



BCONSULT

Further Education Training Certificate
ACCOMMODATION SERVICES

NQF Level 2 | SAQA ID 14110 | 120 Points | 12 Months

Further Education Training Certificate:

Accommodation Services – NQF Level 2

SAQA ID: 14110 | Credits: 120 | Duration: 12-month | QCTO Learnership

1. Course Overview

The National Certificate: Accommodation Services (SAQA ID 14110) has been developed for professionals working or aspiring to work in the accommodation sector of the hospitality industry. This qualification integrates all essential aspects of housekeeping operations and basic supervisory practices. It is relevant to establishments of all sizes—from small guest houses and bed-and-breakfasts to large hotels and lodges.

The programme aims to enhance the professionalism and service standards within the accommodation industry. It also provides a foundation for career progression into related fields such as travel, tourism, and gaming. Upon successful completion, learners are equipped with the technical, operational, and interpersonal skills required to maintain guest satisfaction, uphold hygiene and safety standards, and contribute to efficient housekeeping management.

2. Learning Outcomes

On completion of this programme, learners will be able to:

- Deliver professional customer service in an accommodation environment.
- Communicate effectively with guests and colleagues, both verbally and non-verbally.
- Apply cultural awareness and maintain effective working relationships in diverse workplaces.
- Perform core housekeeping functions such as room servicing, linen handling, and cleaning operations.
- Maintain health, safety, and security within the accommodation environment.
- Control stock, handle waste responsibly, and ensure preventive maintenance is conducted.
- Demonstrate supervisory competence in organising and monitoring work activities.
- Induct and coach staff effectively in workplace standards and service delivery.
- Identify short-term supply needs and contribute to efficient resource management.
- Apply self-development strategies and explore opportunities for self-employment within the hospitality sector.

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008

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3. A Qualified Learner Will Be Able To:

- Deal professionally with customers and process telephone communications.
- Display cultural sensitivity and teamwork within a hospitality setting.
- Perform and maintain housekeeping services, including guest rooms, bathrooms, and floor care.
- Handle and store cleaning materials safely and maintain cleanliness standards.
- Implement effective waste management practices.
- Conduct on-the-job coaching and induct new staff.
- Monitor and maintain health, safety, and security protocols.
- Plan and supervise operations in one's area of responsibility.
- Maintain stock control and implement preventative maintenance procedures.
- Understand the structure of the hospitality, travel, and tourism industries.

Entry Requirements

Learners entering this qualification are assumed to have achieved:

- A **General Education and Training Certificate (GETC)** or equivalent qualification at **NQF Level 1**. Recognition of Prior Learning (RPL) is **not applicable** for this qualification.

4. International Comparability

This qualification aligns with the best international practices in the accommodation and housekeeping sectors. Its structure and outcomes compare favourably with equivalent qualifications offered in the United Kingdom, Australia, and New Zealand, which emphasize practical housekeeping, customer service, and basic supervisory competencies. This ensures that South African learners gain skills comparable to global hospitality standards.

5. Occupational Trainer – NQF Level 4 Certification

This qualification forms part of the **Occupational Qualifications Sub-framework (OQSF)** and is registered at **NQF Level 2**.

The recommended foundational certification for trainers is the **Occupational Trainer Certificate (NQF Level 4)** or higher, as accredited by the relevant ETQA or QCTO.

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6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Room Attendant / Housekeeper
- Linen Room Assistant
- Public Area Cleaner
- Floor Supervisor / Housekeeping Supervisor
- Guest Service Attendant
- Assistant Accommodation Manager
- Self-Employed Guesthouse Operator

This qualification also offers articulation pathways towards higher-level qualifications in Hospitality Management, Travel, and Tourism.

7. Learning Options

Learners can pursue this qualification through:

- **Full-time study** at accredited training institutions.
- **Part-time or learnership-based programmes** combining structured learning and workplace experience.
- **Workplace-based learning** for employed learners seeking formal recognition of their skills.

Learning and assessment are conducted in line with **CATHSSETA** and **QCTO** quality assurance requirements, ensuring competency-based outcomes through integrated assessment.

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