BRUNEI DARUSSALAM NATIONAL ACCREDITATION COUNCIL
NEGARA BRUNEI DARUSSALAM

RECEPTIONIST

LEVEL 1

(HT-FBA-RPT-01-23)

HOSPITALITY & TOURISM SECTOR

TABLE OF CONTENTS

PART 1   BASIC CONTENT

1. INTRODUCTION TO BRUNEI DARUSSALAM NATIONAL OCCUPATIONAL SKILLS STANDARDS (BNOSS)

Brunei Darussalam National Occupational Skills Standards (BNOSS) is a document that underlines and specifies competencies needed by a skilled worker who is gainfully employed for an occupational area and level, and pathway to achieve the competencies.

A group of expert panels consisting of industrial experts and practitioners of a particular occupational sector need to be identified in developing the standard. With the involvement of these experts in the development of the BNOSS document, measurable benchmarks of skills and performance in the related area can be established in relation to the expectation of employers and the current requirements of the industry. These standards shall be aligned to the Brunei Darussalam Qualifications Framework (BDQF).

BNOSS is a set of standards of performance that an individual is required to achieve when carrying out effectively functions of a particular job. It is used as a reference for the industry, career path of a skilled worker, training purposes and benchmarks for best practices.

2. BENEFITS OF BNOSS

To the employers
- Able to describe the Job description and determine the salary.
- Employers can use the skills standards to establish personnel qualification requirements.
- Assess employee skill levels based on industry standard.
- Match employee skills to the work needed.
- Training gap analysis.
- To advertise job requirement to standards specification.

To the employees
- Able to understand employers expectation of workers competencies in terms of knowledge, skills and attitude towards the specific job scope.
- Able to determine the skills and abilities needed for advancement or transfer industries and determine the right credential needed to upgrade skills.
- Can use BNOSS as guideline to identify the career development pathway in order to succeed in their occupation.

To the training organisations
- BNOSS as a guideline for training organisations to develop their own curriculum.
- Able to develop assessment mechanism and specifications to assess trainees competencies.
- Able to build a cohesive relationship though a like-minded expectation of trainee's
- competencies and work readiness.

- Enhances the ability and confidence to train consistent with the industry's current
- expectations and needs.
- Develop new and evaluate existing curriculum and programs based on industry needs.

3. RECEPTIONIST LEVEL 1

The role of a receptionist is designed to reflect the role of individuals who perform mainly routine guest service tasks of front office and work under direct supervision.

4. ENTRY REQUIREMENTS

The specific of the qualifications are not limited to the list provided:
- Minimum age of 18 years old;
- Basic reading, writing and counting;
- Able to communicate in Bahasa Melayu and basic English;
- Declaration of any disabilities.

5. COMPETENCY LEVEL, OCCUPATIONAL STRUCTURE AND CAREER PROGRESSION

SECTOR	Hospitality & Tourism
SUB-SECTOR	Hotel Front Office
OCCUPATION	Receptionist
LEVEL 5	TBA
LEVEL 4	TBA
LEVEL 3	TBA
LEVEL 2	TBA
LEVEL 1	Receptionist

Career Ladder of a Hotel Receptionist
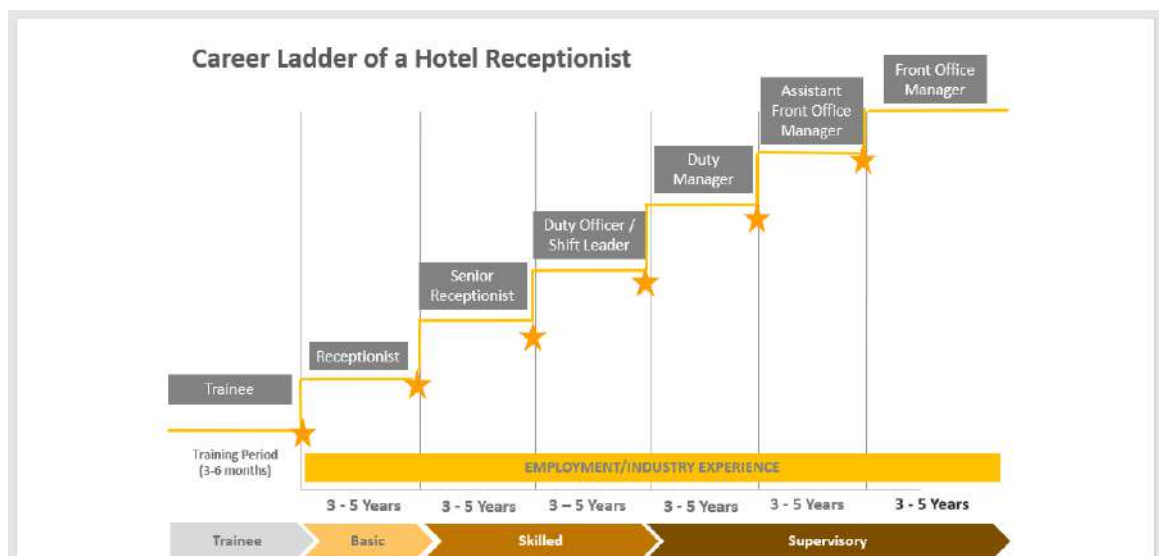
6. AWARD OF CERTIFICATE

This section will guide the process of awarding certificate for every training course conducted by an approved training organisation to ensure the consistency. The guidelines are as follows:

6.1 Certificate of Competence

In order to award Certificate of Competence by an awarding body, Statement of Competence need to be issued by the training organisation after the completion of the course.

The statement of competence should include the following but is not limited to:
- Training organisation's name;
- Course title or competency assessment title;
- Candidate's name;
- Assessment date(s) and training date(s);
- Expiry date;
- Unique Certificate Number;
- Instructor's/Trainer's Name and Signature;
- Assessor's Name and Signature and
- Optional but not required
  - Training Organisation's managing director Name and Signature.

Training organisations are encouraged to inform all concerned including employers and candidates that such Certificates shall not be used as reference of a person's competency or aptitude.

Each certificate awarded to a successful candidate must indicate that the candidate has been assessed and has met the required Learning Outcomes.

PART 2 COMPETENCE STANDARDS

1. COMPETENCY PROFILE CHART (CPC)

Unit of Competency Category	Competence Unit Code	Competence Unit Title
Generic	HT-GEN-01-01	Work Effectively with Colleagues and Customers
	HT-GEN-01-06	Work in Socially Diverse Environment
	HT-GEN-01-07	Implement Occupational Health and Safety Procedures
	HT-GEN-01-02	Comply With Workplace Hygiene Procedures
	HT-GEN-01-08	Maintain Hospitality Industry Knowledge
	HT-GEN-01-09	Communicate Effectively on The Telephone
	HT-GEN-01-10	Promote Hospitality Products and Services
	HT-GEN-01-11	Perform Basic Clerical Procedures
	HT-GEN-01-12	Use Common Business Tools and Technology
	HT-GEN-01-13	Access and Retrieve Computer-Based Data
	HT-GEN-01-14	Develop and Update Local Knowledge
	HT-GEN-01-15	Manage and Resolve Conflict Situations
	HT-GEN-01-03	Speak English at a Basic Operational Level
Specialised	HT-RPT-SPE-01-01	Provide Accommodation Services
	HT-RPT-SPE-01-02	Receive and Process Reservations
	HT-RPT-SPE-01-03	Process Transaction for Services Rendered
	HT-RPT-SPE-01-04	Maintain a Paper-Based Filing and Retrieval System
	HT-RPT-SPE-01-05	Maintain Guest's Financial Record

It is mandatory to include Melayu Islam Beraja and Islamic Religious Knowledge/Islamic Value in Customer Service

1.1 Generic

DUTY: 1. Work Effectively with Colleagues and Customers

Skill Areas/ Competence	Competence Elements	
1.1 Communicate Effectively	1.1.1	Relay information in a clear and concise manner
	1.1.2	Use language and tone appropriate to a particular audience
	1.1.3	Use active listening and questioning
	1.1.4	Identify potential and existing conflicts and seek solutions
	1.1.5	Complete routine workplace documentation accurately in a timely manner
1.2 Establish and Maintain Effective Relationships with Colleagues and Customers	1.2.1	Meet both internal and external customers' needs and expectations
	1.2.2	Assists to resolve workplace conflicts
	1.2.3	Maintain a positive and co-operative manner
	1.2.4	Use non-discriminatory attitudes and language
1.3 Work in a Team	1.3.1	Request or provide assistance
	1.3.2	Provide support to colleagues
	1.3.3	Recognise and accommodate cultural differences
	1.3.4	Identify, prioritise and complete individual task
	1.3.5	Complete routine workplace documentation

DUTY: 2. Work in A Socially Diverse Environment

Skill Areas/ Competence	Competence Elements	
2.1 Communicate with Customers and Colleagues from Diverse Backgrounds	2.1.1	Value customers and colleagues
	2.1.2	Take into consideration cultural differences
	2.1.3	Attempt to overcome language barriers
	2.1.4	Obtain assistance from colleagues
2.2 Deal with Cross Cultural Misunderstandings	2.2.1	Identify issues
	2.2.2	Address difficulties with the appropriate people
	2.2.3	Consider possible cultural differences when difficulties
	2.2.4	Make efforts to resolve misunderstandings
	2.2.5	Refer issues and problems to the appropriate team leader/ supervisor

DUTY: 3. Implement Occupational Health & Safety Procedures

Skill Areas/ Competence	Competence Elements
3.1 Provide Information on Health and Safety Procedures	3.1.1 Explain relevant health and safety information
	3.1.2 Make health and safety information accessible to customer
3.2 Implement and Monitor Procedures for Controlling Hazards and Risks	3.2.1 Follow current in-house workplace hazards and risk control measures
	3.2.2 Identify and report workplace hazards and risks
3.3 Implement and Monitor Health and Safety Training	3.3.1 Identify health and safety training needs
3.4 Maintain Health and Safety Records	3.4.1 Complete records accurately in accordance to operating procedures

