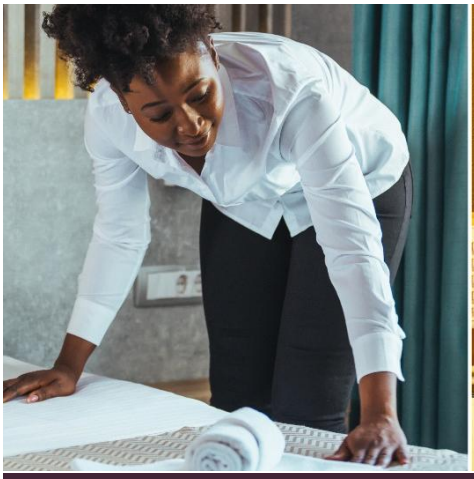
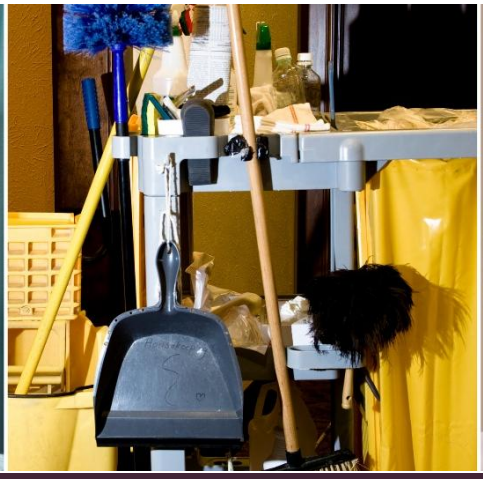
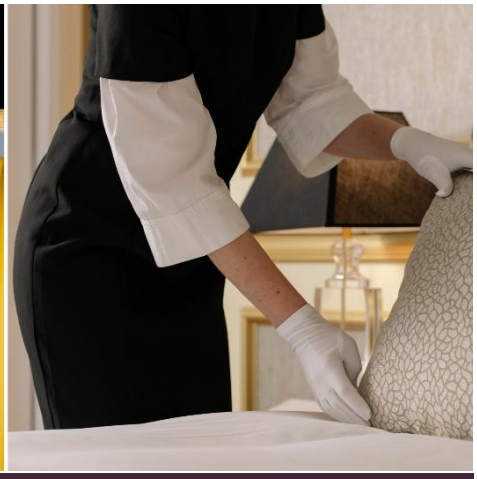
CATHSSETA Accredited

ASSISTANT **HOUSEKEEPER**

IN-HOUSE GROUP TRAINING

Title:	Assistant Housekeeper
CATHSSETA ID:	HSP/AssHkr/2/0015
NQF Level:	2
Credits:	37
Type:	Skills Programme
Duration:	5 Weeks
Enrolments:	Start anytime. Enrolments open until 9 June 2028

COURSE **OVERVIEW**

Prepare for a role in hospitality with hands-on training in housekeeping operations.

This course provides learners with the essential knowledge and practical skills required to deliver professional housekeeping services in the hospitality and service industries. Learners will develop competencies in personal health and hygiene, workplace professionalism, communication, customer service, teamwork, and workplace conduct. The course also covers safety and security practices, basic numeracy skills, housekeeping operations, stock and linen control, and maintaining high standards of cleanliness and guest satisfaction. Upon completion, learners will be equipped to contribute effectively to a safe, efficient, and customer-focused working environment while upholding organisational standards and enhancing the overall guest experience.

COURSE **PURPOSE**

The Assistant Housekeeper Skills Programme is designed to equip learners with the essential skills needed to perform housekeeping duties in a guesthouse, lodge, or hotel (from small to large-scale establishments). This skills programme has been developed for individuals in the accommodation industry (hospitality) and brings together elements of cleaning as well as personal aspects to deal with customers, ensuring learners can deliver both professional service and customer satisfaction.

This course will help learners to grow in their careers by improving their skills, enhance employability, give better customer service, and exceed expectations within the hospitality industry.

Training assistant housekeepers is essential in both the hospitality and facilities management industries. It equips staff with the skills needed to maintain clean, safe, and well-organised environments while supporting the smooth day-to-day running of operations. Proper training helps improve efficiency, reduce unnecessary waste, and ensure that rooms and facilities meet the standards expected by guests. By consistently delivering quality service and maintaining high levels of hygiene, trained assistant housekeepers contribute to positive guest experiences, repeat business, and a strong reputation for the organisation.

