work out cycle
3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 (Calling designed) emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Explained clearly established workplace safety and hazard control practices and procedures 1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures 1.3 Recognized contingency measures during workplace accidents, fire and other emergencies 1.4 Identified terms of maximum tolerable limits based on threshold limit value (TLV). 1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace 1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices 1.7 Completed and updated OHS personal records in accordance with workplace requirements
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 OHS procedures and practices and regulations 2.2 PPE types and uses 2.3 Personal hygiene practices 2.4 Hazards/risks identification and control 2.5 Threshold Limit Value (TLV) 2.6 OHS indicators 2.7 Organization safety and health protocol 2.8 Safety consciousness 2.9 Health consciousness
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Practice of personal hygiene 3.2 Hazards/risks identification and control skills 3.3 Interpersonal skills 3.4 Communication skills
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Workplace or assessment location 4.2 OHS personal records 4.3 PPE 4.4 Health records
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Portfolio Assessment 5.2 Interview 5.3 Case Study/Situation
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY : **MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENT/CUSTOMERS**

UNIT CODE : **HCS913201**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes and values required in building and maintaining an effective relationship with clients, customers and the public.

ELEMENT	PERFORMANCE CRITERIA
	<i>Italicized terms</i> are elaborated in the Range of Variables
1. Maintain a clean and hygienic environment	1.1 Uniform and personal grooming maintained to assignment requirements. 1.2 <i>Personal presence</i> maintained according to <i>employer standards</i> . 1.3 Visible work area kept tidy and uncluttered. 1.4 Equipment stored according to assignment requirements.
2. Meet client/customer requirements	2.1 <i>Client requirements</i> identified and understood by referral to the <i>assignment instructions</i> . 2.2 Client requirements met according to the assignment instructions. 2.3 Changes to <i>client's needs and requirements</i> monitored and <i>appropriate action taken</i> . 2.4 All communication with the client or <i>customer</i> is clear and complied with assignment requirements.
3. Build credibility with customers/clients	3.1 Client expectations for reliability, punctuality and appearance adhered to. 3.2 Possible causes of client/customer dissatisfaction identified, dealt with recorded according to employer policy. 3.3 Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal Presence	May include: 1.1 Stance 1.2 Posture 1.3 Body Language 1.4 Demeanor 1.5 Grooming
2. Employer Standards	May include: 2.1 Standing Orders
3. Client Requirements	May include: 3.1 Assignment Instructions 3.2 Post Orders 3.3 Scope to modify instructions/orders in light of changed situations
4. Assignment Instructions	May conveyed in: 4.1 Writing 4.2 Verbally 4.3 Electronically
5. Client Needs and Requirements	May be detected by: 5.1 Review of the client brief and/or assignment instructions 5.2 Discussion with the client/customer
6. Appropriate Action	May include: 6.1 Implementing required changes 6.2 Referral to appropriate employer personnel 6.3 Clarification of client needs and instructions
7. Customers	May include: 7.1 All members of the public

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires that the candidate:</p> <ul style="list-style-type: none"> 1.1 Maintained a professional image. 1.2 Interpreted client/customer requirements from information contained in the client brief and/or assignment instructions. 1.3 Dealt successfully with a variety of client/customer interactions. 1.4 Monitored and acted on changing client or customer needs. 1.5 Met client/customer requirements. 1.6 Built credibility with customers/clients
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Uniform and personal grooming requirements of the employer and the client 2.2 Occupational health and safety requirement for the assignment 2.3 Assignment Instructions
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Attention to detail when completing client/employer documentation 3.2 Interpersonal and communication skills required in client contact assignments 3.3 Customer service skills required to meet client/customer needs 3.4 Punctuality 3.5 Customer Service 3.6 Telephone Technique 3.7 Problem Solving and Negotiation 3.8 Maintaining Records
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Assessment Centers/Venues 4.2 Accredited Assessors 4.3 Modes of Assessment 4.4 Evaluation Reports 4.5 Access to a relevant venue, equipment and materials 4.6 Assignment Instructions 4.7 Logbooks 4.8 Operational manuals and makers/customers' instructions 4.9 Assessment instruments, including personal planner and assessment record book
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written Test 5.2 Demonstration with questioning 5.3 Observation with questioning
<p>6. Context of assessment</p>	<p>Assessment may be conducted in the workplace or in a simulated environment.</p>

UNIT OF COMPETENCY : **MANAGE OWN PERFORMANCE**

UNIT CODE : **HCS913202**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in effectively managing own workload and quality of work.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Plan for completion of own workload	1.1 Tasks accurately identified. 1.2 Priority allocated to each task. 1.3 Time lines allocated to each task or series of tasks. 1.4 Tasks deadlines known and complied with whenever possible. 1.5 Work schedules are known and completed with agreed time frames. 1.6 Work plans developed according to assignment requirements and employer policy. 1.7 Uncompleted work or tasks detailed and responsibility for completion passed to incoming shift or other appropriate persons.
2. Maintain quality of performance	2.1 Personal performance continually monitored against agreed performance standards . 2.2 Advice and guidance sought when necessary to achieve or maintain agreed standards. 2.3 Guidance from management applied to achieve or maintain agreed standards. 2.4 Standard of work clarified and agreed according to employer policy and procedures.
3. Build credibility with customers/clients	3.1 Client expectations for reliability, punctuality and appearance adhered to. 3.2 Possible causes of client/customer dissatisfaction identified, dealt with recorded according to employer policy. 3.3 Client fully informed of all relevant security matters in a timely.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tasks	1.1 May be identified through: <ul style="list-style-type: none"> 1.1.1 Assignment Instructions 1.1.2 Verbal Instructions by Senior Staff 1.1.3 Policy Documents 1.1.4 Duty Statements 1.1.5 Self Assessment 1.2 May be: <ul style="list-style-type: none"> 1.2.1 Daily tasks 1.2.2 Weekly tasks 1.2.3 Regularly or irregularly occurring tasks
2. Performance Standards	May include: <ul style="list-style-type: none"> 2.1 Assignment Instructions 2.2 Procedures established in policy documents

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Planned for completion of own workload. 1.2 Assessed verbal or written work plan through observation and discussion of site and employer requirements. 1.3 Demonstrated capacity to complete task within specified time frame. 1.4 Maintained quality of own performance.
2. Underpinning knowledge and attitudes	<ul style="list-style-type: none"> 2.1 Site and assignment requirements 2.2 Employer policy on performance management 2.3 Indicators of appropriate performance for each area of responsibility 2.4 Steps for improving or maintaining performance
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Capacity to plan and prioritize work loads and requirements 3.2 Time and task management
4. Resource implications	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Assessment Centers/Venues 4.2 Accredited Assessors 4.3 Modes of Assessment 4.4 Evaluation Reports 4.5 Access to relevant venue, equipment and materials 4.6 Assignment Instructions 4.7 Logbooks 4.8 Operational manuals and makers'/customers' instructions 4.9 Assessment Instruments, including personal planner and assessment record book
5. Method of assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written Test 5.2 Demonstration 5.3 Observation 5.4 Questioning
6. Context of assessment	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the workplace or in a simulated work setting.

CORE COMPETENCIES

UNIT OF COMPETENCY : **CLEAN LIVING ROOM, DINING ROOM, BEDROOMS, TOILETS, BATHROOMS AND KITCHEN**

UNIT CODE : **HCS913301**

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitudes required in cleaning living room, dining room, bedrooms, toilets and bathrooms. It includes the cleaning of surfaces and floors, cleaning of furnishings and fixtures, making up beds and cots, cleaning of toilets and bathroom, sanitizing rooms and maintaining clean room environment.