DUTY: 4. Comply with Workplace Hygiene Procedures

Skill Areas/ Competence	Competence Elements
4.1 Follow Hygiene Procedures	4.1.1 Identify relevant workplace hygiene procedures
	4.1.2 Identify enterprise standards and legislated requirements that apply to relevant workplace hygiene procedures
	4.1.3 Follow workplace hygiene procedures
	4.1.4 Maintain tidy and hygienic office and front of house services area
4.2 Identify and Prevent Hygiene Risks	4.2.1 Identify personal, environmental and other risk
	4.2.2 Take action to ensure facilities are available to guests and staff to maintain a safe and hygienic front office area

DUTY: 5. Maintain Hospitality Industry Knowledge

Skill Areas/ Competence	Competence Elements
5.1 Seek Information on The Hospitality Industry	5.1.1 Identify and access sources of information on the hotel and travel industries
	5.1.2 Obtain information on the hotel and travel industries
	5.1.3 Use knowledge of the hotel and travel industries in the correct context

	5.1.4	Use information on other industries to enhance quality of work performance
5.2 Source and Apply Information on Legal and Ethical Issues for the Hospitality Industry	5.2.1	Use information on legal issues and ethical issues
	5.2.2	Conduct day-to-day hospitality industry activities
5.3 Update Hospitality Industry Knowledge	5.3.1	Identify and use a range of opportunities to update general knowledge of the hotel and travel industries
	5.3.2	Share updated knowledge with customers and colleagues

DUTY: 6. Communicate Effectively on the Telephone

Skill Areas/ Competence	Competence Elements	
6.1 Respond to Incoming Telephone Calls	6.1.1	Answer calls promptly, in an appropriate manner
	6.1.2	Offer friendly assistance to the caller, and accurately establish the purpose of the call
	6.1.3	Repeat call details to the caller
	6.1.4	Answer caller enquiries promptly, or transfer caller to the appropriate location/person
	6.1.5	Record caller requests accurately and pass on to the appropriate department/person for follow-up
	6.1.6	Relay messages accurately to the nominated person within designated timelines
	6.1.7	Report threatening or suspicious phone calls promptly to the appropriate person
	6.1.8	Use language, tone and volume appropriate to phone calls
6.2 Make Telephone Calls	6.2.1	Obtain correct telephone numbers
	6.2.2	Establish clearly the purpose of the call prior to calling
	6.2.3	Use telephone equipment correctly in order to establish contact
	6.2.4	Communicate clearly your name, company and reason for calling
	6.2.5	Be polite and courteous at all times

DUTY: 7. Promote Hospitality Products and Services

Skill Areas/ Competence	Competence Elements
7.1 Develop Product and Service Knowledge	7.1.1 Identify opportunities to sell and promote other product
	7.1.2 Describe the benefits of staff having high levels of product and service knowledge
	7.1.3 Apply formal and informal research techniques to gain product and service knowledge
	7.1.4 Seek customer feedback to supplement product and service knowledge
	7.1.5 Share product and service knowledge
7.2 Promote Products and Services	7.2.1 Describe promotional initiatives that may be used to promote products
	7.2.2 Verbally promote products and/or services to customers
	7.2.3 Demonstrate products and/or services to customers

DUTY: 8. Perform Basic Clerical Procedures

Skill Areas/ Competence	Competence Elements
8.1 Process Office Documents	8.1.1 Process documents with appropriate office equipment
	8.1.2 Identify and rectify and/or report malfunctions promptly
	8.1.3 Use office equipment to process documents
8.2 Draft Correspondence	8.2.1 Write text using clear and concise language
	8.2.2 Text is without spelling, punctuation and/or grammatical errors
	8.2.3 Check information for accuracy prior to sending
8.3 Maintain Documents Systems	8.3.1 File/store documents
	8.3.2 Modify and/or update records management systems

DUTY: 9. Use Common Business Tools and Technology

Skill Areas/ Competence	Competence Elements
9.1 Access and Use Common Business Tools	9.1.1 Identify and access business tools required
	9.1.2 Use business tools efficiently and effectively
	9.1.3 Obtain and maintain business tools required
	9.1.4 Store business tools in accordance with enterprise procedures and to reduce theft and fraudulent activity
9.2 Select and	9.2.1 Select appropriate business technology and/or software applications

Use Common Business Technology	9.2.2 Use technology in a way
9.3 Maintain Technology	9.3.1 Identify and replace used technology consumables
	9.3.2 Carry out and/or arrange routine maintenance
	9.3.3 Identify equipment faults and take appropriate action

DUTY: 10. Access and Retrieve Computer-based Data

Skill Areas/ Competence	Competence Elements
10.1 Open File	101.1 Turn on/access computer system correctly
	101.2 Select or load appropriate software
	101.3 Identify and open correct file
10.2 Access Computer-Based Data	10.2.1 Use computer features to access a range of data or information
	10.2.2 Retrieve data using prescribed systems, sequences and appropriate keyboard techniques
	10.2.3 Retrieve data using prescribed systems, sequences and appropriate keyboard techniques
	10.2.4 Use searches and queries to find desired Information
10.3 Retrieve Computer-Based Data	10.3.1 Locate data to be retrieved
	10.3.2 Check that data meets requirements
	10.3.3 Print or transfer file to data storage medium as required.

DUTY: 11. Develop and Update Local Knowledge

Skill Areas/ Competence	Competence Elements
11.1 Develop Local Knowledge	11.1.1 Identify and access sources for information on the local area, correctly
	11.1.2 Identify and obtain information to assist queries on local/national tourism industry, correctly
	11.1.3 Identify and obtain information to assist queries on local/national tourism industry, correctly
	11.1.4 Share information with colleagues
11.2 Update Local Knowledge	11.2.1 Use informal and/or formal research
	11.2.2 Share updated knowledge
	11.2.3 Incorporate the sharing of local knowledge into day to day working activities
11.3 Maintain Contact with Local	11.3.1 Provide accurate local tourism information
	11.3.2 Use local knowledge to promote tourism products and services

Communities	11.3.3 Make customers aware of possible extras, add-ons and further benefits
	11.3.4 Report queries and results to designated person within enterprise for follow-up purpose

DUTY: 12. Manage and Resolve Conflict Situations

Skill Areas/ Competence	Competence Elements
12.1 Respond to Complaints	12.1.1 Handle complaints sensitively, courteously and discretely
	12.1.2 Take responsibility for resolving complaint/s
	12.1.3 Handle complaints in accordance with enterprise procedures
12.2 Identify and Manage Conflict Situations	12.2.1 Identify potential for conflict quickly and take appropriate action
	12.2.2 Identify threats to personal safety of customers or colleagues quickly and organize appropriate assistance
12.3 Resolve Conflict Situations	12.3.1 Take responsibility for finding a solution to the conflict situations
	12.3.2 Manage conflict by applying effective communication skills and anger management techniques
	12.3.3 Use conflict resolution skills to manage the conflict situation and develop solutions

DUTY: 13. Speak English at a Basic Operational Level

Skill Areas/ Competence	Competence Elements
13.1 Participate in Simple Conversations on Familiar Topics with Work Colleagues	13.1.1 Use and respond appropriately to opening comments
	13.1.2 Comment on familiar topics
	13.1.3 Talk about a past event
	13.1.4 Use closing remarks appropriately to end the conversation
13.2 Respond to Simple Verbal Instructions or Requests	13.2.1 Confirm understanding of supervisor's instructions or requests
	13.2.2 Request repetition or clarification of instructions or requests
13.3 Make Simple Requests	13.3.1 Use polite forms to make simple requests
	13.3.2 Thank the person responding to request
	13.3.3 Acknowledge the person who cannot respond to request

13.4 Describe Routine Procedures	13.4.1 Explain a sequence of events in carrying out a routine job
	13.4.2 Describe exceptions to routine procedures
	13.4.3 Make suggestions on how to improve routine procedures
13.5 Express Likes, Dislikes and Preferences	13.5.1 Talk about likes and dislikes of familiar topics and situations
	13.5.2 Discuss preferences and give reasons
13.6 Identify Different Forms of Expression in English	13.6.1 Construct a formal sentence
	13.6.2 Identify indicators of informal expressions in English
	13.6.3 Differentiate between 'open-ended' and 'closed' questions

1.2 Specialised

DUTY: 1. Provide Accommodation Services

Skill Areas/ Competence	Competence Elements
1.1 Prepare Reception Area for Guest Arrivals	1.1.1 Prepare reception area for service
	1.1.2 Check reception equipment and technology prior to use
	1.1.3 Review expected daily guest movement
	1.1.4 Allocate guest rooms in accordance with special requests
	1.1.5 Follow-up on uncertain arrivals and reservations
	1.1.6 Compile arrivals lists
	1.1.7 Distribute arrivals list as required
	1.1.8 Notify departments in relation to special requests and VIPs
1.2 Perform Check-In Functions	1.2.1 Welcome guests on arrival
	1.2.2 Determine if guest has reservation and confirm and explain reservation details
	1.2.3 Decline a guest
	1.2.4 Complete guest registration process
	1.2.5 Issue keys and vouchers
	1.2.6 Follow internal accounting protocols
	1.2.7 Explain room and house facilities and services to guests
	1.2.8 Arrange for porter services
	1.2.9 Implement standard house protocols for problem situations
	1.2.10 Monitor guest arrivals and take appropriate action
1.3 Perform 'During Stay' Functions	1.3.1 Process room change requests
	1.3.2 Process extensions to stays
	1.3.3 Process variations to guest numbers
	1.3.4 Process variations in-room rates
	1.3.5 Process upgrades
	1.3.6 Process special requests
	1.3.7 Process guest charges
	1.3.8 Respond to guest queries
1.4 Perform Check-Out Functions	1.4.1 Maintain and prepare guest accounts
	1.4.2 Prepare and review departures lists
	1.4.3 Present accounts to guests
	1.4.4 Process payments and refunds and issue receipts
	1.4.5 Process express check-outs
	1.4.6 Process group check-out
	1.4.7 Distribute departures list

	1.4.8 Assist guest with on departure requests
1.5 Prepare Front Office Records and Reports	1.5.1 Prepare and update front office records

