



**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)**

**HOMESTAY OPERATION
LEVEL 2
HT-040-2:2014**



**JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA
MALAYSIA**



MALAYSIAN ASSOCIATION OF HOTELS



Department of Skills Development (DSD)

Ministry of Human Resources

62530 PUTRAJAYA, MALAYSIA

**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
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FOR

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STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;

HOMESTAY OPERATION

LEVEL 2

1. INTRODUCTION

Tourism industry is the second largest contributor after the manufacturing sector to Malaysia's economy. In 2008, the country recorded 22.05 million arrivals and tourism contributed RM 49.6 billion (USD 13.4 billion) in revenue. The homestay program is a tourism product that has been given special emphasis by the government through the Ministry of Tourism.

Realizing the potential of the program, the Rural Tourism Master Plan 2001 was formulated to promote homestay program as a catalyst for rural community development. In the 9th Malaysia Plan (2006-2010) one of the focus by government is on community development, and rural tourism is one of the mechanisms. Due to the potential of the homestay program to provide additional income and employment, the number of homestay providers in Malaysia has been increased. The increasing demand may be explained by the recent global social and cultural changes resulting in greater interest and appreciation in cultural heritage, lifestyles and environmental concerns.

The core component of the Malaysian homestay programs, which differentiates it with homestay elsewhere, is the element of staying together with host families or adopted families. The guests have the opportunities to interact, gain knowledge, and experience the life style and culture of the host family as well as the local community. This element involves the guests eating, cooking, and engaging in many activities together with their adopted families, thus allowing two parties with different cultural backgrounds to interact and learn from each other.

The homestay program in Malaysia allows the guests to participate in the hosts' daily activities. Indeed, this can be considered as an important strength of this particular product; no other tourism product in Malaysia offers a similar experience of Malaysian rural societies as that offered by the homestay program.

The success of the homestay program depends on the government's involvement in the planning, organizing, implementing and also controlling of the program. Therefore, to ensure that the program is carried out successfully, it is essential that the government should be seen in all stages of the program. There are three main ministries that are directly involved in the planning and implementing of the program; Ministry of Tourism, Ministry of Rural and Regional Development, and Ministry of Agriculture.

The NOSS of Homestay Operation Level 2 is the standard specifically developed for skilled homestay operation personnel. The competencies of these skilled workers are documented and later be adopted as a standard and reference for developing training programme curriculum, career advancement and qualification. Homestay operator Level 2 is the participant that very crucial component in this program.

The availability of this NOSS enables the personnel involved to be qualified and their skills recognized by public and private sectors. This value-added recognition will enable the personnel to gain employment in hospitality sector.

2. OCCUPATIONAL STRUCTURE

SECTOR	HOSPITALITI & PELANCONGAN HOSPITALITY & TOURISM
SUB SECTOR	ACCOMMODATION
AREA	HOMESTAY
LEVEL 5	Not Available
LEVEL 4	Not Available
LEVEL 3	Homestay Coordinator
LEVEL 2	Homestay Operator
LEVEL 1	No Level

Fig. 1.0 Occupational Structure for Homestay Operation

OCCUPATIONAL AREA STRUCTURE

SECTOR	HOSPITALITI & PELANCONGAN HOSPITALITY & TOURISM
SUB SECTOR	ACCOMMODATION
AREA	HOMESTAY
LEVEL 5	Not Available
LEVEL 4	Not Available
LEVEL 3	Homestay Coordination And Supervision
LEVEL 2	Homestay Operation
LEVEL 1	No Level

Fig. 1.1 Occupational Area Structure for Homestay Operation

3. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- Level 1: Competent in performing a range of varied work activities, most of which are routine and predictable.
- Level 2: Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
- Level 3: Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
- Level 4: Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
- Level 5: Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. AWARD OF CERTIFICATE

The Director General shall award, to any person upon completing successfully the NOSS program following skills level qualifications:

- a) Malaysia Skills Certificate / Sijil Kemahiran Malaysia (SKM) Level 1, 2 & 3
- b) Malaysia Skills Diploma / Diploma Kemahiran Malaysia (DKM) Level 4
- c) Malaysia Skills Advanced Diploma / Diploma Lanjutan Kemahiran Malaysia (DLKM) Level 5
- d) Statement of Achievement / Penyata Pencapaian (PC)

No person shall be awarded a Certificate unless he / she satisfies the requirements set by Malaysia Skills Certification System.

5. OCCUPATIONAL COMPETENCIES

Homestay Operation level 2 is competent in performing:

- Housekeeping and maintenance handling
- Homestay food and beverage handling
- Cultural heritage activity handling
- Homestay landscaping activity
- Recreational activities handling
- Emergency situation handling
- Homestay customer service
- Homestay operation budget handling

6. WORKING CONDITION

Generally they work as a team to ensure the homestay programmes are implemented successfully. Since this homestay is customer oriented industry they need to have effective communication skills, product knowledge and positive attitude to deal with various customers' behaviour and background. Occasionally they must be prepared to work at odd hours. They have to be pro-active in looking for new business opportunities locally and internationally.

7. EMPLOYMENT PROSPECT

Excellent prospects in tourism and hospitality industries such as cottage industry entrepreneur, travel agencies, accommodation providers and educational sector (student placement).

8. CAREER ADVANCEMENT

Homestay industry is one of the initiatives by the government to increase the quality of life of the rural community through their involvements in planning and development of tourism industry. Homestay programme is an alternative tourism product which offers affordable vacation for the tourists. The programme is to encourage domestic tourism and for the foreigners to experience living with the local community. Therefore, the homestay industry is expected to generate job opportunities to local people especially in the rural areas.

In the perspective of sustainable tourism development, the homestay industry practices responsible tourism which requires manpower that can preserve natural heritage and at the same time generate income

9. SOURCES OF ADDITIONAL INFORMATION

- Ministry of Tourism
- Tourism Malaysia
- Ministry of Rural and Regional Development
- Ministry of Agriculture
- State Tourism Action Council
- Malaysian Association Tour Travel Agent
- Malaysian Tourist Guide Council
- Homestay Association Malaysia

10. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard; especially members of Standard Technical Evaluation Committee (STEC) for validated this document.

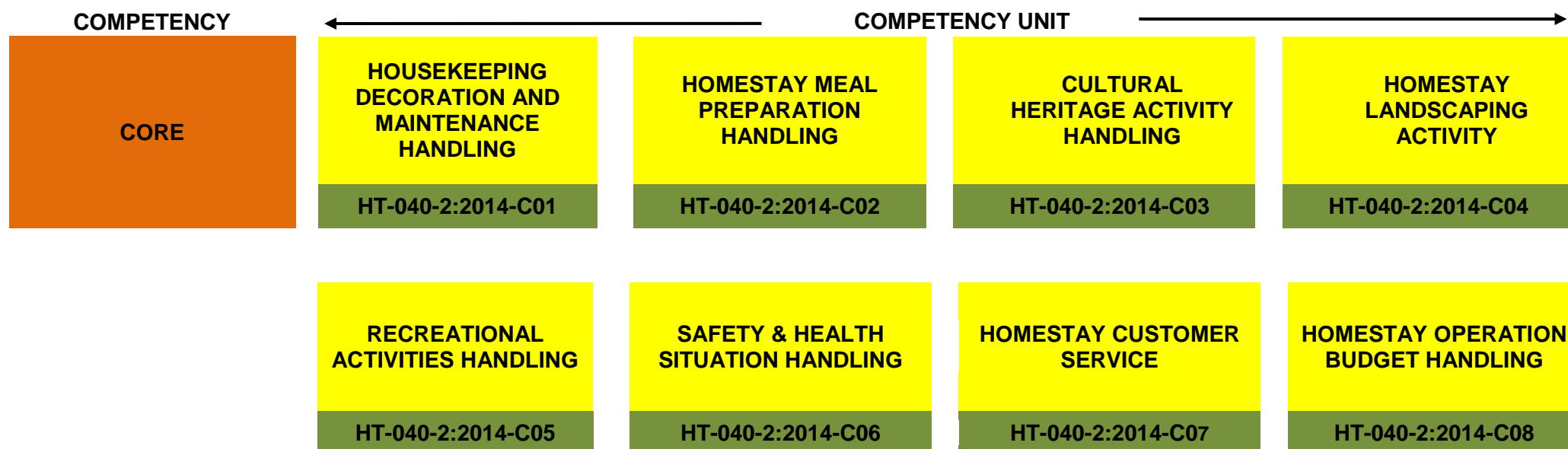
Standard Technical Evaluation Committee (STEC)		
1.	Dato' Hj. Sahariman Bin Hamdan	
2.	Hj. Basir Bin Wagiman	
3.	Abd Rahman Bin Daud	