ELEMENT	PERFORMANCE CRITERIA
1. Clean surfaces and floors	1.1 Appropriate removal/cleaning equipment, supplies, materials , procedures and techniques are used in accordance with soil and litter types and established procedures.
	1.2 All wastes are removed from surface based on procedures .
	1.3 Suitable maintenance procedures is selected and applied based on identified floor types and surface textures .
	1.4 Cleaning, polishing and sweeping are performed according to standard operating procedures.
	1.5 Cleaning, polishing and sweeping equipment, supplies and materials are used following safety procedures and manufacturer's specifications.
	1.6 Cleaning/polishing equipment are cleaned after use in accordance with relevant safety procedures and manufacturer's instructions.
	1.7 All cleaning, polishing, sweeping materials and equipment are stored as per standard operating procedures (SOPs).
	1.8 Routine maintenance is carried out as per SOPs.
2. Clean furnishing and fixtures	2.1 Furnishings and fixtures are cleaned in accordance with standard operating procedures.
	2.2 Furniture positioned based on comfort and convenience and room lay out.
	2.3 Equipment is cleaned after use in accordance with relevant safety and manufacturer's instructions.
	2.4 All cleaning materials and equipment are stored following SOPs.
	2.5 Routine maintenance is carried out or arranged as per standard operating procedures.
3. Make up beds and cots	3.1 Mattress is aired, freed from and vacuumed in accordance with SOPs.
	3.2 Soiled linens and pillowcases are replaced in accordance with SOPs.
	3.3 Linens are centered and mitered when replaced as per SOPs.
	3.4 Beds and cots are made-up according to prescribed procedure.
4. Clean toilet and bathroom	4.1 Ceilings and walls are cleaned in accordance with standard operating procedures and techniques.
	4.2 Window edges and sills are wiped clean in accordance with standard operating procedures.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
	<p>4.3 Bath tub, lavatory and toilet bowls are scrubbed and disinfected in accordance with standard operating procedures and techniques.</p> <p>4.4 Accessories are washed and cleaned in accordance with standard operating procedures and techniques.</p> <p>4.5 Bathroom supplies are replenished and defective accessories replaced as per SOPs.</p> <p>4.6 Equipment is cleaned after use in accordance with manufacturer's instruction.</p> <p>4.7 All cleaning materials and equipment are stored in a safe place as per SOPs.</p> <p>4.8 Routine maintenance is carried out or arranged as per standard operating procedures.</p>
5. Sanitize rooms	<p>5.1 Sanitizing agents are 100% accurately measured and mixed in accordance with relevant safety regulations.</p> <p>5.2 Excess mixtures of sanitizing agents are disposed according to environmental requirements.</p> <p>5.3 Rooms are sanitized in accordance with standard operating procedures.</p> <p>5.4 Equipment is cleaned after use in accordance with manufacturer's instructions.</p> <p>5.5 All cleaning materials and equipment are stored in a safe place as per SOPs.</p> <p>5.6 Routine maintenance is carried out or arranged as per standard operating procedures.</p>
6. Maintain clean room environment	<p>6.1 All equipment and cleaning paraphernalia are checked and maintained according to manufacturer's instructions.</p> <p>6.2 All wastes are removed and disposed of in accordance with employer's requirements.</p> <p>6.3 All movable furniture and fittings are shifted to allow access to hidden dust/waste/dirt and as per SOPs.</p> <p>6.4 Rooms are checked regularly for orderliness/tidiness in accordance with employer's requirements.</p>
7. Clean kitchen	<p>7.1 Soiled dishes, pots, pans and linen are washed in accordance with standard operating procedures.</p> <p>7.2 Cleaned/dried dishes, pots and pans are stored as per standard operating procedures.</p> <p>7.3 Kitchen appliances are cleaned in accordance with standard operating procedures.</p> <p>7.4 Kitchen fixtures, tables and chairs are wiped in accordance with standard operating procedures.</p> <p>7.5 Floor is mopped and dried in accordance with standard operating procedures.</p> <p>7.6 Kitchen supplies are inspected and replenished in accordance with standard operating procedures.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Cleaning equipment, supplies and materials	1.1 Brooms
	1.2 Dust pan and brush
	1.3 Cleaning implements
	1.4 Vacuum cleaner
	1.5 Floor carpet
	1.6 Water hoses
	1.7 Bucket
	1.8 Bed
	1.9 Dining table
	1.10 Water pitcher
	1.11 Table cloth
	1.12 Flowers
	1.13 Bed cover
	1.14 Spoon
	1.15 Fork
	1.16 Knife
	1.17 Plate
	1.18 Wine glass
	1.19 Serving utensils
	1.20 Table napkin
	1.21 Paper towel
	1.22 Flower vase
	1.23 Drinking water
	1.24 Serving tray
	1.25 Soiled table
	1.26 Cleaning detergent
	1.27 Liquid detergent
	1.28 Cleaning solution
	1.29 Scrubbing foam
	1.30 Flat sheets
	1.31 Fitted sheet
	1.32 Pillow
	1.33 Pillow case
	1.34 Bed mattress
	1.35 Dish pan
	1.36 Dish sponge/dish cloth
	1.37 Pan with hot water
	1.38 Rolled newspaper
	1.39 Cleaning rag
	1.40 Wax paper/aluminum foil
	1.41 Talcum powder
	1.42 Bowl cleaner
	1.43 Toilet disinfectant
	1.44 Acid cleaner
	1.45 Cup
	1.46 Soup plate
	1.47 Soup bowl
	1.48 Drinking glass/goblet
	1.49 Serving dish
	1.50 Rubber spatula
	1.51 Floor mop

VARIABLE	RANGE
	1.52 Toilet bowl swab 1.53 Toilet caddy 1.54 Spray bottle 1.55 Guess model 1.56 Antistatic duster/cleaning cloth 1.57 Vacuum cleaner with circular brushes 1.58 Sponges 1.59 Scourer 1.60 Glass cleaning equipment 1.61 Drop sheets 1.62 'A" frame ladders 1.63 Cobwebber 1.64 Lint free cleaning cloths 1.65 Squeegees (various sizes) 1.66 Extension poles 1.67 Hoses
2. Floor types/surface textures	2.1 Concrete 2.2 Terrazo 2.3 Vinyl 2.4 Slate 2.5 Ceramic tile 2.6 Wood 2.7 Marble 2.8 Brick 2.9 Parquetry 2.10 Rubber 2.11 Polished wood
3. Waste (wet or dry)	3.1 Dust 3.2 Paper 3.3 Food 3.4 Stones 3.5 Gravel
4. Furnishings/fixtures	4.1 Desks 4.2 Tables 4.3 Chairs 4.4 Computers 4.5 Filing cabinets 4.6 Clocks 4.7 Stoves 4.8 Lamps 4.9 Railing 4.10 Window sills 4.11 Skirting 4.12 Doors 4.13 Door handles 4.14 Light switches 4.15 Telephone handsets 4.16 Air conditioning vents 4.17 Lights 4.18 Ceiling fans 4.19 Blinds 4.20 Curtains 4.21 Grilles

