



**NATIONAL VOCATIONAL CERTIFICATE
IN**

**HOSPITALITY AND TOURISM:
HOUSEKEEPING OPERATIONS**

LEVEL 2



Prepared by the Directorate of Industrial and Vocational Training (DIVT)

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The qualifications package was developed through consultations and combined efforts of individuals, organizations and collaborating partners. The qualification contains unit standards benchmarked from other countries in the SADC Region and internationally. The DIVT facilitated the whole process of developing this package.

The following individuals together with their organizations are acknowledged for their special inputs.

No.	Surname	Name	Organization
1.	Dlamini	Fola	Ramblas Restaurant
2.	Nabaala	Philile	ECOT
3.	Mahlalela	Pinkie	Piggs Peak Hotel
4.	Sikhondze	Thembinkosi	Happy Valley Motel
5.	Tshabalala	Thembi	Royal Villas
6.	Khanyile	Jabulani	Royal Villas
7.	Dlamini	Gladys	ECOT
8.	Mamba	Pholile	Consultant
9.	Nxumalo-Mahlobo	Winile	Consultant
10.	Phakathi	Lucky	DIVT
11.	Dlamini	Mazambane	Taiwan Technical Mission

THE QUALIFICATION

National Vocational Certificate in Hospitality and Tourism: Housekeeping Operations Level 2

Originator:	DIVT		
Qualification Type:	Certificate	Descriptor:	Hospitality and Tourism
Specialisation:	Housekeeping Operations		
Level:	2	Minimum Credits:	40
Actual Credits	44		
Sub-Framework	TVET		

RATIONALE

The Kingdom of Eswatini identified the Hospitality and Tourism as one of the key sectors that when harnessed well can drive economic growth. As a service industry, human capital development becomes a foundation for quality service to attract growth in the sector. In order to ensure quality vocational skills in the sector, it became primarily necessary and important to develop a vocational qualifications structure that will specify competencies for ensuring quality human resources in the sector for provision of quality services. It is also significant for creating experiences that will make the industry complete and comparable with other countries or even better.

PURPOSE

The qualification is a direct response to the continuous effort of the Ministry of Education and Training in close collaboration with the Hotels and Tourism association of Eswatini to address the lack of adequate human resources in tourism and hospitality. It recognizes people who have the competencies required for performing Housekeeping Operations as part of routine hospitality and tourism tasks.

The main focus of this qualification, is the attainment of the required outcomes of learning, not the how, when or where the learning occurred. Some people applying to do this qualification may be currently not the how, when and where learning occurred. Some people applying to do this qualification may currently be competent in one or more of the unit standards and should then be given the opportunity to apply for recognition of prior learning

It is assumed that people who wish to enter into any training program leading to this qualification have acquired basic English Communication and Numeracy skills.

This qualification provides access to other National Vocational Certificates in Hospitality and Tourism Housekeeping Level 3.

ENTRY REQUIREMENTS

It is assumed that people who wish to enter into any training programme leading to this qualification have been awarded with the TVET Level 1 or Pre Vocational Certificate demonstrated equivalent knowledge

Recognition of Prior informal learning (RPIL / RPL)

- Portfolio
- Entrance exams

ASSOCIATED LEVEL DESCRIPTORS

Knowledge

To recall, comprehend, and use basic knowledge of Housekeeping operations

Skills

To use skills and key competences to carry out tasks where action is governed by rules defining routines and strategies. Select and apply basic methods, tools and materials in Housekeeping operations.

LEARNING OUTCOMES AND ASSESSMENT CRITERIA

After completion of this qualification, Housekeeping Operator L2 should be able to;

- Follow occupational health, hygiene and safety procedures in a hospitality establishment
- Dispose of waste as part of hospitality operations
- Organize work as part of hospitality operations
- Apply general cleaning techniques for premises and equipment as part of hospitality operations
- Conserve resources and report maintenance requirements in a hospitality and tourism environment
- Perform routine workplace estimations and calculations as part of hospitality operations
- Communicate with individuals and groups in English in a hospitality and tourism environment
- Provide customer care as part of hospitality operations
- Work with colleagues and customers in a culturally diverse hospitality and tourism environment
- Operate in a team as part of hospitality operations
- Extinguish fire by means of basic fire equipment
- Develop and Demonstrate the use of Emotional Intelligence
- Clean and service guest rooms and public areas in hospitality environment
- Make beds and handle linen and bed coverings in a hospitality environment
- Provide an on premises laundry in a hospitality environment
- Complete work documents in a hospitality environment
- Handle and store cleaning equipment and materials in a hospitality environment

COMPONENTS OF THE QUALIFICATIONS

The qualification is made of the following unit standards

Unit No.	Unit Standard Title	Level	Credit
HTCore 201	Follow occupational health, hygiene and safety procedures in a hospitality establishment	2	2
HTCore 202	Dispose of waste as part of hospitality operations	2	2
HTCore 203	Organise work as part of hospitality operations	2	2
HTCore 204	Apply general cleaning techniques for premises and equipment as part of hospitality operations	2	4
HTCore 205	Conserve resources and report maintenance requirements in a hospitality and tourism environment	2	3
HTCore 206	Perform routine workplace estimations and calculations as part of hospitality operations	2	2
HTCore 207	Communicate with individuals and groups in English in a hospitality and tourism environment	2	2
HTCore 208	Provide customer care as part of hospitality operations	2	2
HTCore 210	Work with colleagues and customers in a culturally diverse hospitality and tourism environment	2	2
HTCore 211	Operate in a team as part of hospitality operations	2	2
HTCore 212	Extinguish fire by means of basic fire equipment	2	2
HTCore 213	Develop and Demonstrate the use of Emotional Intelligence	2	4
HTHO 201	Clean and service guest rooms and public areas in hospitality environment	2	4
HTHO 202	Make beds and handle linen and bed coverings in a hospitality environment	2	2
HTHO 203	Provide an on premises laundry in a hospitality environment	2	6
HTHO 204	Complete work documents in a hospitality environment	2	1
HTHO 205	Handle and store cleaning equipment and materials in a hospitality environment		2
Total number of credits			44

RULES OF COMBINATION

This qualification will be awarded to people who have met the requirements of the compulsory set

1.1 Compulsory Set

All the unit standards listed below are required.

8.2 Elective Set

There are no electives in this qualification

INTEGRATED ASSESSMENT

1.2 Body Responsible for the assessment

DIVT

1.3 Frequency and nature of Assessment

Assessment will be done in accordance with the nature of skills acquisition

- Institutional Training will have both formative and summative assessment
- Trade Testing will have only summative assessment

Practical assessment will be done at centres accredited by ESHEC, by panel of experts accredited by ESHEC in consultation with Sector Advisory Committees, coordinated by DIVT. Theory assessment will be coordinated by DIVT. Certification will be coordinated by DIVT.

2. INTERNATIONAL COMPARABILITY

SADC	This qualification aligns with the level descriptors in the SADC Qualifications Framework and also compares with TVET Qualifications in South Africa and Namibia
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3. ARTICULATION AND LEARNING PATHWAYS

Vertical	NVC HT Level 3
Horizontal	NVC HT Level 2 in Front office, food preparation and Food and Beverage Service
Diagonal	No match

RESPONSIBLE BODY

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UNIT STANDARDS

CORE201 - Follow occupational health, hygiene and safety procedures

Title		Follow occupational health, hygiene and safety procedures in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE201	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Identify, prevent and report risks in the workplace; follow hygiene procedures to control risks; and follow safe work procedures.