**11. NOSS DEVELOPMENT COMMITTEE MEMBERS
HOMESTAY OPERATION – LEVEL 2**

COMMITTEE MEMBERS		
1.	Azizah Binti Ahmad	Ketua Penolong Pengarah Cawangan Pembangunan Kemahiran Institute Kemajuan Desa (INFRA)
2.	Nang Dayang Azlina Binti Nik Azit	Penolong Pegawai Pembangunan Masyarakat Cawangan Pembangunan Kemahiran Institute Kemajuan Desa (INFRA)
3.	Saiful Nizam Bin Mahmod	Penolong Pegawai Pembangunan Masyarakat Cawangan Pembangunan Kemahiran Institute Kemajuan Desa (INFRA)
4.	Mohd Riduwan Bin Mohd Zanin	Ketua Latihan Outreacs Academy Sdn Bhd
5.	Zainorin Bin Pin	Penolong Pengarah Cawangan Pembangunan Kemahiran Institute Kemajuan Desa (INFRA)
6.	Zulkifli Bin Abdul Samad	Penolong Pegawai Latihan Kanan Pembangunan Kemahiran Institute Kemajuan Desa (INFRA)
7.	Nor Asmawani Binti Abdul Ghani	Penolong Pengarah Kanan Pembangunan Kemahiran Institute Kemajuan Desa (INFRA)
8.	Roslina Binti Bun	Penolong Pegawai Latihan Kanan Pembangunan Kemahiran Institute Kemajuan Desa (INFRA)
9.	Caroline Mariam Aeries	Ministry Of Tourism And Culture Malaysia (MOTAC)
10.	Abu Bakar Bin Moin	Pengurus Sg Sireh Homestay
11.	Zainudin Bin Jubri	Pengurus Homestay Papitusulem
12.	Hj. Mohd Yusof Sirat	Pengurus Homestay Batu 23
FACILITATOR		
1.	Khairul Nizan Bin Yusoff	

COMPETENCY PROFILE CHART (CPC)

SECTOR	HOSPITALITY & TOURISM		
SUB SECTOR	ACCOMMODATION		
JOB AREA	HOMESTAY		
NOSS TITLE	HOMESTAY AND OPERATION		
JOB LEVEL	2	NOSS CODE	HT-040-2:2014



COMPETENCY PROFILE (CP)

SECTOR	HOSPITALITI & PELANCONGAN HOSPITALITY & TOURISM			
SUB SECTOR	ACCOMODATION			
JOB AREA	HOMESTAY			
NOSS TITLE	HOMESTAY AND OPERATION			
LEVEL	2	NOSS CODE	HT-040-2:2014	
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Housekeeping, decoration and maintenance	HT-040-2:2014-C01	<p>Housekeeping and maintenance handling is a competency to ensure the homestay's facility clean, safe and comfortable for guests.</p> <p>Housekeeping and maintenance establishes a homestay's reputation for cleanliness and quality for the guests' health, safety and comfort according to Malaysia homestay registration and tourism ministry & Malaysian culture guideline.</p> <p>The person who is competent in housekeeping and maintenance handling shall be able to perform homestay house cleaning, carry out homestay make up, perform homestay pest control activity, perform homestay preventive and basic corrective maintenance and carry out homestay inventory handling.</p>	<p>1. Perform homestay interior decoration</p> <p>2. Perform homestay house cleaning</p> <p>3. Carry out homestay make up</p>	<p>1.1 Homestay interior decoration theme and area identified</p> <p>1.2 Homestay interior decoration accessories, tools and equipment prepared according to theme</p> <p>1.3 Homestay decoration layout carried out according to theme</p> <p>2.1 Homestay house cleaning method identified based on cleaning area</p> <p>2.2 Homestay house cleaning tools and equipment prepared according to cleaning requirement</p> <p>2.3 Homestay house cleaning work carried out according to cleaning requirement</p> <p>2.4 Homestay house cleaning activities recorded</p> <p>3.1 Homestay house make up area identified</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The outcome of this competency is to be able to perform effectively homestay housekeeping and basic corrective maintenance handling.</p>	<p>4. Perform homestay pest control activity</p> <p>5. Perform homestay preventive and basic corrective maintenance</p> <p>6. Carry out homestay inventory handling</p>	<p>3.2 Homestay house make up tools and equipment prepared according to area</p> <p>3.3 Homestay house make up work carried out according to homestay requirement</p> <p>3.4 Homestay house make up activities recorded</p> <p>4.1 Pest control method determined according to types of pest</p> <p>4.2 Pest control tools and equipment prepared according to types of pest</p> <p>4.3 Homestay house pest control activities carried out</p> <p>4.4 Homestay house pest control activities recorded</p> <p>5.1 Type of maintenance confirmed according to maintenance schedule requirement</p> <p>5.2 Electrical appliances condition and functionality checked</p> <p>5.3 Furniture condition checked</p> <p>5.4 House condition checked</p> <p>5.5 Toiletries checked according to homestay requirement</p> <p>6.1 Homestay inventory item listed based on area</p> <p>6.2 Inventory record updated</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Meal preparation handling	HT-040-2: 2014-C02	<p>Food and beverage handling is a competency to planning, preparing and serving the local traditional food such as nasi lemak, nasi dagang etc. according to Malaysia Homestay Registration and Tourism Ministry & Malaysian Culture guideline.</p> <p>The person who is competent in housekeeping and maintenance handling shall be able to prepare homestay daily menu, prepare homestay daily meal, carry out homestay daily meal serving and carry out cleaning and maintain meal equipment.</p> <p>The outcome of this competency is to be able to develop competent person in homestay food and beverage handling.</p>	<p>1. Prepare homestay daily menu</p> <p>2. Prepare homestay daily meal</p> <p>3. Carry out homestay daily meal serving</p>	<p>1.1 Guest requirement confirmed according to guest details record</p> <p>1.2 Daily menu planed according to guest requirement</p> <p>1.3 Cooking ingredients listed out according to meal requirement</p> <p>1.4 Cooking ingredients costing prepared</p> <p>1.5 Cooking ingredients purchased</p> <p>2.1 Type of dishes confirmed according to daily menu requirement</p> <p>2.2 Dishes preparation method confirmed according to type of dishes</p> <p>2.3 Cooking tools and equipment prepared</p> <p>2.4 Daily meal ingredient prepared</p> <p>2.5 Daily meal cooking activities carried out</p> <p>3.1 Meal serving place prepared</p> <p>3.2 Dining wares prepared according to meal requirement</p> <p>3.3 Daily meal serving executed</p> <p>3.4 Daily meal serving place cleaning executed</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Carry out cleaning and maintain meal / meals preparation equipment	4.1 Type of meal-meals preparation equipment separated 4.2 Meal meals preparation equipment cleaning method determined according to equipment requirement 4.3 Meal meals preparation equipment cleaning work executed 4.4 Meal meals preparation equipment stored according to type and equipment requirement 4.5 Meal meals preparation handling activities recorded

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Cultural Heritage Activity Handling	HT-040-2: 2014-C03	<p>Cultural heritage activity handling is a competency to brief and handle the traditional game activity (such as congkak, batu seremban, sepak raga, guli, and tarik upih), traditional attire (such as wearing sarong, traditional head gear, samping, baju melayu and baju kurung) and custom and belief (such as communication and action).</p> <p>The person who is competent in cultural heritage activity handling shall be able to identify homestay cultural heritage activity, heritage preparation, organise traditional costume wearing, organise custom and belief and organise traditional games.</p> <p>The outcome of this competency is to be able to develop competent person in cultural heritage activity handling.</p>	<ol style="list-style-type: none"> 1. Identify homestay cultural heritage activity 2. Organise traditional costume wearing 3. Organise custom and belief 4. Organise traditional games 	<ol style="list-style-type: none"> 1.1 Type of cultural heritage activity confirmed 1.2 Cultural heritage activity area identified according to activity requirement 1.3 Cultural heritage activity tools and equipment prepared according to activity requirement 2.1 Traditional costume prepared 2.2 Traditional costume activity briefed 2.3 Traditional costume wearing executed 3.1 Custom and belief briefed 3.2 Custom and belief executed 4.1 Traditional games type determined 4.2 Traditional games requirement identified 4.3 Traditional games tools and equipment prepared 4.4 Traditional games rules briefed 4.5 Traditional game executed

