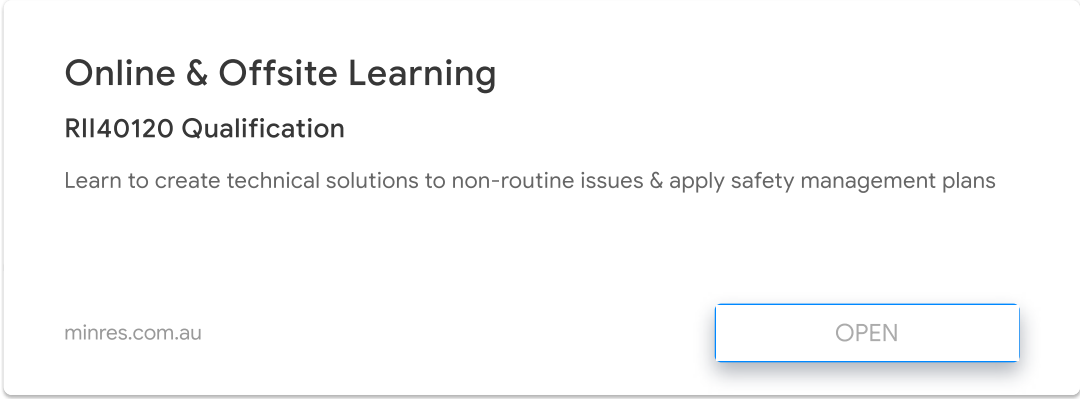


DOMESTIC WORK NC II – TESDA COURSE MODULE

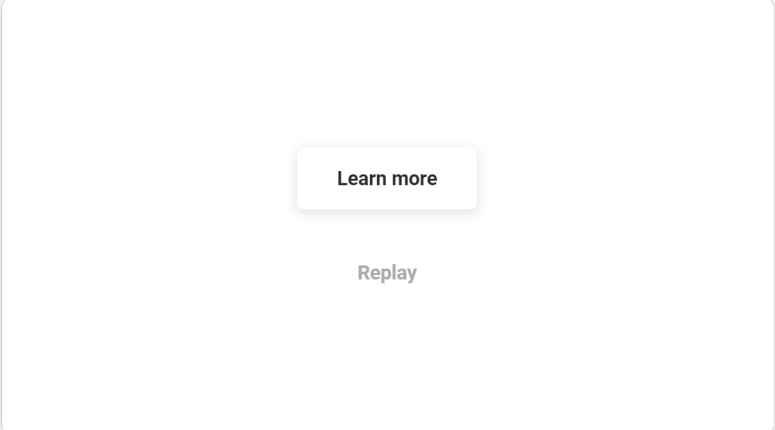
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TRAINING REGULATIONS FOR DOMESTIC WORK NC II

The **DOMESTIC WORK NC II** consists of competencies that a person must achieve to clean living room, dining room, bedrooms, toilet, kitchen, wash and iron clothes, linen, fabric, prepare hot and cold meals/food, provide food and beverage service.

A student who has achieved this Course in DOMESTIC WORK NC II is competent to be:

- Domestic Worker
- Houseboy
- Housemaid
- Housekeeper
- Hand-lauderer
- Helper, Kitchen
- Cleaner, Hotel

DOMESTIC WORK NC II – TRAINING AND REGULATION MODULE

Course Title: DOMESTIC WORK

Level: NC II

Nominal Training Duration : 714 Hours

This course is designed to enhance the knowledge, skills and attitude of household workers in accordance with industry standards. It covers the basic, common and core competencies on cleaning living room, dining room, bedrooms, toilet and kitchen, washing and ironing clothes, linen and fabric, preparing hot and cold meals/food, and providing food and beverage service.

This includes common competencies: maintain an effective relationship with clients/customers, and manage own performance. It also includes basic competencies such as, participate in workplace communication, work in a team environment, practice career professionalism, and practice occupational health and safety procedures. The common competency –Maintain an effective

relationship with clients and customers has been contextualized to include the provisions of Kasambahay law, e.g. standard employment contract, rights and privileges, pre-employment requirements, working conditions, barangay registrations, social and other benefits, etc.

It also has ten (10) elective competencies as indicated below:

1. Provide care and support to infants and toddlers (50 Hrs)
2. Provide care and support to children (50 Hrs)
3. Provide care and support to elderly (150 Hrs)
4. Provide care and support to people with special needs (150 Hrs)
5. Assist in the care of animals (20 Hrs)
6. Provide animal care hygiene routines (20 Hrs)
7. Trim and Prune landscape plants (15 Hrs)
8. Perform weeding and cultivation (15 Hrs)
9. Water/irrigate plants (12 Hrs)
10. Control and prevent plant pest and diseases (14 Hrs)

The Elective competencies are additional core units of competencies that are useful but not absolutely necessary for enhancing the mobility/employability of a person. These competencies are considered important in the performance of the job and may be drawn from among the units of competency in the TRs promulgated for other sectors.

These Elective Competencies were selected from the core units of competencies from the existing WTR in Caregiving and Landscape Installation and Maintenance (Softscape) and one (1) NTR on Animal Care with two (2) units of competencies by the Technical Experts invited during the development of the Training Regulation and Competency-Based Curriculum for the **Domestic Work NC II**.

Elective competencies are not mandatory for program registration. TVET Institutions/Training Providers may opt to offer one or two or more competencies if they have the available resources and facilities.

TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into this course should possess the following requirements:

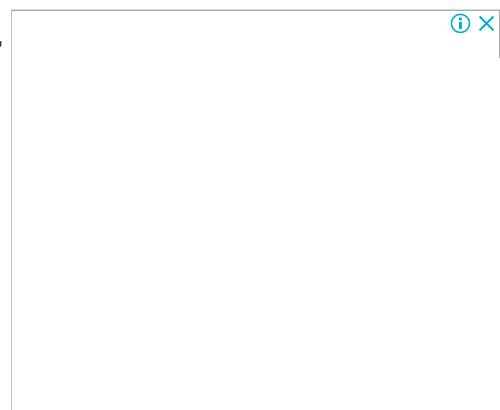
- Must be able to read and write

COMPETENCIES REQUIRED IN DOMESTIC WORK NC II

This units of competency comprising this qualification include Basic, Common, Elective and Core Competencies.