Special Notes

1. This unit standard is to be delivered and assessed in the context of Hospitality Operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
2. To demonstrate competence, at a minimum, provide evidence of identifying, reporting and taking steps to prevent four types of hazards and four food hygiene risks, and of handling two types of emergency procedures.
3. Assessment evidence may be conducted from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
4. All inspection, operation and maintenance procedures associated with the use of utensils and equipment shall comply with manufacturers' and company guidelines and instructions.
5. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures, risk assessment, emergency procedures and the use of basic fire fighting equipment.

6. Personal protective equipment and clothing can include but is not limited to overalls or uniforms, gloves, safety glasses/goggles, safety shoes and hair nets/covering.
7. Appropriate personnel to be contacted in case of emergency, accident, fire, or to report a risk are designated safety officers determined by the establishment, who have undertaken specific safety response training, as well as supervisors, managers or other senior personnel.
8. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - National Fire Service Order No. 14, 1975
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Identify, prevent and report risks in the workplace

Range

Hazards may include, but are not limited to, electrical hazards, chemical spills, gases, liquids under pressure, moving machinery and equipment, hazardous materials, work at heights, work in confined spaces, high temperatures, noise, dust, falls, burns, vapours, fires, protrusions, sharp equipment and manual handling, bare wires and electrical hazards.

Potential hygiene risks in food production, service and housekeeping areas may include:

- bacterial and other contamination arising from the poor handling of food, inappropriate storage of foods, including storage at incorrect temperatures, foods left uncovered;
- poor personal hygiene practices;
- poor work practices relating to cleaning, housekeeping, food handling, vermin (parasitic worms or insects), airborne dust, cross-contamination through inappropriate cleaning practices, the inappropriate handling of potentially infectious linen, contaminated wastes such as blood and body secretions, disposal of garbage and contaminated or potentially contaminated waste.

Performance Criteria

- 1.1 Health hazards and hygiene risks in the hospitality environment and their common causes are identified, assessed and reported to designated persons.
- 1.2 Safety hazards and risks in the hospitality environment and their common causes are identified, assessed and reported to designated persons.
- 1.3 Action is taken to reduce the risk within the scope of individual responsibility in accordance with establishment procedures and occupational health and safety regulations.
- 1.4 Potential risks of incorrect handling and storing of chemicals are identified and rectified.

Element 2: Follow hygiene procedures to control risks

Range

Risk may include the risk of injury during performance of a task or risk of infection due to unhygienic conditions in the work area.

Hygiene procedures relate to working methods used in food preparation, housekeeping, laundry and food and beverage service.

Hygiene procedures may include the safe and hygienic handling of food and beverages, regular hand washing, correct food storage, appropriate and clean clothing, avoidance of cross-contamination, the safe handling and disposal of refuse, cleaning and sanitising procedures and personal hygiene.

Performance Criteria

- 2.1 Workplace hygiene procedures are identified and followed in accordance with establishment standards and national legislation.
- 2.2 Procedures for pest control in the establishment are identified and applied.
- 2.3 Items and materials used in food preparation are handled and stored according to establishment requirements, manufacturer/supplier guidelines and regulation requirements.
- 2.4 High standards of personal hygiene and cleanliness are maintained according to establishment standards.

Element 3: Follow safe work procedures

Range

Materials may include but are not limited to chemicals, gas and other materials.

Performance Criteria

- 3.1 Tasks are performed in a safe manner and in accordance with legislative requirements and establishment policies and procedures.
- 3.2 Personal protective clothing and equipment are worn, used and stored according to establishment procedures.
- 3.3 Safety signs and symbols are identified and followed.
- 3.4 Appropriate tools and equipment are selected to carry out tasks that are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencing tasks.
- 3.5 Tools, equipment and materials are used, cleaned where appropriate, and stored correctly, in accordance with establishment procedures and manufacturer's instructions.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE202 -Dispose of waste in a tourism hospitality establishment

Title		Dispose of waste as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE202	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Prepare for waste disposal; dispose of waste; and clean up after disposal.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality environment; or demonstrated equivalent knowledge and skills.
2. To demonstrate competence, at a minimum, evidence of the safe disposal of three types of waste are demonstrated in line with workplace procedures.
3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
4. Waste may include but is not limited to soiled napkins, sanitary dressings, glass, syringes, needles, razors, cigarettes, matches and ash, food waste, pressured containers, chemicals and motor oils.
5. Safe working practices include but are not limited to day-to day observation of safety policies and procedures and legislative requirements.

6. Personal protective equipment and clothing may include but are not limited to overalls or uniforms, gloves, safety glasses/goggles, hair covers and protective shoes.
7. Safety signs include but are not limited to hazard identification, facility or location signs, site safety signs, warning signs and symbols including for wet floors and paint, and heated equipment.
8. All inspection, operation and maintenance associated with the use of utensils and equipment shall comply with manufacturer's guidelines and instructions.
9. Regulation and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Prepare for waste disposal

Range

Pre work planning must include but is not limited to the correct selection of equipment, the materials and personal protective equipment, as well as the planning of the logical sequence for the task.

Tools and equipment include cleaning materials, storage containers, carrying equipment, tools for the movement and transportation of waste, and tools for cleaning any spilled waste and body fluids.

Performance Criteria

- 1.1 Types of waste to be removed and appropriate safety precautions are identified in line with establishment and legislative requirements.
- 1.2 Waste removal task is planned and organized within agreed timeframes.
- 1.3 Appropriate protective clothing and equipment are identified and applied.
- 1.4 Tools and equipment are selected and checked for serviceability and any faults are rectified or reported prior to commencement of task.
- 1.5 Safety signs and barricade requirements are identified and set up.
- 1.6 Environmental protection requirements are identified for the task in accordance with establishment and legislative requirements.

Element 2: Dispose of waste

Performance Criteria

- 2.1 Safety procedures for the disposal of waste are followed in line with safety plans.
- 2.2 Waste materials are handled according to establishment procedures and legislative requirements.
- 2.3 Waste for dispatch or recycling is sorted, prepared and collected.
- 2.4 Waste for recycling is placed in recycle containers according to establishment procedures.
- 2.5 Waste is disposed off according to establishment practices, as well as Covid-19 protocols and legislative requirements.
- 2.6 Unexpected situations are responded to in accordance with establishment procedures and global pandemics such as Covid-19, Swine Flu, Ebola, European fever etc.

Element 3: Clean up after waste disposal

Performance Criteria

- 3.1 Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, establishment procedures and job specifications.

- 3.2 Waste containers are cleaned in line with establishment and legislative requirements.
- 3.3 Tools, equipment are cleaned, checked for serviceability, maintained and stored in accordance with manufacturers' recommendations and establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE203 - Organise own work in a tourism hospitality establishment

Title		Organise own work as part of Hospitality Operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE203	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Identify task requirements; and organise work.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. To demonstrate competence, at a minimum, requires evidence of planning for at least two tasks consistent with work function.
 3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer and or company guidelines and instructions.
 5. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.

6. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
- Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001
- and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Identify tasks requirements

Performance Criteria

- 1.1 Work instruction including specifications, quality requirement, and operational details are obtained.
- 1.2 Work instructions are confirmed with the supervisor and are applied.
- 1.3 Safety requirements are followed in accordance with safety plans and policies.
- 1.4 Tools and equipment for carrying out the tasks are selected.
- 1.5 Selected tools and equipment are checked for serviceability and faults are rectified or reported prior to commencement of tasks.
- 1.6 Materials appropriate to the work application are identified, obtained, and prepared.
- 1.7 Environmental protection requirements for the task are identified and applied in line with environmental plans and regulatory requirements.
- 1.8 Work schedule is prepared according to time allocated for carrying out the task.

Element 2: Organise own work

Range

Documentation may include but is not limited to time sheets, work records, attendance sheets, stock lists, repair and/or refurbishments schedules.

Performance Criteria

- 2.1 Identify key steps required to complete the task.
- 2.2 Work activity is organized with other involved personnel allowing for relevant human factors and using relevant communication processes to ensure task is completed safely and within agreed time frame.
- 2.3 All necessary documentation related to job planning and progress is completed and recorded in accordance with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE204 - Apply general cleaning techniques for premises and equipment

Title		Apply general cleaning techniques for premises and equipment as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE204	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Assess the cleaning situation; select and set up equipment and materials; clean dry and wet areas; and maintain and store equipment.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. Dry areas may include, but not limited to bedrooms, balconies, private lounge areas, public areas (both internal and external), function rooms, storage areas.
 4. Wet areas may include, but not limited to, bathrooms, toilets and kitchens.

5. Activities for equipment cleaning and maintenance may include: wiping down and cleaning, washing and rinsing, sanitising, drying out, dismantling and re-assembling, emptying, routine maintenance in accordance with planned, preventative maintenance programs.
6. Occupational health and safety and environmental requirements may include: establishment policies and procedures related to cleaning operations and disposal of used chemicals, legislation related to general workplace safety, hazardous substances, manual handling, storage requirements and establishment security procedures.
7. Protective clothing may include: overalls, jackets, aprons, goggles and masks, gloves, waterproof clothing and footwear, headwear, breathing apparatus.
8. Safety signs are to include but not be limited to hazard identification, facility or location signs, site safety, directional, warning signs and symbols.
9. Unexpected situations include but are not limited to broken tiles, errors in dilution of chemicals, equipment failure and slippery surfaces.
10. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer and/or company guidelines and instructions.
11. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
12. '*Specification*' refers to any, or all of the following: manufacturer's specifications and recommendations, workplace specific requirements.
13. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Assess the cleaning situation and possible hazards

Range

Hazards may include spillages, breakages, wet or slippery surfaces, broken or damaged furniture, fumes, blood, needles and syringes, used condoms, sharp objects including knives and skewers, human waste, surgical dressings, broken glass, fat and oil, heated utensils and surfaces, sharp food scraps including bones and crustacean shells. Evidence of identifying six hazards is required for assessment purposes.

Performance Criteria

- 1.1 Work schedule is checked to determine priorities and time allocation for the cleaning operation(s) in accordance with establishment requirements.
- 1.2 Access to equipment, chemicals, consumables and personal protective equipment suitable for the cleaning task is determined in line with establishment requirements.
- 1.3 Work site is assessed to identify potential hazards, pre-existing damage and potential inconvenience to customers, caused by cleaning tasks.
- 1.4 Risks arising from hazards at the work site are controlled in accordance with legislative and establishment requirements.
- 1.5 Any pre-existing damage at the work site is identified and reported to the appropriate person(s) in accordance with establishment requirements.
- 1.6 Any ongoing hazards in the work site are reported to the appropriate person(s) in accordance with legislative, occupational health and safety and establishment requirements.

Element 2: Select and set up equipment and materials

Range

Equipment may include mops, brushes and brooms, buckets, dusters, pans, dustbins, and electrically operated equipment such as scrubbers, polishers and vacuum cleaners. Evidence of working with four types of equipment is required for assessment purposes.

Dry and wet cleaning agents may include general and spot cleaning agents, cleaning agents for specialised surfaces including window and glass cleaners, disinfectants, deodorizers, furniture and floor polishes.

Performance Criteria

- 2.1 Work area is barricaded or warning signs placed as appropriate, to reduce risk to colleagues and customers.
- 2.2 Suitable dry and wet cleaning agents are selected and prepared in accordance with manufacturers' and relevant safety requirements.
- 2.3 Equipment is selected according to type of cleaning to be undertaken.
- 2.4 All equipment is checked for cleanliness and safe working condition prior to use.
- 2.5 Protective clothing is selected and used where necessary.

Element 3: Clean dry and wet areas

Range

Range of surfaces is to include but not limited to front steps, floors/floor coverings, glass, wood, fabric, tiled surfaces, etc.

Range of public areas includes lobbies, lifts, public phone booths/area, front entrance, restaurant area, bar area, etc. Evidence of cleaning two is required for assessment purposes.

Service areas include but are not limited to the front desk or reception area, housekeeping offices, food and beverage service areas, restaurant, lounge area, waiting area, corridors. Evidence of cleaning two is required for assessment purposes.

Range of unexpected situations can include broken tiles, errors in dilution of chemicals or equipment failure.

Performance Criteria

- 3.1 Wet and dry areas to be cleaned are prepared, including setting up hazard-warning signs for wet floors.
- 3.2 Equipment is used correctly and safely.
- 3.3 Work task is broken down into manageable steps considering the cleaning method required to ensure that least effort is used, effective work flow is maintained and quality cleaning is achieved.
- 3.4 Waste and used chemicals are separated and disposed of in accordance with legislative and establishment requirements.
- 3.5 Public areas are cleaned and made free from unpleasant odours, using correct cleaning equipment and cleaning materials.
- 3.6 Surfaces are cleaned using correct cleaning equipment.
- 3.7 Furniture, displays and other items moved during cleaning operation are returned to their correct position.
- 3.8 Customers are interacted with, in a polite and helpful manner while cleaning public areas.
- 3.9 Unexpected situations are responded to according to establishment procedures.

Element 4: Clean, maintain and store equipment used in a hospitality establishment

Range

Types of equipment may include, but are not limited to, equipment for functions (such as electronic audio-visual equipment, communication equipment, projectors) and service equipment (such as trolleys, trays, ovens, stoves). Evidence of cleaning two is required for assessment purposes.

Equipment faults may include breakdowns and damage to parts, surfaces, electrical cords and connections.

Performance Criteria

- 4.1 Equipment is cleaned in accordance with establishment procedures and manufacturer's instructions.
- 4.2 Routine maintenance requirements of equipment are reported in accordance with establishment procedures.
- 4.3 Equipment is stored in the designated area and in a condition ready for re-use.
- 4.4 Cleaning equipment and chemicals are checked and stored in accordance with legislative and establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE205 - Conserve resources and report maintenance requirements

Title		Conserve resources and report maintenance requirements in a hospitality and tourism establishment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE205	Credits	3

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Conserve water and power resources; and monitor maintenance requirements in a hospitality and tourism establishment.