DUTY: 2. Receive and Process Reservations

Skill Areas/ Competence	Competence Elements
2.1 Describe the Elements of the Reservation System	2.1.1 Differentiate between a manual reservation system and a computerised reservation system
	2.1.2 Describe the types of bookings
	2.1.3 Identify the ways in which reservations may be received
	2.1.4 Differentiate between customers who may require reservations
2.2 Respond to Reservation Requests	2.2.1 Acknowledge customer who wishes to make a reservation
	2.2.2 Identify required reservation details
	2.2.3 Advise customer of availability of requested booking
	2.2.4 Offer alternatives if requested booking is unavailable
	2.2.5 Offer advice and information about available products, services, and facilities
	2.2.6 Respond to questions asked by customer
2.3 Enter Reservation Details into System	2.3.1 Record reservation details
	2.3.2 Update and utilise existing customer history
	2.3.3 Confirm booking details with customer
	2.3.4 Explain relevant reservation issues
	2.3.5 Accept payment for reservation
	2.3.6 File reservation
	2.3.7 Generate reservation-related documentation
2.4 Maintain Reservations	2.4.1 Amend existing reservations
	2.4.2 Cancel reservations
	2.4.3 Follow up unconfirmed reservations
	2.4.4 Update internal records, documents, and files
2.5 Communicate Reservation Details to Others	2.5.1 Notify internal personnel, service areas and departments
	2.5.2 Notify external organisations in relation to reservations

DUTY: 3. Process Transaction for Services Rendered

Skill Areas/ Competence	Competence Elements
3.1 Prepare Point- Of-Sale Area for Operation	3.1.1 Prepare point-of-sale register/ terminal
	3.1.2 Open point-of-sale register/ terminal
	3.1.3 Obtain cash float
	3.1.4 Ensure supplies of change
	3.1.5 Obtain supplies of point-of-sale documentation
	3.1.6 Clean and tidy the point-of-sale area and equipment
3.2 Process Payments and Receipts During Trade	3.2.1 Calculate or verify amount due from customer/ guest
	3.2.2 Accept cash payments and issue receipts
	3.2.3 Process advanced deposits and payments
	3.2.4 Process advanced deposits and payments
	3.2.5 Give change
	3.2.6 Complete required documentation throughout trading to record transactions
	3.2.7 Issue cash internally
	3.2.8 Make cash payments
	3.2.9 Apply appropriate customer/ guest service skills

DUTY: 4. Maintain a Paper-Based Filing and Retrieval System

Skill Areas / Competence	Competencies Elements
4.1 Retrieve Files in Response to Information Requests	4.1.1 Locate specified files/ records within designated timelines
	4.1.2 Retrieve relevant file
	4.1.3 Record movements of documentation
	4.1.4 Follow security and confidentiality procedures
4.2 Maintain Existing Recording and Filing Systems	4.2.1 Maintain recording and filing systems
	4.2.2 Allocate new documents to designated category
	4.2.3 Monitor the issue and return of documents
	4.2.4 Archive, remove and update documents
	4.2.5 Identify and locate required files and dispatch to nominated person or section
	4.2.6 Monitor and record file and document movements
	4.2.7 Maintain documents in good condition and in correct location
	4.2.8 Separate confidential files from general files
	4.2.9 Monitor security system

DUTY: 5. Maintain Guests' Financial Record

Skill Areas/ Competence	Competence Elements
5.1 Determine the Context of Guest Financial Records	5.1.1 Identify the financial documentation involved
	5.1.2 Identify the goods and services that require record maintenance
	5.1.3 Identify the accounting process for the establishment
	5.1.4 Identify the types of transaction processed
	5.1.5 Identify the deposit and advance payment requirements
	5.1.6 Identify the room rates that apply to the property
	5.1.7 Identify the guest record keeping system
	5.1.8 Identify the personnel responsible for guest financial records
	5.1.9 Identify the limitations and restrictions that apply to guest financial transactions
	5.1.10 Identify the procedures for dealing with problem account situations
	5.1.11 Identify the payment options for guests
5.2 Establish Guest Financial Record	5.2.1 Open guest account
	5.2.2 Obtain and record payment from guests on arrival
	5.2.3 Notify revenue centres
	5.2.4 Update guest account on arrival of guest
	5.2.5 Check guest history
5.3 Maintain Guest Financial Record	5.3.1 Update charges to guest account
	5.3.2 Update payments made on guest account
	5.3.3 Monitor house limits on guest accounts
	5.3.4 File supporting documentation for charges and products and services rendered
	5.3.5 Reconcile guest accounts
	5.3.6 Notify revenue centres regarding changes to guest status
	5.3.7 Make refunds
	5.3.8 Contribute towards night audit functions
	5.3.9 Prepare account for payment
5.4 Finalise Guest Financial Record	5.4.1 Present account to guest for payment
	5.4.2 Explain charges
	5.4.3 Accept payment
	5.4.4 Record payment
	5.4.5 Process finalised guest account
	5.4.6 Deal with late charges

2. COMPETENCY STANDARDS

2.1 Generic

Duty	1. Work Effectively with Customer and Colleagues
Competence	**Performance Criteria**
1.1 COMMUNICATE EFFECTIVELY	1. Relay information in a clear and concise manner using ***appropriate communication techniques*** 2. Use ***language and tone appropriate*** to a particular audience, purpose and situation, taking into account the relevant factors involved 3. Use active listening and questioning to facilitate effective two-way communication with others 4. Identify potential and existing ***conflicts*** and seek solutions in conjunction with all involved parties 5. Complete routine ***workplace documentation*** accurately in a timely manner ***Range*** ***Appropriate communication techniques:*** ▪ the use of active listening ▪ the use of both open and closed questions ▪ speaking clearly and concisely ▪ using appropriate language and tone of voice ▪ being attentive ▪ maintaining eye contact in face-to-face interactions ▪ the use of appropriate non-verbal communication in face- to-face interactions, e.g. body language, attention and personal presentation ***Appropriate language and tone:*** ▪ using simple, concise language that can be easily understood by the audience ▪ using appropriate tone, e.g. not patronising, not too loud, not too soft, not yelling, not angry, etc. ***Conflicts:*** ▪ group conflict ▪ conflict with individuals ▪ conflict with co-workers ***Workplace documentation:*** ▪ letters ▪ memos ▪ faxes ▪ emails ▪ invoices and purchase orders

1.2 ESTABLISH AND MAINTAIN EFFECTIVE RELATIONSHIPS WITH COLLEAGUES AND CUSTOMERS	1. Meet both *internal customers'* and *external customers'* needs and expectations in accordance with organisation standards, policies and procedures and within acceptable time frames.
	2. Assist to resolve workplace conflict and manage difficulties to achieve positive outcomes
	3. Maintain a positive and co-operative manner
	4. *Non-discriminatory attitudes and language* are used when interacting with customers, staff and management consistently
	
	Range
	Internal customers:
	  ▪ colleagues working in another department
	  ▪ team members
	  ▪ supervisor or managers.
	
	External customers:
	  ▪ suppliers
	  ▪ people who buy the goods and services the enterprise sells
	
	Non-discriminatory attitudes and language:
	  ▪ language in relation to race and ethnicity
	  ▪ not making assumptions about physical or intellectual abilities
	  ▪ the use of non-discriminatory language in relation to the portrayal of people with disabilities
	  ▪ using non-sexist and gender inclusive language.

1.3 WORK IN A TEAM	1. Request or provide assistance so that work activities can be completed
	2. Provide support to colleagues to ensure achievement of team goals
	3. Recognise and accommodate *cultural differences* within the team
	4. Identify, prioritise and complete individual tasks within designated timelines
	5. Acknowledge and respond to feedback and information from other team members
	
	Range
	Cultural differences:
	  ▪ forms of address
	  ▪ levels of formality/informality
	  ▪ non-verbal behaviour
	  ▪ work ethics
	  ▪ personal grooming
	  ▪ family obligations

	▪ recognised holidays
	▪ special needs
	▪ preferences for personal interactions

Duty	2. Work in A Socially Diverse Environment
Competence	**Performance Criteria**
2.1 COMMUNICATE WITH CUSTOMERS AND COLLEAGUES FROM DIVERSE BACKGROUNDS	1. Value customers and colleagues from different cultural groups and treat them with respect and sensitivity 2. Take into consideration *cultural differences* in all verbal and non-verbal communication 3. Attempt to *overcome language barriers* 4. Obtain *assistance* from colleagues, reference books or outside organisations when required ***Range*** ***Cultural differences:*** ▪ Forms of address ▪ Levels of formality/informality ▪ Non-verbal behaviour ▪ Work ethics ***Overcome language barriers:*** ▪ Use simple gestures ▪ Use simple words ▪ Use words in the other person's language ▪ Describe goods and services simply ▪ Use diagrams or maps to give simple directions ***Assistance:*** ▪ Co-workers who speak the same language ▪ Interpreter services ▪ Diplomatic services ▪ Supervisors, or managers, or specialist customer service staff within the enterprise.
2.2 DEAL WITH CROSS CULTURAL MISUNDERSTANDINGS	1. Identify *issues* which may cause conflict or *misunderstanding in the workplace* 2. Address difficulties with the appropriate people and seek assistance from team leaders or others where required 3. Consider possible cultural differences when difficulties or misunderstandings occur 4. Make efforts to *resolve misunderstandings*, taking account of cultural considerations ***Range*** ***Issues:*** ▪ Competing group, family or personal interests

	▪ Power and control issues ▪ Lack of communication ▪ Personality clashes ▪ Cross-cultural issues ▪ Differences between cultural groups ▪ Dissatisfaction in the community ▪ Competing needs ***Misunderstandings in the workplace:*** ▪ Speaking too quickly/quietly ▪ No visual clues ▪ Poor observation ▪ Poor communication style ▪ Intolerance ▪ Prejudice ▪ Inadequate language skills ▪ Not clarifying or asking questions ▪ Inappropriate body language ▪ Poor understanding of other cultures. ***Resolve misunderstandings:*** ▪ Staff training ▪ Utilising staff cultural skills ▪ Employing a variety of communication methods ▪ Knowledge of location of cultural buildings sites and support agencies ▪ Developing an understanding and tolerance of cultural diversity ▪ Overcoming prejudice and assumptions ▪ Utilising non-verbal communication skills ▪ Actively seeking to break down barriers ▪ Refer issues and problems to the appropriate team leader/supervisor for follow up