VARIABLE	RANGE
	4.22 Refrigerators 4.23 Picture frames 4.24 Shelves 4.25 Compactus 4.26 Work stations 4.27 Showcases 4.28 Bars 4.29 Beds 4.30 Bedside cupboards
5. Ceiling fittings	5.1 Recessed lights 5.2 Ornamental hanging lights 5.3 Projected lights 5.4 Ceiling fans 5.5 Televisions 5.6 Speakers 5.7 Smoke detectors 5.8 Sprinkler systems 5.9 Vents and grilles 5.10 Skylights 5.11 Cameras 5.12 Chandelier
6. Ceiling	6.1 Flat 6.2 Suspended 6.3 Hard
7. Bathroom supplies/ accessories	7.1 Liquid and bar soap 7.2 Toilet paper 7.3 Bathroom deodorizer 7.4 Cloth/paper towels 7.5 Personal toiletries 7.6 Bathroom slippers 7.7 Floor towel 7.8 Trash can
8. Sanitizing agents	8.1 Solvent spray 8.2 Anti-static solution 8.3 Anti-static spray
9. Sanitizing equipment, supplies and materials	9.1 Ladders 9.2 Vacuum unit 9.3 Dust mop 9.4 Lint free clothing cloths 9.5 Mop head and bucket 9.6 Dust pan 9.7 Broom
10. Linen	10.1 Napkins 10.2 Tablecloths 10.3 Serving cloths 10.4 Tea towels 10.5 Clothing 10.6 Cleaning cloths
11. Kitchen appliances	11.1 Food processor 11.2 Grill 11.3 High pressure steamer 11.4 Microwave oven

VARIABLE	RANGE
	11.5 Oven (electric/gas) 11.6 Range 11.7 Refrigerator 11.8 Tilting skillet 11.9 Toaster 11.10 Electric knife 11.11 Juice maker 11.12 Rice cooker
12. Kitchen supplies and materials	12.1 All-purpose detergent 12.2 All-purpose soap 12.3 Coffee, tea, cream 12.4 Condiments 12.5 Disinfectants 12.6 Drain solvent 12.7 Food items (dairy, vegetable, bread, meat and fruits) 12.8 Garbage bag 12.9 Scouring pad 12.10 Cooking oil 12.11 Ingredients

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Cleaned surfaces and floors. 1.2 Cleaned furnishings and fixtures. 1.3 Made-up beds and cots. 1.4 Cleaned toilets and bathrooms. 1.5 Sanitized rooms. 1.6 Maintained clean room environment. 1.7 Cleaned kitchen.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Procedures in Cleaning, Polishing, Disinfecting and Sanitizing Rooms (Living Room, Dining Room, Bedrooms, Bathrooms, Toilets and Kitchen) 2.2 Types and Characteristics of Floors 2.3 Method of Removing Suitable Dirt/Stain 2.4 Types/Uses/Functions of Cleaning Equipment, Supplies and Materials 2.5 Glass Types, including defects 2.6 Methods of Identifying Stains, Mud, Dirt and Grease 2.7 Stain Removal Techniques 2.8 Effects of Pre-Existing Conditions on Safe Work Practices 2.9 Procedures in Arranging Furniture 2.10 Types and Characteristics of Furniture and Furnishings 2.11 Procedures in Bed Making 2.12 Knowledge on Different Linen and Fabric 2.13 Procedures in Cleaning and Maintaining Room Furniture and Furnishings 2.14 Knowledge on Different Areas Where Dirt and Dust Can Easily Accumulate 2.15 Schedule of House Chores 2.16 Types of Ancillary Rooms 2.17 Types of Home Set-Up 2.18 Types of Living Room Appliances and Ornament
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Cleaning and Maintaining rooms (living room, bedroom, bathroom, toilet and kitchen) 3.2 Handling and Disposing of Chemical 3.3 Reporting and Recording Information 3.4 Communicating with others 3.5 Minimizing Waste 3.6 Decanting Chemicals 3.8 Arranging Furniture 3.9 Making-up Beds 3.10 Equipment Operation and Cleaning 3.11 Work Planning and Organization 3.12 Waste Minimization 3.13 Decanting Chemicals

4. Resource implications	<p>The following resources MUST be provided:</p> <p>4.1 Copies of Relevant Standards, Training Books and Assessment Planning Guides</p> <p>4.2 Accident Report Forms</p> <p>4.3 Job Specifications and Reporting Forms</p> <p>4.4 Access to a Suitable Venue</p> <p>4.5 Manufacturer/Enterprise Product Specifications</p> <p>4.6 A range of equipment, including personal protective equipment and relevant cleaning or spot removing chemicals</p> <p>4.7 Material safety data sheets and equipment operating manuals, if relevant</p> <p>4.8 Access to a registered provider of assessment services</p> <p>4.9 Chemical Color Charts</p>
5. Method of assessment	<p>Competency may be assessed through:</p> <p>5.1 Written Test/Examination</p> <p>5.2 Demonstration</p> <p>5.1 Observation</p> <p>5.2 Questioning</p>
6. Context of assessment	<p>6.1 Competency may be assessed in the workplace or in a simulated work setting.</p>

UNIT OF COMPETENCY : **WASH AND IRON CLOTHES, LINEN AND FABRIC**

UNIT CODE : **HCS913302**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in washing and ironing clothes, linen and fabric. It includes checking and sorting soiled clothes, linen and fabric, removing stains, preparing washing equipment and supplies, performing laundry, drying and ironing clothes, linen and fabric.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Check and sort clothes, linens and fabrics	1.1 Soiled clothes, linen and fabrics are sorted according to texture, color, size and defects. 1.2 Sorted items are prioritized according to the cleaning process required ad the urgency of the item. 1.3 Defective clothing, linen and fabric are sewn/darned using appropriate threads and stitches.
2. Remove stains	2.1 Personal protective paraphernalia are worn in accordance with standard operating procedures (SOPs). 2.2 Stain removing agents and chemicals are used in accordance with manufacturer’s instruction. 2.3 Stains are treated and removed using correct chemicals or agents. 2.4 All stain removing agents and chemicals are stored following safety procedures.
3. Prepare washing equipment and supplies	3.1 Laundry area is cleaned and made ready at all times. 3.2 Laundry supplies and materials are prepared and made available at all times. 3.3 Washing machine is checked and prepared for operation per manual procedures.
4. Perform laundry	4.1 Correct laundry method is selected as per SOPs. 4.2 Clothes, linen and fabric are washed according to the labeling codes and washing instructions. 4.3 Laundry equipment is used in accordance with manufacturer’s instruction. 4.4 Clothes, linen and fabric are freed from stain, dirt and unpleasant odor after washing based on procedures. 4.5 Washed clothes, linen and fabric are sun-dried/machine dried as per instructions. 4.6 Dried clothes, linen and fabric are freed from unpleasant odor and static cling. 4.7 Washing area is cleaned in accordance with safety and health

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
	<p>procedures.</p> <p>4.8 Equipment is cleaned after use in accordance with manufacturer's instructions.</p> <p>4.9 All cleaning materials and equipment are stored following safety procedures.</p> <p>4.10 Routine maintenance is carried out or arranged as per standard operating procedures.</p>
5. Dry clothes, linen and fabric	<p>5.1 Washed clothes, linen and fabric are dried according to procedures.</p> <p>5.2 Drying machine is prepared according to procedure.</p> <p>5.3 Dried clothes, linen and fabric are removed when dryer bell rings or stops to prevent wrinkles and to minimize need for ironing.</p> <p>5.4 Clothes, linen and fabric are dried without wrinkles according to procedures.</p>
6. Iron clothes, linens and fabrics	<p>6.1 Ironing is done in accordance to the standard procedures.</p> <p>6.2 Ironed clothes, linens and fabrics are folded, placed in a hanger and stored in designated cabinets as per instructions.</p> <p>6.3 <i>Ironing equipment and materials</i> are stored in the appropriate area following safety procedures.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Sorted Items	1.1 Soiled/Defective Clothes 1.2 Linen 1.3 Fabrics
2. Personal Protective Paraphernalia	2.1 Gloves 2.2 Apron
3. Stains	3.1 Coffee 3.2 Cola 3.3 Cordial 3.4 Chewing Gum 3.5 Food 3.6 Mud/Dirt 3.7 Grease 3.8 Blood 3.9 Fruit Stains 3.10 Wine
4. Stain Removers	4.1 Acid Cleaners 4.2 Alkali Cleaners 4.3 Chlorine Bleach 4.4 All-Purpose Detergent
5. Laundry Area	5.1 Washers 5.2 Dryers 5.3 Clothesline 5.4 Clothes Pins 5.5 Clothespin Bag 5.6 Clothes Rack for Indoor Drying
6. Laundry Supplies and Materials	6.1 Sorting Baskets/Shelves 6.2 Hangers 6.3 Stain Removing Agents 6.4 Fabric Softener 6.5 Chlorine Bleach 6.6 Laundry Bag 6.7 Laundry Basket