To obtain this course, all units prescribed for this qualification must be achieved.

These units of competency comprising this qualification include the following:



UNIT CODE	CORE COMPETENCIES (158 Hours)
HCS913301	Clean living room, dining room, bedrooms, toilet and kitchen
HCS913302	Wash and iron clothes, linen and fabric
HCS913303	Prepare hot and cold meals/food
HCS913304	Provide food and beverage service

UNIT CODE	CORE COMPETENCIES (158 Hours)
	ELECTIVE COMPETENCIES (496 Hours)
HCS323301	Provide care and support to infants and toddlers
HCS323302	Provide care and support to children
HCS323305	Provide care and support to elderly
HCS323306	Provide care and support to people with special needs
HCS913401	Assist in the care of animals
HCS913402	Provide animal care hygiene routines
AGR611376	Trim and prune landscape plants
AGR611377	Perform weeding and cultivation
AGR611379	Water/irrigate plants
AGR611380	Control and prevent plant pest and diseases
	COMMON COMPETENCIES (40 Hours)
HCS913201	Maintain an effective relationship with clients and customers
HCS913202	Manage own performance
	BASIC COMPETENCIES (20 Hours)
500311105	Participate in workplace communication
500311106	Work in team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

This section gives the details of the contents of the core units of competency required in DOMESTIC WORK NC II.

CORE COMPETENCIES

Core competency units comprising the qualification in DOMESTIC WORK NC II

UNIT OF COMPETENCY : CLEAN LIVING ROOM, DINING ROOM, BEDROOMS, TOILETS, BATHROOMS AND KITCHEN

UNIT CODE : HCS913301

This unit covers the knowledge, skills, and attitudes required in cleaning living room, dining room, bedrooms, toilets and bathrooms. It includes the cleaning of surfaces and floors, cleaning of furnishings and fixtures, making up beds and cots, cleaning of toilets and bathroom, sanitizing rooms and maintaining clean room environment.

1. Clean surfaces and floors

- *Appropriate removal/cleaning equipment, supplies, materials, procedures and techniques are used in accordance with soil and litter types and established procedures.*
- *All wastes are removed from surface based on procedures.*
- *Suitable maintenance procedures is selected and applied based on identified floor types and surface textures.*
- *Cleaning, polishing and sweeping are performed according to standard operating procedures.*
- *Cleaning, polishing and sweeping equipment, supplies and materials are used following safety procedures and manufacturer's specifications.*

- *Cleaning/polishing equipment is cleaned after use in accordance with relevant safety procedures and manufacturer's instructions.*
- *All cleaning, polishing, sweeping materials and equipment are stored as per standard operating procedures (SOPs).*
- *Routine maintenance is carried out as per SOPs.*

2. Clean furnishing and fixtures

- *Furnishings and fixtures are cleaned in accordance with standard operating procedures.*
- *Furniture positioned based on comfort and convenience and room lay out.*
- *Equipment is cleaned after use in accordance with relevant safety and manufacturer's instructions.*
- *All cleaning materials and equipment are stored following SOPs.*
- *Routine maintenance is carried out or arranged as per standard operating procedures.*

3. Make up beds and cots

- *Mattress is aired, freed from dust and vacuumed in accordance with SOPs.*
- *Soiled linens and pillowcases are replaced in accordance with SOPs.*
- *Linens are centered and mitered when replaced as per SOPs.*
- *Beds and cots are made-up according to prescribed procedure.*

4. Clean toilet and bathroom

- *Ceilings and walls are cleaned in accordance with standard operating procedures and techniques.*
- *Window edges and sills are wiped clean in accordance with standard operating procedures.*
- *Bath tub, lavatory and toilet bowls are scrubbed and disinfected in accordance with standard operating procedures and techniques.*
- *Accessories are washed and cleaned in accordance with standard operating procedures and techniques.*
- *Bathroom supplies are replenished and defective accessories replaced as per SOPs.*
- *Equipment is cleaned after use in accordance with manufacturer's instruction.*
- *All cleaning materials and equipment are stored in a safe place as per SOPs.*
- *Routine maintenance is carried out or arranged as per standard operating procedures.*

5. Sanitize rooms

- *Sanitizing agents are 100% accurately measured and mixed in accordance with relevant safety regulations.*
- *Excess mixtures of sanitizing agents are disposed according to environmental requirements.*
- *Rooms are sanitized in accordance with standard operating procedures.*
- *Equipment is cleaned after use in accordance with manufacturer's instructions.*
- *All cleaning materials and equipment are stored in a safe place as per SOPs.*
- *Routine maintenance is carried out or arranged as per standard operating procedures.*

6. Maintain clean room environment

- *All equipment and cleaning paraphernalia are checked and maintained according to manufacturer's instructions.*
- *All wastes are removed and disposed of in accordance with employer's requirements.*
- *All movable furniture and fittings are shifted to allow access to hidden dust/waste/dirt and as per SOPs.*
- *Rooms are checked regularly for orderliness/tidiness in accordance with employer's requirements.*

7. Clean kitchen

- *Soiled dishes, pots, pans and linen are washed in accordance with standard operating procedures.*
- *Cleaned/dried dishes, pots and pans are stored as per standard operating procedures.*
- *Kitchen appliances are cleaned in accordance with standard operating procedures.*
- *Kitchen fixtures, tables and chairs are wiped in accordance with standard operating procedures.*
- *Floor is mopped and dried in accordance with standard operating procedures.*
- *Kitchen supplies are inspected and replenished in accordance with standard operating procedures.*

UNIT OF COMPETENCY : WASH AND IRON CLOTHES, LINEN AND FABRIC**UNIT CODE : HCS913302**

This unit covers the knowledge, skills and attitudes in washing and ironing clothes, linen and fabric. It includes checking and sorting soiled clothes, linen and fabric, removing stains, preparing washing equipment and supplies, performing laundry, drying and ironing clothes, linen and fabric.