Duty	3. Implement Occupational Health & Safety Procedures
Competence	**Performance Criteria**
3.1 PROVIDE INFORMATION ON HEALTH AND SAFETY PROCEDURES	1. Explain relevant health and safety information, including enterprise specific details, accurately and clearly to staff 2. Make health and safety information accessible to staff
3.2 IMPLEMENT AND MONITOR PROCEDURES FOR CONTROLLING HAZARDS AND RISKS	1. Identify and report workplace hazards and risks promptly by maintaining close contact with day-to-day workplace operations 2. Implement and monitor risk control procedures in accordance with enterprise and legal requirements 3. Evaluate and adjust risk control procedures as required
3.3 IMPLEMENT AND MONITOR HEALTH AND SAFETY TRAINING	1. Identify health and safety training needs through regular workplace monitoring 2. Arrange training interventions as appropriate on a timely basis
3.4 MAINTAIN HEALTH AND SAFETY RECORDS	1. Complete records accurately in accordance with enterprise and legal requirements 2. Aggregate information and data from work area records are used to identify hazards and monitor risk control procedures in work area

Duty	4. Comply with Workplace Hygiene Procedures
Competence	**Performance Criteria**
4.1 FOLLOW HYGIENE PROCEDURES	1. Identify relevant workplace hygiene procedures that need to be adhered to 2. Identify enterprise standards and legislated requirements that apply to relevant workplace hygiene procedures 3. Follow workplace hygiene procedures in accordance with enterprise standards and legislated requirements 4. Maintain tidy and hygienic office and front of house service area
4.2 IDENTIFY AND PREVENT HYGIENE RISKS	1. Identify potential food, personal, environmental and other risks in the workplace promptly 2. Take action to minimise or remove the risk of food contamination within the scope of individual responsibility

Duty	5. Maintain Hospitality Industry Knowledge	
Competence	**Performance Criteria**	
5.1 SEEK INFORMATION ON THE HOSPITALITY INDUSTRY	1. Identify and access *sources of information* on the hotel and travel industries, appropriately and correctly. 2. Obtain information on the hotel and travel industries to assist effective work performance within the industries 3. Use knowledge of the hotel and travel industries in the correct context to enhance quality of work performance 4. Obtain information on other industries to enhance quality of work performance ***Range*** ***Information:*** ▪ Different sectors of the hospitality industry, their inter-relationships and the services available in each sector ▪ Relationships between tourism and hospitality ▪ Relationships between the hospitality industry and other industries ▪ Industry working conditions ▪ Environmental issues and requirements ▪ Industrial relations issues and major organisations ▪ Career opportunities within the industry ▪ The work ethic required to work in the industry ▪ Industry expectations of staff ▪ Quality assurance. ***Sources of information:*** ▪ Media ▪ Reference books ▪ Libraries ▪ Unions ▪ Industry associations ▪ Industry journals ▪ Internet ▪ Information services ▪ Personal observation and experience ▪ Colleagues, supervisors and managers ▪ Industry contacts, mentors and advisors. ***Industries:*** ▪ Entertainment ▪ Food production ▪ Wine production ▪ Recreation ▪ Meetings and events ▪ Retail.	

Competence	Performance Criteria
5.2 USE INFORMATION ON LEGAL AND ETHICAL ISSUES FOR THE HOSPITALITY INDUSTRY	1. Use information on legal issues and ethical issues to assist effective work performance 2. Conduct day-to-day hospitality industry activities in accordance with legal obligations and ethical industry practices **_Range_** **_Legal issues:_** ▪ Consumer Protection ▪ Sales of Goods Act29 ▪ Customs Act ▪ Electronic Transactions Act ▪ Child and Young Act ▪ Intoxicating Substance Act ▪ Registration of Guests Act **_Ethical issues:_** ▪ Confidentiality ▪ Commission procedures ▪ Overbooking ▪ Pricing ▪ Tipping ▪ Familiarizations ▪ Gifts and services free of charge ▪ Product recommendations.
5.3 UPDATE HOSPITALITY INDUSTRY KNOWLEDGE	1. Identify and use a range of opportunities to update general knowledge of the hotel and travel industries 2. Share updated knowledge with customers and colleagues as appropriate and incorporate this knowledge into day-to-day work activities.

Duty	6. Communicate Effectively on the Telephone
Competence	**Performance Criteria**
6.1 RESPOND TO INCOMING TELEPHONE CALLS	1. Answer calls promptly, in an **_appropriate manner_** in accordance with **_enterprise standards_** 2. Offer friendly assistance to the caller, and accurately establish the purpose of the call. 3. Repeat call details to the caller to confirm understanding 4. Answer caller enquiries promptly, or transfer caller to the appropriate location/person 5. Record caller requests accurately and pass on to the appropriate department/person for follow-up 6. Relay messages accurately to the nominated person within designated timelines 7. Report **_threatening or suspicious phone calls_** promptly to the appropriate person, in accordance with enterprise

	procedures
	8. Use *language, tone and volume* appropriate to phone calls
	Range **_Appropriate manner:_** ▪ Polite language ▪ Appropriate welcoming phrase ▪ Enthusiasm ▪ Friendliness ▪ Willingness to help.
	Enterprise standards: ▪ Appropriate greeting/s ▪ Number of rings call should be answered within ▪ Personal identification ▪ Use of caller's name
	Offer of assistance if person within organization is unavailable to take the caller's call. Establish the purpose of the call: ▪ Asking questions ▪ Listening to information given.
	Threatening or suspicious phone calls: ▪ Bomb threats ▪ Talking about violent acts.
	Language, tone and volume: ▪ Pleasant ▪ Friendly ▪ Easy to understand.
6.2 MAKE TELEPHONE CALLS	1. Obtain correct telephone numbers 2. Establish clearly the purpose of the call prior to calling 3. Use *telephone equipment* correctly in order to establish contact 4. Communicate clearly your name, company and reason for calling 5. Be polite and courteous at all times **_Range_** **_Telephone equipment:_** ▪ Activation system, e.g.: ringing, buzzing, light flashing ▪ Use of speaker button, hand piece or hands-free headset ▪ Placing calls on hold ▪ Transferring calls ▪ Using intercom system to page

	▪ Single or multiple lines.

Duty	**7. Promote Hospitality Products and Services**
Competence	**Performance Criteria**
7.1 DEVELOP PRODUCT AND SERVICE KNOWLEDGE	1. Identify *opportunities to develop product and service knowledge* 2. Describe the *benefits of staff having high levels of product and service knowledge* 3. Apply *formal and informal research techniques* to gain product and service knowledge 4. Seek *customer feedback* to supplement product and service knowledge 5. *Share product and service knowledge* with other relevant internal personnel *Range* *Opportunities to develop product and service knowledge:* ▪ personal experience ▪ reading informational brochures and other materials provided by suppliers and manufacturers ▪ reading product labels ▪ attending product launches ▪ visiting suppliers, distributors and manufacturers ▪ talking to sales representatives *Benefits of staff having high levels of product and service knowledge:* ▪ being able to provide professional assistance to customers ▪ being able to distinguish between alternatives ▪ meeting customer expectations ▪ maximizing selling opportunities ▪ being better able to meet and overcome buying objections *Product and service knowledge:* ▪ tours and transport ▪ conferences and conventions ▪ function and entertainment facilities ▪ shopping and restaurant facilities ▪ food and beverage ▪ retail shops in properties, such as bottle shops, gift shops, foyer shops, souvenir shops *Formal and informal research techniques:* ▪ discussions with colleagues, management and customers

	- reading internal enterprise material about products and services - becoming familiar with customer comments, including complaints - reading and researching product data and information provided by suppliers - conducting internal testing to determine quality and differentials - general media research - developing, distributing and analysing the responses to questionnaires - reading surveys and ratings undertaken by third parties ***Customer feedback:*** - developing, distributing and analyzing the responses to questionnaires - talking to customers and actively seeking their opinion and thoughts on products and services - checking internal buying patterns and trends ***Share product and service knowledge:*** - conducting internal staff meetings to share information - developing paper-based information and data sheets for staff to use - conducting internal product and service demonstrations - conducting taste testing of food and beverages - allowing staff to experience services provided by the organization
7.2 PROMOTE PRODUCTS AND SERVICES	1. Describe promotional initiatives that may be used to promote products 2. Verbally promote products and/or services to customers 3. Demonstrate products and/or services to customers

Duty	8. Perform Basic Clerical Procedures	
Competence	**Performance Criteria**	
8.1 PROCESS OFFICE DOCUMENTS	1. **Process documents** with appropriate office equipment in accordance with enterprise procedures and within designated timelines 2. Identify and rectify and/or report malfunctions promptly in accordance with enterprise procedures 3. Use office equipment to process documents **_Range_** **_Documents:_** ▪ mail, such as incoming and outgoing correspondence, guest mail and courier ▪ files, such as customer records, correspondence, financial records, receipts, invoices and orders ▪ correspondence, such as letters, facsimiles, memos and reports ▪ menus **_Process:_** ▪ collating ▪ binding ▪ photocopying ▪ mailing ▪ e-mailing ▪ filing. **_Office equipment:_** ▪ photocopier ▪ facsimile ▪ computer printer ▪ scanner	
8.2 DRAFT CORRESPONDENCE	1. Write text using clear and concise language 2. Text is without spelling, punctuation and/or grammatical errors 3. Check information for accuracy prior to sending	
8.3 MAINTAIN DOCUMENT SYSTEMS	1. File/store documents in accordance with enterprise procedures 2. Modify and/or update records management systems in accordance with enterprise procedures	