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Checked and sorted soiled clothes, linen and fabric. 1.2 Removed stains. 1.3 Prepared washing equipment and supplies 1.4 Performed laundry. 1.5 Dried clothes, linen and fabric. 1.6 Ironed clothes, linen and fabric.
2. Underpinning knowledge and attitudes	<ul style="list-style-type: none"> 2.1 Procedures in Sorting Laundry 2.2 Principles and Procedures in Darning Holes and Tears 2.3 Hygiene, Health and Safety issues Specific to Laundry Operations 2.4 Types/Uses and Handling of Laundry Chemicals 2.5 Principles and Procedures in Removing Stains 2.6 Types/Uses of Stain Removing Agents 2.7 Language Label (Fabric and Garments Labels) 2.8 Types and Characteristics of Clothes, Linen and Fabric 2.9 Standard Procedures in Checking and Preparing Washing Machine 2.10 Procedures in Preparing Laundry Supplies and Materials 2.11 Preparing Mixtures or Bleaching Solutions 2.12 Types and Uses of Washing Machines and Dryers 2.13 Principles and Procedures in Washing, Drying and Ironing Clothes, Linen and Fabric 2.14 Hygiene, Health and Safety Issues of Specific Relevance to Laundry Operations 2.15 Maintenance of Laundry Area 2.16 Procedures in Drying Clothes, Linen and Fabric 2.17 Procedures in Ironing Clothes, Linen and Fabric 2.18 Types/Uses of Ironing Equipment, Tools and Paraphernalia 2.19 Procedures in Storing Clothes, Linen and Fabric 2.20 Basics of Pressing 2.21 Types and Uses of Irons, Ironing Boards and Ironing Accessories 2.22 Types and Use of Hangers 2.23 Folding Method and Techniques 2.24 Pressing Procedures
3. Underpinning Skills	<ul style="list-style-type: none"> 3.1 Checking and sorting soiled clothes, linen and fabric 3.2 Removing Stains 3.3 Preparing washing equipment and supplies 3.4 Performing laundry 3.5 Drying clothes, linen and fabric 3.6 Ironing clothes, linen and fabric
4. Resource Implications	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Facilities, equipment, supplies and materials relevant to the unit of competency
5. Method of Assessment	<p>Competency maybe assessed through:</p> <ul style="list-style-type: none"> 5.1 Written Test 5.2 Demonstration 5.3 Observation 5.4 Questioning
6. Context of Assessment	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the workplace or in a simulated work setting.

UNIT OF COMPETENCY : **PREPARE HOT AND COLD MEALS/FOOD**

UNIT CODE : **HCS913303**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in preparing ingredients, cooking, presenting cooked meals and dishes, preparing appetizers, preparing sauces, dressing, garnishes, desserts, salads, sandwiches, storing excess foods and ingredients and converting unconsumed cooked and uncooked food.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Prepare ingredients according to recipes	1.1 Ingredients are purchased in accordance with purchase list. 1.2 “Mise en place” is checked as per SOPs. 1.3 Thawing is prepared according to thawing procedures. 1.4 Meat are prepared according to procedures and prescribed recipe. 1.5 Vegetables are prepared according to the manner of preparation . 1.6 Seafood are prepared according to method of preparation .
2. Cook meals and dishes according to recipes	2.1 Soup is cooked as per menu. 2.2 Vegetable dishes are cooked according to recipe. 2.3 Meat dishes are cooked according to culinary methods . 2.4 Poultry and game dishes are cooked according to recipe. 2.5 Sea food dishes are cooked according to recipe. 2.6 Egg dishes are cooked according to client’s preference. 2.7 Pasta grain and farinaceous dishes are cooked according to recipe.
3. Present cooked dishes	3.1 Serving portion is standardized. 3.2 Presentation of cooked dishes are developed and corrected in accordance with SOPs. 3.3 Food quality is maintained and checked as per SOPs. 3.4 Time and temperature condition of foods is ensured before serving based on freezing temperature.
4. Prepare sauces, dressings and garnishes	4.1 Materials, equipment/utensils are prepared prior to preparation of sauces, dressings and garnishes as per SOPs. 4.2 Sauces, garnishes, hot and cold dressing is prepared as per SOPs.
5. Prepare appetizers	5.1 D’oeuvres are prepared according to requirement and preference of client. 5.2 Canape’s are prepared according to requirement for preference of client. 5.3 Finger foods are prepared according to requirement or preference of client.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
6. Prepare desserts and salads	6.1 Materials, equipment/utensils used for cooking are prepared as per SOPs. 6.2 Sherbets, ices and ice cream are prepared in accordance with prescribed procedures. 6.3 Fruit desserts are prepared as per prescribed procedures. 6.4 Pastry desserts are prepared as per prescribed procedures. 6.5 Mousse is prepared as per prescribed procedures. 6.6 Cold salads and molded salads are prepared as per prescribed procedures.
7. Prepare sandwiches	7.1 Hot sandwiches are prepared as per SOPs. 7.2 Cold dressings are prepared as per SOPs. 7.3 Hot sauces are prepared as per SOPs. 7.4 Cold sauces are prepared as per SOPs.
8. Store excess foods and ingredients	8.1 Unconsumed cooked food is stored according to procedures. 8.2 Excess ingredients are stored according to client's requirement. 8.3 Proper method of refrigeration is implemented as per SOPs. 8.4 Proper storing of dry and wet food/ingredients is implemented in accordance with SOPs.
9. Convert unconsumed cooked food	9.1 Unconsumed cooked food is converted/transformed into new dishes as per SOPs. 9.2 Unconsumed cooked food is stored/frozen at a temperature of zero degrees and in accordance with SOPs. 9.3 Packed/wrapped uncooked foods are frozen at zero degrees F temperature and in accordance with SOPs. 9.4 Packed/wrapped food for storage is prepared as per SOPs. 9.5 Uncooked food is maintained at proper temperature and as per SOPs.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Ingredients	May include but not limited to the following: 1.1 Meat 1.2 Vegetable 1.3 Seafood 1.4 Poultry and Game 1.5 Stock 1.6 Cold Food 1.7 Condiments 1.8 Milk 1.9 Dairies 1.10 Cereals 1.11 Flour 1.12 Butter Sauces 1.13 Fruits
2. Mis en Place	2.1 Ingredients 2.2 Pans 2.3 Utensils 2.4 Plates/Serving Pieces
3. Thawing	3.1 Soaking 3.2 Unfreezing
4. Vegetable Ingredient Preparation	4.1 Skin, Peel, Pare 4.2 Chop, Slice, Shred, Cube 4.3 Wedge, Grate, Pure 4.4 Core, Quarter
5. Vegetable Manner of Preparation	5.1 Boiling, Blanching 5.2 Sauteing 5.3 Braising 5.4 Gratinating 5.5 Roasting/Baking
6. Seafood Ingredient Preparation	6.1 Chop, Slice 6.2 Fillet 6.3 Mince, Shred 6.4 Peel, Dice, Blanch 6.5 Marinate, Poach
7. Seafood Dishes Preparation	7.1 Boiling, Steaming 7.2 Sauteing 7.3 Deep Frying, Pan Frying 7.4 Poaching 7.5 Grilling 7.6 Baking
8. Soup Preparation	8.1 Sauteing 8.2 Simmering
9. Meat Ingredient Preparation	9.1 Slice, Chop 9.2 Debone 9.3 Dice, Mince 9.4 Marinate
10. Meat Dishes Preparation	10.1 Boiling, Steaming, Simmering, Stewing 10.2 Frying (deep, pan, stir) 10.3 Sauteing 10.4 Roasting, Baking, Browning