1. Check and sort clothes, linens and fabrics

- *Soiled clothes, linen and fabrics are sorted according to texture, color, size and defects.*
- *Sorted items are prioritized according to the cleaning process required and the urgency of the item.*
- *Defective clothing, linen and fabric are sewn/darned using appropriate threads and stitches.*

2. Remove stains

- *Personal protective paraphernalia are worn in accordance with standard operating procedures (SOPs).*
- *Stain removing agents and chemicals are used in accordance with manufacturer's instruction.*
- *Stains are treated and removed using correct chemicals or agents.*
- *All stain removing agents and chemicals are stored following safety procedures.*

3. Prepare washing equipment and supplies

- *Laundry area is cleaned and made ready at all times.*
- *Laundry supplies and materials are prepared and made available at all times.*
- *Washing machine is checked and prepared for operation per manual procedures.*

4. Perform laundry

- *Correct laundry method is selected as per SOPs.*
- *Clothes, linen and fabric are washed according to the labeling codes and washing instructions.*
- *Laundry equipment is used in accordance with manufacturer's instruction.*
- *Clothes, linen and fabric are freed from stain, dirt and unpleasant odor after washing based on procedures.*
- *Washed clothes, linen and fabric are sun-dried/machine dried as per instructions.*
- *Dried clothes, linen and fabric are freed from unpleasant odor and static cling.*
- *Washing area is cleaned in accordance with safety and health procedures.*
- *Equipment is cleaned after use in accordance with manufacturer's instructions.*
- *All cleaning materials and equipment are stored following safety procedures.*
- *Routine maintenance is carried out or arranged as per standard operating procedures.*

5. Dry clothes, linen and fabric

- *Washed clothes, linen and fabric are dried according to procedures.*
- *Drying machine is prepared according to procedure.*
- *Dried clothes, linen and fabric are removed when dryer bell rings or stops to prevent wrinkles and to minimize need for ironing.*
- *Clothes, linen and fabric are dried without wrinkles according to procedures.*

6. Iron clothes, linens and fabrics

- *Ironing is done in accordance to the standard procedures.*
- *Ironed clothes, linens and fabrics are folded, placed in a hanger and stored in designated cabinets as per instructions.*
- *Ironing equipment and materials are stored in the appropriate area following safety procedures.*

UNIT OF COMPETENCY : PREPARE HOT AND COLD MEALS/FOOD**UNIT CODE : HCS913303**

This unit covers the knowledge, skills and attitudes in preparing ingredients, cooking, presenting cooked meals and dishes, preparing appetizers, preparing sauces, dressing, garnishes, desserts, salads, sandwiches, storing excess foods and ingredients and converting unconsumed cooked and uncooked food.

1. Prepare ingredients according to recipes

- *Ingredients are purchased in accordance with purchase list.*
- *"Mise en place" is checked as per SOPs.*
- *Thawing is prepared according to thawing procedures.*
- *Meat are prepared according to procedures and prescribed recipe.*
- *Vegetables are prepared according to the manner of preparation.*
- *Seafood are prepared according to method of preparation.*

2. Cook meals and dishes according to recipes

- *Soup is cooked as per menu.*
- *Vegetable dishes are cooked according to recipe.*
- *Meat dishes are cooked according to culinary methods.*
- *Poultry and game dishes are cooked according to recipe.*
- *Sea food dishes are cooked according to recipe.*
- *Egg dishes are cooked according to client's preference.*
- *Pasta grain and farinaceous dishes are cooked according to recipe.*

3. Present cooked dishes

- *Serving portion is standardized.*
- *Presentation of cooked dishes are developed and corrected in accordance with SOPs.*
- *Food quality is maintained and checked as per SOPs.*
- *Time and temperature condition of foods is ensured before serving based on freezing temperature.*

4. Prepare sauces, dressings and garnishes

- *Materials, equipment/utensils are prepared prior to preparation of sauces, dressings and garnishes as per SOPs.*
- *Sauces, garnishes, hot and cold dressing is prepared as per SOPs.*

5. Prepare appetizers

- *D'oeuvres is prepared according to requirement and preference of client.*
- *Canape's are prepared according to requirement for preference of client.*
- *Finger foods are prepared according to requirement or preference of client.*

6. Prepare desserts and salads

- *Materials, equipment/utensils used for cooking are prepared as per SOPs.*
- *Sherbets, ices and ice cream are prepared in accordance with prescribed procedures.*
- *Fruit desserts are prepared as per prescribed procedures.*
- *Pastry desserts are prepared as per prescribed procedures.*
- *Mousse is prepared as per prescribed procedures.*
- *Cold salads and molded salads are prepared as per prescribed procedures.*

7. Prepare sandwiches

- *Hot sandwiches are prepared as per SOPs.*
- *Cold dressings are prepared as per SOPs.*
- *Hot sauces are prepared as per SOPs.*
- *Cold sauces are prepared as per SOPs.*

8. Store excess foods and ingredients

- *Unconsumed cooked food is stored according to procedures.*
- *Excess ingredients are stored according to client's requirement.*
- *Proper method of refrigeration is implemented as per SOPs.*
- *Proper storing of dry and wet food/ingredients is implemented in accordance with SOPs.*

9. Convert unconsumed cooked food

- *Unconsumed cooked food is converted/transformed into new dishes as per SOPs.*
- *Unconsumed cooked food is stored/frozen at a temperature of zero degrees and in accordance with SOPs.*
- *Packed/wrapped uncooked foods are frozen at zero degrees F temperature and in accordance with SOPs.*
- *Packed/wrapped food for storage is prepared as per SOPs.*
- *Uncooked food is maintained at proper temperature and as per SOPs.*

UNIT OF COMPETENCY : PROVIDE FOOD AND BEVERAGE SERVICE

UNIT CODE : HCS913304

This unit covers the knowledge, skills and attitudes in food and beverage service. It includes preparing dining area, setting up table, serving food and beverage and clearing table.