Special Notes

1. Entry information:

Prerequisite

- CORE201 - Follow occupational health, hygiene and safety procedures in a hospitality and tourism environment or demonstrated equivalent knowledge and skills.
2. A resource is an expedient, a stock or supply which can be drawn upon. Resources may include but are not limited to water, gas, wood, paraffin and electricity.
 3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 4. All inspections, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' and/or company guidelines and instructions.

5. Regulations and legislations relevant to this unit standard may include but are not limited to the following:
- Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001
- and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Conserve water in a hospitality and tourism establishment

Range

Sources of water wastage may include but is not limited to leaking tapes, faulty fittings, burst pipes. Identification of three is required for assessment purposes.

Activities which require the use of water from taps may include the rinsing of vegetables and fruits, the cleaning of equipment and utensils, the cleaning of floors and kitchen areas.

Performance Criteria

- 1.1 Establishment procedures for conserving water are identified and applied.
- 1.2 Sources of water wastage are identified, rectified or reported to appropriate personnel.
- 1.3 Work activities that require the use of water are carried out efficiently to minimise the use of water.
- 1.4 Suggestions are made for improving the efficiency of water use in own work area and avoid water stagnation.

- 1.5 Measures to be taken to prevent bacterial growth can be to maintain temperature of water below 20 degrees celcius or above 60 degrees celcius as the bacteria survives in warm contaminated water. If a restaurant or kitchen has not been utilized for quite sometime the water taps have to be opened to allow the water to run for five minutes or more to avoid legionella poisoning.

Element 2: Conserve power resources in a hospitality and tourism establishment

Range

Equipment and appliances, which operate with power may include but are not limited to stoves, ovens, air conditioners, heaters, lights and refrigerators. Identification of four is required for assessment purposes.

Sources of power may include but are not limited to electricity, gas, wood, paraffin and solar power.

Three examples of power wastage in a tourism hospitality establishment are given for assessment purposes.

Performance Criteria

- 2.1 Equipment and appliances using power in a hospitality establishment are identified.
- 2.2 Establishment procedures for conserving power are identified and applied.
- 2.3 Sources of power wastage are identified, rectified or reported to appropriate personnel.
- 2.4 Work activities that require the use of power are carried out efficiently to minimise the use of power.
- 2.5 Suggestions are made for improving the efficiency of power use in own work area.

Element 3: Monitor maintenance requirements in a hospitality and tourism establishment

Range

Maintenance requirements may include, but is not limited to fused bulbs, malfunctioning alarms, dripping water taps, leaking pipes, faulty equipment, building defects, broken furniture, faulty doors and windows. Identification of four is required for assessment purposes.

Establishment procedures for reporting maintenance requirements include both verbal and written maintenance reports. Evidence of the use of both verbal and written reports is required for assessment purposes.

Performance Criteria

- 3.1 Maintenance requirements are identified.
- 3.2 Maintenance requirements are attended to promptly within individual responsibility, and reported if beyond personal responsibility in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE206 - Perform routine workplace estimations

Title		Perform routine workplace estimations and calculations as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE206	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Perform routine estimations and calculations.

Special Notes

1. This unit standard is to be delivered and assessed in the context of hospitality operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
2. To demonstrate competence, at a minimum, evidence is required of the completion of 3 estimations and 3 calculations related to realistic hospitality operations tasks. These tasks are to be performed ensuring correct verification of results and identification and rectification of errors.
3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
4. 'Routine workplace estimations and calculations' include quantity, time, distance, weight, dimension and cost.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

6. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
7. 'Specifications' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
8. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Perform routine estimations

Performance Criteria

- 1.1 Routine workplace estimations of time, distance, cost, weight or dimension are made in completing hospitality and tourism tasks, using standard workplace forms and documents.
- 1.2 Results are verified and recorded in line with task requirements.
- 1.3 Errors in recording or reporting of estimations are identified, rectified or reported as required in line with organisational procedure.

Element 2: Perform routine calculations

Performance Criteria

- 2.1 Routine workplace calculation method is selected in line with task requirements.
- 2.2 Routine calculations including quantity, time, distance, cost, weight or dimension are made in completing hospitality and tourism tasks.
- 2.3 Information in timetables, work schedules and other workplace documents is interpreted and applied in performing routine workplace calculations.
- 2.4 Results are verified and recorded in line with task requirements.
- 2.5 Errors in recording or reporting of results are identified and rectified or reported as required in line with organisational procedure.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE207 - Communicate with individuals and groups in English

Title		Communicate with Individuals and groups in English in a hospitality and tourism establishment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	CORE207	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Communicate with guests, supervisors and colleagues in English when performing duties in the establishment and interpret and apply hospitality workplace information in English.

Special Notes

1. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
2. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Communicate with guests, supervisors and colleagues in English

Performance Criteria

- 1.1 Written and verbal communication with others in English in the performance of hospitality duties is clear and precise, uses established hospitality vocabulary and follows established communications practice.
- 1.2 Misunderstandings in English communications are avoided through the use of appropriate confirmation techniques and established communications practice.
- 1.3 Messages concerning safety and operations in a hospitality establishment involving written or verbal communications in English are read or received, clarified, correctly interpreted and applied to activities in the hospitality establishment.
- 1.4 Appropriate techniques are used when communicating in English with multilingual guests, to ensure that communications are effective and messages are understood.
- 1.5 Messages and feedback in English relating to work in the hospitality establishment are effectively provided to colleagues and supervisors in line with establishment procedures.
- 1.6 Appropriate non-verbal communication is used to support English communication with others in the course of work in the hospitality establishment.

Element 2: Interpret and apply hospitality workplace information in English

Range

Workplace signs may relate to instructions, processes and functions in hospitality establishments, equipment and tools, workplace safety.

Performance Criteria

- 2.1 Readings on appliances, instrumentation, computers and other performance indicators in English are correctly interpreted and applied in the course of work in the hospitality establishment.
- 2.2 Hospitality procedures, instructions and directions written in English are interpreted and applied in the course of work in the hospitality establishment.
- 2.3 Workplace signs in English are correctly interpreted and applied in performing workplace tasks.
- 2.4 Information in English hospitality publications and other documents is read, interpreted and applied in performing workplace tasks in line with establishment procedures.
- 2.5 Information in English relevant to the performance of hospitality operations is correctly accessed and retrieved in line with establishment procedures.
- 2.6 Reports and other workplace documents relevant to the performance of hospitality operations are correctly and accurately completed in English.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE208 - Provide customer care in Tourism Hospitality operations

Title		Provide customer service as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE208	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Identify customers from diverse backgrounds; maintain personal presentation and hygiene; greet guests; provide information to guests; and responding to guest and customer complaints.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational, health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of hospitality operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
 3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.

4. Customer care may include but is not limited to, modes of greeting, conversation, body language, use of body gestures and formality of language.
5. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Identify customers from diverse backgrounds

Range

Types of guests may be identified according to age, cultural background, gender, country of origin, and potential interest and needs.

Performance Criteria

- 1.1 Different types of guests who visit Eswatini are identified
- 1.2 Customers from different groups are valued and treated with respect and sensitivity.
- 1.3 Customers are provided with a safe and healthy environment
- 1.4 Customer needs and interests are taken into consideration.

Element 2: Maintain personal presentation and hygiene

Range

Personal presentation may include but is not limited to wearing a uniform, displaying name badges, personal grooming, use of jewellery, use of make-up, footwear, length of hair.