VARIABLE	RANGE
	10.5 Pressurize Cooking 10.6 Poaching, Blanching, Braising 10.7 Broiling, Grilling
11. Poultry Ingredient Preparation	11.1 Deboned 11.2 Chop, Slice 11.3 Dice, Shred, Cube 11.4 Mince, Skin 11.5 Marinate
12. Poultry Dishes Preparation	12.1 Boiling, Simmering, Stewing 12.2 Frying (deep, pan, stir) 12.3 Sauteing 12.4 Braising, Grilling, Roasting 12.5 Barbecuing, Baking
13. Egg Dishes Preparation	13.1 Boiling 13.2 Frying 13.3 Poaching 13.4 Basting 13.5 Baking
14. Pasta Grain and Farinaceous Dishes Preparation	14.1 Boiling 14.2 Steaming 14.3 Poaching 14.4 Sauteing 14.5 Gratinating 14.6 Baking
15. Hors D'oeuvres Preparation	15.1 Peel, Pare, Slice, Shred, Cubes 15.2 Blanch, Boiled, Steam 15.3 Marinate, Seasoned
16. Sauces	16.1 Sugar Syrups 16.2 Fruit Syrups 16.3 Fruit Purees, Sauces and Coulis 16.4 Chocolate-Based Sauces 16.5 Custard and Cremes 16.6 Flavoured Butters and Creams

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate</p> <ul style="list-style-type: none"> 1.1 Prepared ingredients according to recipes. 1.2 Cooked meals and dishes according to recipes. 1.3 Presented cooked dishes. 1.4 Prepared appetizers. 1.5 Prepared sauces, dressings and garnishes. 1.6 Prepared desserts and salads. 1.7 Prepared sandwiches. 1.8 Stored excess foods and ingredients. 1.9 Converted unconsumed cooked and uncooked food.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Food Theory 2.2 Materials Specifications and Uses 2.3 Tools and Equipment: Uses and Specifications 2.4 Codes and Regulations <ul style="list-style-type: none"> 2.4.1 Pertinent food and drink sanitation laws, rules and regulations 2.5 Maintenance Operation 2.6 Balance Diet 2.7 Nutrition 2.8 Food Serving 2.9 Safe Work Practices and First Aid Regulations 2.10 Personal Hygiene 2.11 Providing Safe Food 2.12 Food and Safety Hazard 2.13 Safe Food Handling 2.14 Food Costing and Portioning 2.15 Food Storage 2.16 Method of Preparing Salad 2.17 Handling of Kitchen Equipment
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Cooking Method 3.2 Handling of Kitchen Equipment 3.3 Proper Storing 3.4 Food Costing and Portioning
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Facilities, equipment, supplies and materials relevant to the unit of competency
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written 5.2 Demonstration 5.3 Observation 5.4 Questioning
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the workplace or in a simulated work setting.

UNIT OF COMPETENCY : **PROVIDE FOOD AND BEVERAGE SERVICE**

UNIT CODE : **HCS913304**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in food and beverage service. It includes preparing dining area, setting up table, serving food and beverage and clearing table.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Prepare dining area	1.1 Dining area is checked for cleanliness prior to service in accordance with standard operating procedures and when required, take corrective actions. 1.2 Dining environment is prepared and adjusted to ensure comfort and ambience of client and as appropriate. 1.3 Furniture is set up in accordance with standard operating procedures. 1.4 Tables and table settings are checked for stability, and easy access to client and at all times. 1.5 Equipment are checked and prepared for service and as per SOPs.
2. Set-up Table	2.1 Table cloth is laid without creases and in accordance with prescribed procedures. 2.2 Table appointment is laid according to standards. 2.3 Napkin folded in accordance to table napkin folding standards. 2.4 Centerpiece is arranged in accordance with standard operating procedures and used appropriate equipment, supplies and materials.
3. Serve food and beverage	4.1 Foods are checked for completeness and correctness before serving. 4.2 Foods are placed on the tray and carried using the left hand and in accordance with food and beverage serving procedures. 4.3 Foods are served from the left side using the left hand in serving as per SOPs. 4.4 Water goblets are filled/refilled from the right side without spilling as per SOPs. 4.5 Beverage are taken from the bar/kitchen and inspected for complete garnishing (if any). 4.6 Beverage are served on a bar tray from the right side of the client being served as per SOPs.
4. Clear table	3.1 Clients are asked politely if they are finished as per SOPs. 3.2 Soiled plates/flat wares are bussed out from the right side of the family members and brought to the washing station/area as per SOPs. 3.3 Table is crumbed as per standard operating procedure. 3.4 Side plates and knives are removed from the table as per SOPs. 3.5 Condiments/shakers and other soiled items are removed from the table as per SOPs. 3.6 Ashtrays are replaced as per SOPs. 3.7 Additional requests are asked politely from clients as per SOPs. 3.8 Clients' needs are checked form time to time until they move out from the dining area as per SOPs.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Dining environment	May include but not limited to the following: 6.1 Lighting 6.2 Room Temperature 6.3 Music 6.4 Floral and Other Decorations 6.5 Privacy 6.6 Background
2. Equipment	May include but not limited to the following: 5.1 Table Cloth/Linen 5.2 China Wares 5.3 Glassware 5.4 Silverware 5.5 Cutlery 5.6 Wine 5.7 Condiments 5.8 Chairs 5.9 Tables 5.10 Ashtray 5.11 Toothpicks 5.12 Cloth/Paper Napkin
3. Beverage	1.1 Juice 1.2 Wine & Spirits 1.3 Tea 1.4 Coffee

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Prepared the dining area 1.2 Set up table 1.3 Served food and beverage 1.4 Cleared table 1.5 Complied with quality standards 1.6 Complied with occupational safety and health practices
2. Underpinning knowledge and attitudes	<ul style="list-style-type: none"> 2.1 Principles and Method of Table Setting 2.2 Types and Uses of China Wares, Glassware, Silverware 2.3 Types and Uses of Crockery, Cutlery and Condiments 2.4 Principles and Method of Serving 2.5 Plate Clearing and Carrying Techniques 2.6 Waste Minimization and Environmental Techniques 2.7 Safety Practices 2.8 Codes and Regulations
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Managing time, supplies and materials 3.2 Preparing dining area 3.3 Setting-up table 3.4 Serving food and beverage 3.5 Clearing table 3.6 Serving Techniques 3.7 Interpersonal Skills 3.8 Verbal and Non-Verbal Communication
4. Resource implications	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Manual 4.2 Availability of Equipment, Supplies and Materials 4.3 Menu/Recipes
5. Method of assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written Test/Examination 5.2 Demonstration 5.3 Observation 5.4 Questioning
6. Context of assessment	<ul style="list-style-type: none"> 6.1 Assessment may be done in the workplace or in a simulated workplace setting.

SECTION 3 TRAINING STANDARDS

This set of standards provides Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for Household Services NC II.

This includes information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; and trainer's qualification and institutional assessment.

3.1 CURRICULUM DESIGN

Course Title: **HOUSEHOLD SERVICES**

NC Level: **NC II**

Nominal Training Duration: **216 Hours**

Course Description:

This course is designed to enhance the knowledge, skills and attitude of household workers in accordance with industry standards. It covers the basic, common and core competencies on cleaning living room, dining room, bedrooms, toilet and kitchen, washing and ironing clothes, linen and fabric, preparing hot and cold meals/food, and providing food and beverage service.