1. Prepare dining area

- *Dining area is checked for cleanliness prior to service in accordance with standard operating procedures and when required, take corrective actions.*
- *Dining environment is prepared and adjusted to ensure comfort and ambience of client and as appropriate.*
- *Furniture is set up in accordance with standard operating procedures.*
- *Tables and table settings are checked for stability, and easy access to client and at all times.*
- *Equipment are checked and prepared for service and as per SOPs.*

2. Set-up Table

- *Table cloth is laid without creases and in accordance with prescribed procedures.*
- *Table appointment is laid according to standards.*
- *Napkin folded in accordance to table napkin folding standards.*
- *Centerpiece is arranged in accordance with standard operating procedures and used appropriate equipment, supplies and materials.*

3. Serve food and beverage

- *Foods are checked for completeness and correctness before serving.*
- *Foods are placed on the tray and carried using the left hand and in accordance with food and beverage serving procedures.*
- *Foods are served from the left side using the left hand in serving as per SOPs.*
- *Water goblets are filled/refilled from the right side without spilling as per SOPs.*
- *Beverage are taken from the bar/kitchen and inspected for complete garnishing (if any).*
- *Beverage are served on a bar tray from the right side of the client being served as per SOPs.*

4. Clear table

- *Clients are asked politely if they are finished as per SOPs.*
- *Soiled plates/flat wares are bussed out from the right side of the family members and brought to the washing station/area as per SOPs.*
- *Table is crumbed as per standard operating procedure.*
- *Side plates and knives are removed from the table as per SOPs.*
- *Condiments/shakers and other soiled items are removed from the table as per SOPs.*
- *Ashtrays are replaced as per SOPs.*
- *Additional requests are asked politely from clients as per SOPs.*
- *Clients' needs are checked form time to time until they move out from the dining area as per SOPs.*

ELECTIVE COMPETENCIES

UNIT OF COMPETENCY : PROVIDE CARE AND SUPPORT TO INFANTS AND TODDLERS

UNIT CODE : HCS323301

This unit covers the knowledge, skills and attitudes required to provide care and support to infants and toddlers ages from birth to three years.

1. Comfort infants and toddlers

- *Tools and equipment are prepared according to the need of the infant/toddler.*
- *Distressed infants and toddlers are responded to based on appropriate methods, activity and non-verbal cues.*
- *Infants and toddlers are picked up and cuddled according to procedure.*

2. Bathe and dress infants and toddlers

- *Infants and toddlers' vital signs are checked based on procedure.*
- *Water quantity and temperature are checked as per requirement.*
- *Infants and toddlers are bathed according to procedure.*
- *Comforters are made available to infant and toddler when needed.*

3. Feed infants and toddlers

- *Infants and toddlers' feeding bottles are cleaned and sterilized as needed.*
- *Milk formula is prepared as prescribed.*

4. Put infants and toddlers to sleep

- *Infants and toddlers' crib is prepared based on procedure.*
- *Infants and toddlers are put to sleep based on procedure.*

5. Enhance social, physical, intellectual, creative and emotional activities of infants and toddlers

- *Infants and toddlers are exposed to family members, relatives and playmates for communication and interaction purposes.*
- *Infants/toddlers are provided with manipulative or creative toys and games as needed.*
- *Infants/toddlers are given exercise activities as required.*

UNIT OF COMPETENCY : PROVIDE CARE AND SUPPORT TO CHILDREN

UNIT CODE : HCS323302

This unit covers the knowledge, skills and attitudes required to provide care and support to children between three (3) years old and twelve (12) years old.

1. Instill personal hygiene practices to children

- *Hygiene practices are explained clearly to children based on established procedures.*
- *Personal hygiene procedure is demonstrated to children based on health and safety procedures.*
- *Children paraphernalia are maintained based on healthy procedures.*

2. Bathe and dress children

- *Children's vital signs are checked before bathing based on procedures.*
- *Bathing paraphernalia are prepared as per procedure.*
- *Bath water quantity and temperature are checked based on health requirements of the child.*
- *Children are assisted in dressing up according to prevailing weather condition*
- *Children's preferences and decisions are acknowledged, respected and followed whenever appropriate and possible*
- *Children with difficult behavior in bathing are dealt with appropriately as per procedure.*

3. Feed children

- *Nutritional requirements of children are determined according to their developmental stage.*
- *Menu is prepared in accordance with children's nutritional and cultural requirements.*
- *Appetizing food and drink are prepared and served sufficiently and appropriately according to the child's health needs and preferences.*
- *Children are fed following healthy procedures.*

UNIT OF COMPETENCY : PROVIDE CARE AND SUPPORT TO ELDERLY

UNIT CODE : HCS323305

This unit covers the knowledge, skills and attitudes required in providing support and assistance to maintain quality care for the elderly to meet his/her daily needs including nourishment, mobility, personal hygiene and other support within the plan of care.

1. Establish and maintain an appropriate relationship with the elderly

- *Self introduction by the caregiver to the elderly client is done based on established procedures.*
- *Appropriate attitudes such as confidentiality, privacy, courtesy and respect are adhered to and demonstrated towards the elderly based on established procedures.*
- *The elderly's own interest, rights, freedom and decision-making are supported and respected based on established procedures.*
- *Short interpersonal exchanges with the elderly in establishing, developing and maintaining rapport are encouraged.*

2. Provide appropriate support to the elderly

- *All support is provided to the elderly in accordance with the elderly's needs, rights, self determination and individual differences.*
- *The elderly is encouraged and supported to participate in ceremonial, cultural, educational, recreational, religious, social, and spiritual activities as appropriately planned.*
- *Assistance is provided at all times in order to maintain a safe and healthy environment, including minimizing physical dangers and risk of infections based on established procedures.*
- *Proper response to situations of risks to health and safety is provided and maintained based on established procedures.*

3. Provide assistance with elderly's personal care needs

- *Personal preferences are identified in consultation with the elderly and a plan for execution is mapped out based on established procedures.*
- *The elderly is supported and encouraged in exercising their rights and personal preferences without compromising their safety and those of others and in accordance with established procedures.*
- *Short interpersonal exchanges, clarifying meaning and maintaining interaction to identify the elderly's preferences are conducted based on established procedures.*
- *Time is scheduled to effectively listen to the elderly's preferences to maximize his/her well being.*

4. Provide assistance with the elderly's personal care needs

- *The elderly's personal care needs (aids to daily living) are identified and assistance provided.*
- *Specific concerns and difficulties in meeting some personal care needs are identified, clarified and modified with the elderly in order to effectively address such concerns and problem needs.*
- *Assistive devices for providing assistance for the elderly are identified and used as appropriate.*
- *Organizational policies and practices for reporting are followed as appropriate.*
- *The elderly's self esteem and confidence are enhanced.*
- *Provisions for interaction between the elderly and the community are researched and developed.*
- *Developmental and progressing personal care needs are identified, acknowledged and provided for as appropriate.*
- *Empathy is demonstrated in supporting and caring for the elderly's feelings of grief and loss.*

UNIT OF COMPETENCY : PROVIDE CARE AND SUPPORT TO PEOPLE WITH SPECIAL NEEDS

UNIT CODE : HCS323306

This unit covers the knowledge, skills and attitudes required in providing support and assistance to maintain quality care for people with special needs to be able to enhance their abilities to communicate and be independent; responding to the physical, medical, health and safety, personal care and home maintenance requirements of people with disabilities.