Duty	9. Use Common Business Tools and Technology
Competence	**Performance Criteria**
9.1 ACCESS AND USE COMMON BUSINESS TOOLS	1. Identify and access **business tools** required to achieve work outcomes in accordance enterprise policy and procedures 2. Use business tools efficiently and effectively and in accordance with enterprise policy and procedures 3. Obtain and maintain business tools required to support workplace activities 4. Store business tools in accordance with enterprise procedures and to **reduce theft and fraudulent activity** ***Range*** ***Business tools:*** ▪ information, knowledge and other intellectual resources ▪ finances ▪ facilities ▪ equipment ▪ stock and supplies. ***Reduce theft and fraudulent activity:*** ▪ security systems ▪ staff undertaking police checks ▪ lockable storage ▪ stock control processes ▪ restricted assess protocols
9.2 SELECT AND USE COMMON BUSINESS TECHNOLOGY	1. Select appropriate **business technology** and/or **software applications** to achieve the requirements of **work task** 2. Use **technology** in a way which promotes a safe work environment ***Range*** ***Business technology:*** ▪ computer equipment ▪ digital cameras ▪ security surveillance technology ▪ hand-held input devices ▪ communication systems. ***Software applications:*** ▪ word processing packages ▪ spreadsheet packages ▪ accounting packages ▪ database packages ▪ presentation packages

	▪ internet browsers ***Work task:*** ▪ processing reservations ▪ undertaking stock takes ▪ processing financial records ▪ producing documentation
9.3 MAINTAIN TECHNOLOGY	1. Identify and replace used technology ***consumables*** in accordance with manufacturer's instructions and organizational requirements 2. Carry out and/or arrange ***routine maintenance*** to ensure that equipment is maintained in accordance with manufacturer's instructions and enterprise requirements 3. Identify equipment faults and take appropriate action in accordance with manufacturer's instructions or by seeking specialized assistance ***Range*** ***Consumables***: ▪ toner ▪ tapes ▪ discs ▪ Universal Serial Bus (USB) drives ▪ external hardware ***Routine maintenance:*** ▪ creating more space on the hard disk ▪ cleaning dust from internal and external surfaces ▪ using up-to-date antivirus programs ▪ backing up files before major maintenance ▪ reviewing and updating programs ▪ deleting unwanted files/programs. ***Specialized assistance:*** ▪ internal maintenance support ▪ external maintenance support ▪ use of commercial 'help' desks ▪ contractors ▪ manufacturers.

Duty	10. Access and Retrieve Computer-based Data
Competence	**Performance Criteria**
10.1 OPEN FILE	1. Turn on/access computer system correctly 2. Select or load appropriate software 3. Identify and open correct file

10.2 ACCESS COMPUTER-BASED DATA	1. Use computer features to access a range of data or information 2. Retrieve data using prescribed systems, sequences and appropriate keyboard techniques 3. Access data stored on a variety of data storage mediums, private computer networks and the Internet 4. Use searches and queries to find desired information
10.3 RETRIEVE COMPUTER-BASED DATA	1. Locate data to be retrieved 2. Check that data meets requirements 3. Print or transfer file to data storage medium as required.

Duty	11. Develop and Update Local Knowledge
Competence	**Performance Criteria**
11.1 DEVELOP LOCAL KNOWLEDGE	1. Identify and access sources for *information* on the local area, correctly 2. Identify and obtain information to assist queries on local/national tourism industry, correctly 3. Store and update information according to enterprise procedures 4. Share information with colleagues *Range* *Information:* ▪ General information on the tourism industry ▪ Local tourism destinations, facilities, infrastructure and modes of transportation ▪ Tourism products, services, facilities, rates ▪ Environmental issues ▪ Local transport ▪ Local attractions, tours, events, places of interest ▪ Local customs
11.2 UPDATE LOCAL KNOWLEDGE	1. Use *informal and/or formal research* to update local knowledge 2. Share updated knowledge with customers and colleagues, as appropriate 3. Incorporate the sharing of local knowledge into day to day working activities *Range* *Informal and/or formal research:* ▪ Networking activities ▪ Familiarization activities ▪ Internet research ▪ Travel and tourism literature
11.3 MAINTAIN	1. Provide accurate local tourism information in response to queries

CONTACT WITH LOCAL COMMUNITIES	2. Use local knowledge to promote **tourism products and services** to encourage usage and purchase 3. Make customers aware of possible extras, add-ons and further benefits 4. Report queries and results to designated person within enterprise for follow-up purposes ***Range*** ***Tourism products and services***: ▪ Destinations ▪ Facilities ▪ Accommodation ▪ Attractions, tours, places of interest ▪ Transportation

Duty	12. Manage and Resolve Conflict Situations
Competence	**Performance Criteria**
12.1 RESPOND TO COMPLAINTS	1. Handle complaints sensitively, courteously and discreetly 2. Take responsibility for resolving complaint/s 3. Handle complaints in accordance with enterprise Procedures
12.2 IDENTIFY AND MANAGE CONFLICT SITUATIONS	1. Identify potential for conflict quickly and take appropriate action to prevent escalation 2. Identify threats to personal safety of customers or colleagues quickly and organize appropriate assistance.
12.3 RESOLVE CONFLICT SITUATIONS	1. Take responsibility for finding a solution to the conflict situations within scope of individual responsibility and job role 2. Manage conflict by applying effective communication skills and anger management techniques 3. Use conflict resolution skills to manage the conflict situation and develop solutions

Duty	13. Speak English at a Basic Operational Level
Competence	**Performance Criteria**
13.1 PARTICIPATE IN SIMPLE CONVERSATIONS ON FAMILIAR TOPICS WITH WORK COLLEAGUES	1. Use and respond appropriately to opening comments 2. Comment on familiar topics 3. Talk about a past event 4. Use closing remarks appropriately to end the conversation
13.2 RESPOND TO SIMPLE VERBAL	1. Confirm understanding of supervisor's instructions or requests 2. Request repetition or clarification of instructions or

INSTRUCTIONS OR REQUESTS	requests
13.3 MAKE SIMPLE REQUESTS	1. Use polite forms to make simple requests 2. Thank the person responding to your request 3. Acknowledge the person who cannot respond to your request
13.4 DESCRIBE ROUTINE PROCEDURES	1. Explain a sequence of events in carrying out a routine job 2. Describe exceptions to routine procedures 3. Make suggestions on how to improve routine procedures
13.5 EXPRESS LIKES, DISLIKES AND PREFERENCES	1. Talk about likes and dislikes of familiar topics and situations 2. Discuss preferences and give reasons
13.6 IDENTIFY DIFFERENT FORMS OF EXPRESSION IN ENGLISH	1. Construct a formal sentence 2. Identify indicators of informal expressions in English 3. Differentiate between 'open-ended' and 'closed' questions

2.2 Specialised

Duty	1. Provide Accommodation Services
Competence	**Performance Criteria**

1.1 PREPARE RECEPTION AREA FOR GUEST ARRIVALS	1. *Prepare reception area* for service
	2. *Check reception equipment and technology* prior to use
	3. Review expected daily guest movement
	4. *Allocate guest rooms* in accordance with special requests, *where possible*
	5. *Follow-up on uncertain arrivals* and reservations
	6. Compile *arrivals lists*
	7. *Distribute arrivals list* as required
	8. Notify departments in relation to special requests and VIPs
	
	Range
	Prepare reception area:
	  ▪ Ensuring cleanliness and presentation of reception area
	  ▪ Participating in and facilitating hand over between shifts
	  ▪ Checking all requisites are ready in sufficient quantity for the expected shift.
	
	Check reception equipment and technology:
	  ▪ Checking the operation and full functionality of all systems and equipment
	  ▪ Arranging for repairs, back-up and service where required
	
	Expected daily guest movement:
	  ▪ Consideration of bookings
	  ▪ Consideration of stay rooms
	  ▪ Consideration of early departures
	  ▪ Consideration of group and individual guest movement
	  ▪ Consideration of late check-outs
	
	Allocate guest rooms:
	  ▪ Pre-rooming of individuals and groups
	  ▪ Setting up of guest accounts to reflect allocated rooms
	  ▪ Checking of room rates to align with promised/ requested rates
	  ▪ Setting up keys for group arrivals
	  ▪ Updating room status, reservations and pre-registrations
	
	Follow-up on uncertain arrivals:
	  ▪ Checking with booking agencies
	  ▪ Contacting guests in-person by telephone
	  ▪ Updating room status, reservations and pre-registrations
	  ▪ Advising guests on enterprise cancellation policy

	Arrivals lists: ▪ Individual arrivals ▪ Group arrivals ▪ Consideration of VIPs and complimentary guests ▪ Liaison with departments – such as housekeeping, management, maintenance, laundry, food and beverage, room service *Distribute arrivals list:* ▪ Housekeeping ▪ Concierge ▪ Porters ▪ Security ▪ Food and beverage ▪ Laundry ▪ Kitchen
1.2 PERFORM CHECK-IN FUNCTIONS	1. Welcome guests on arrival 2. ***Determine if guest has reservation*** and confirm and explain reservation details 3. Determine if guest is a walk-in and identify if room is available 4. ***Decline a guest*** if appropriate 5. Complete ***guest registration*** process 6. ***Issue keys and vouchers*** as required 7. Follow ***internal accounting protocols*** 8. Explain ***room and house facilities and services*** to guests 9. Arrange for porter services 10. Implement ***standard house protocols for problem situations*** 11. ***Monitor guest arrivals*** and take appropriate action as required ***Range*** ***Determine if guest has reservation:*** ▪ Checking guest identification ▪ Confirming length of stay and date/time of departure ▪ Confirming room rate ▪ Explaining services, facilities, vouchers and complimentary items that accompany the ▪ booking ▪ Confirming advanced deposits received ▪ Identifying room type and number ***Decline a guest is the refusal to room a guest for reasons such as:*** ▪ Guest has been black-listed, or previously skipped without paying

- Guest is intoxicated, violent or quarrelsome
- Guest has prior bad reputation/history
- Guest has insufficient means to pay for room in advance
- Guest has no luggage
- No rooms available

Guest registration:
- Verifying and obtaining proof of guest identity
- Completing of guest registration card by guest by supplying necessary personal details
- Obtaining confirmation from guest that pre-registration details are correct
- Obtaining guest signature