BASIC COMPETENCIES (18 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information 1.2 Complete relevant work related documents 1.3 Participate in workplace meeting and discussion	<ul style="list-style-type: none"> ● Group discussion ● Interaction 	<ul style="list-style-type: none"> ● Demonstration ● Observation ● Interviews/questioning
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team 2.2 Describe work as a team member	<ul style="list-style-type: none"> ● Discussion ● Interaction 	<ul style="list-style-type: none"> ● Demonstration ● Observation ● Interviews/questioning
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals 3.2 Set and meet work priorities 3.3 Maintain professional growth and development	<ul style="list-style-type: none"> ● Discussion ● Interaction 	<ul style="list-style-type: none"> ● Demonstration ● Observation ● Interviews/questioning
4. Practice occupational health and safety	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness	<ul style="list-style-type: none"> ● Discussion ● Plant tour ● Symposium 	<ul style="list-style-type: none"> ● Observation ● Interview

COMMON COMPETENCIES
(40 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Maintain an effective relationship with clients/ customers	1.1 Maintain a professional image 1.2 Build credibility to meet customers/clients requirements	<ul style="list-style-type: none"> • Group discussion • Lecture • Role Playing • Simulation 	<ul style="list-style-type: none"> • Written Examination • Demonstration • Observation
2. Manage own performance	2.1 Plan completion of own workload 2.2 Maintain quality of own performance	<ul style="list-style-type: none"> • Group discussion • Lecture • Role Playing • Simulation 	<ul style="list-style-type: none"> • Written Examination • Demonstration • Observation

CORE COMPETENCIES (158 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Clean living room, dining room, bedrooms, toilet and kitchen	1.1 Determine soil and litter types 1.2 Determine floor type and surface texture 1.3 Use appropriate removal/cleaning equipment, supplies and materials for surfaces and floors 1.4 Follow SOPs in cleaning, polishing, and sweeping 1.5 Follow SOPs in cleaning equipment 1.6 Follow SOPs in storing all cleaning, polishing, sweeping materials and equipment 1.7 Follow SOPs in arranging routine maintenance 1.8 Determine furnishings and fixtures 1.9 Use appropriate cleaning equipment, supplies and materials for furnishings and fixtures 1.10 Use appropriate cleaning equipment, supplies and materials for beds and cots 1.11 Follow SOPs in airing, freeing and vacuuming mattress 1.12 Follow SOPs in making up beds and cots 1.13 Distinguish ceilings, walls, window edges and sills 1.14 Use appropriate cleaning equipment, supplies and materials for ceilings, walls, window edges and sills 1.15 Follow SOPs in cleaning ceilings, walls, window edges and sills 1.16 Use appropriate cleaning equipment, supplies and materials for bath tub, lavatory, toilet bowls and accessories 1.17 Follow SOPs in cleaning and disinfecting bath tub,	<ul style="list-style-type: none"> • Lecture/ Demonstration 	<ul style="list-style-type: none"> • Written Examination • Demonstration • Observation

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
	lavatory, toilet bowls and accessories 1.18 Replenish bathroom supplies 1.19 Use appropriate sanitizing equipment, supplies and materials in sanitizing rooms 1.20 Follow SOPs in sanitizing rooms 1.21 Maintain clean room environment 1.22 Use appropriate washing equipment, supplies and materials to wash soiled dishes, pots, pans and linen 1.23 Follow SOPs in washing, cleaning, drying and storing dishes, pots, pans and linen 1.24 Use appropriate cleaning equipment, supplies and materials to clean kitchen appliances 1.25 Follow SOPs in cleaning kitchen appliances 1.26 Use appropriate cleaning equipment , supplies, and materials in cleaning kitchen fixtures, tables and chairs 1.27 Follow SOPs in cleaning kitchen fixtures, tables and chairs		
2. Wash and iron clothes linen and fabric	2.1 Check and sort soiled clothes, linen and fabric 2.2 Use personal protection paraphernalia 2.3 Determine stain removing agents and chemical 2.4 Use appropriate stain removing agents and chemicals 2.5 Follow SOPs in removing stains 2.6 Clean laundry area 2.7 Determine laundry supplies and materials 2.8 Check and prepare washing machine 2.9 Follow SOPs in washing clothes, linen and fabric 2.10 Follow SOPs in washing clothes, linen and fabric 2.11 Sundry/machine dry	<ul style="list-style-type: none"> ● Lecture/ Demonstration 	<ul style="list-style-type: none"> ● Written Examination ● Demonstration ● Observation

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
	clothes, linen and fabric 2.12 Clean washing machine 2.13 Follow SOPs in storing washing materials and equipment 2.14 Follow SOPs ironing clothes, linen and fabric 2.15 Follow SOPs in storing clothes, linen and fabric 2.16 Follow SOPs in storing ironing equipment and materials		
3. Prepare hot and cold meals/food	3.1 Purchase ingredients 3.2 Check 'Mise en place' 3.3 Follow SOPs in thawing 3.4 Prepare vegetables in accordance with manner of preparation 3.5 Prepare seafood in accordance with method of preparation 3.6 Cook soup as per menu 3.7 Cook vegetable dishes as per recipe 3.8 Cook meat dishes as per culinary method 3.9 Cook poultry and game as per recipe 3.10 Cook seafood dishes as per recipe 3.11 Cook egg dishes as per client's preference 3.12 Cook pasta grain and farinaceous dishes as per recipe 3.13 Present cooked dishes 3.14 Prepare D'oeuvres as per requirement or client's preference 3.15 Prepare Canape's as per requirement or client's preference 3.16 Prepare finger foods as per requirement or client's preference 3.17 Prepare sauces as per recipe 3.18 Prepare hot and cold dressings 3.19 Prepare garnishes 3.20 Prepare sherbets, ices and ice cream	<ul style="list-style-type: none"> ● Lecture/ Demonstration 	<ul style="list-style-type: none"> ● Written Examination ● Demonstration ● Observation

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
	3.21 Prepare fruit desserts 3.22 Prepare pastry desserts 3.23 Prepare mousse 3.24 Prepare cold and molded salads 3.25 Prepare hot sandwiches 3.26 Prepare hot sauces 3.27 Follow SOPs in storing unconsumed food 3.28 Follow SOPs in storing dry and wet ingredients 3.29 Follow SOPs in converting unconsumed and uncooked food		
4. Provide food and beverage service	4.1 Follow SOPs in checking cleanliness of dining area 4.2 Follow SOPs in preparing dining area 4.3 Follow SOPs in setting up of table 4.4 Check completeness and correctness of food and beverage before serving 4.5 Serve food and beverage 4.6 Follow SOPs in bussing out soiled plates/flat wares 4.7 Follow SOPs in bussing out soiled plates/flat wares 4.8 Follow SOPs in crumbing the table 4.9 Clear table		

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are nationally accredited.

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer just facilitates the training delivery.
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies.
- Project-based instruction is an authentic instructional model strategy in which students plan, implement and evaluate projects that have real world applications.

