

SKILL SET OUTLINE

SITSS00053 Housekeeping Service



PURPOSE

The Unit Outline provides you with information on how the training and assessment for this unit will be conducted.

UNIT AND VET LECTURER DETAILS

Unit Codes and Titles	SITHACS001 Clean premises and equipment SITHACS002 Provide housekeeping services to guests. SITHACS003 Prepare rooms for guests. SITXWHS001 Participate in safe work practices
VET Trainer Name	Mike Keating, Tania Smith, Chris Garth
Location	Darwin, Alice Springs, Tennant Creek
Phone	08 79197099
Delivery Mode	Face to Face
Email	info@karensheldontraining.com.au
Description	A set of skills to equip individuals in providing housekeeping services.
Attendance Details	Attendance is recommended, participation may also include work experience and/or industry participation. Remember that your VET trainer is your most important contact for information about assessment. Contact details are listed on the first page.
Pre-requisite	Nil
Co-requisite	Nil
Work Health and Safety Instructions	It is a requirement when in training that you follow the WH&S guidelines of Karen Sheldon's Policies and procedures. It is expected that you will adhere to the Workplace Work Health and Safety policies and when working in the office environment ergonomic principles must be observed. This Skillset is a workplace environment, therefore closed in shoes with non-slip soles are compulsory.

STUDENT INFORMATION

Student Support	Student Administration and Equity Services provide general counselling; complaint resolution; equity information, assistance and support; disability support; indigenous academic support; language, literacy and numeracy support. More information is available from your trainer or the website www.karensheldontraining.com.au
Recognition of Prior Learning (RPL)	If you believe you already have the knowledge and skills to be able to demonstrate competence in this unit speak with your VET Trainer as you may be able to apply for Recognition of prior learning (RPL).
Reasonable Adjustments	If you have difficulty understanding or completing the training or assessment due to a disability, language barrier or other difficulties, notify your trainer as soon as possible. You will be able to discuss with your VET trainer ways to make reasonable adjustments to the training and assessment process. For example, it may be possible to complete a written assessment verbally, use assistive technologies or have the environment and resources adapted.
Academic Appeals and Complaints Resolution	If you require an extension of time, special consideration, or appeal against a result in a unit, you should speak directly to your VET trainer. If you are unable to satisfactorily resolve your concern you should refer to Karen Sheldon Policy and Procedures for the process and/or contact: Karen Sheldon Board of Directors.

UNIT OUTCOMES

On completion of this unit, you will be able to:

Unit 1 - SITHACS002 Provide housekeeping services to guests.

1. Respond to housekeeping requests.
2. Advise guests on room and housekeeping equipment.

Unit 2 - SITHACS001 Clean premises and equipment

1. Select and set up equipment and materials.
2. Clean wet and dry areas and associated equipment.
3. Maintain and store cleaning equipment and chemicals.

Unit 3 - SITXWHS001 Participate in safe work practices.

1. Work safely.
2. Follow procedures for emergency situations.
3. Participate in organisational WHS practices.

Unit 4 - SITHACS003 Prepare rooms for guests.

1. Prepare for room servicing.
2. Make up beds.
3. Clean rooms.
4. Organise rooms.
5. Check rooms.
6. Check and store trolleys and equipment.

ASSESSMENT SUMMARYS FOR EACH UNIT

Assessment task number	Assessment task name	Due date	Number of assessment attempts allowed
1	Multiple Choice Quiz	TBA	3
2	Observation	TBA	3

Additional information about the assessment tasks will be provided to you by your Trainer. The assessment tasks have been mapped to the Training Package units of competency and meet all the elements, performance and knowledge evidence and assessment conditions. More information on this unit can be found at www.training.gov.au

If you cannot complete an assessment task by the due date you must make alternative arrangements with your VET Trainer before the due date.

Feedback will be provided by your VET Trainer on each assessment task. The result for this Skill set will be recorded as Competent (**C**), Not Yet Competent (**NYC**). The results for individual assessment tasks will be recorded as Successful (**S**) and Unsuccessful (**U**). If you are deemed Unsuccessful for a task you will be advised by your VET Trainer and given the opportunity to resubmit.