Personal hygiene may include but is not limited to personal cleanliness, personal sickness, cleaning of clothes/uniform, shoes, oral health care.

Performance Criteria

- 2.1 Personal presentation standards are met and maintained according to establishment procedures.
- 2.2 A professional image is presented according to establishment requirements.
- 2.3 Personal hygiene is maintained in accordance with establishment requirements.
- 2.4 Sanitisation, wearing of disposable gloves, wearing of masks, social distancing is the practice.
- 2.5 Pre-plating /pre-packaging of food items

Element 3: Greet guests

Range

Establishment requirements may include but not be limited to timeous, accuracy, confidentiality, objectivity, courtesy, active listening and information sharing.

Body language includes posture, facial expression, eye contact, speed of movement, verbal communication includes tone, pitch, volume and pace of speech.

Basic personal information may include but is not limited to facts about a person's family, the broad direction of his/her home, and basic details about their job or interest in tourism.

Performance Criteria

- 3.1 Guests are greeted in a polite and welcoming manner in accordance with establishment procedures.
- 3.2 Guests are recognised and greeted, where appropriate.

- 3.3 Guests requiring special assistance are handled with care and consideration in accordance with establishment procedures.
- 3.4 Positive body language and friendly verbal communication are used with guests at all times.

Element 4: Provide information to guests

Range

Guest enquiries may relate to accommodation, establishment services, local tourist attractions, natural and cultural features such as historical and political, economic, physical and social facts, and transport.

Performance Criteria

- 4.1 Guest needs and requests for information, products, and services are monitored and responded to in line with establishment procedures. Requests outside own scope of responsibility are referred to supervisor according to establishment procedures.
- 4.2 Details of enquiry are noted and accuracy is confirmed with guest and colleagues.
- 4.3 Language and cultural barriers in communicating with guest are identified and eliminated where possible.
- 4.4. Alternative ways to communicate with guest are found if first efforts to communicate are difficult.
- 4.5 The use of Apps in e-commerce e.g. digital menus ESWAHUB

Element 5: Respond to guest and customer complaints

Range

Complaints may include but are not limited to service provision, cost, conditions of facilities, disruption caused by other guest.

Guest resolution may include but are not limited to acknowledging the complaint, taking appropriate action, providing information on costs, price discount, referring to supervisor.

Performance Criteria

- 5.1 Complaints are identified and clarified.
- 5.2 Complaint resolution procedures are applied according to establishment policies and procedures.
- 5.3 Unresolved complaints are referred to supervisor according to establishment procedures
- 5.4 Opportunities are taken to turn incidents of customer dissatisfaction into a demonstration of high quality service in line with establishment procedures
- 5.5 Complete details of actions are recorded in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE209 - Work with colleagues and customers in a culturally

Title		Work with colleagues and customers in a culturally diverse hospitality and tourism establishment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE209	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Work with colleagues and customers from different cultural backgrounds; promote cross-cultural understanding; and work in a cultural diverse team.

Special Notes

1. Entry information:

Prerequisite

- CORE201 - Follow occupational, hygiene and safety procedures in a hospitality and tourism environment or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of hospitality operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
 3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 4. All inspection, operation and maintenance procedures associated with the use of utensils and equipment shall comply with manufacturers and company guidelines and instructions.

5. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
6. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Work with colleagues and customers from different cultural backgrounds

Range

Ways to show that customers and colleagues from different cultural groups are valued, include but are not limited to respect, acceptance, selection and use of appropriate words and supportive non-verbal communication such as smiling, hand movements and eye contact. Evidence of the knowledge of four ways is required for assessment purposes.

Cultural similarities and differences between different tourists and the local community can include food, type of clothing and way of dress, ways of greeting, standing or sitting on arrival, eye contact when serving food. Evidence of knowledge of four is required for assessment purposes.

Performance Criteria

- 1.1 Guests and colleagues from different cultural groups are valued and treated with respect and sensitivity.

- 1.2 Cultural similarities and differences are taken into consideration in all verbal and non-verbal communication.
- 1.3 Sensitivity is shown to cultural and social differences.
- 1.4 Communication is conducted through the use of gestures or simple words in the other person's language, where language barriers exist.
- 1.5 Communication conducted through use of gadgets for people with different disabilities

Element 2: Promote cross cultural understanding

Range

Sources of assistance on intercultural communication may include but are not limited to colleagues, reference books, outside organizations such as interpreter services, diplomatic services, local cultural organizations, appropriate government agencies and educational institutions. Evidence of knowledge of two is required for assessment purposes.

Performance Criteria

- 2.1 Intercultural issues that may cause conflict or misunderstanding are identified.
- 2.2 Possible cultural differences are considered when misunderstandings occur.
- 2.3 Difficulties are addressed in line with establishment procedures and assistance is sought from team leaders or others as required.
- 2.4 Sources of assistance on intercultural communication are accessed when required to resolve intercultural problems.

Element 3: Work in a cultural diverse team

Performance Criteria

- 3.1 Trust, support and respect towards team members are demonstrated in day-to-day work activities.
- 3.2 Cultural differences within the team are recognised.
- 3.3 Goals for the work team are identified with colleagues and relevant others.

- 3.4 Individual tasks are identified, prioritised and completed within designated time frames.
- 3.5 Assistance is sought from other team members, supervisors and managers when required.
- 3.6 Assistance to colleagues is offered when required, to ensure designated work goals are met.
- 3.7 Feedback and information from other team members are acknowledged and responded to.
- 3.8 Changes to individual responsibilities are negotiated to meet work goals.
- 3.9 Own and team performance are evaluated and areas for improvement are identified.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE210 - Operate in a team

Title		Operate in a team as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE210	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Achieve personal work objectives; identify and resolve work problems; and work in a team.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality and tourism environment or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of hospitality operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
 3. Teamwork tasks will vary according to the size of the establishment, the nature of the work undertaken by the establishment and the scope of a particular employee's duty and responsibility.
 4. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 5. All inspection, operation and maintenance procedures associated with the use of utensils and equipment shall comply with manufacturers' and company guidelines and instructions.

6. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures, and legislative requirements.
7. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Achieve personal work objectives

Performance Criteria

- 1.1 Work priorities and schedules are confirmed.
- 1.2 Difficult tasks are persisted with over a reasonable period of time.
- 1.3 Nature and/or sequence of tasks are renegotiated and adapted in response to new information or changed situations.
- 1.4 Outcomes are achieved without compromising quality, accuracy, safety and ethics.

Element 2: Identify and resolve work problems

Range

Work problems may include but are not limited to supply and/or quality of materials, workplace safety, communication, workplace emergency, and service delivery.

Performance Criteria

- 2.1 The existence of a problem is recognised.
- 2.2 Appropriate sources of help are identified.
- 2.3 Alternatives are considered and kept open.
- 2.4 Agreed problem solving strategies are implemented.

Element 3: Work in a team

Performance Criteria

- 3.1 Work is undertaken collaboratively to achieve agreed outcomes.
- 3.2 Knowledge of each individual's role and responsibility within a team is demonstrated.
- 3.3 Own abilities and limitations in undertaking team tasks are recognised.
- 3.4 Sensitivity to the diversity of team members is demonstrated.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE211 - Extinguish fire by means of basic fire fighting equipment

Title		Extinguish fire by means of basic fire fighting equipment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	1	Unit ID	CORE211	Credits	3

Purpose

This unit standard is intended for those engaged in paid employment, other forms of work and/or vocational education and training and not limited to hospitality operations. People holding credit for this generic unit standard are able to: Demonstrate basic knowledge of fire prevention procedures; use portable fire extinguishers to extinguish a simulated fire; demonstrate usage of a fire hose reel; and demonstrate usage of a fire blanket.