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Homestay Landscaping Activities	HT-040-2: 2014-C04	<p>Landscape preparation and maintenance is a competency to design, prepare landscape layout and arrange the homestay landscaping activities.</p> <p>The person who is competent in landscaping preparation and maintenance shall be able to plan homestay landscape beautification, prepare homestay landscaping tools and equipment, carry out homestay landscaping activities and maintain homestay landscape.</p> <p>The outcome of this competency is to be able to develop competent person in landscaping preparation and maintenance</p>	<ol style="list-style-type: none"> 1. Plan homestay landscape beautification 2. Prepare homestay landscaping tools and equipment 3. Carry out homestay landscaping activities 4. Maintain homestay landscape 	<ol style="list-style-type: none"> 1.1 Compound landscape area identified 1.2 Landscape beautify prepared according to homestay concept 1.3 Homestay landscape design sketched 2.1 Types of landscaping tools and equipment prepared according to homestay landscape concept beautification plan 2.2 Homestay softscape and hardscape prepared according to homestay landscape concept beautification plan 3.1 Homestay landscape arranged 3.2 Hardscape and softscape set up according to landscape concept beautification plan 3.3 Landscape planting carried out according to homestay landscape concept beautification plan 3.4 Clearing activities executed 4.1 Homestay landscape area inspected 4.2 Homestay landscape condition inspected

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>4.3 Litter collected and separated according to types of material</p> <p>4.4 Waste disposal carried out according to homestay waste disposal requirement</p> <p>4.5 Landscaping and maintenance activities recorded</p>
5. Recreational Activities Handling	HT-040-2: 2014-C05	<p>Recreational activities handling is a competency to handle recreational activities such as village tour, cycling, fishing and rubber tapping according to homestay requirement and safety requirement.</p> <p>The person who is competent in recreational activities handling shall be able to prepare homestay recreational activities tools and equipment, carry out homestay recreational activities briefing and handle homestay recreational activities.</p> <p>The outcome of this competency is to be able to develop competent person in recreational activities handling</p>	<p>1. Prepare homestay recreational activities tools and equipment</p> <p>2. Carry out homestay recreational activities briefing</p>	<p>1.1 Type of homestay recreational activity identified</p> <p>1.2 Homestay recreational activities area identified</p> <p>1.3 Homestay recreational tools and equipment prepared according to activity requirement</p> <p>2.1 Participant health condition and fitness level identified according to guest details record</p> <p>2.2 Homestay recreational activities requirement identified</p> <p>2.3 Homestay recreational activities requirement briefed to participant</p> <p>2.4 homestay recreational activities safety briefing executed</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Handle land recreational activities	<p>4.5 participant health condition observed to ensure level of fitness</p> <p>4.6 Homestay marine recreational activities tools and equipment stored</p> <p>4.7 Homestay marine recreational activities handling recorded</p> <p>5.1 Type of land recreational activities identified</p> <p>5.2 Homestay land recreational activities participant prepared</p> <p>5.3 Homestay land recreational activities executed</p> <p>5.4 Safety and health requirement compliance ensured</p> <p>5.5 participant health condition observed to ensure level of fitness</p> <p>5.6 Homestay land recreational activities tools and equipment stored</p> <p>5.7 Homestay land recreational activities handling recorded</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Safety & health situation handling	HT-040-2: 2014-C06	<p>Emergency situation handling is a competency to handle the emergency situation, assist the casualties and execute first aid according to first aid procedure, Malaysia Homestay Registration and Tourism Ministry & Malaysian Culture guideline.</p> <p>The person who is competent in emergency situation handling shall be able to identify emergency situation, carry out emergency situation handling and report emergency situation.</p> <p>The outcome of this competency is to be able to develop competent person in emergency situation handling</p>	<ol style="list-style-type: none"> 1. Identify emergency situation 2. Carry out emergency situation handling 3. Report emergency situation 	<ol style="list-style-type: none"> 1.1 Type of emergency identified 1.2 Evacuation plan determined 2.1 Emergency situation assessed 2.2 Emergency contact number identified 2.3 Casualty condition assessed 2.4 Safety aid determined according to emergency requirement 2.5 First aid executed according to casualty condition 2.6 Casualty evacuated to safety area 2.7 Relevant authority contacted 3.1 Casualty status recorded 3.2 Chronology of event recorded 3.3 Emergency situation reported to coordinator

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7. Homestay Customer Service	HT-040-2: 2014-C07	<p>Homestay customer service is a competency in the act of taking care of the customer's needs by providing and delivering professional, helpful, quality service and assistance before, during, and after the customer's requirements are met according to Malaysia Homestay Registration and Tourism Ministry & Malaysian Culture guideline.</p> <p>The person who is competent in customer service shall be able to carry out guest registration activities, execute customer service relation activities and monitor guest satisfaction.</p> <p>The outcome of this competency is to be able to develop competent person in customer service</p>	<ol style="list-style-type: none"> 1. Carry out guest registration activities 2. Execute customer service relation activities 3. Monitor guest satisfaction 	<ol style="list-style-type: none"> 1.1 Guest information details obtained and recorded according to homestay registration requirement 1.2 Welcoming address conducted 2.1 In-house briefing and orientation executed 2.2 Local culture introduced 2.3 Effective communication skill practiced 2.4 Good customer service applied as per work ethics 2.5 Good rapport developed 3.1 Guest feedback obtained according to customer services requirement 3.2 Guest complaint investigation executed according to customer services requirement 3.3 Corrective action carried out 3.4 Guest feedback and complaint reported and recorded

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
8. Homestay Operation Budget Handling	HT-040-2: 2014-C08	<p>Homestay operation budget handling is a competency in the estimate income and expenses based on homestay operation.</p> <p>The person who is competent in Homestay operation budget handling shall be able to identify homestay operation budget information, prepare homestay operation financial documentation and update homestay operation financial account.</p> <p>The outcome of this competency is to be able to develop competent person in Homestay operation budget handling.</p>	<ol style="list-style-type: none"> 1. Identify homestay operation budget information 2. Prepare homestay operation budget documentation 3. Update homestay operation budget account 	<ol style="list-style-type: none"> 1.1 Homestay operation information obtained 1.2 Homestay operation rates obtained from coordinator 1.3 Homestay operation information evaluated 2.1 Homestay operation cost based on market price obtained 2.2 Homestay operation format prepared 2.3 Homestay operation information (budget & cost) recorded 2.4 Homestay operation profit calculated 3.1 Homestay operation budget information compiled based on package, monthly and yearly 3.2 Homestay operation financial report generated

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		HOSPITALITY & TOURISM						
SUB SECTOR		ACCOMMODATION						
JOB AREA		HOMESTAY						
NOSS TITLE		HOMESTAY OPERATION						
COMPETENCY UNIT TITLE		HOUSEKEEPING, DECORATION AND MAINTENANCE HANDLING						
LEARNING OUTCOME		<p>The outcome of this competency is the ability to perform effectively homestay housekeeping and basic corrective maintenance handling. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Perform homestay interior decoration • Perform homestay house cleaning • Carry out homestay make up • Perform homestay pest control activity • Perform homestay preventive and basic corrective maintenance • Carry out homestay inventory handling 						
PRE-REQUISITE (if applicable)								
COMPETENCY UNIT ID		HT-040-2: 2014-C01	LEVEL	2	TRAINING DURATION	48	SKILL CREDIT	4.8
Work Activities	Related Knowledge	Related Skills		Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Perform homestay interior decoration	i. Homestay interior decoration area <ul style="list-style-type: none"> • Hall • Bed room • Kitchen • Wash room ii. Homestay interior decoration theme <ul style="list-style-type: none"> • Traditional • Contemporary 	i. Identify homestay interior decoration area ii. Identify homestay interior decoration theme iii. Prepare homestay interior theme accessories, tools and equipment iv. Execute homestay decoration layout	<u>Attitude:</u> i. Creative in executing homestay decoration ii. Meticulous in executing homestay decoration <u>Safety:</u> i. Adhere to safety when handle interior	<u>Related Knowledge</u> 1 <u>Related Skills</u> 3	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay interior decoration theme explained ii. Homestay interior theme accessories, tools and equipment listed out		