1. Establish and maintain appropriate relationship with people with special needs

- *All dealings with people with special needs are aimed at generating a trusting relationship which includes protecting confidentiality, privacy, individual choices and the right to decision making.*
- *Respect for individual differences is demonstrated in all dealings with people with special needs.*
- *Support for the interests, rights and decision making of people with special needs is demonstrated in all dealings.*

- *People with special needs are actively encouraged and supported to communicate ideas, feelings and preferences.*

2. Provide appropriate support to people with special needs

- *All support to people with special needs is provided in accordance with their needs, rights and self determination.*
- *Assistance is provided to people with disabilities according to the employment organization guidelines.*
- *Information required by people with special needs are identified and provided.*
- *Reactions and limitations regarding differences are recognized and appropriate assistance is sought to ensure that the rights of people with special needs are upheld.*

3. Assist in maintaining well being of people with special needs.

- *People with special needs are provided with support in maintaining a clean, safe and comfortable environment.*
- *Situations of risk to health and safety are responded to in accordance with established and approved health and safety procedures.*
- *People with special needs are actively encouraged to practice self expression.*
- *Rights and responsibilities of people with special needs are discussed with them professionally and in a non-threatening and non-critical ways.*
- *Strategies are developed for people with special needs to assert self terms of accomplishments and achievements.*

4. Assist people with special needs to identify and meet their needs

- *The dignity, privacy and personal choice of people with special needs in relation to needs are upheld.*
- *People with special needs are assisted to identify, select and prioritize their specified nursing needs.*
- *People with special needs are assisted to identify, select, prioritize and fulfill or implement their social, physical, intellectual, creative and emotional activities.*
- *People with special needs are assisted to select and develop strategies to meet their requirements in order to achieve their nursing needs.*

5. Assist people with special needs in maintaining an environment that enables maximum independent living

- *The types, frequency and triggers of challenging behaviors of a person with special needs are identified, assessed and researched.*
- *Strategies for the prevention and management of challenging behavior/s are planned and implemented according to approved safety procedures.*
- *People with special needs are encouraged and supported to express self.*
- *Independent thinking (such as decision, opinion and preferences) by people with special needs are encouraged and supported.*
- *Strategies that would promote independence of people with special needs are developed and implemented.*

UNIT OF COMPETENCY : ASSIST IN THE CARE OF ANIMALS

UNIT CODE : HCS913401

This unit of competency covers introductory level skills in the basic care of quiet, well-handled animals under supervision. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

1. Explore workplace activities and basic terminology

- *Industry terminology is used to describe and identify animal care workplace activities.*
- *Animal care workplace tasks are identified and ranked in order of importance to animal wellbeing and general health.*
- *Potential occupational health and safety (OHS) risks when working with animals are identified and reporting requirements confirmed.*
- *Daily workplace information and documentation requirements are confirmed with supervisor.*

2. Maintain a clean workplace

- *Floors benches and other flat areas are cleaned in accordance with workplace protocols.*
- *Animal housing areas are cleaned in accordance with workplace protocols.*
- *Waste and soiled bedding is disposed of in accordance with workplace protocols.*

3. Assist in feeding animals

- *Food stuffs are identified and categorized for specific animal dietary needs.*
- *Equipment used in food preparation and distribution is made ready for use.*
- *Assistance is provided to experienced staff in the preparation and distribution of meals.*
- *Equipment and materials are cleaned and stored in accordance with organizational policies and procedures.*

4. Report basic animal behavior and health status

- *Characteristics of animal behavior are identified.*
- *Signs of healthy, sick or distressed animals are identified and behavior and health status is reported to supervisor.*

UNIT OF COMPETENCY : PROVIDE ANIMAL CARE HYGIENE ROUTINES

UNIT CODE : HCS913402

This unit of competency covers the responsibilities and procedures required to provide daily care of animals, including the cleaning of animal housing and grooming or cleaning of animals under supervision.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

1. Confirm workplace animal care routine schedules

- *Daily, weekly and periodical workplace routine schedules are identified and confirmed with (supervisor) appropriate household staff*
- *Personal workplace responsibilities are clarified.*
- *Workplace schedule and recording documents are collected and updated as required.*

2. Check animals

- *Animals under personal responsibility during (shift) household work are clarified.*
- *Animal status is verified via records or verbal reports.*
- *Animals are counted and basic behavior is noted at beginning of (shift) household work.*
- *Changes in animal numbers, behavior or condition are reported to (supervisor.) appropriate household staff*
- *Animals under personal responsibility are checked and status reported.*

3. Maintain a clean workplace

- *Floors benches and other flat areas are cleaned in accordance with workplace (protocols) SOPs.*
- *Animal housing areas are cleaned in accordance with workplace (protocols) SOPs*
- *Waste and soiled bedding is disposed of in accordance with workplace (protocols.) SOPs.*
- *Damage to housing and equipment is identified and reported.*
- *Post-cleaning procedures are completed.*

4. Complete hygiene practices for animals

- *Hygiene control methods for a range of animals are identified and practiced.*
- *Basic animal hygiene inspection is performed and cleaning needs of nominated animals are identified.*
- *Animals are bathed or cleaned under supervision.*
- *Grooming techniques are determined in accordance with individual animal requirements.*
- *Animals are groomed according to individual needs under supervision.*

5. Complete post-hygiene care of animals

- *Animals are returned to housing.*
- *Washing equipment is cleaned and stored.*
- *Grooming tools are cleaned, checked and stored.*
- *Damaged tools are reported to (supervisor.) appropriate household staff.*
- *Supplies are audited and documented in accordance with workplace procedures.*
- *Workplace documents are updated as required.*

UNIT OF COMPETENCY : TRIM AND PRUNE LANDSCAPE PLANTS

UNIT CODE : AGR611376

This unit covers the knowledge, skills and attitudes required to trim and prune landscape plant based on the purposes of such landscape maintenance activity.