Special Notes

1. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment.
2. 'Simulated fire' refers to a pretend, make believe fire and/or a small, controlled fire in a controlled environment
3. Glossary of terms:
 - 'OHS' means Occupational Health and Safety
 - 'CO₂' refers to Carbon Dioxide
 - 'DCP' means Dry Chemical Powder
 - 'Fire Tetrahedron' refers to the four factors necessary for fire

- *'Relevant OHS standards'* may include but are not limited to working safely around electrical wiring, cables and overhead powerlines, working safely around tools and equipment, working safely on ladders and raised platforms, risk and hazard recognition, risk identification at the workplace and emergency procedures, awareness of electrical hazards, following confined spaces procedures, first aid, utilising personal protective equipment including safety glasses and goggles, safety boots or shoes, hard hat, ear muffs or plugs, assessing the work site for hazards and risks prior to preparing the work site for the work procedure, displaying signs and/or utilising barriers in the work area.
4. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
- Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Fire Precaution Act 1971
 - Eswatini Tourism Authority Act, 2001
- and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Demonstrate basic knowledge of fire prevention procedures

Range

General workplace requirements may include but are not limited to free access to fire fighting equipment; means to avoid fire spreading by conduction; convection; radiation; and direct burning.

Performance Criteria

- 1.1 The prevention of fire in relation to general workplace requirements is interpreted.
- 1.2 Relevant OHS standards are interpreted and applied in accordance with workplace specific requirements.
- 1.3 The theory of fire including the *Fire Tetrahedron* is described.

Element 2: Use a portable fire extinguishers to extinguish a simulated fire

Range

Fire types may include but are not limited to ordinary combustibles, flammable and combustible liquids, flammable gases, energised electrical equipment, combustible metals and cooking oils and fats.

Appropriate fire extinguishers may include but are not limited to water, foam, DCP, and CO₂.

Performance Criteria

- 2.1 The type of fire encountered is classified.
- 2.2 Appropriate fire extinguisher to combat the fire is identified and selected.
- 2.3 The safe use of fire extinguisher and applied procedures for extinguishing the fire are demonstrated according to manufacturers' instructions, and in accordance with relevant OHS standards, workplace policies and procedures.
- 2.4 Periodic checks on fire extinguishers within the scope of responsibility are demonstrated in accordance with manufacturers' instructions, relevant OHS standards, workplace policies and procedures.

Element 3: Use a fire hose reel to extinguish a simulated fire

Range

Assessment evidence for the use of any one (1) fire hose reel type is required.

Fire hose reel types may be wall mounted, swing-hinged and vehicle-mounted.

Performance Criteria

- 3.1 The safe use of the fire hose reel and applied procedures for extinguishing the fire are demonstrated according to manufacturers' instructions, and in accordance with relevant OHS standards, workplace policies and procedures.
- 3.2 Water is turned off in the approved sequence and the hose reel checked for leaks.
- 3.3 Hose reel is correctly rewound after use.
- 3.4 Periodic checks on fire hose reels within the scope of responsibility are demonstrated in accordance with manufacturers' instructions, relevant OHS standards, workplace policies and procedures.

Element 4: Use a fire blanket to extinguish a simulated fire

Performance Criteria

- 4.1 The effect of using a fire blanket is described in terms of the components of the *Fire Tetrahedron*.
- 4.2 The safe use of the fire blanket and applied procedures for extinguishing the fire are demonstrated according to manufacturers' instructions, and in accordance with relevant OHS standards, workplace policies and procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE212- Develop and Emotional Intelligence

Title		Develop and Demonstrate the use of Emotional Intelligence			
Domain		Critical Thinking & Problem Solving			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTCORE212	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Prepare and assemble sandwiches for service; and present sandwiches for service.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality and tourism environment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' guidelines and instructions.
 4. Sandwiches include bread, rolls, baguettes, pita breads, bagels, and croissants.
 5. Fillings may include but are not limited to fats, spreads, pastes, cold or hot meat, poultry, fish, eggs, vegetables, salad, fruit, cheese, dressing, sauces, and relishes.

6. Safe working practices include, but are not limited to, day-to-day observation of policies and procedures and legislative requirements.
7. '*Specifications*' refers to any, or all of the following: manufacturers' specifications and establishment specific requirements.
8. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Food Hygiene regulations, 1970
 - Food safety Act, 1990
 - Food safety regulations, 1995
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Prepare and develop Emotional Intelligence

Range

Quality includes but is not limited to the appearance, smell, and within expiry date.

Performance Criteria

- 1.1 Develop evaluation criteria for assessing emotional strengths and weaknesses
- 1.2 Assess emotional strengths and weaknesses against evaluation criteria
- 1.3 Identify and analyse potential emotional stressors in the workplace
- 1.4 Identify methods for responding to emotional stressors
- 1.5 Seek feedback from others to identify and confirm methods for responding to emotional stressors in the workplace.

Element 2: Develop emotional intelligence

Performance Criteria

- 2.1 Analyze and document emotional responses of co-workers
- 2.2 Develop a plan for identifying and responding to a range of emotional expressions
- 2.3 Apply techniques that indicate flexibility and adaptability in dealing with others in the workplace
- 2.4 Apply techniques that show consideration for the emotions of others when making decisions
- 2.5 Consult with relevant stakeholders and identify improvement areas for own emotional intelligence

Element 3: Promote development of emotional intelligence in others

Performance Criteria

- 3.1 Identify workplace opportunities for others to express their thoughts and feelings

- 3.2 Develop tasks for assisting others to understand effect of personal behaviour and emotions on others in the workplace
- 3.3 Implement identified opportunities and tasks in the workplace according to organisational policy and procedures

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTECORE Entrepreneurship 2022

Title		Demonstrate knowledge of the requirements of entrepreneurs			
Domain		Entrepreneurship			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTCORE213	Credits	4

Purpose

This unit standard specifies the competencies required to demonstrate knowledge of the requirements of entrepreneurs. It includes demonstrating knowledge of the requirements of entrepreneurs. This unit standard is recommended for all national Vocational Education and Training programmes and qualifications.

Special Notes

1. This unit standard is to be delivered and assessed in the context of the entrepreneurial Operations and should be assessed in conjunction with other relevant technical unit Standards selected from this domain.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
3. Glossary
 - Entrepreneurship includes the knowledge, skills, and attributes applied individually and/ or collectively to help individuals and organizations to create, cope, with and enjoy change and innovation for achieving personal fulfillment and organizational effectiveness.

- An ‘entrepreneur’ is a person who uses creative and innovative ways and means to produce goods or services with a view to make a profit and meet customers’ needs. An entrepreneur commits his/her resources (money, time, land, energy, etc.) to produce, import and/or sell goods and services to customers to make a profit.
 - ‘Entrepreneurship education’ is a process by which entrepreneurial knowledge, skills and attitudes are taught and acquired, practiced and supported.
4. ‘Specifications’ refers to any, or all of the following: manufacturer’s specifications and establishment specific requirements.
5. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
- Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001
- and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Demonstrate knowledge of the requirements of entrepreneurs

Range

The importance of entrepreneurs may include but is not limited to: employment creation; provision of goods, services and infrastructure; government taxes; contribution to societal needs.