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Modern iii. Homestay interior decoration accessories, tools and equipment such as <ul style="list-style-type: none"> • Furniture • Flower arrangement • Hands tool iv. Homestay decoration layout sketching	v. Execute homestay decoration	decoration work tools and equipment			iii. Homestay decoration layout demonstrated iv. Homestay decoration activities demonstrated
2. Perform homestay house cleaning	i. Homestay house cleaning schedule <ul style="list-style-type: none"> • Daily • Weekly • Monthly ii. Cleaning area such as:- <ul style="list-style-type: none"> • Hall • Bed room • Kitchen • Bath room • Dining area • compound area iii. Cleaning method such as:- <ul style="list-style-type: none"> • Sweep • Mop • Vacuum • Brushing iv. Spring cleaning <ul style="list-style-type: none"> • Spider web cleaning • Floor scrubbing 	i. Obtain homestay house cleaning schedule ii. Identify cleaning area iii. Identify cleaning method iv. Prepare cleaning tools and equipment v. Carry out homestay house cleaning vi. Carry out waste disposal vii. Record homestay house cleaning activities	<u>Attitude:</u> i. Meticulous in carrying out homestay house cleaning <u>Safety:</u> i. Adhere to safety when carrying out homestay house cleaning work	<u>Related Knowledge</u> 3 <u>Related Skills</u> 7	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Cleaning method explained ii. Cleaning tools and equipment listed out iii. Homestay house cleaning demonstrated iv. Type of waste disposal explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Glass door/window cleaning v. Electrical appliances cleaning procedures vi. Cleaning tools and equipment such as:- <ul style="list-style-type: none"> • Detergent • Broom • Scrub brush • Towel • Mop vii. Waste disposal procedure such as: <ul style="list-style-type: none"> • Recycle • Reuse • Compose • Dispose viii. Homestay house cleaning record format such as:- <ul style="list-style-type: none"> • Checklist • Schedule 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out homestay make up	i. Homestay make up area such as:- <ul style="list-style-type: none"> • Hall • Bed room • Kitchen • Bath room • Dining area ii. Homestay make up accessories such as:- <ul style="list-style-type: none"> • Toiletries • Air freshener • Bedding set • Cutleries • Kitchen ware iii. Homestay make up record format such as:- <ul style="list-style-type: none"> • Checklist • Schedule 	i. Identify make up area ii. Prepare make up accessories iii. Carry out homestay house make up iv. Record homestay house make up activities	<u>Attitude:</u> i. Meticulous in carrying out homestay make up <u>Safety:</u> i. Adhere to safety precaution when carrying out homestay make up	<u>Related Knowledge</u> 3 <u>Related Skills</u> 7	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Make up area explained ii. Make up accessories listed out iii. Homestay house make up demonstrated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Perform homestay pest control activity	i. Pest control safety procedures ii. Types of pest such as:- <ul style="list-style-type: none"> • Cockroach • Rat • Insects • Termite iii. Pest control method <ul style="list-style-type: none"> • Poison • Trap • Fumigation iv. Pest control tools and equipment such as <ul style="list-style-type: none"> • mouse trap • sprayer v. Pest control materials storing procedure iv. Homestay pest control record format such as:- <ul style="list-style-type: none"> • Checklist • Schedule 	i. Identify types of pest ii. Determine pest control method iii. Prepare pest control tools and equipment iv. Carry out homestay house pest control activities v. Carry out pest control materials storage vi. Record homestay house pest control activities	<u>Attitude:</u> i. Careful in performing pest control activity <u>Safety:</u> i. Wear PPE while handling pest control poison, trap etc. ii. Adhere to safety precaution when performing homestay pest control activity	<u>Related Knowledge</u> 3 <u>Related Skills</u> 7	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Types of pest listed out ii. Pest control method explained iii. Pest control tools and equipment listed out iv. Homestay house pest control activities demonstrated v. Pest control materials storage procedures explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Perform homestay preventive and basic corrective maintenance	i. Homestay maintenance schedule ii. Type of homestay maintenance <ul style="list-style-type: none"> • Electrical appliances • Furniture • House condition iii. Homestay preventive and basic corrective maintenance safety requirement iv. Homestay maintenance material, tools and equipment v. Homestay preventive maintenance such as:- <ul style="list-style-type: none"> • Furniture conditions • Drains • Gutter • Fire extinguisher vi. Homestay basic corrective maintenance such as:- <ul style="list-style-type: none"> • Plumbing • Furniture conditions • Electrical appliances • House conditions v. Homestay preventive and basic corrective maintenance record format such as:-	i. Obtain homestay maintenance schedule ii. Identify type of homestay maintenance iii. Identify homestay preventive and basic corrective maintenance safety requirement iv. Prepare homestay maintenance tools and equipment v. Carry out homestay preventive maintenance vi. Carry out homestay basic corrective maintenance vii. Record preventive and basic corrective maintenance activities	<u>Attitude:</u> i. Careful in performing homestay preventive and basic corrective maintenance <u>Safety:</u> i. Wear PPE while handling pest control poison, trap etc.	<u>Related Knowledge</u> 3 <u>Related Skills</u> 7	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of homestay maintenance listed out ii. Homestay preventive maintenance explained iii. Homestay basic corrective maintenance explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Checklist • Schedule 					
6. Carry out homestay inventory handling	i. Homestay inventory items such as:- <ul style="list-style-type: none"> • Toiletries • Air freshener • Bedding set • Cutleries • Kitchen ware ii. Storage method and procedure according to item iii. Homestay storage item such as <ul style="list-style-type: none"> • Hazardous item • Medical item • Electrical item • Food item iv. Homestay inventory checklist format	i. Identify homestay inventory items ii. Check homestay inventory condition iii. Identify homestay storage method and procedure iv. Arrange homestay inventory storing v. Update homestay inventory checklist	<u>Attitude:</u> i. Meticulous when carrying out homestay inventory handling <u>Safety:</u> i. Adhere to safety precaution when handling hazardous item	<u>Related Knowledge</u> 1 <u>Related Skills</u> 3	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay inventory items listed out ii. Homestay inventory condition explained iii. Homestay storage method and procedure explained iv. Homestay inventory storing explained

Employability Skills

Core Abilities	Social Skills
<p>01.04 Analyse information.</p> <p>01.05 Utilize the Internet to locate and gather information.</p> <p>01.06 Utilize word processor to process information.</p> <p>02.06 Write memos and letters.</p> <p>02.07 Utilize Local Area Network (LAN)/Intranet to exchange information.</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.03 Organize and maintain own workplace.</p> <p>04.04 Apply problem solving strategies.</p> <p>04.05 Demonstrate initiative and flexibility.</p> <p>06.05 Analyse technical systems.</p> <p>06.06 Monitor and correct performance of systems.</p>	<ol style="list-style-type: none">1. Communication skills2. Conceptual skills3. Interpersonal skills4. Learning skills5. Leadership skills6. Multitasking and prioritising7. Self-discipline8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer	1:5
2. Visual aid	1:25
3. Mock up homestay	1:25
4. Cleaning tools and equipment	As required
5. Decoration accessories, tools, and equipment	As required
6. Hand tools	As required

