CATHSSETA Accredited

ROOM **ATTENDANT**

DISTANCE LEARNING

Title:	Room Attendant
CATHSSETA ID:	HSP/RmAttd/2/0012
NQF Level:	2
Credits:	16
Type:	Skills Programme
Duration:	3 Weeks
Enrolments:	Start anytime. Enrolments open until 9 June 2028

COURSE **OVERVIEW**

Master the skills to ensure clean, comfortable, and welcoming guest rooms in any hospitality setting.

This course equips learners with the knowledge and practical skills required to work effectively as a room attendant in the hospitality industry. Learners will develop an understanding of their role in representing the organisation and supporting guest service. The programme covers workplace awareness, including services and facilities, as well as how to maintain a safe environment for guests and staff. Learners will also gain practical skills in the safe use, storage, and maintenance of cleaning equipment, along with deep cleaning of floors, soft furnishings, and kitchen areas. In addition, learners will be trained to prepare beds, manage linen, and service guest rooms, bathrooms, and toilet areas according to organisational standards. The focus throughout is on hygiene, safety, attention to detail, and professionalism to ensure guest comfort and satisfaction.

COURSE **PURPOSE**

The Room Attendant Skills Programme is designed to equip learners with the practical housekeeping skills required in accommodation establishments. The programme covers preparing beds, handling linen, servicing guest bedrooms, bathrooms and toilet areas, deep cleaning floors and soft furnishings, and servicing self-catering kitchen areas.

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

Training room attendants is essential to ensure high standards of cleanliness, safety, and guest satisfaction. Proper instruction maximises operational efficiency, reduces supply costs, and fosters employee retention. For properties in South Africa, implementing effective housekeeping training for hotels & lodges directly elevates service quality.

LEARNING **OUTCOMES**

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

- Prepare beds and handle linen and bed coverings (US 7602).
- Service toilets and bathroom areas (US 7603).
- Service guest bedroom areas (US 7605).
- Handle and store cleaning equipment and materials (US 7608).
- Deep clean floors and soft floor coverings (US 7613).
- Service self-catering kitchen areas and equipment (US 7614).
- Describe layout, services and facilities of the organisation (US 7793).
- Maintain a secure environment (US 7796).
- Maintain a safe working environment (US 7799).
- Maintain health, hygiene and professional appearance (US 7800).

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.

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: Cleaning Services

This module equips learners with the knowledge and practical skills to safely handle, use, store, and maintain cleaning equipment and materials to ensure they remain in good working condition. Learners will develop the skills to deep clean hard floors and soft floor coverings, as well as clean and service kitchen areas and equipment to the highest hygiene standards. Emphasis is placed on maintaining cleanliness, promoting a safe working environment, protecting equipment, and contributing to guest satisfaction through effective cleaning practices.

Module 4: Bedroom Service

This module equips learners with the knowledge and practical skills to prepare beds, handle linen and bed coverings, and service guest rooms, bathrooms, and toilet areas in accordance with organisational standards. Learners will develop an understanding of the importance of hygiene, cleanliness, attention to detail, and quality service in creating a safe, comfortable, and welcoming environment. Emphasis is placed on maintaining high housekeeping standards to enhance guest comfort, satisfaction, and the overall reputation of the organisation.

DELIVERY **METHOD**

The entire course is available electronically. You will receive your course material & the supporting documents (assessment guide, learner guides, workbooks, logbook) via email. This is a self-study / distance learning course

that will require workplace experience / practical. Your portfolio of evidence (POE) will also be submitted electronically via email.

- Distance learning.
- Self-study.
- Workplace practical.

WORKPLACE **EXPERIENCE**

You will be responsible to source an adequate workplace for your workplace practical. You will have to complete a logbook, along with your workplace supervisor/coach, to record your practical experience. For this unit standard you will have to complete a minimum of 10 days (2 weeks) of practical.

WHAT **YOU'LL NEED**

- Internet connection & data.
- Access to a computer / laptop with a PDF reader and Microsoft Word.
- Access to email.
- Access to printer / scanner (optional).

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.

CAREER **OPPORTUNITIES**

Potential career paths after completion:

- Entry level role at accommodation establishments (hotel, lodge, guesthouse, self-catering establishment).
- Assistant to Housekeeping Manager.
- Assistant to butler.
- Entry into operations management.

COURSE **DATES**

This is a distance learning course, and you can start your course at any time.

PRICE **& PAYMENT OPTIONS**

Once-off Payment: ~~R4 550.00~~ **SPECIAL R3 000.00 save R1 550.00**

Pay Per Module: ~~R1 250.00 per module (x 4 modules = R5 000.00 total)~~
R900.00 per module (x 4 modules = R3 600.00 total)

Combo Specials: Buy any x 2 skills programmes and get 10% discount.
Buy any x 3 skills programmes and get 15% discount.
Buy any x 4 skills programmes and get 20% discount.

WHAT'S **INCLUDED**

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

REGISTRATION **PROCESS**

Step 1: Complete enrolment form and submit to info@drumbeatacademy.co.za.
Step 2: We will send you a proforma invoice (quote) for your chosen module/s.
Step 3: Make payment via EFT / direct deposit.
Step 4: Email proof of payment to info@drumbeatacademy.co.za.
Step 5: Your learner guide and supporting documents will be emailed to you.
Step 6: Study the learner guide.
Step 7: Complete all required documents (workbooks, logbook) and email them (in PDF format) to your support facilitator/assessor. Documents can be completed in your own handwriting or electronically (unless otherwise stated).
Step 8: Once your full portfolio of evidence has been received (per module) it will be assessed, and feedback given regarding competence.
Please Note: Modules should be done in order. The first module must be completed before the next module will be sent to you.

SUPPORT

Support is available during office hours 08:00 – 15:00, Monday – Friday. The contact details for your support facilitator/assessor will be allocated to you for each module you enrol for. Your support facilitator/assessor will be available via phone, email, or an appointment can be made to see them in person (or via video call).

WHY **STUDY WITH US?**

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

FREQUENTLY **ASKED QUESTIONS**

- Is the skills programme accredited? Yes, it is accredited through CATHSSETA.

- Do I need matric to do the course? No, you only need to be able to read, write, and understand English.

- Do I need to be a South African citizen to do the course? No, however, to work in South Africa, you will need a valid work permit for the industry.
- Can I study while working? Yes, this course is distance learning (self-study), and you can complete your theory work after hours.
- Is there practical training? No, however, you are required to source your own workplace where practical experience must be completed and added to your logbook.
- Do I need to attend class? No, this is a distance learning course. Your studies will be self-directed and completed within the timeframe given to you.
- How long is the course? This skills programme will take you 8 weeks to complete.
- How long does certification take? Once you've successfully completed all components of your course we will achieve you with CATHSSETA. CATHSSETA certificates take around 4 months to be issued.

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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