Issue keys and vouchers:
- Explaining use of key cards
- Explaining entitlements and limitations of vouchers

Internal accounting protocols:
- Issuing receipt for advanced deposits received
- Obtaining deposit and/or room payment
- Applying discounts to entitled guests
- Obtaining copy of credit/debit card from guest

Room and house facilities and services:
- Promoting in-house products and services
- Making bookings for restaurants
- Arranging room service
- Advising of safe-keeping facilities
- Liaising with concierge and porters
- Using effective selling skills

Standard house protocols for problem situations:
- Over-booking
- Room not ready
- Drunk, violent or intoxicated guest
- Black-listed guests
- Treatment of people who claim they are guests but have no proof of same
- Removal of undesirable people from reception and foyer area

Monitor guest arrivals:
- Examining actual arrivals against expected arrivals
- Checking type of booking, i.e. guaranteed, confirmed, no guarantee, held till a specified time
- Identifying and attempting to contact 'No Shows'
- Contacting people who are on 'Wait List'

	▪ Putting rooms back on the board/system for sale.
1.3 **PERFORM 'DURING STAY' FUNCTIONS**	1. Process room change requests 2. Process extensions to stays 3. Process variations to guest numbers 4. Process variations in-room rates 5. Process upgrades 6. Process special requests 7. Process guest charges 8. Respond to guest queries ***Range*** ***Performing 'during stay' functions:*** ▪ Updating electronic and paper-based documents ▪ Re-calculating charges and guest accounts ▪ Obtaining signed vouchers as proof of purchase for charges that are to be posted to guest accounts ▪ Processing disbursements ▪ Liaising with other staff and other departments to assist in guest movements, luggage movements and meeting guest requests ▪ Facilitating and/or actioning guest requests, including use of internal and external sources and resources ▪ Posting in-house charges to guest accounts ▪ Advising guests of house facilities and services, local knowledge and forward bookings, as required ▪ Forwarding messages and mail to guests ▪ Providing safe-keeping facilities ▪ Maintaining guest confidentiality and privacy
1.4 PERFORM CHECK-OUT FUNCTIONS	1. Maintain and ***prepare guest accounts*** 2. Prepare and ***review departures lists*** 3. ***Present accounts*** to guests 4. ***Process payments*** and refunds and issue receipts 5. Process ***express check-outs*** 6. Process ***group check-outs*** 7. ***Distribute departures list*** as required 8. Assist guest with ***on departure requests*** ***Range*** ***Prepare guest accounts:*** ▪ Posting charges ▪ Liaising with night auditor ▪ Ensuring supporting documentation is available to support charges ▪ Checking accuracy of account ***Review departures lists:*** ▪ Factoring in extensions of stays and early departures

	- Identifying group departures - Highlighting special requests and identified needs on departure, such as transfers, luggage assistance, movement and storage, forwarding addresses, advance bookings, disabled support **Present accounts:** - Explaining charges and in-house codes and abbreviations - Ascertaining if guest has made mini-bar or late purchases and adding these to the account - Providing supporting evidence to justify charges - Negotiating reductions in charges, as appropriate, within designated scope of authority **Process payments:** - Referring guest to cashier - Receiving payment in acceptable forms - Obtaining room keys - Processing foreign exchange transactions including - payment by travellers' checks - Referring problems and/or disputes to management - Giving change - Thanking and fare welling guests - Seeking feedback on guest's stay **Express check-outs:** - Explaining how to use express check-out facilities - Distributing express check-out forms, if appropriate - Finalising payment - Forwarding receipt and accompanying documentation to guest **Group check-outs:** - Preparing master account/folio - Preparing individual extras accounts/folios - Liaising with group leader - Obtaining payment or signature for master account/folio - Arranging portaging support to facilitate group movement **Distribute departures list:** - Housekeeping - Concierge and porters - Security - Management - Maintenance

	On departure requests: ■ Recording forwarding addresses ■ Recording details of lost items ■ Making advance bookings for guest ■ Booking transport ■ Making arrangements to forward certain items, such as luggage, laundry items.
1.5 PREPARE FRONT OFFICE RECORDS AND REPORTS	1. Prepare and update *front office records* ***Range*** ***Front office records:*** ■ Updating room status ■ Updating room availability ■ Updating room allocations ■ Updating internal telephone lists ■ Filing and archiving documents – such as registrations cards, supporting documentation for charges, room change forms ■ Updating guest history.

Duty	2. Receive and Process Reservations
Competence	**Performance Criteria**
2.1 DESCRIBE THE ELEMENTS OF THE RESERVATION SYSTEM	1. *Differentiate between a manual reservation system and a computerised reservation system* 2. Describe the *types of bookings* that may be processed 3. Identify *the ways in which reservations may be received* 4. Differentiate between *customers who may require reservations* **Range** *Differentiate between a manual reservation system and a computerised reservation system:* ▪ Identifying of the component parts and elements of each system ▪ Explaining the functions and facilities of each system ▪ Describing the relative advantages and disadvantages of each system *Types of bookings:* ▪ Accommodation suppliers, including hotels, guest houses, caravan parks ▪ Transport carriers, including aircraft, cruise ships, coaches, limousines ▪ Day and extended tour operators ▪ Rental car companies ▪ Dining and meal reservations ▪ Entertainment ▪ Tourist attractions ▪ Events *The ways in which reservations may be received:* ▪ Telephone ▪ Facsimile ▪ Mail ▪ Face-to-face ▪ Internet/e-mail *Customers who may require reservations:* ▪ Private individual ▪ Groups ▪ Corporate customers ▪ Government agencies ▪ Conference delegates ▪ VIPs ▪ Agencies with whom the enterprise has a commercial 'commission paid' agreement for sales/bookings,

	including retail travel consultants, inbound tour companies, other venues/properties.
2.2 RESPOND TO RESERVATION REQUESTS	1. Acknowledge customer who wishes to make a reservation 2. Identify *required reservation details* 3. Advise customer of *availability of requested booking* 4. *Offer alternatives* if requested booking is unavailable 5. *Offer advice* and information about available products, services and facilities 6. *Respond to questions* asked by customer *Range* *Required reservation details:* ▪ Asking for reservation details ▪ Clarifying relevant reservation details, including names, dates, times and special requests ▪ Repeating back booking details for confirmation *Availability of requested booking:* ▪ Available ▪ Not available, booking has to be refused/regretted ▪ Available with conditions, such as premium payment, minimum stay length ▪ Available, but at a different rate, time, day, setting, or other required criteria *Offer alternatives:* ▪ Advising of waitlist options and standby, where applicable ▪ Suggesting different times, days, carrier, venue, etc ▪ Recommending suitable alternatives *Offer advice:* ▪ Attempting to achieve add-on sales ▪ Using up-selling techniques ▪ Making recommendations and suggestions ▪ Providing advice *Respond to questions:* ▪ Providing costs related to the reservation ▪ Advising of product and service features and benefits ▪ Differentiating between available options ▪ Putting customer in contact with relevant internal specialist, where applicable ▪ Taking question on notice, researching the answer and following up with the customer
2.3 ENTER RESERVATION DETAILS INTO SYSTEM	1. Record *reservation details* 2. Update and utilise existing *customer history* 3. Confirm booking details with customer on completion of

data entry
4. Explain relevant *reservation issues*
5. *Accept payment* for reservation
6. *File reservation*
7. Generate *reservation-related documentation*

Range
Reservation details:
- Completing 'required fields' in the computerised
- reservation system
- Specifying dates, times, numbers, names, contact details, plus other criteria, such as flight
- numbers, seating preferences, car type as required by the individual reservation type
- Initiating internal documentation and/or file or folio for the booking
- Complying with internal enterprise reservation protocols
- Multiple entries on various documents/screens as required by the enterprise systems

Customer history:
- Enhancing levels of customer service
- Detailing special requests
- Sharing data with relevant departments
- Confirming existing data

Reservation issues:
- Arrival and departure times
- Payment, including advanced deposits
- Guarantees and warranties that exist, including identification of instances where they do not exist or apply
- Refund and exchange policies
- Final confirmation
- Dates for final payment, where applicable

Accept payment:
- Accepting credit card payment over the telephone
- Explaining required payment details, including amount required and due by dates
- Accepting advanced deposits
- Explaining the enterprise's policies regarding payments
- and deposits
- Explaining that all bookings are tentative until payment is received, where applicable

File reservation:
- Simple paper-based entry

	- File naming of electronic files 'saving' reservations on the computerised reservation system - Visually confirming the reservation has been saved, where appropriate ***Reservation-related documentation:*** - Invoices, credit notes and receipts - Reservation confirmations - Bookings slips, guest folios and other enterprise-specific records - Service vouchers - Information packs and brochures - Distributing documentation as required
2.4 MAINTAIN RESERVATIONS	1. ***Amend existing reservations*** as required 2. Cancel reservations 3. Follow up ***unconfirmed reservations*** 4. ***Update internal records***, documents and files as required ***Range*** ***Amend existing reservations:*** - Changing stay lengths, dates - Altering flight, or travel details and itineraries - Changing times and customer numbers - Updating customer contact and billing details ***Unconfirmed reservations:*** - Contacting customer for verbal feedback - Soliciting payment - Advising of status of reservation subject to non-payment - Making courtesy reminder calls - Advising customers of enterprise requirements for reservation confirmation and payment ***Update internal records:*** - Recording payment amounts made, such as payment in full, deposits - Adjusting records to reflect refunds given and discounts allowed - Entering financial data into paper-based or electronic financial records, as required by the enterprise - Preparing records for night audits and report generation, as required - Complying with internal record keeping and accounting protocols

2.5 COMMUNICATE RESERVATION DETAILS TO OTHERS	1. ***Notify internal personnel***, service areas and departments in relation to reservations 2. ***Notify external organisations*** in relation to reservations ***Range*** ***Notify internal personnel:*** ▪ Immediately notifying urgent requests, special requests, VIPs and late reservations ▪ Passing on information to the area that is the host for the booking, as well as all other relevant support departments and personnel ▪ Providing all relevant reservation details, such as times, dates, special requests, guest status, payment status, promises made ***Notify external organisations:*** ▪ Immediately notifying urgent requests, special requests, VIPs and late reservations ▪ Providing all relevant reservation details, such as times, dates, special requests, guest status, payment status, promises made ▪ Indicating details of commissions payable/receivable