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2. Norzuwana Sumarjan, Zahari Mohd Salehuddin Mohd, Radzi Salleh Mohd, Mohi Zurinawati, Hanafiah Mohd Hafiz Mohd, Bakhtiar Mohd Faez Saiful, Zainal Artinah, Saiful Bakhtiar, Mohd Hafiz, Mohd Hanafiah, 2013, Hospitality and Tourism: Synergizing Creativity and Innovation in Research, CRC Press ISBN: 1138001511, 9781138001510
3. A. Zainal, S.M. Radzi, R. Hashim, C.T. Chik, R. Abu, 2012, Current Issues in Hospitality and Tourism: Research and Innovations, CRC Press ISBN: 041562133X, 9780415621335
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8. Ministry of Tourism. Tourism Malaysia, 2008, Homestay, Tourism Malaysia, Ministry of Tourism

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	HOSPITALITY & TOURISM						
SUB SECTOR	ACCOMMODATION						
JOB AREA	HOMESTAY						
NOSS TITLE	HOMESTAY OPERATION						
COMPETENCY UNIT TITLE	HOMESTAY MEAL PREPARATION HANDLING						
LEARNING OUTCOME	<p>The outcome of this competency is the ability to develop competent person in homestay food and beverage handling. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Prepare daily menu • Prepare daily meal • Carry out daily meal serving • Carry out cleaning and maintain meal equipment 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	HT-040-2: 2014-C02	LEVEL	2	TRAINING DURATION	48	SKILL CREDIT	4.8
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare daily menu	i. Hygiene food handling requirement ii. Guest meal requirement such as <ul style="list-style-type: none"> • Custom and belief • Diet type iii. Types of daily menu such as:- <ul style="list-style-type: none"> • Breakfast • Lunch • Dinner iv. Meal costing calculation	i. Identify guest meal requirement ii. Plan daily menu iii. list out cooking ingredients iv. Calculate cooking ingredients costing v. Purchase cooking ingredients	<u>Attitude:</u> i. Meticulous in preparing daily menu	<u>Related Knowledge</u> 2 <u>Related Skills</u> 5	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Guest meal requirement explained ii. Food handling requirement explained iii. Cooking ingredients costing calculation demonstrated	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Types of cooking ingredients such as:- <ul style="list-style-type: none"> • Garlic • Turmeric • Lemongrass • Chillies 					
2. Prepare homestay daily meal	i. Type of dishes such as <ul style="list-style-type: none"> • Nasi lemak • Nasi dagang • Lontong ii. Dishes preparation method such as <ul style="list-style-type: none"> • Steam • Grill • Fried iii. Cooking tools and equipment such as <ul style="list-style-type: none"> • Wok • Knife • Pot iv. Daily meal cooking process such as <ul style="list-style-type: none"> • Cutting • Pounding • Kneading 	i. Identify hygiene food handling requirement ii. Identify type of dishes iii. Identify dishes preparation method iv. Prepare cooking tools and equipment v. Prepare daily meal ingredient vi. Carry out daily meal cooking	<u>Attitude:</u> i. Adhere to hygiene procedure <u>Safety:</u> i. Adhere to safety precaution when handle cooking tools and equipment	<u>Related Knowledge</u> 7 <u>Related Skills</u> 17	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of dishes listed out ii. Dishes preparation method explained iii. Cooking tools and equipment listed out iv. Daily meal ingredient preparation explained v. Daily meal cooking demonstrated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out daily meal serving	i. Meal serving place such as <ul style="list-style-type: none"> • Veranda • Hall • “pangkin” ii. Dining wares usage such as <ul style="list-style-type: none"> • Suitability • Arrangement iii. Daily meal serving procedure iv. Daily meal serving place cleaning technique such as <ul style="list-style-type: none"> • Gather dirty dish ware • Sweep • Remove mat 	i. Identify meal serving place ii. Prepare meal serving place iii. Prepare dining wares iv. Execute daily meal serving v. Execute daily meal serving place cleaning	<u>Attitude:</u> i. Adhere to hygiene procedure <u>Safety:</u> i. Adhere to safety precaution when handle cleaning activity	<u>Related Knowledge</u> 3 <u>Related Skills</u> 7	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Meal serving place explained ii. Meal serving place preparation demonstrated iii. Dining wares preparation demonstrated iv. Daily meal serving demonstrated v. Daily meal serving place cleaning demonstrated
4. Carry out cleaning and maintain meal equipment	i. Type of meal equipment separation requirement ii. Meal equipment cleaning method <ul style="list-style-type: none"> • Scrubbing • Cleansing • Drying iii. Meal cooking station cleaning technique such as <ul style="list-style-type: none"> • Wipe • Sweep iv. Meal equipment storage arrangement	i. Separate type of meal equipment ii. Determine meal equipment cleaning method iii. Execute meal equipment cleaning iv. Execute meal cooking station cleaning v. Store meal equipment according to type of equipment	<u>Attitude:</u> i. Adhere to hygiene procedure <u>Safety:</u> ii. Adhere to safety precaution when handle cleaning activity	<u>Related Knowledge</u> 2 <u>Related Skills</u> 5	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of meal equipment separation explained ii. Meal equipment cleaning method explained iii. Meal equipment cleaning demonstrated iv. Meal cooking station cleaning

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
						demonstrated v. Meal equipment storing explained

Employability Skills

Core Abilities	Social Skills
01.04 Analyse information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information. 02.06 Write memos and letters. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 06.05 Analyse technical systems. 06.06 Monitor and correct performance of systems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Mock up kitchen	1:25
2. Mock up meal serving area	1:25
3. Cooking utensil	1:5
4. Cooking ingredients	1:5
5. Dish ware	1:5
6. Washing tools and equipment	1:5
7. Dish ware storage	1:25

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1. Kalsom Kayat, 2011, Homestay Programme as a Malaysian Tourism Product, UUM Press ISBN: 9675311673, 9789675311673
2. Norzuwana Sumarjan, Zahari Mohd Salehuddin Mohd, Radzi Salleh Mohd, Mohi Zurinawati, Hanafiah Mohd Hafiz Mohd, Bakhtiar Mohd Faez Saiful, Zainal Artinah, Saiful Bakhtiar, Mohd Hafiz, Mohd Hanafiah, 2013, Hospitality and Tourism: Synergizing Creativity and Innovation in Research, CRC Press ISBN: 1138001511, 9781138001510
3. A. Zainal, S.M. Radzi, R. Hashim, C.T. Chik, R. Abu, 2012, Current Issues in Hospitality and Tourism: Research and Innovations, CRC Press ISBN: 041562133X, 9780415621335
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		HOSPITALITY & TOURISM						
SUB SECTOR		ACCOMODATION						
JOB AREA		HOMESTAY						
NOSS TITLE		HOMESTAY OPERATION						
COMPETENCY UNIT TITLE		CULTURAL HERITAGE ACTIVITY HANDLING						
LEARNING OUTCOME		<p>The outcome of this competency is the ability to develop competent person in cultural heritage activity handling. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Identify homestay cultural heritage activity • Organise traditional costume wearing • Organise custom and belief • Organise traditional games 						
PRE-REQUISITE (if applicable)								
COMPETENCY UNIT ID		HT-040-2: 2014-C03	LEVEL	2	TRAINING DURATION	120	SKILL CREDIT	12
Work Activities	Related Knowledge	Related Skills		Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify homestay cultural heritage activity	i. Homestay cultural heritage activity requirement such as <ul style="list-style-type: none"> • Number of participant • Equipment • Area ii. Type of cultural heritage activity such as <ul style="list-style-type: none"> • Traditional attire • Traditional game 	i. Identify homestay cultural heritage activity requirement ii. Determine type of cultural heritage activity iii. Identify cultural heritage area	<u>Attitude:</u> i. Resourceful in identifying homestay cultural heritage activity		<u>Related Knowledge</u> 4 <u>Related Skills</u> 8	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay cultural heritage activity requirement explained ii. Type of cultural heritage activity listed out iii. Cultural	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Custom and belief iii. Cultural heritage area such as <ul style="list-style-type: none"> • Indoor • Outdoor 					heritage area explained
2. Organise traditional costume wearing	i. Types of traditional costume such as <ul style="list-style-type: none"> • Sarong • Traditional head gear • Samping • Baju melayu • Baju kurung ii. Traditional costume wearing usage iii. Traditional costume wearing technique	i. Prepare traditional costume ii. Brief traditional costume wearing iii. Execute traditional costume wearing	<u>Attitude:</u> i. Resourceful organising traditional costume wearing	<u>Related Knowledge</u> 11 <u>Related Skills</u> 25	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of traditional costume listed out ii. Traditional costume wearing briefing demonstrated iii. Traditional costume wearing demonstrated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Organise custom and belief activity	i. Local custom and belief such as <ul style="list-style-type: none"> • Communication • Action ii. Custom and belief activity requirement	i. Brief custom and belief ii. Demonstrate custom and belief activity iii. Practise custom and belief activity	<u>Attitude:</u> i. Resourceful organising custom and belief	<u>Related Knowledge</u> 11 <u>Related Skills</u> 25	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Custom and belief explained ii. Custom and belief briefing demonstrated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Organise traditional games	i. Type of traditional games such as <ul style="list-style-type: none"> • Congkak • Batu seremban • Sepak raga • Guli • Tarik upih ii. Traditional games requirement iii. Traditional games tools and equipment iv. Traditional games rules	i. Determine type of traditional games ii. Identify traditional games requirement iii. Prepare traditional games tools and equipment iv. Brief traditional games rules v. Execute traditional game	<u>Attitude:</u> i. Resourceful organising traditional games <u>Safety:</u> i. Adhere to safety when organising traditional games	<u>Related Knowledge</u> 11 <u>Related Skills</u> 25	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of traditional games listed out ii. Traditional games requirement explained iii. Traditional games tools and equipment listed out iv. Traditional games rules explained v. Traditional game demonstrated