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into these qualifications should possess the following requirements:

- Must at least be a high school graduate;
- Must be able to communicate in English; and
- Must be physically, emotionally, psychologically and mentally fit

3.4 LIST OF TOOL, EQUIPMENT AND MATERIALS HOUSEHOLD SERVICES – NC II

Recommended list of tools, equipment and materials for the training of a maximum of 25 trainees for Household Services NC II are as follows:

TOOLS		EQUIPMENT		MATERIALS	
QTY.	ITEM	QTY.	ITEM	QTY.	ITEM
10	Brooms	1	Vacuum Cleaner	5	Cleaning Detergents
10	Dust Pans and Brushes	2	Toilet Caddies	5	Liquid Detergents
10	Cleaning Implements	2	"A" Frame Ladders	5	Cleaning Solutions
5	Water Hoses	1	Food Processor	5	Cleaners
5	Buckets	2	Grills	5	Toilet Disinfectants
10	Lint Free Cleaning Cloths	1	High Pressure Steamer	5	Toilet Bowl Swabs
5	Squeegees	1	Microwave Oven	5	Drop Sheets
10	Scrubbing Foam	1	Oven (Elect./Gas)	5	Sanitizing Agents
10	Dish Pans	1	Refrigerator	2	Wax Paper/Aluminum Foils
10	Dish Sponges	2	Tilting Skillets	5	Air Freshners
5	Rubber Spatulas	1	Toaster	2	Napkins
5	Floor Mops	1	Electric Knife	5	Tablecloths/Linen
5	Spray Bottles	1	Blender/Juice Maker	5	Serving Cloths
5	Anti-Static Dusters	1	Rice Cooker	5	Tea Towels
5	Cobwebbers	1	Dish Washers	5	Clothing
10	Cleaning Rags	1	Driers	5	Cleaning Cloths
5	Dust Mops	2	Irons	5 btl.	All-Purpose Detergents
5	Gloves	2	Ironing Boards	1 pk.	Coffee, Tea, Cream
5	Aprons	1	Steam Pressers	1	Condiments
		3 sets	Utensils & Plates/Serving Pieces	5	Disinfectants
		2	Pans	5	Drain Solvents
		2	Beds	5	Garbage Bags
		1	Broiler	5	Scouring Pads
		1	Coffee Maker	3	Cooking Oils
		1	Electric Opener	1	Ingredients
		3	Garbage Disposal Units	1	Soiled/Defective Clothes
		1	Portable Heater	5	Linen
		1	Range (Elect./Gas)	5	Fabric

TOOLS		EQUIPMENT		MATERIALS	
QTY.	ITEM	QTY.	ITEM	QTY.	ITEM
		1	Stove (Elect./Gas)	5	Clothesline
		1	Tilting Skillet	20	Clothes Pins
		1	Washing Machine	5	Clothespin Bags
		1	Weighing Scale	5	Clothes Racks
		1	Bulletin Board	5	Sorting Baskets/Shelves
		25	Armed Chairs	20	Hangers
		2	Directional Signage	5	Stain Removing Agents
		5	Emergency Lights	5	Fabric Softeners
		3	Fire Extinguishers	5	Chlorine Bleach
		3	Office Tables	5	Laundry Bags
		3	Instructor's Desks	5	Laundry Baskets
		1	Conference Table	1	Food Items (Meat, Vegetable, Seafood, Poultry & Game, Stock, Cold Food, Cereals, Flour, Butter Sauces, Fruits)
		1	Computer Table	3	China Ware
		3	Telephones	3	Glassware
		2	Wall Clocks	3	Silverware
		3	Steel Cabinets w/ Locks	3	Cutlery
		1	First Aid Cabinet	Asrt.	Wine/Spirits
		2	Computer Units	1 set	Chair (Dining)
		1	Typewriter	1	Table (Dining)
		3	Electric Fans	3	Ashtrays
		2	Air Con Units	2 btls.	Toothpicks
		1	Overhead Projector	5 btls.	Juice
		1	Projector Screen	2	Bond Papers
		1	Camera (Still or Video)	2	Calendars
		1	Multimedia Equipment	25	Folders
		1	Sound System	1	Logbook
				10	Pencils
				5	Marking Pens
				2	White Boards
				3	Whiteboard Markers
				2	Whiteboard Erasers
				1bx	Transparency Acetate
				5	Ballpens

				Training Materials:
				Mobilizing Action for the Protection of Domestic Workers from Forced Labour and Trafficking in South-East Asia: The Philippine Component
				Establishing Professionalism in the Workplace
				Handouts/ Popsheets
				Textbooks on Home Management 10 Basic Home Management Manual 11 Managing Household 12 Home Management Supervisory 13 Home Management 14 Household 15 Self Defense 16 First Aid 17 Training Manual for Home Management

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Building (permanent)			104 sq. m.
Student/Trainee Working Space	1 x 1 m.	1 sq. m.	25 sq. m
Lecture/Demo Room	8 x 5 m.	40 sq. m.	40 sq. m.
Learning Resource Center	3 x 5 m.	15 sq. m.	15 sq. m.
Facilities/Equipment/ Circulation Area	6 x 4 m.	24 sq. m.	24 sq. m.

3.6 TRAINER'S QUALIFICATIONS FOR HOUSEHOLD SERVICES NC II HOUSEHOLD SERVICES – NC II

TRAINER QUALIFICATION (TQ II)

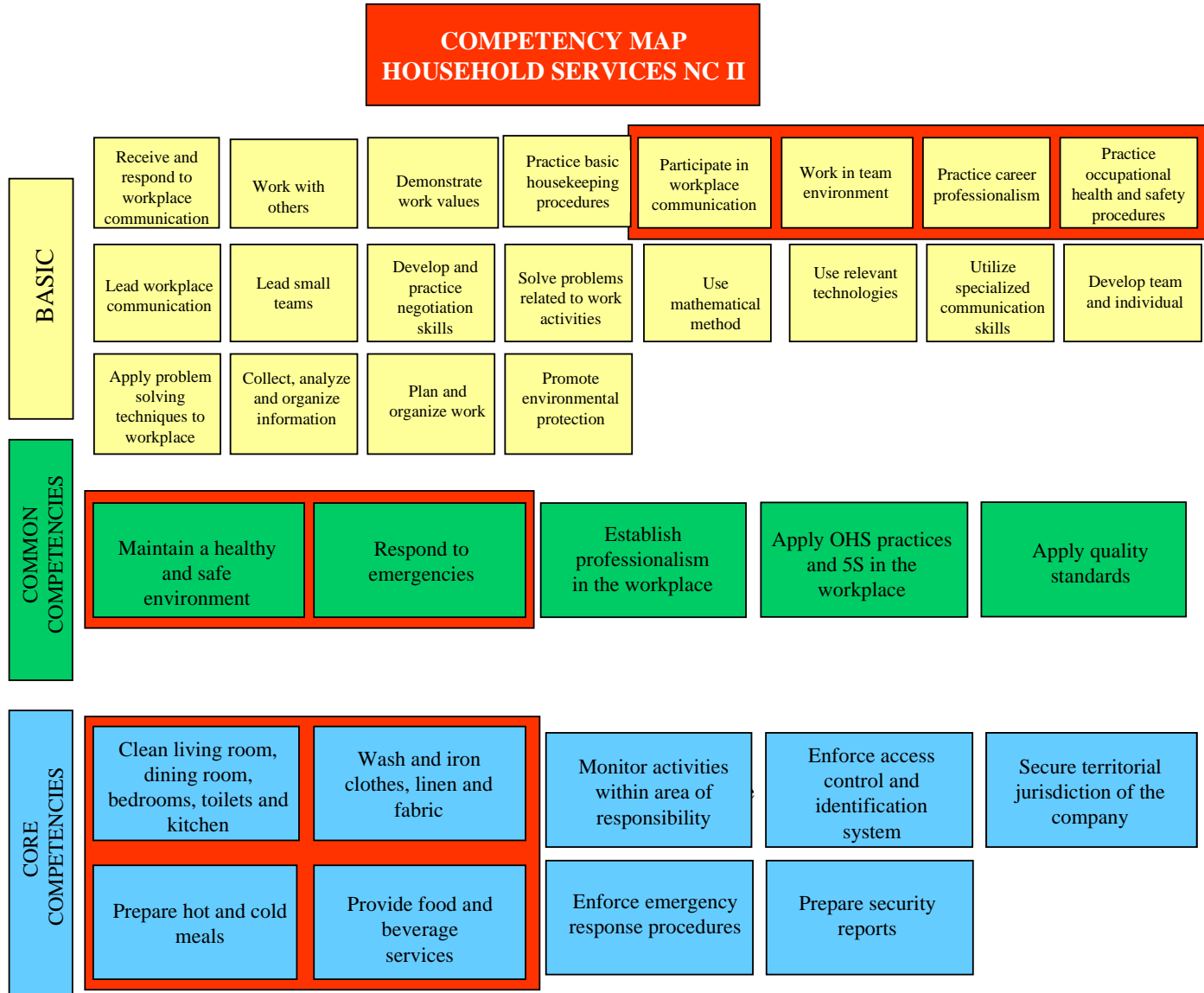
- Must have completed a Trainers Training Methodology Course (TTMC) or its equivalent
- Must be able to communicate in English