Duty	3. Process Transaction for Services Rendered
Competence	**Performance Criteria**
3.1 PREPARE POINT-OF- SALE AREA FOR OPERATION	1. *Prepare point-of-sale register/*terminal for operation 2. *Open point-of-sale register/terminal* 3. Obtain *cash float* 4. Ensure *supplies of change* 5. Obtain supplies of *point-of-sale documentation* 6. Clean and tidy the point-of-sale area and equipment *Range* *Prepare point-of-sale register/terminal:* ▪ Turning equipment on ▪ Altering date ▪ Updating price/product look up (plus) to reflect specials and deals ▪ Checking operation of register/terminal ▪ Verifying audit roll and/or replacing as required ▪ Cleaning register/terminal *Open point-of-sale register/terminal:* ▪ Entering individual staff member operator code ▪ Verifying correct operation of register/terminal *Cash float:* ▪ Verifying contents of float ▪ Clarifying and addressing discrepancies ▪ Signing for float *Supplies of change:* ▪ Ordering of change and completion of correct documentation ▪ Obtaining sufficient notes and coins ▪ Exchanging notes for coins ▪ Signing for change ▪ Securing supplies of change *Point-of-sale documentation:* ▪ Register/terminal audit rolls ▪ Register/terminal receipt rolls ▪ Receipt book ▪ Refund documentation ▪ Change ordering documentation ▪ Reconciliation documentation ▪ Credit card documentation. Calculating all service fees ▪ Ensuring appropriate discounts are given to customers/guests ▪ Calculating appropriate taxes, fees and levies ▪ Explaining all charges to customers/guests

3.2 PROCESS PAYMENTS AND RECEIPTS DURING TRADE	1. Calculate or verify amount due from customer/guest 2. Accept *cash payments* and issue receipts 3. Accept *non-cash payments* and issue receipts 4. Process *advanced deposits and payments* 5. Give change as required 6. Complete *required documentation* throughout trading to record transactions 7. *Issue cash internally*, as required 8. *Make cash payments* on behalf of the enterprise 9. Apply appropriate *customer/guest service skills* ***Range*** ***Cash payments:*** ▪ Payment in notes and coins ▪ Payment in a foreign currency ▪ Verifying money presented by customer/guest ▪ Calculating currency exchange rates and relevant fees, where applicable ***Issue receipts:*** ▪ Issuing receipts via cash register/terminal ▪ Issuing handwritten receipt ▪ Complying with legal requirements of host country to provide receipt ***Non-cash payments:*** ▪ Debit and credit cards ▪ Checks, including personal, business and travellers'' ▪ checks ▪ Electronic funds transfers at point of sale ▪ In-house vouchers ▪ Charges to company accounts ▪ Foreign currency ▪ Making required checks to ensure authenticity of payment option ***Advanced deposits and payments:*** ▪ Accommodation ▪ Functions ▪ Meals and beverages ▪ Room hire and associated charges ▪ Pre-payments for assorted events ▪ Payment by cash and other means ***Required documentation:*** ▪ Internal documentation ▪ External agent documentation

	Issuing cash internally: ▪ Validating documentation and identity of person requesting change/money ▪ Adhering to internal policies and procedures ▪ Processing required documentation to support the internal transaction ▪ Processing disbursements ▪ Providing change to other departments and registers/terminals ***Make cash payments:*** ▪ Checking documentation ▪ Verifying authenticity of the charge/payment ▪ Obtaining receipt for payments made ▪ Forwarding documentation to designated internal department ***Customer/guest service skills:*** ▪ Creating and maintaining positive environment ▪ Resolving charging issues and problems ▪ Negotiating solutions ▪ Providing sales and product advice to customers/guests ▪ Maintaining security of cash

Duty	4. Maintain a Paper-based Filing and Retrieval System	
Competence	**Performance Criteria**	
4.1 RETRIEVE FILES IN RESPONSE TO INFORMATION REQUESTS	1. Locate specified files/records within designated timelines 2. Retrieve relevant file 3. Record movements of documentation according to enterprise policies and procedures 4. Follow *security and confidentiality procedures* *Range* *Record movements:* ▪ Updating file register ▪ Updating records management system ▪ Temporary or permanent transfer of records *Security and confidentiality procedures:* ▪ Access authority ▪ Lockable files/cabinets ▪ Confidentiality	
4.2 MAINTAIN EXISTING RECORDING AND FILING SYSTEMS	1. Maintain recording and filing systems according to enterprise policies and procedures 2. Allocate new documents to designated category 3. Monitor the issue and return of documents to ensure the integrity of the system is maintained 4. *Archive*, remove and update documents to ensure appropriate space available for current records 5. Identify and locate required files and dispatch to nominated person or section within designated time limits 6. Monitor and record file and document movements 7. Maintain documents in good condition and in correct location 8. Separate *confidential files* from general files, with access available to nominated personnel only 9. Monitor security system to ensure issued files are traceable at all times *Range* *Archive:* ▪ Handling completed/closed files in accordance with the organisation's policy, procedure and system ▪ Storing confidential files in an internal/external repository ▪ Being able to retrieve archived files from storage, when required *Confidential files:*	

	▪ Staff personnel files
	▪ Commercial in confidence

Duty	5. Maintain Guests Financial Record
Competence	**Performance Criteria**
5.1 DETERMINE THE CONTEXT OF GUEST FINANCIAL RECORDS	1. Identify the *financial documentation* involved 2. Identify the *goods and services* that require record maintenance 3. Identify the *accounting process* for the establishment 4. Identify the types of transaction processed as part of maintaining guest financial records 5. Identify the *deposit and advance payment requirements* for the organization 6. Identify the *room rates* that apply to the property 7. Identify the *guest record keeping system* 8. Identify the *personnel responsible for guest financial records* 9. Identify the *limitations and restrictions that apply to guest financial transactions with the property* 10. Identify the procedures for dealing with *problem account situations* 11. Identify the *payment options* for guests *Range* *Financial documentation:* ▪ Guest accounts/folios ▪ Master folios ▪ Non-guest folios ▪ City ledgers ▪ Statement of account ▪ Receipts ▪ Advance deposit requests ▪ Credit notes ▪ Guest credit report ▪ Refund documentation ▪ Documentation supporting non-cash transactions ▪ Paid out vouchers for disbursements ▪ Vouchers for payment of/in lieu of payment ▪ Credit card imprints ▪ Guest charge dockets, reflecting charges made by guests to their account ▪ Cash register audits rolls/tapes *Goods and services:* ▪ Accommodation ▪ Food

- Beverage
- In-room services, including room service, video hire and extra services
- Laundry and linen room services
- Disbursements
- Hire and/or use of facilities
- Functions
- Purchases made at establishment retail outlets

Accounting process:
- Analysing transactions that occur as part of the accounting process
- Identifying the documentation that attaches to each stage of the accounting process
- Posting debits and credits to guest accounts
- Auditing the accounting process
- Settling the account

Types of transaction:
- Cash transaction
- Non-cash transaction
- Account receivable transaction
- Account payable transaction
- Cash payout transaction
- Posting charges
- Auditing accounts
- Account settlement

Deposit and advance payment requirement
- Amount of deposit required for a range of different booking types
- Timelines that attach to the requirement for deposits and advance payment
- Effect that not paying a deposit by the required time has on the status of the reservation
- Ways in which deposits may be paid

Room rates:
- All the different rates the establishment posts as legitimate room only charges, including designated food, beverage and other items as appropriate to a package deal
- Discount rates available, including definition of eligibility for discounts and the amount of discount applicable

Guest record keeping system:
- Paper-based

	- Electronic - Integrated with a computerised reservation system ***Personnel responsible for guest financial records:*** - Room clerks - Night auditors - Billing/posting clerk - Cashier ***Limitations and restrictions that apply to guest financial transactions with the property:*** - Credit card floor and establishment limits - Advancement payment requirements - Policies relating to cancelling, guaranteeing, confirming, refusing, or regretting bookings - Methods of payment accepted by the business - Legal claim over guest property for non-payment of account - Identifying goods and services that can and cannot be charged to accounts under negotiated arrangements with clients ***Problem account situations:*** - Skippers - Bad debts - Late charges - Dishonoured checks - Refused credit cards - Charges that fall outside the range of acceptable charges that can be posted to an account ***Payment options:*** - Cash - Debit and credit cards - Traveller's checks - Foreign currency - Accounts signed by guests and forwarded to head office, employer or another organization
5.2 ESTABLISH GUEST FINANCIAL RECORD	1. ***Open guest account in accordance with organisational requirements*** 2. Obtain and record ***payment from guests on arrival***, where appropriate 3. ***Notify revenue centres regarding status*** of individual accounts/guests 4. ***Update guest account*** on arrival of guest 5. Check guest history

	Range
	Open guest account in accordance with organisational requirements:
	  ▪ Integrating the creation of a folio with room allocation
	  ▪ Entering known guest details onto the folio, including data from guest history files, where
	  ▪ applicable, plus data from reservation slips
	  ▪ Listing payment received as part of the booking process
	  ▪ Filing folio in date of arrival order, where required
	
	Payment from guests on arrival:
	  ▪ Walk-ins
	  ▪ Guests with bookings for which no deposit or advance payment has been made
	  ▪ Previous bad debt guests
	
	Notify revenue centres regarding status:
	  ▪ Updating internal system with guest details
	  ▪ Informing others regarding the types of charges that can be accepted/posted to the account which may include denial of charge facilities to guests who pay cash in advance for their room
	  ▪ Advising others regarding monetary limits that apply to charges
	  ▪ Advising revenue centres of cash only status of relevant guests who may include walk-ins, previous non-payers,
	  ▪ identified credit risks.
	