1. Identify trimming and pruning requirements

- *Landscape plants and their parts that are in need of trimming and pruning are distinguished according to landscape maintenance standards (LMS).*
- *Purpose and method of pruning are determined according to LMS.*
- *Utility services are located using site plans and in consultation with concerned persons or authority.*
- *Access to the site is determined in consultation with concerned persons or authority.*
- *Occupational Health and Safety (OHS) hazards are identified, risks assessed and reported to concerned persons or authority.*

2. Prepare for trimming and pruning operations

- *Tools, supplies and equipment are prepared in accordance with the work requirements.*
- *Pre-operational and safety checks are carried out on tools and equipment according to manufacturer's specifications and industry work practices.*
- *Prescribed safety and personal protective equipment (PPE) is selected, used and maintained.*

3. Perform trimming and pruning

- *Safety and warning devices are installed around the site during and between work periods.*
- *Landscape plants are trimmed and pruned in accordance with work program and LMS.*
- *Trimming and pruning of landscape plants are done using prescribed tools and equipment.*
- *Sterilizing agent/compound are applied on pruning wounds in accordance with LMS.*
- *Tasks are conducted using appropriate PPE.*

4. Perform post-trimming and pruning activities

- *Trimming and pruning wastes are collected and disposed from the site in accordance with environmental standards and LMS.*
- *Recommended manual handling techniques are used when lifting or moving heavy loads.*
- *Tools and equipment are cleaned, maintained and stored according to LMS.*
- *Maintenance of clean and safe area is undertaken throughout and on completion of work.*
- *Work outputs are recorded or reported to concerned persons or authority according to industry practices.*

UNIT OF COMPETENCY : PERFORM WEEDING AND CULTIVATION

UNIT CODE : AGR611377

This unit covers the knowledge, skills and attitudes required to conduct weeding operations and soil cultivation activities. This is purposely to minimize competition and to improve soil aeration and water absorption/retention, respectively for better growth and development of the landscape plants.

1. Determine requirements for weeding and cultivation activity

- *Weed species and "volunteer" plants ("invaders") that are out-of-place and considered undesirable in the landscape are identified based on specific landscape maintenance guidelines or as per instructions.*
- *Landscape areas needing weeding and cultivation are identified based on instructions or in accordance with LMS*

2. Prepare for weeding and cultivation operation

- *List of weeds and "volunteer plants" and the map of specific landscape areas are prepared and secured*
- *Method and purpose of weeding are determined based on the type of weed species and out-of-place "volunteer" species*
- *Tools, supplies and equipment needed are made ready and available for use according to the types of weeds and "volunteer" species that needs removal*
- *Appropriate safety protective devices are prepared for use*

3. Conduct weeding and removal of "volunteer" species

- Weeds and out-of-place "volunteer" plant species in the landscape are removed and disposed in accordance with landscape maintenance standard or as per instructions.
- Weeds and out-of-place "volunteer" plant species are removed using prescribed tools and equipment
- Tasks are done using appropriate safety/protective devices

4. Determine compacted soil

- Compacted soil or soil that is having problem with aeration, water infiltration and conditions for root development is determined as per established practice
- Effects of compacted soil on root development and anchorage are recognized
- Method and purpose of soil cultivation are determined based on the conditions of the soil

5. Cultivate compacted soil

- Compacted soil is cultivated simultaneous with weeding operations in accordance with landscape maintenance standards or as per instructions
- Soil cultivation is done using appropriate tools and equipment
- Task is performed using prescribed safety/protective devices

6. Perform post-weeding and soil cultivation activities

- Tools and equipment are cleaned, maintained and stored as per instruction of in accordance with LMS
- Maintenance of clean and safe area is undertaken throughout and on completion of work
- Work outputs are recorded or reported to concerned persons or authority according to industry practices

UNIT OF COMPETENCY : WATER PLANTS

UNIT CODE : AGR611379

This unit covers the knowledge, skills and attitudes required to maintain the health and vigor of the landscape plants through proper watering/irrigation.

1. Determine requirements of watering/irrigating landscape plants

- Importance of water to growth and development of landscape plants and the effects of water stress (less or excess water) to plants are recognized as per established practice.
- Landscape plants suffering from less or excessive watering are determined using some visually observable plant and soil conditions and/or guidelines.

2. Prepare for watering/irrigation activity

- Amount and frequency of watering/irrigation of plants are determined in accordance with LMS or as per instructions.
- Tools, supplies and equipment needed are prepared based on the method of watering and/or irrigation to be used.
- Prescribed protective/safety devices are made ready and available for use.

3. Conduct watering/irrigation of plant

- Watering or irrigating of plants is done in accordance with the basic principles or standard practice or as per instructions.
- Watering/irrigation is performed using the irrigation tools and equipment appropriate to the methods selected.
- Task is performed using the prescribed protective/safety gadgets.

4. Perform post-watering/irrigation activities

- Tools and equipment are cleaned, maintained and stored as per instruction of in accordance with LMS.
- Maintenance of clean and safe area is undertaken throughout and upon completion of work.
- Work outputs are recorded or reported to concerned persons or authority according to industry practices.

UNIT OF COMPETENCY : CONTROL AND PREVENT PLANT PEST AND DISEASES

UNIT CODE : AGR611380

This unit covers the knowledge, skills and attitudes required to determine types of pests and diseases and their prevention and control measures

1. Determine requirements of preventing and controlling plant pests and diseases

- *Infested and diseased landscape plants are determined based on plant conditions, symptoms and signs and other manifestation of infestation and infection.*
- *Pests and diseases are identified and classified using general classification guidelines.*
- *Life cycle or various life stages of pests from eggs, larvae, pupa and adult and their mode of attack or infestation are known.*
- *Life cycle or various life stages and signs and symptoms of plant diseases and their mode of attack are known.*
- *Access to the site is determined in consultation with concerned persons or authority.*
- *Occupational Health and Safety (OHS) hazards are identified, risks assessed and reported to concerned persons or authority.*

2. Prepare for application of pests and disease prevention and control measures

- *Method of prevention and control is determined based on types of pests and diseases, their mode of attack and extent of infestation and infection.*
- *Tools, equipment, supplies and materials relevant to the method of prevention and control are prepared.*
- *Prescribed safety and personal protective equipment (PPE) is selected in accordance with work requirements.*