Benefits may include but are not limited to; independence; empowerment; employment creation personal satisfaction.

Challenges of being an entrepreneur may include but are not limited to; risk of failure or low returns; lack of funds to implement business ideas; technological changes; stigma or rejection; working long hours.

Areas in which entrepreneurial assessment scores could be allocated include but not limited; achievement; planning drive.

Strategies for improving personal entrepreneurship qualities may include but are not limited to; features of personal entrepreneurial assessment tool; study; gaining experience; practice; Networking; identifying and overcoming weaknesses.

Performance Criteria

- 1.1 The importance of entrepreneurs for Eswatini is identified.
- 1.2 The essential requirements expected of entrepreneurs are identified and demonstrated through demonstration of knowledge of about requirements of entrepreneurs.
- 1.3 The benefits of being an entrepreneur are identified and accommodated in entrepreneurship activities.
- 1.4 The challenges of being an entrepreneur are identified and overcome in entrepreneurial activities.
- 1.5 A personal entrepreneurial assessment tool is completed and scores interpreted.
- 1.6 Strategies for improving personal entrepreneurship qualities are confirmed and implemented.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTHO201 - Clean and service guest rooms and public areas

Title		Clean and service guest rooms and public areas in a hospitality establishment			
Domain		HOUSEKEEPING OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTHO201	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Follow a cleaning schedule; clean vacant and occupied guest rooms; clean service and public areas; clean toilet and bathroom areas.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow workplace health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of computer equipment shall comply with establishment procedures and manufacturer's instructions.

4. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
5. 'Specifications' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Follow a cleaning schedule

Performance Criteria

- 1.1 Cleaning schedule is checked and cleaning tasks are identified in line with establishment requirements.
- 1.2 Cleaning schedule is checked to determine time allocation for cleaning tasks in line with establishment procedures.
- 1.3 Problems with cleaning schedule are identified and clarified with supervisor.

Element 2: Clean vacant and occupied guest rooms

Range

Items for disposal include but are not limited to guest supplies such as used milk; coffee; sugar sachets; waste; and other used items.

Replacement items include but are not limited to towels; toilet paper; linen; milk; tea; coffee; condiments; brochures; guest information; and guest supplies.

Protective clothing and equipment include barricades; signs; gloves and aprons.

Cleaning chemicals may include but are not limited to general and spot cleaning agents; cleaning agents for specialised surfaces including window and glass cleaners; disinfectants; deodorizers; furniture and floor polishes, including detergents; abrasives; toilet cleaners; window cleaners; acids; alkalis; solvents; bleaches; disinfectants; polishes; furniture and floor finishes; floor sealants; and sanitizers. Evidence of selecting and using four cleaning chemicals to clean interior and exterior surfaces is required for assessment.

Cleaning equipment may include but is not limited to brooms; brushes; mops; cloths; buckets; spray bottles; bins; trolleys; vacuum cleaners; scrubbing and polishing machines.

Performance Criteria

- 2.1 Cleaning tools and equipment selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement.
- 2.2 Cleaning materials and chemicals are identified and prepared, and their use and purpose explained and demonstrated according to establishment procedures.
- 2.3 Protective clothing and equipment and appropriate warning and safety signs are used.
- 2.4 Guest rooms are cleaned and kept free of unpleasant odors in line with establishment procedures.
- 2.5 Guest supplies are replaced and waste disposed of in line with establishment procedures.
- 2.6 Safety requirements are followed in line with safety plans and policies.

2.7 Cleaning chemicals are safely stored in line with establishment procedures.

Element 3: Clean service and public areas

Range

Service and public areas include but are not limited to the front desk or reception area; housekeeping offices; food and beverage service areas; restaurant; lounge area; waiting area; and corridors. Evidence of cleaning two is required for assessment.

Personal protective equipment includes but is not limited to overalls; boots or specified shoes; jacket; gloves; safety glasses or goggles; cap or hairnet; and aprons.

Safety signs include but are not limited to hazard identification; facility or location signs; site safety; directional; warning signs; and symbols.

Unexpected situations include but are not limited to broken tiles; errors in dilution of chemicals; equipment failure; and slippery surfaces.

Performance Criteria

- 3.1 Inconvenience to customers while cleaning service areas is minimised.
- 3.2 Cleaning materials and chemicals are identified and prepared according to establishment procedures.
- 3.3 Protective clothing is worn and appropriate warning and safety signs are used when cleaning service and public areas.
- 3.4 Waste is disposed of and furniture arranged correctly, ensuring neatness and tidiness of displays.
- 3.5 Furniture is arranged correctly.
- 3.5 Floors and surfaces in service and public areas are cleaned and kept free of unpleasant odours.

- 3.6 Faults and maintenance requirements are reported.
- 3.7 Cleaning equipment, materials and chemicals are checked, cleaned and safely stored after use.
- 3.8 Any unexpected situations are responded to in line with establishment procedures.

Element 4: Clean toilet and bathroom areas

Range

Cleaning of toilet and bathroom areas include site inspection; equipment defect identification; assessment of conditions; and hazards and determination of work requirements.

Tools and equipment needed to clean toilet and bathroom areas include but are not limited to rubbish bins; plastic waste bags; brooms; cloths; scrubbing brush; and cleaning materials.

Waste includes general rubbish items; disposable and replacement toiletries; sanitary towels; and sanitary waste.

Protective clothing may include gloves; a cleaner's uniform; and apron.

Surfaces, fixtures, fittings and appliances include but are not limited to tap ware, plugholes.

Signs include but are not limited to hazard identification; facility or location signs; site safety; directional; traffic and warning signs and symbols.

Working practices include day to day observation of safety policies and procedures; risk assessment; and emergency procedures and work tasks.

Unexpected situations include but are not limited to equipment malfunction; exposure to hazardous materials; accidents; injury; and exposure to bacterial agents.

Bathroom and toiletry supplies may include but are not limited to toilet paper; shampoo; soap; and hand towels.

Performance Criteria

- 4.1 Inconvenience to guests while cleaning toilet and bathroom areas is minimised.
- 4.2 Rubbish bins and ashtrays are emptied, waste is prepared for removal and waste is disposed of in a safe and hygienic manner in line with establishment procedures.
- 4.3 Personal protective clothing, cleaning equipment and materials are identified, selected and used in line with manufacturers' and establishment requirements.
- 4.4 Surfaces, fixtures, fittings and appliances are cleaned and kept free from unpleasant odours, dust, dirt, chemical residue and removable stains within an allocated timeframe and in line with establishment procedures.
- 4.5 Fixtures and fittings are checked to ensure effective operation.
- 4.6 Maintenance requirements for bathroom and toilet areas are identified and reported in line with establishment requirements.
- 4.7 Customer property is handled in a safe and careful manner in line with establishment procedures.
- 4.8 Bathroom and toiletry supplies are replaced or replenished within allocated timeframes and in line with establishment procedures.
- 4.9 Bins and ashtrays are cleaned and made ready for re-use.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTHO202 - Make beds and handle linen and coverings

Title		Make beds and handle linen and bed coverings in a hospitality establishment			
Domain		HOUSEKEEPING OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTHO202	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Prepare for making beds and make beds.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow workplace health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of computer equipment shall comply with establishment procedures and manufacturer's instructions.
 4. Safe working practices include but are not limited to day-to-day observation of safety policies and

procedures and legislative requirements.