	Update guest account:
	  ▪ Recording payment made, if any
	  ▪ Capturing and recording credit card imprint
	  ▪ Re-locating guest account to reflect arrived status of guest

5.3 MAINTAIN GUEST FINANCIAL RECORD	1. *Update charges* to guest account 2. *Update payments* made on guest account 3. *Monitor house limits* on guest accounts 4. *File supporting documentation* for charges and products and services rendered 5. *Reconcile guest accounts* 6. *Notify revenue centres regarding changes to guest status*, as required 7. *Make refunds*, where appropriate 8. Contribute towards *night audit functions* 9. *Prepare account for payment*

	Range
	Update charges:
	  ▪ Seeking charges for posting to guest accounts from revenue centres
	  ▪ Posting charges to guest accounts
	  ▪ Obtaining supporting documentary evidence to support all charges
	  ▪ Verifying the accuracy of supporting documentation
	  ▪ Classifying charges according to their correct type
	  ▪ Maintaining accurate and current running account balance
	  ▪ Adhering to double-entry accounting principles
	  ▪ Applying appropriate codes
	  ▪ Resolving variances between guest accounts and department balances
	
	Update payments:
	  ▪ Posting payments received to guest accounts
	  ▪ Issuing receipts for money received
	  ▪ Noting the method of payment used by the guest
	  ▪ Remitting payment to the appropriate internal location
	  ▪ Maintaining accurate and current running account balance
	  ▪ Adhering to double-entry accounting principles
	
	Monitor house limits:
	  ▪ Ensuring accounts do not exceed the designated limit for individual guests
	  ▪ Seeking payment from guests when the house limit is reached
	  ▪ Taking appropriate action if payment is not received, including cessation of credit/charge facilities and removal of guest from the premises
	  ▪ Recording payments received and processing same in accordance with house procedures
	
	File supporting documentation:
	  ▪ Obtaining and checking/verifying point-of-sale vouchers and dockets, including room service documentation
	  ▪ Placing copies of documents signed by the guest as evidence of purchase into guest folio
	  ▪ Ensuring correct documentation is attached to the appropriate room/guest
	
	Reconcile guest accounts:

	- Validating charges - Ensuring charges have been posted to the correct room/guest - Balancing revenue and charges against sales - Detecting errors - Investigating and rectifying errors - Proving balances ***Notify revenue centres regarding changes to guest status:*** - Changing guest status from credit to cash only - Notifying house limit has been reached/exceeded ***Make refunds:*** - Making payments to guests in alignment with house policies on refunds and cancellations - Offering discount to guests in response to complaint, problem or provision of substandard service ***Night audit functions:*** - Verifying all relevant financial transactions have been posted - Validating transactions and charges made - Posting late charges - Posting daily accommodation charges - Reconciling transactions - Identifying and resolving discrepancies - Implementing requirements of internal financial systems and controls ***Prepare account for payment:*** - Ensuring all legitimate charges have been posted - Ensuring all payments received have been recorded - Ensuring all supporting documentation is available, if required
5.4 FINALISE GUEST FINANCIAL RECORD	1. ***Present account to guest for payment*** 2. ***Explain charges*** as required 3. ***Accept payment*** 4. ***Record payment*** 5. ***Process finalised guest account*** 6. ***Deal with late charges*** <u>***Range***</u> ***Present account to guest for payment:*** - Presenting guest with hard copy account on departure/at check-out

	- Providing express check-out facilities and account - Forwarding account to nominated address for payment, as arranged *Explain charges:* - Explaining the coding system relating to charges made - Providing supporting documentation to prove a charge - Using discretionary authority to remove contested charges from the account with apology *Accept payment:* - Taking payment only in the authorised means - Verifying authority for guest to sign for goods and services received - Following in-house protocols where payment is made by check - Thanking the guest - Performing normal cashier duties *Record payment:* - Issuing receipt - Processing the guest account - Updating required balances - Ensuring the final total reads zero where full payment has been made *Process finalised guest account:* - Processing payment according to in-house procedures - Forwarding payment to nominated location - Forwarding accompanying documentation to nominated location - Updating required internal boards to reflect guest departure *Deal with late charges:* - Processing charges against obtained credit card details - Forwarding account for payment, including explanatory letter and copy of supporting evidence of purchase - Processing charges deemed as write offs

PART 3   TRAINING STANDARDS

1. CURRICULUM DESIGN
This section will showcase how the structure of the training will be done and it will be unique to the corresponding occupational structure.

2. TRAINING DELIVERY
2.1.   CLASS SIZE (RATIO: TRAINER VS TRAINEES)
- Ratio: Trainer vs. Trainees, Classroom and Practical
- Classroom (Theory) – 1 Trainer: 16 Trainees
- Practical – 1 Trainer: 8 Trainees

2.2.   COURSE CONTENT
- 70% Practical and 30% Theory

2.3.   EVALUATION
- Training course evaluation/ feedback form should be provided to candidates at the end of the training course.
- The Evaluation process helps the training Organisation to understand the strength and weakness of the training course and identify opportunities to improve the training course for future candidates.
- Industry feedback mechanism must be in place.

2.4.   ASSESSMENT
- All training organisations are required to demonstrate the four principles of assessment: (i) Validity (ii) Reliability (iii) Integrity iv) Fairness
- Assessing the competency in terms of course work, practical, written assessment and interview
- Any written assessment shall have a standardized format with clear instructions.
- Multiple Choice Questions (MCQs) shall comprise of selection of four (4) answers provided.
- For Short Answer Questions (SAQs) sufficient space shall be provided for candidates to answer and the mark awarded for each individual question shall be indicated.
- MCQs and SAQs should be kept within separate sections.
- Any training course that is conducted, must as reasonably practicably expose the candidates towards the real working environment (e.g., Groupwork Presentations, Practical sessions, etc.).
- Assessment Packages per program.
- Assessment will be conducted by an independent assessment team comprising 1 independent assessor from an independent RTO, 1 external assessor from the industry and 1 verifier from the awarding

body.
- The assessment team will be led by the assessor from an independent RTO

3. TRAINING HOURS

The minimum nominal training hours is 100 hours.

4. TRAINERS QUALIFICATION
- Has a valid recognized training or teaching qualification or a certificate of a qualified trainer (i.e., Certificate of Teaching, Train the Trainer, etc);
- Minimum 3 years of work experience in the relevant field or activity; or
- Have a minimum Higher National Diploma in relevant field and above

5. ASSESSORS QUALIFICATION
- Has a valid recognized assessing or teaching qualification or a certificate of a qualified assessors (i.e., Certificate of Teaching, Train the Assessors, etc); or
- Has a minimum 3 years of work experience in the relevant field or activity; or
- Higher National Diploma and above or relevant industry experience

6. TOOLS, EQUIPMENT AND CONSUMABLES (MATERIALS)

All training providers are also required to provide at their training premises (including classrooms and practice grounds) facilities and equipment which must be maintained to a required standard and in full compliance with applicable laws of Brunei Darussalam and where appropriate, equipment should be routinely tested and inspected in accordance with applicable legislation and standards. This is to ensure that all training premises, facilities and equipment are safe and fit for purpose with suitable levels of hygiene in place*

*Training Standards 1-8: Aligned Requirements amongst SHENA, IBTE and MOE

TOOLS		EQUIPMENT		MATERIAL	
Description	Min. Qty	Description	Min. Qty	Description	Min. Qty
Front office software	1	Phone switchboard	1	Pens	16
		PC	1	Manual Reservation book	16
		Desk	1	Stapler/staples paper	16
		Chairs	6	Highlighters	16
		Filing cabinet	1	Receipt books	16
		Mailing Tray	1		
		Cash register	1		
		EFTPOS terminal	1		
		Printer	1		
		Photocopy machine	1		
		Scanner	1		

7. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where required, the personal protective equipment (PPE) requirements shall be ascertained and to ensure that each candidate is provided with the same for the duration of the training course. The PPE shall be applicable for the type of course, of suitable standard and be well maintained at all times.

PPE		
Description	**Qty**	**Standards and Specification**
Facemask	16	N95

8. TRAINING FACILITIES

- Classroom
  - Size: minimum 27 m sq. (PBD 12)
  - Proper signage

- Workshop and training grounds
  - Size: where workshop and training grounds minimum size or area is specified.
  - Proper signage

- Basic amenities
  - Basic necessities (not limited to. surau (male and female) toilet (male and female), resting areas, male and female changing room, first aid, etc.) must be provided;

NO. OF TRAINEES:	16	
REQUIREMENT SIZE IN:	**MIN. SIZE IN METERS (M)**	**MIN. REQUIREMENT SIZE IN SQ. METERS**
Building (Permanent)	As approved by ABCi	As approved by ABCi
Training Workshop/Area		10
Storeroom		2
Classroom		27m
GRAND TOTAL IN SQ. METERS:	39	

PART 4   GLOSSARY

A

ASSESSOR

accredited individual authorized to evaluate or assess competencies of a candidate applying for certification.

D

DUTY

the tasks to be performed by an individual as a regular part of the individual's job.

I

INSTITUTIONAL ASSESSMENT

an assessment undertaken by the institution for its trainees to determine their achievement of the learning outcomes in the module of instructions in given unit of competency or clusters of competencies.

L

LEARNING OUTCOMES

the set of knowledge, skills and/or competencies an individual has acquired and/or is able to demonstrate after completion of a learning process, either formal, non-formal or informal.

O

OCCUPATION

a set of jobs whose main tasks and duties are characterized by a high degree of similarity.

P

PERFORMANCE CRITERIA

evaluative statements that specify what is to be assessed and the required level of performance or competency.

R

RECOGNITION OF PRIOR LEARNING (RPL)

the process in which the individual's previous learning outside the formal system which contributes to the achievement of current competency/ies can be assessed against the relevant unit of competency and given recognition through the issuance of appropriate certificate.

T

TASK

a discrete, assignable unit of work that has an identifiable beginning and end, containing two or more steps which when performed, leads to a product, service or decision. This is normally performed within a specified period of time.

TRAINING STANDARDS

the information and important requirements to consider when designing training programs corresponding to a national qualification; this includes information on curriculum design, training delivery, trainee entry requirements, training tools and equipment, and trainer qualifications.

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