3. Apply pest and disease prevention and control measures

- *Manual and biological method of prevention and control of pest and disease are applied whenever applicable.*
- *In case of using chemical and bio-pesticides, the frequency and dosage of application is determined based on types of pests and diseases and extent of attack and in accordance with LMS or manufacturer's recommendation.*
- *Pest and disease prevention and control measures are applied in accordance with to OHS requirements and Fertilizer and Pesticide Authority (FPA) guidelines.*
- *Task is performed using prescribed tools, supplies and appropriate protective/safety devices.*

4. Perform post-prevention and control measures

- *Tools and equipment are cleaned, maintained and stored according to LMS.*
- *Maintenance of clean and safe area is undertaken throughout and on completion of work.*
- *Work outputs are recorded and reported to concerned persons or authority according to industry practices.*

COMMON COMPETENCIES

UNIT OF COMPETENCY : MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENT/CUSTOMERS

UNIT CODE : HCS913201

This unit covers the knowledge, skills and attitudes and values required in building and maintaining an effective relationship with clients, customers and the public.

1. Maintain a professional image

- *Uniform and personal grooming maintained to assignment requirements.*
- *Personal presence maintained according to employer standards.*
- *Visible work area kept tidy and uncluttered.*
- *Equipment stored according to assignment requirements.*

2. Meet client/customer requirements

- *Client requirements identified and understood by referral to the assignment instructions.*
- *Client requirements met according to the assignment instructions.*
- *Changes to client's needs and requirements monitored and appropriate action taken.*
- *All communication with the client or customer is clear and complied with assignment requirements.*

3. Build credibility with customers/clients

- *Client expectations for reliability, punctuality and appearance adhered to.*
- *Possible causes of client/customer dissatisfaction identified, dealt with recorded according to employer policy.*
- *Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures.*

UNIT OF COMPETENCY : MANAGE OWN PERFORMANCE**UNIT CODE : HCS913202**

This unit covers the knowledge, skills and attitudes in effectively managing own workload and quality of work.

1. Plan for completion of own workload

- *Tasks accurately identified.*
- *Priority allocated to each task.*
- *Time lines allocated to each task or series of tasks.*
- *Tasks deadlines known and complied with whenever possible.*
- *Work schedules are known and completed with agreed time frames.*
- *Work plans developed according to assignment requirements and employer policy.*
- *Uncompleted work or tasks detailed and responsibility for completion passed to incoming shift or other appropriate persons.*

2. Maintain quality of performance

- *Personal performance continually monitored against agreed performance standards.*
- *Advice and guidance sought when necessary to achieve or maintain agreed standards.*
- *Guidance from management applied to achieve or maintain agreed standards.*
- *Standard of work clarified and agreed according to employer policy and procedures.*

3. Build credibility with customers/clients

- *Client expectations for reliability, punctuality and appearance adhered to.*
- *Possible causes of client/customer dissatisfaction identified, dealt with recorded according to employer policy.*
- *Client fully informed of all relevant security matters in a timely manner.*

BASIC COMPETENCIES**UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION****UNIT CODE : 500311105**

This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

1. Obtain and convey workplace information

- *Specific and relevant information is accessed from appropriate sources*
- *Effective questioning , active listening and speaking skills are used to gather and convey information*
- *Appropriate medium is used to transfer information and ideas*
- *Appropriate non- verbal communication is used*
- *Appropriate lines of communication with supervisors and colleagues are identified and followed*
- *Defined workplace procedures for the location and storage of information are used*
- *Personal interaction is carried out clearly and concisely*

2. Participate in workplace meetings and discussions

- *Team meetings are attended on time*
- *Own opinions are clearly expressed and those of others are listened to without interruption*
- *Meeting inputs are consistent with the meeting purpose and established protocols*
- *Workplace interactions are conducted in a courteous manner*
- *Questions about simple routine workplace procedures and matters concerning working conditions of employment are tasked and responded to*
- *Meetings outcomes are interpreted and implemented*

3. Complete relevant work related documents

- *Range of forms relating to conditions of employment are completed accurately and legibly*

- *Workplace data are recorded on standard workplace forms and documents*
- *Basic mathematical processes are used for routine calculations*
- *Errors in recording information on forms/ documents are identified and properly acted upon*
- *Reporting requirements to supervisor are completed according to organizational guidelines*

UNIT OF COMPETENCY: WORK IN TEAM ENVIRONMENT

UNIT CODE : 500311106

This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

1. Describe team role and scope

- *The role and objective of the team is identified from available sources of information*
- *Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources*

2. Identify own role and responsibility within team

- *Individual role and responsibilities within the team environment are identified*
- *Roles and responsibility of other team members are identified and recognized*
- *Reporting relationships within team and external to team are identified*

3. Work as a team member

- *Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives*
- *Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and workplace context*
- *Observed protocols in reporting using standard operating procedures*
- *Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.*

UNIT OF COMPETENCY : SOLVE/ADDRESS GENERAL WORKPLACE PROBLEMS

UNIT CODE : 400311212

This unit covers the knowledge, skills and attitudes required to apply problem-solving techniques to determine the origin of problems and plan for their resolution. It also includes addressing procedural problems through documentation, and referral.

1. Identify routine problems

- *Routine problems or procedural problem areas are identified*
- *Problems to be investigated are defined and determined*
- *Current conditions of the problem are identified and documented*

2. Look for solutions to routine problems

- *Potential solutions to problem are identified*
- *Recommendations about possible solutions are developed, documented, ranked and presented to appropriate person for decision*

3. Recommend solutions to problems

- *Implementation of solutions are planned*
- *Evaluation of implemented solutions are planned*
- *Recommended solutions are documented and submit to appropriate person for confirmation*

UNIT OF COMPETENCY : PRACTICE CAREER PROFESSIONALISM

UNIT CODE : 500311107

This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

1. Integrate personal objectives with organizational goals

- *Personal growth and work plans are pursued towards improving the qualifications set for the profession*

- *Intra and interpersonal relationships are maintained in the course of managing oneself based on performance evaluation*
- *Commitment to the organization and its goal is demonstrated in the performance of duties*