LEARNING **OUTCOMES**

The following Unit Standards (US) are covered in the course and upon completion the learner will be able to:

- Maintain health, hygiene & professional appearance (US 7800).
- Describe layout, services & facilities of the organisation (US 7793).
- Maintain a safe working environment (US 7799).
- Perform basic calculations (US 7812).
- Maintain a secure working environment (US 7796).
- Maintain effective working relations with other members of staff (US 11235).
- Process incoming and outgoing telephone calls (US 7790).
- Communicate verbally (US 7794).
- Provide a customer service (US7789).
- Maintain clean linen supply (US7657).
- Maintain housekeeping supplies (US7638).
- Provide a housekeeping service within designated area of work (US 7636).

COURSE **MODULES**

Module 1: Personal Development

This module equips learners with the knowledge and skills to maintain high standards of personal health, hygiene, and professional appearance, contributing positively to the organisation's image. Learners will gain an understanding of the workplace environment, available services and facilities, and their role in providing accurate information and representing the organisation professionally. The module also develops essential numeracy skills, including basic calculations, percentages, fractions, decimals, and the accurate use of the metric system.

Module 2: Safety and Security

This module equips learners with the knowledge and skills to identify and respond to factors, faults, incidents, or damage that may increase safety and security risks for staff and customers. Learners will develop the ability to use relevant technology effectively, implement appropriate safety and security measures, and contribute to maintaining a safe and secure working environment. The module also highlights the positive impact that strong safety and security practices have on customer confidence, operational efficiency, and business revenue.

Module 3: Communication and Customer Care

This module develops the communication and customer service skills required to operate effectively in a service-oriented environment. Learners will gain the ability to communicate clearly and professionally using both verbal and non-verbal methods, use the telephone effectively, and provide excellent customer service while handling complaints and incidents appropriately. The module also focuses on teamwork, professional conduct, confidentiality, and the importance of building positive relationships with both internal and external customers to support the smooth operation of the workplace.

Module 4: Housekeeping

This module equips learners with the knowledge and practical skills required to provide effective housekeeping services in line with organisational standards. Learners will develop an understanding of the importance of cleanliness, hygiene, security, and guest comfort, while learning how to maintain housekeeping supplies and linen stocks at optimal levels. The module also highlights the role that proper stock control, safe handling practices,

and high housekeeping standards play in ensuring customer satisfaction and supporting the overall success of the organisation.

DELIVERY **METHOD**

In-house (onsite) training at your establishment for a group of learners. Learners will receive hardcopies of their course material and supporting documents (assessment guide, learner guides, workbooks, logbook). The learner's Portfolio of Evidence will be completed partially in class with some assignments to be completed in the workplace.

- Week 1 – 2: Face-to-face contact sessions.
- Week 3 – 5: Workplace practical (under guidance of workplace mentor).

WORKPLACE **EXPERIENCE**

While onsite at the workplace, learners will be expected to be exposed to day-to-day housekeeping tasks. They will have to complete a logbook, along with their workplace supervisor/coach, to record their practical experience. For this unit standard they will have to complete a minimum of 15 days (3 weeks) of practical.

ENTRY **REQUIREMENTS**

- Able to read, write, and understand English.
- Valid identification (ID or Passport).

COMPETENCY **REQUIREMENTS**

The following assessments will be required to be completed by the learner:

- Assignments / workbooks (theory).
- Logbook (workplace practical).

CERTIFICATION

- CATHSSETA Skills Programme Certificate.
- Drum Beat Academy Certificate.

COURSE **DATES**

Please contact us to discuss availability. We'll work with you to choose a suitable date for your group training.

GROUP **TRAINING PRICE**

Per Person:	Please contact us for group pricing. Combo specials are available. The more you do the cheaper it is!
Group Size:	Minimum of 8 people. If you have a smaller group, please contact us.

WHAT'S **INCLUDED**

- Training material.
- Assessments and moderation.
- Certification.
- Learner support.

WHY **CHOOSE US?**

- CATHSSETA Accredited Training Provider.
- 32 years of experience in education and training.
- Industry-experienced facilitators.
- Flexible training options.
- National footprint.
- Learner support.
- Industry-relevant training.
- Proven graduate success.

QUALIFICATION **ARTICULATION**

This skills programme forms part of:

Title:	National Certificate: Accommodation Services
SAQA ID:	14110
NQF Level:	2
Credits:	120 (minimum)
Type:	Qualification

Learners who complete this skills programme may receive credit towards the National Certificate, provided they meet the entry requirements and choose to enrol.

CONTACT **US**

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AVAILABLE FOR INDIVIDUALS VIA DISTANCE LEARNING & CONTACT SESSIONS