Employability Skills

Core Abilities	Social Skills
<p>01.04 Analyse information.</p> <p>01.05 Utilize the Internet to locate and gather information.</p> <p>01.06 Utilize word processor to process information.</p> <p>02.06 Write memos and letters.</p> <p>02.07 Utilize Local Area Network (LAN)/Intranet to exchange information.</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.03 Organize and maintain own workplace.</p> <p>04.04 Apply problem solving strategies.</p> <p>04.05 Demonstrate initiative and flexibility.</p> <p>06.05 Analyse technical systems.</p> <p>06.06 Monitor and correct performance of systems</p>	<ol style="list-style-type: none">1. Communication skills2. Conceptual skills3. Interpersonal skills4. Learning skills5. Leadership skills6. Multitasking and prioritising7. Self-discipline8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Traditional costume	1:5
2. Traditional games tools and equipment	1:5

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1. Kalsom Kayat, 2011, Homestay Programme as a Malaysian Tourism Product, UUM Press ISBN: 9675311673, 9789675311673
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	HOSPITALITY & TOURISM						
SUB SECTOR	ACCOMODATION						
JOB AREA	HOMESTAY						
NOSS TITLE	HOMESTAY OPERATION						
COMPETENCY UNIT TITLE	HOMESTAY LANDSCAPING ACTIVITIES						
LEARNING OUTCOME	<p>The outcome of this competency is the ability to develop competent person in landscaping preparation and maintenance. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Plan homestay landscape beautification • Prepare homestay landscaping tools and equipment • Carry out homestay landscaping activities • Maintain homestay landscape 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	HT-040-2: 2014-C04	LEVEL	2	TRAINING DURATION	120	SKILL CREDIT	12
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Plan homestay landscape beautification	i. Compound landscape measurement such as <ul style="list-style-type: none"> • Length • Width • Depth ii. Landscape beautification concept <ul style="list-style-type: none"> • Traditional • Contemporary • Modern iii. Type of hardscape	i. Identify landscape compound ii. Identify landscape beautification concept iii. Identify type of hardscape and softscape iv. Sketch homestay landscape layout	<u>Attitude:</u> i. Creative in planning homestay landscape beautification	<u>Related Knowledge</u> 5 <u>Related Skills</u> 13	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Landscape compound described ii. Landscape beautification concept described iii. Type of hardscape and softscape listed out v. Homestay landscape	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Type of softscape v. Landscape layout sketching					layout demonstrated
2. Prepare homestay landscaping accessories, materials, tools and equipment	i. Types of landscaping tools and equipment such as <ul style="list-style-type: none"> • Hand tools • Wheel barrow • Scope • Water pump ii. Homestay softscape materials such as <ul style="list-style-type: none"> • Plant • Fish iii. Homestay hardscape materials such as <ul style="list-style-type: none"> • Woods • Rock • Stone • Soil • Sand iv. Types of homestay landscaping accessories such as <ul style="list-style-type: none"> • Vase • Bench • Water fountain • Ornaments 	i. Identify types of landscaping tools and equipment ii. Prepare homestay softscape materials iii. Prepare homestay hardscape materials iv. Prepare homestay landscaping accessories	<u>Attitude:</u> i. Careful in preparing homestay landscaping accessories, materials, tools and equipment <u>Safety:</u> i. Comply with safety procedure at all times	<u>Related Knowledge</u> 4 <u>Related Skills</u> 8	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Types of landscaping tools and equipment listed out ii. Type of homestay softscape materials listed out iii. Type of homestay hardscape materials listed out v. Type of homestay landscaping accessories listed out

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out homestay landscaping activities	i. Homestay landscape arrangement ii. Hardscape set up process iii. Softscape set up process iv. Waste disposal procedure such as: <ul style="list-style-type: none"> • Recycle • Reuse • Compose • Dispose 	i. Arrange homestay landscape ii. Identify hardscape and softscape setup requirement iii. Set up hardscape iv. Set up softscape v. Execute clearing activities	<u>Attitude:</u> i. Careful in carrying out homestay landscaping activities ii. Creative in carrying out homestay landscaping activities <u>Safety:</u> i. Observe PPE requirements while handling hand tools and equipment	<u>Related Knowledge</u> 22 <u>Related Skills</u> 50	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Hardscape set up process explained ii. Softscape set up process explained iii. Waste disposal procedure explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Maintain homestay landscape	i. Homestay landscape condition inspection ii. Hardscape maintenance activity iii. Softscape maintenance activity such as <ul style="list-style-type: none"> • Pruning • Fertilizing • Watering • Pesticide iv. Landscaping and maintenance activities recording format	i. Inspect homestay landscape area ii. Inspect homestay landscape condition iii. Carry out beautification activities iv. Collect the litter v. Separate the litter vi. Carry out waste disposal vii. Record landscaping and maintenance activities	<u>Attitude:</u> i. Meticulous in maintaining homestay landscape <u>Safety:</u> i. Observe PPE requirements while handling hand tools and equipment	<u>Related Knowledge</u> 5 <u>Related Skills</u> 13	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay landscape condition inspection explained ii. Beautification activities explained iii. Waste disposal requirement explained iv. Landscaping and maintenance requirement explained

Employability Skills

Core Abilities	Social Skills
01.04 Analyse information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information. 02.06 Write memos and letters. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 06.05 Analyse technical systems. 06.06 Monitor and correct performance of systems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Hand tools 2. Mock up garden 3. Hardscape 4. Softscape 5. Cleaning tools and equipment	1:5 1:25 1:5 1:5 1:5