2. Set and meet work priorities

- *Competing demands are prioritized to achieve personal, team and organizational goals and objectives.*
- *Resources are utilized efficiently and effectively to manage work priorities and commitments*
- *Practices along economic use and maintenance of equipment and facilities are followed as per established procedures*

3. Maintain professional growth and development

- *Trainings and career opportunities are identified and availed of based on job requirements*
- *Recognitions are sought/received and demonstrated as proof of career advancement*
- *Licenses and/or certifications relevant to job and career are obtained and renewed*

UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

UNIT CODE : 500311108

This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

1. Identify hazards and risks

- *Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures*
- *Hazards/risks in the workplace and their corresponding indicators are identified to minimize or eliminate risk to coworkers, workplace and environment in accordance with organization procedures*
- *Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedure*

2. Evaluate hazards and risks

- *Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV)*
- *Effects of the hazards are determined*
- *OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation*

3. Control hazards and risks

- *Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed*
- *Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies*
- *Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices*
- *Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol*

4. Maintain OHS awareness

- Emergency-related drills and trainings are participated in as per established organization guidelines and procedures*
- OHS personal records are completed and updated in accordance with workplace requirements*

DEFINITION OF TERMS

- **Alcohol** – naturally occurring and easily synthesized compound that induces intoxication when consumed.
- **Ambiance** – the combined atmosphere created by the décor, lighting, service, possible environment (such as background music) and song, that enhances the dining or lodging experience.
- **Barbecue** – a cooking method involving grilling food over a wood or charcoal fire. Usually some sort of rub, marinade or sauce is burdened on the item before or during cooking.
- **Bed and Bath Linen** – items such as sheets, pillow cases, hand towels, bath towels, washcloths and cloth bath mats.

- **Beddings** – all bed linens such as sheets and pillow cases and all blankets, shams, dust raffles, pillows, quilts, comforters, coverlets, mattress pads and bed spreads.
- **Blanch** – to cook an item briefly in boiling water or hot fat before finishing or storing it.
- **Boil** – a cooking method in which items are immersed in liquid at or above the boiling point.
- **Braise** – a cooking method in which the main item, usually meat, is seared in fat, then simmered in stock to another liquid in a covered vessel.
- **Broil** – a cooking method in which items are cooked by a radiant heat source placed above the food, usually in a broiler.
- **Carpet Sweeper** – a handy type of sweeper used to pick-up dirt and particles from the carpet surface.
- **Chop** – to cut into pieces of roughly the same size. Also, a small cut of meat including part of the rib.
- **Cuisine** – food cooked and served in styles from around the world.
- **Cutlery** – refers to knives and other cutting implements.
- **Deep Fry** – a cooking method in which foods are cooked by immersion in hot fat; deep fried foods are often coated with breadcrumbs or butter before being cooked.
- **Detergent** – a chemical that acts like a soap and is used for cleaning numerous surfaces. Detergents can be used effectively in hard water where ordinary soap not produce suds and will leave a residue.
- **Dice** – to cut ingredients into small cubes (1/4 inches for small, 1/3 for medium, 3/4 inch for large).
- **Disinfectant** – a substance or means used to destroy pathogenic microorganisms.
- **Disinfection** – a condition existing when infectious material or infection/s are removed.
- **Fillet** – a boneless cut of meat, fish or poultry.
- **Flatware** – it denotes all forms of spoons and forks.
- **Furniture, Fixtures & Eqpt. (FFE)** – classification of fixed assets that have specified depreciable lives, usually ranging from three to seven years.
- **Garnish** – an ingredient that decorates, accompanies or completes a dish. Many dishes are identified by the name of their garnishes.
- **Grill** – a cooking technique in which foods are cooked by a radiant heat source placed below the food. Also, the piece of equipment on which grilling is done.
- **Housekeeping** – refers to cleaning and sanitizing rooms.
- **Linen** – traditionally a cloth made from flax fiber but now, it is used to indicate sheets, pillow cases, washcloths, cloth bath mats, towels, tablecloths and napkins.
- **Marinade** – a method used in cooking to flavor and moisten foods, may be liquid or dry. Liquid marinades are usually based on acidic ingredients such as wine or vinegar. Dry marinades are usually salt-based.
- **Menu** – a list of the chef's dishes. A list in specific order of the dishes to be served at a given time.
- **Mise en place** – French phrase meaning "everything in its place"; a state of overall preparedness, having all the necessary ingredients and cooking utensils at hand ready to use at the moment work on a dish begins.
- **Microwave** – a method of meat transfer in which electro-magnetic waves generated by a device called a magnetron penetrate food and cause the water molecules in it to oscillate.
- **Mince** – to chop into small pieces.
- **Panbroil** – a cooking method similar to dry sautéing that simulates broiling by cooking an item in a hot pan with little or no fat.
- **Panfry** – a cooking method in which items are cooked in deep fat in a skillet over medium heat; this generally involves more fat than sautéing or stir-frying but less than deep-frying.
- **Poach** – a method in which items are cooked gently in simmering liquid.
- **Pressure Steamer** – a machine that steams food by heating water under pressure in a sealed compartment, allowing the steam to reach higher-than-boiling temperature. The food is placed in a sealer chamber that cannot be opened until the pressure has released and the steam properly vented from the chamber.
- **Roast** – a dry heat cooking method in which items are cooked in an oven or on a spit over a fire.
- **Sanitizer** – a sanitizing substance or product. To sanitize is to prevent the spread of disease.
- **Saute'** – a cooking method in which items are cooked quickly in a small amount in fat in a pan on the range top.

- **Silverware** – tableware made of solid silver, silver glit or silver metal; silver plate made from single strip of plated metal.
- **Simmer** – to maintain the temperature of a liquid just below boiling. Also, a cooking method in which items are cooked in a simmering liquid.
- **Spirits** – are drinks obtained by distillation after fermentation from vegetables, grains, fruits, plants and other substance with sugar or starch-based.
- **Squeegee** – a cleaning instrument with rubber blade used for cleaning glass windows and panels.
- **Steaming** – a cooking method in which items are cooked in a vapor by boiling water or other liquids.
- **Step Ladder** – used to reach high objects.
- **Stew** – a cooking method nearly identical to braising but generally involving smaller pieces of meat and hence a shorter cooking time. Stewed items also may be blanched, rather than seared, to give the finished product a pale color. Also a dish prepared by using the stewing method.

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