3.7 INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

- 4.1 To attain the national Qualification of Household Services NC II the candidate must demonstrate competence through project-type assessment covering all the units listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.
- 4.2 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.
- 4.3 The following are qualified to apply for assessment and certification:
 - 4.3.1 Graduates of formal, non-formal and informal including enterprise-based training programs
 - 4.3.2 Experienced Workers (wage employed or self-employed)
- 4.4 Reassessment is allowed only after one month from the date of assessment. Reassessment for a National Certificate shall be done only on the task/s that the candidate did not successfully achieve.
- 4.5 A candidate who fails the assessment for two (2) consecutive times will be required to go through a refresher course before taking another assessment.
- 4.6 Only certified individuals in this Qualification may be nominated by the industry sector for accreditation as competency assessor.
- 4.7 Only accredited competency assessors are allowed to conduct competency assessment, however, trainees who are accredited competency assessors are not allowed to assess their trainees.
- 4.8 Assessment of competence must be undertaken only in the TESDA accredited assessment center. The performance assessment (demonstration of competence), however, may be done in any venue or workplace duly designated by an accredited assessment center.
- 4.9 The guidelines on assessment and certification are discussed in detail in the "Procedures Manual on Assessment and Certification" and "Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)".



DEFINITION OF TERMS

1. **Alcohol** – naturally occurring and easily synthesized compound that induces intoxication when consumed.
2. **Ambiance** – the combined atmosphere created by the décor, lighting, service, possible environment (such as background music) and song, that enhances the dining or lodging experience.
3. **Barbecue** – a cooking method involving grilling food over a wood or charcoal fire. Usually some sort of rub, marinade or sauce is burdened on the item before or during cooking.
4. **Bed and Bath Linen** – items such as sheets, pillow cases, hand towels, bath towels, washcloths and cloth bath mats.
5. **Beddings** – all bed linens such as sheets and pillow cases and all blankets, shams, dust raffles, pillows, quilts, comforters, coverlets, mattress pads and bed spreads.
6. **Blanch** – to cook an item briefly in boiling water or hot fat before finishing or storing it.
7. **Boil** – a cooking method in which items are immersed in liquid at or above the boiling point.
8. **Braise** – a cooking method in which the main item, usually meat, is seared in fat, then simmered in stock to another liquid in a covered vessel.
9. **Broil** – a cooking method in which items are cooked by a radiant heat source placed above the food, usually in a broiler or *salamander*.
10. **Carpet Sweeper** – a handy type of sweeper used to pick-up dirt and particles from the carpet surface.
11. **Chop** – to cut into pieces of roughly the same size. Also, a small cut of meat including part of the rib.
12. **Cuisine** – food cooked and served in styles from around the world.
13. **Cutlery** – refers to knives and other cutting implements.
14. **Deep Fry** – a cooking method in which foods are cooked by immersion in hot fat; deep fried foods are often coated with bread crumbs or butter before being cooked.
15. **Detergent** – a chemical that acts like a soap and is used for cleaning numerous surfaces. Detergents can be used effectively in hard water where ordinary soap not produce suds and will leave a residue.
16. **Dice** – to cut ingredients into small cubes (1/4 inches for small, 1/3 for medium, 3/4 inch for large).
17. **Disinfectant** – a substance or means used to destroy pathogenic microorganisms.
18. **Disinfection** – a condition existing when infectious material or infection/s are removed.
19. **Fillet** – a boneless cut of meat, fish or poultry.

20. **Flatware** – it denotes all forms of spoons and forks.
21. **Furniture, Fixtures & Eqpt. (FFE)** – classification of fixed assets that have specified depreciable lives, usually ranging from three to seven years.
22. **Garnish** – an ingredient which decorates, accompanies or completes a dish. Many dishes are identified by the name of their garnishes.
23. **Grill** – a cooking technique in which foods are cooked by a radiant heat source placed below the food. Also, the piece of equipment on which grilling is done.
24. **Housekeeping** – refers to cleaning and sanitizing rooms.
25. **Linen** – traditionally a cloth made from flax fiber but now, it is used to indicate sheets, pillow cases, washcloths, cloth bath mats, towels, tablecloths and napkins.
26. **Marinade** – an apparel used in cooking to flavor and moisten foods, may be liquid or dry. Liquid marinades are usually based on an acidic ingredients, such as wine or vinegar, dry marinades are usually salt-based.
27. **Menu** – a list of the chef's dishes. A list in specific order of the dishes to be served at a given time.
28. **Mise en place** – French phrase meaning “everything in its place”; a state of overall preparedness, having all the necessary ingredients and cooking utensils at hand ready to use at the moment work on a dish begins.
29. **Microwave** – a method of meat transfer in which electro-magnetic waves generated by a device called a magnetron penetrate food and cause the water molecules in it to oscillate.
30. **Mince** – to chop into small pieces.
31. **Panbroil** – a cooking method similar to dry sautéing that simulates broiling by cooking an item in a hot pan with little or no fat.
32. **Panfry** – a cooking method in which items are cooked in deep fat in a skillet over medium heat; this generally involves more fat than sautéing or stir-frying but less than deep-frying.
33. **Poach** – a method in which items are cooked gently in simmering liquid.
34. **Pressure Steamer** – a machine that steams food by heating water under pressure in a sealed compartment, allowing the steam to reach higher-than-boiling temperature. The food is placed in a sealer chamber that cannot be opened until the pressure has released and the steam properly vented from the chamber.
35. **Roast** – a dry heat cooking method in which items are cooked in an oven or on a spit over a fire.
36. **Sanitizer** – a sanitizing substance or product. To sanitize is to prevent the spread of disease.
37. **Saute'** - a cooking method in which items are cooked quickly in a small amount in fat in a pan on the range top.

38. **Silverware** – tableware made of solid silver, silver glit or silver metal; silver plate made from single strip of plated metal.
39. **Simmer** – to maintain the temperature of a liquid just below boiling. Also, a cooking method in which items are cooked in a simmering liquid.
40. **Spirits** – are drinks obtained by distillation after fermentation from vegetables, grains, fruits, plants and other substance with sugar or starch-based.
41. **Squeegee** – a cleaning instrument with rubber blade used for cleaning glass windows and panels.
42. **Steaming** – a cooking method in which items are cooked in a vapor by boiling water or other liquids.
43. **Step Ladder** – used to reach high objects.
44. **Stew** – a cooking method nearly identical to braising but generally involving smaller pieces of meat and hence a shorter cooking time. Stewed items also may be blanched, rather than seared, to give the finished product a pale color. Also a dish prepared by using the stewing method.

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- Aquaculture NC II
- Automotive Body Painting/Finishing NC II
- Automotive Body Repair NC II
- Automotive Engine Rebuilding NC II
- Automotive Servicing NC II
- Bartending NC II
- Building Wiring Installation NC II
- Carpentry NC II
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- Footwear Making NC II
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- RAC Servicing NC II
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