5. 'Specifications' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Prepare for making beds

Range

Bed coverings may include but are not limited to sheets; blankets; bedspreads; pillowcases; duvet covers; duvet or pillows; and mattress covers.

Performance Criteria

- 1.1 Bed coverings are removed from beds.

- 1.2 Soiled and used linen and bed coverings are sorted and prepared for dispatch according to workplace procedures.
- 1.3 Unsoiled linen and bed coverings are stored according to workplace procedures.
- 1.4 Correct type, quantity and standard of linen and bed coverings are collected according to workplace procedures.
- 1.5
- 1.6 The equipment for transporting linen and bed coverings is checked for cleanliness, damage and readiness for use.
- 1.7 Any sign of damage is reported according to workplace procedures.

Element 2: Make beds

Range

Unexpected situations may include but are not limited to incorrect linen issue; theft of linen from room; torn sheet or bed covering.

Performance Criteria

- 2.1 Mattresses are turned according to workplace procedures.
- 2.2 Bed-base, headboard and bed coverings are checked for cleanliness and damage.
- 2.3 Bed is made with correct linen and bed coverings, ready for use, according to workplace procedures and requirements.
- 2.4 Guests' personal property is carefully dealt with according to workplace procedures and requirements.
- 2.5 Work is completed in an organized manner, any damage or unexpected situation reported

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTHO203 - Provide an on-premise laundry service

Title		Provide an on-premise laundry service in a hospitality establishment			
Domain		HOUSEKEEPING OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTHO203	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Demonstrate knowledge of basic laundry operations; record and sort laundry items and treat stains; wash clothes and linen; iron and do minor repairs to laundry items; and package, return and store laundry items.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow workplace health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of computer equipment shall comply with establishment procedures and manufacturer's instructions.

4. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
5. Laundry may include but is not limited to sheets, duvet covers and under blankets; bedspreads; pillowcases; waterproof sheets; mattress covers; restaurant linen; net curtains; curtains; towels; dishcloths; cleaning cloths; and clothing.
6. Equipment for the preparation, sorting and washing of laundry items include but is not limited to sorting baskets; shelves and hangers; clothes and linen for laundering; textile labels; washers; spin dryers; tumble dryers; pressing equipment; heat sealing equipment; washing machines; and roll plastic.
7. 'Specifications' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
8. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Demonstrate knowledge of basic laundry operations

Performance Criteria

- 1.1 The importance of separating dirty linen from clean linen and the impact on hygiene is described.
- 1.2 The importance of cleaning laundry equipment on a regular basis is explained.
- 1.3 Laundry detergents and chemicals are identified and their use explained.
- 1.8 The operation and safe use of equipment is described.

Element 2: Record and sort laundry items and treat stains

Range

Stains to be removed include recent and easily removable stains.

Performance Criteria

- 2.1 Laundry items entering housekeeping are recorded according to establishment procedures.
- 2.2 Items for laundering are sorted according to urgency of the item, the cleaning process required for different colors and fabrics, and washing temperatures.
- 2.3 Items to be laundered are checked for stains and where necessary stains are treated in line with establishment procedures.

Element 3: Wash clothes and linen

Range

Laundering tasks may include applying chemicals and cleaning agents, performing washing and drying, and operating laundry equipment such as presses and irons.

Cleaning agents may include but are not limited to soaps, detergent, stain removers, and bleaches.

Performance Criteria

- 3.1 Cleaning agents and chemicals are selected and used in line with manufacturer's instructions for specific laundry equipment.
- 3.2 Laundry items are washed using appropriate laundry equipment and methods in line with manufacturer's instructions.
- 3.3 Laundry items are checked following completion of the laundering process to ensure quality cleaning.

Element 4: Iron and do minor repairs to laundry items

Range

Equipment and tools used for minor repairs of linen and clothes may include but is not limited to buttons; cotton; needles; and finger hoods.

Tasks included in minor repairs of clothes can include but not be limited to sewing on buttons; repairing hems and seams; and sewing up minor rips.

Performance Criteria

- 4.1 Pressing or ironing of laundry is completed in line with establishment procedures.
- 4.2 Minor repairs to clothes are completed in line with establishment procedures.
- 4.3 Damage to laundry items arising from the laundering process is recorded and the appropriate persons notified in line with establishment procedures.
- 4.4 Accurate account records of receipts and issues of laundry are drawn up and maintained.

Element 5: Pack, return and store laundry items

Range

Packaging and storing of laundry items may include folding, hanging, wrapping, heat sealing and labeling of laundry items.

Performance Criteria

- 5.1 Guest laundry and linen are packed and presented in line with establishment procedures.
- 5.2 Records and billing information are completed in line with procedures.
- 5.3 Finished items are returned to guest within required timeframes in line with establishment procedure.
- 5.4 When return to guests is not possible, processed laundry items are securely stored according to guest requests and in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTHO204 - Complete work documents

Title		Complete work documents in a hospitality establishment			
Domain		HOUSEKEEPING OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	1	Unit ID	HTHO204	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Complete work documents in a hospitality environment.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow workplace health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
3. Completion of work documents refers to hand-written entries and may include but are not limited to job cards, establishment registers, guest book, written instructions, inventory lists, and laundry list.

4. 'Specifications' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
5. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Complete work documents in a hospitality environment

Performance Criteria

- 1.1 Work document is sourced and identified according to job or task requirements.
- 1.2 Work document is maintained and completed according to job or task requirements.
- 1.3 Entered records are presented to designate personnel for verification and processing according to establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTHO205 - Handle and store cleaning equipment

Title		Handle and store cleaning equipment and materials in a hospitality establishment			
Domain		HOUSEKEEPING OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTHO205	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Handle and store cleaning equipment and materials.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. Cleaning equipment and materials may include but are not limited to manual and electrical equipment chemical disinfectants and, neutral detergents.
 4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' guidelines and instructions.

5. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
6. 'Specifications' refers to any, or all of the following: manufacturers' specifications and establishment specific requirements.
7. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Eswatini Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Qualifications Authority.

Elements and Performance Criteria

Element 1: Handle cleaning equipment and materials

Range

Information may include but are not limited to active signs of pest infections.

Performance Criteria:

- 1.1 Information on handling cleaning equipment and materials is sourced and confirmed.
- 1.2 Cleaning equipment and materials are handled safely in line with establishment procedures and manufacturer's specifications.
- 1.3 Cleaning equipment is cleared from dirt and other impurities prior to storage in line with establishment procedures.

- 1.4 Cleaning materials are disposed of, reused or recycled according to establishment procedures and requirements, and legislative requirements.

Element 2: Store cleaning equipment and materials

Performance Criteria:

- 2.1 Cleaning equipment and materials are stored according to establishment procedures and requirements and legislative requirements.
- 2.2 Storage areas are kept clean and in good working order according to establishment procedures.
- 2.3 Storage area is secured and locked according to establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)