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2. Norzuwana Sumarjan, Zahari Mohd Salehuddin Mohd, Radzi Salleh Mohd, Mohi Zurinawati, Hanafiah Mohd Hafiz Mohd, Bakhtiar Mohd Faez Saiful, Zainal Artinah, Saiful Bakhtiar, Mohd Hafiz, Mohd Hanafiah, 2013, Hospitality and Tourism: Synergizing Creativity and Innovation in Research, CRC Press ISBN: 1138001511, 9781138001510
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		HOSPITALITY & TOURISM						
SUB SECTOR		ACCOMODATION						
JOB AREA		HOMESTAY						
NOSS TITLE		HOMESTAY OPERATION						
COMPETENCY UNIT TITLE		RECREATIONAL ACTIVITIES HANDLING						
LEARNING OUTCOME		<p>The outcome of this competency is the ability to develop competent person in recreational activities handling. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Prepare homestay recreational activities tools and equipment • Carry out homestay recreational activities briefing • Handle water recreational activities • Handle marine recreational activities • Handle land recreational activities 						
PRE-REQUISITE (if applicable)								
COMPETENCY UNIT ID		HT-040-2: 2014-C05	LEVEL	2	TRAINING DURATION	120	SKILL CREDIT	12
Work Activities	Related Knowledge	Related Skills		Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare homestay recreational activities tools and equipment	i. Homestay recreational activities area such as <ul style="list-style-type: none"> • Land • Water • Marine ii. Type of recreational activities such as <ul style="list-style-type: none"> • Village tour • Cycling • Fishing 	i. Identify type of activity ii. Identify homestay recreational activities area iii. Determine recreational activities tools and equipment iv. Arrange recreational activities tools and equipment		<u>Attitude:</u> i. Careful in preparing homestay recreational activities tools and equipment	<u>Related Knowledge</u> 7 <u>Related Skills</u> 17	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of recreational activity listed out ii. Homestay recreational activities area described iii. Recreational activities tools	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Rubber tapping iii. Homestay recreational activities tools and equipment such as <ul style="list-style-type: none"> • First aid kit • Bicycle • Fishing rod 					and equipment listed out
2. Carry out homestay recreational activities briefing	i. Participant health condition and fitness level identification based on participant record ii. Homestay recreational activity requirement iii. Briefing technique	i. Obtain participant record ii. Identify participant health condition and fitness level iii. Identify activity requirement iv. Brief activity requirement	<u>Attitude:</u> i. Careful in carrying out homestay recreational activities briefing <u>Safety:</u> i. Comply with safety procedure at all times	<u>Related Knowledge</u> 2 <u>Related Skills</u> 4	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Participant health condition and fitness level requirement described ii. Recreational activity requirement explained iii. Recreational activity requirement demonstrated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Handle water recreational activities	<ul style="list-style-type: none"> i. Type of water recreational activities such as <ul style="list-style-type: none"> • Fishing • Swimming ii. Homestay water recreational activities participant preparation iii. Homestay water recreational safety and health requirement iv. Homestay water recreational tools and equipment storage v. Homestay water recreational activities handling recording format 	<ul style="list-style-type: none"> i. Identify type of water recreational activities ii. Prepare homestay water recreational activities participant iii. Execute homestay water recreational activities iv. Ensure Safety and health requirement compliance v. Observe participant health condition vi. Store homestay water recreational activities tools and equipment vii. Record homestay water recreational activities handling 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Careful in carrying out homestay recreational activities briefing <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Comply with safety procedure at all times 	<p><u>Related Knowledge</u></p> <p>130</p> <p><u>Related Skills</u></p> <p>302</p>	<p><u>Related Knowledge</u></p> <p>Lecture</p> <p><u>Related Skills</u></p> <p>Demonstration & Observation</p>	<ul style="list-style-type: none"> i. Type of water recreational activities listed out ii. Homestay water recreational activities participant requirement explained iii. Safety and health requirement explained iv. Participant health condition requirement explained v. Homestay water recreational activities tools and equipment storing procedure explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Handle marine recreational activities	i. Type of marine recreational activities such as <ul style="list-style-type: none"> • Kayak • Rafting • Fishing • Swimming • Canoeing • Snorkelling • Squid jigging ii. Homestay marine recreational activities participant preparation iii. Homestay marine recreational safety and health requirement iv. Homestay marine recreational tools and equipment storage v. Homestay marine recreational activities handling recording format	i. Identify type of marine recreational activities ii. Prepare homestay marine recreational activities participant iii. Execute homestay marine recreational activities iv. Ensure safety and health requirement compliance	<u>Attitude:</u> i. Careful in handle marine recreational activities <u>Safety:</u> i. Comply with safety procedure at all times	<u>Related Knowledge</u> 130 <u>Related Skills</u> 302	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of marine recreational activities explained ii. Homestay marine recreational activities participant requirement explained iii. Homestay marine recreational activities requirement explained iv. Safety and health requirement explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Handle land recreational activities	i. Type of land recreational activities such as <ul style="list-style-type: none"> • Cycling • Kite ii. Homestay land recreational activities participant preparation iii. Homestay land recreational safety and health requirement iv. Homestay land recreational tools and equipment storage v. Homestay land recreational activities handling recording format	i. Identify type of land recreational activities ii. Prepare homestay land recreational activities participant iii. Execute homestay land recreational activities iv. Ensure safety and health requirement compliance v. Observe participant health condition to ensure level of fitness vi. Store homestay land recreational activities tools and equipment vii. Record homestay land recreational activities handling	<u>Attitude:</u> i. Careful in handle marine recreational activities <u>Safety:</u> i. Comply with safety procedure at all times	<u>Related Knowledge</u> 9 <u>Related Skills</u> 21	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of land recreational activities listed out ii. Homestay land recreational activities participant requirement explained iii. Homestay land recreational activities requirement explained iv. Safety and health requirement explained v. Participant health and level of fitness requirement explained vi. Homestay land recreational activities tools and equipment storing procedure explained

Employability Skills

Core Abilities	Social Skills
<p>01.04 Analyse information.</p> <p>01.05 Utilize the Internet to locate and gather information.</p> <p>01.06 Utilize word processor to process information.</p> <p>02.06 Write memos and letters.</p> <p>02.07 Utilize Local Area Network (LAN)/Intranet to exchange information.</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.03 Organize and maintain own workplace.</p> <p>04.04 Apply problem solving strategies.</p> <p>04.05 Demonstrate initiative and flexibility.</p> <p>06.05 Analyse technical systems.</p> <p>06.06 Monitor and correct performance of systems</p>	<ol style="list-style-type: none">1. Communication skills2. Conceptual skills3. Interpersonal skills4. Learning skills5. Leadership skills6. Multitasking and prioritising7. Self-discipline8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. water recreational tools and equipment	1:15
2. marine recreational tools and equipment	1:15
3. land recreational tools and equipment	1:15
4. first aid kit	1:15
5. buoyancy aid (BA) / personal floatation device (PFD)	1:1

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1. Kalsom Kayat, 2011, Homestay Programme as a Malaysian Tourism Product, UUM Press ISBN: 9675311673, 9789675311673
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	HOSPITALITY & TOURISM						
SUB SECTOR	ACCOMODATION						
JOB AREA	HOMESTAY						
NOSS TITLE	HOMESTAY OPERATION						
COMPETENCY UNIT TITLE	SAFETY & HEALTH SITUATION HANDLING						
LEARNING OUTCOME	<p>The outcome of this competency is the ability to develop competent person in emergency situation handling. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Identify safety & health situation • Carry out safety & health situation handling • Report safety & health situation 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	HT-040-2: 2014-C06	LEVEL	2	TRAINING DURATION	24	SKILL CREDIT	2.4
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify safety & health situation	i. Type of safety & health situation such as <ul style="list-style-type: none"> • Theft • Accident • Fire ii. Evacuation plan	i. Identify type of safety & health ii. Determine evacuation plan	<u>Attitude:</u> i. Resourceful in gathering data and information	<u>Related Knowledge</u> 4 <u>Related Skills</u> 8	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of safety & health listed out and explained ii. Evacuation plan explained	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Carry out safety & health situation handling	i. Safety & health situation assessment ii. Nearby emergency contact number such as <ul style="list-style-type: none"> • Fire fighter • Police • JPAM • Clinic iii. Casualty condition assessment iv. Basic first aid procedure v. Evacuation procedure	i. Assess safety & health situation ii. Identify emergency contact number iii. Assess casualty condition iv. Execute first aid v. Evacuate casualty to safe area vi. Contact relevant authority	<u>Attitude:</u> i. Calm when handle emergency situation <u>Safety:</u> i. Comply with safety procedure at all times	<u>Related Knowledge</u> 3 <u>Related Skills</u> 7	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Safety & health situation explained ii. Emergency contact number described iii. Casualty condition assessment procedure explained iv. First aid requirement explained v. Relevant authority listed out

Employability Skills

Core Abilities	Social Skills
01.04 Analyse information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information. 02.06 Write memos and letters. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 06.05 Analyse technical systems. 06.06 Monitor and correct performance of systems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. first aid kit 2. sample of participant record 3. sample of casualty status recording format 4. sample of chronology of event recording format	1:1 1:1 1:1 1:1

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1. Kalsom Kayat, 2011, Homestay Programme as a Malaysian Tourism Product, UUM Press ISBN: 9675311673, 9789675311673
2. Norzuwana Sumarjan, Zahari Mohd Salehuddin Mohd, Radzi Salleh Mohd, Mohi Zurinawati, Hanafiah Mohd Hafiz Mohd, Bakhtiar Mohd Faez Saiful, Zainal Artinah, Saiful Bakhtiar, Mohd Hafiz, Mohd Hanafiah, 2013, Hospitality and Tourism: Synergizing Creativity and Innovation in Research, CRC Press ISBN: 1138001511, 9781138001510
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	HOSPITALITY & TOURISM						
SUB SECTOR	ACCOMODATION						
JOB AREA	HOMESTAY						
NOSS TITLE	HOMESTAY OPERATION						
COMPETENCY UNIT TITLE	HOMESTAY CUSTOMER SERVICE						
LEARNING OUTCOME	<p>The outcome of this competency is the ability to develop competent person in customer service. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Carry out guest registration activities • Execute customer service relation activities • Monitor guest satisfaction 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	HT-040-2: 2014-C07	LEVEL	2	TRAINING DURATION	30	SKILL CREDIT	3
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Carry out guest registration activities	i. Guest details such as <ul style="list-style-type: none"> • Bio data • Nationality • Diet • Health condition and fitness level • Last embarkation point ii. Guest registration form format iii. Welcome greeting	i. Obtain guest details ii. Record guest details iii. Conduct welcome greeting	<u>Attitude:</u> i. Systematic in gathering data and information	<u>Related Knowledge</u> 1 <u>Related Skills</u> 2	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Guest details listed out ii. Welcome greeting demonstrated	

Employability Skills

Core Abilities	Social Skills
<p>01.04 Analyse information.</p> <p>01.05 Utilize the Internet to locate and gather information.</p> <p>01.06 Utilize word processor to process information.</p> <p>02.06 Write memos and letters.</p> <p>02.07 Utilize Local Area Network (LAN)/Intranet to exchange information.</p> <p>02.08 Prepare pictorial and graphic information.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.03 Organize and maintain own workplace.</p> <p>04.04 Apply problem solving strategies.</p> <p>04.05 Demonstrate initiative and flexibility.</p> <p>06.05 Analyse technical systems.</p> <p>06.06 Monitor and correct performance of systems</p>	<ol style="list-style-type: none">1. Communication skills2. Conceptual skills3. Interpersonal skills4. Learning skills5. Leadership skills6. Multitasking and prioritising7. Self-discipline8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of registration form	1:1
2. Sample of feedback form	1:1

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1. Kalsom Kayat, 2011, Homestay Programme as a Malaysian Tourism Product, UUM Press ISBN: 9675311673, 9789675311673
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	HOSPITALITY & TOURISM						
SUB SECTOR	ACCOMODATION						
JOB AREA	HOMESTAY						
NOSS TITLE	HOMESTAY OPERATION						
COMPETENCY UNIT TITLE	HOMESTAY OPERATION BUDGET HANDLING						
LEARNING OUTCOME	<p>The outcome of this competency is the ability to develop competent person in Homestay operation budget handling. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Identify homestay operation budget information • Prepare homestay operation budget documentation • Update homestay operation budget account 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	HT-040-2: 2014-C08	LEVEL	2	TRAINING DURATION	90	SKILL CREDIT	9
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify homestay operation budget information	i. Homestay operation information <ul style="list-style-type: none"> • Meal preparation • Accommodation • Activities • Transportation ii. Homestay operation rates iii. Homestay operation information evaluation	i. Obtain homestay operation information ii. Obtain homestay operation rates from coordinator iii. Evaluate homestay operation information	<u>Attitude:</u> i. Resourceful in gathering data and information	<u>Related Knowledge</u> 5 <u>Related Skills</u> 13	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay operation information described ii. Homestay operation rates explained iii. Homestay operation information described	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare homestay operation budget documentation	i. Homestay operation cost such as <ul style="list-style-type: none"> • Food • Utilities bill • Toiletries ii. Homestay operation financial format iii. Homestay operation profit margin calculation	i. Obtain homestay operation cost based on market price ii. Prepare homestay operation financial format iii. Record homestay operation financial information (budget & cost) iv. Calculate homestay operation profit margin	<u>Attitude:</u> i. Accurate in applying method of transfer and storage ii. Timely in completing tasks	<u>Related Knowledge</u> 16 <u>Related Skills</u> 38	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay operation cost described ii. Homestay operation financial format explained iii. Homestay operation profit margin explained
3. Update homestay operation budget account	i. Homestay operation financial budget information based on <ul style="list-style-type: none"> • Package • Monthly • Yearly ii. Homestay operation financial report format	i. Compile homestay operation financial budget information ii. Calculate homestay operation profit margin iii. Generate homestay operation financial report	<u>Attitude:</u> i. Accurate in update homestay operation budget account	<u>Related Knowledge</u> 5 <u>Related Skills</u> 13	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay operation financial budget information explained ii. Homestay operation profit margin explained iii. Homestay operation financial report explained

Employability Skills

Core Abilities	Social Skills
01.04 Analyse information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information. 02.06 Write memos and letters. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 06.05 Analyse technical systems. 06.06 Monitor and correct performance of systems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer 2. Sample of homestay operation financial format 3. Sample of homestay operation financial report format	1:5 1:1 1:1

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1. Kalsom Kayat, 2011, Homestay Programme as a Malaysian Tourism Product, UUM Press ISBN: 9675311673, 9789675311673
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SUMMARY OF TRAINING DURATION FOR HOMESTAY AND OPERATION LEVEL 2

CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	HOURS	TOTAL
			(A)	(B)	(A+B)	(HOURS)
HT-040-2: 2014-C01	HOUSEKEEPING DECORATION AND MAINTENANCE HANDLING	Perform homestay interior decoration	1	3	4.8	48.00
		Perform homestay house cleaning	3	7	9.6	
		Carry out homestay make up	3	7	9.6	
		Perform homestay pest control activity	3	7	9.6	
		Perform homestay preventive and basic corrective maintenance	3	7	9.6	
		Carry out homestay inventory handling	1	3	4.8	
HT-040-2: 2014-C02	HOMESTAY MEAL PREPARATION HANDLING	Prepare daily menu	2	5	7.2	48.00
		Prepare daily meal	7	17	24	
		Carry out daily meal serving	3	7	9.6	
		Carry out cleaning and maintain meal equipment	2	5	7.2	
HT-040-2: 2014-C03	CULTURAL HERITAGE ACTIVITY HANDLING	Identify homestay cultural heritage activity	4	8	12	120.00
		Organise traditional costume wearing	11	25	36	
		Organise custom and belief	11	25	36	
		Organise traditional games	11	25	36	
HT-040-2: 2014-C04	HOMESTAY LANDSCAPING ACTIVITY	Plan homestay landscape beautification	5	13	18	120.00
		Prepare homestay landscaping tools and equipment	4	8	12	
		Carry out homestay landscaping activities	22	50	72	
		Maintain homestay landscape	5	13	18	

CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	HOURS	TOTAL
			(A)	(B)	(A+B)	(HOURS)
HT-040-2: 2014-C05	RECREATIONAL ACTIVITIES HANDLING	Prepare homestay recreational activities tools and equipment	7	17	24	120.00
		Carry out homestay recreational activities briefing	2	4	6	
		Handle water recreational activities	9	21	288	
		Handle marine recreational activities	9	21	288	
		Handle land recreational activities	9	21	30	
HT-040-2: 2014-C06	SAFETY & HEALTH SITUATION HANDLING	Identify safety & health situation	4	8	12	24.00
		Carry out safety & health situation handling	3	7	9.6	
		Report safety & health situation	1	2	2.4	
HT-040-2: 2014-C07	HOMESTAY CUSTOMER SERVICE	Carry out guest registration activities	1	2	3	30.00
		Execute customer service relation activities	5	13	18	
		Monitor guest satisfaction	3	6	9	
HT-040-2: 2014-C08	HOMESTAY OPERATION BUDGET HANDLING	Identify homestay operation budget information	5	13	18	90.00
		Prepare homestay operation budget documentation	16	38	54	
		Update homestay operation budget account	5	13	18	
TOTAL HOURS (Core Competencies)						600