



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

**HOMESTAY COORDINATION AND
SUPERVISION LEVEL 3
HT-040-3:2014**



**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
(NATIONAL OCCUPATIONAL SKILLS STANDARD)**

FOR

**HOMESTAY COORDINATION AND SUPERVISION
LEVEL 3
HT-040-3:2014**

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STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
HOMESTAY COORDINATION AND SUPERVISION
LEVEL 3

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 Coordinator Level 3 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. The role of the Homestay Coordinator Level 3 involves locating, selecting and orienting host families before the guest arrival and monitoring homestay placements during guest stay.

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	HOSPITALITY & TOURISM					
SUB SECTOR	ACCOMODATION					
AREA	CULTURAL HERITAGE	HOUSEKEEPING	FOOD AND BEVERAGE	RECREATIONAL	PUBLIC RELATION	MARKETING AND PROMOTIONAL
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	HOSPITALITY & TOURISM
SUB SECTOR	ACCOMODATION
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 coordination and supervision level 3 is competent in performing:

- Homestay marketing and promotional
- Cultural heritage program organising
- Recreational activities organising
- Homestay operation and supervision
- Homestay administrative organising

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.

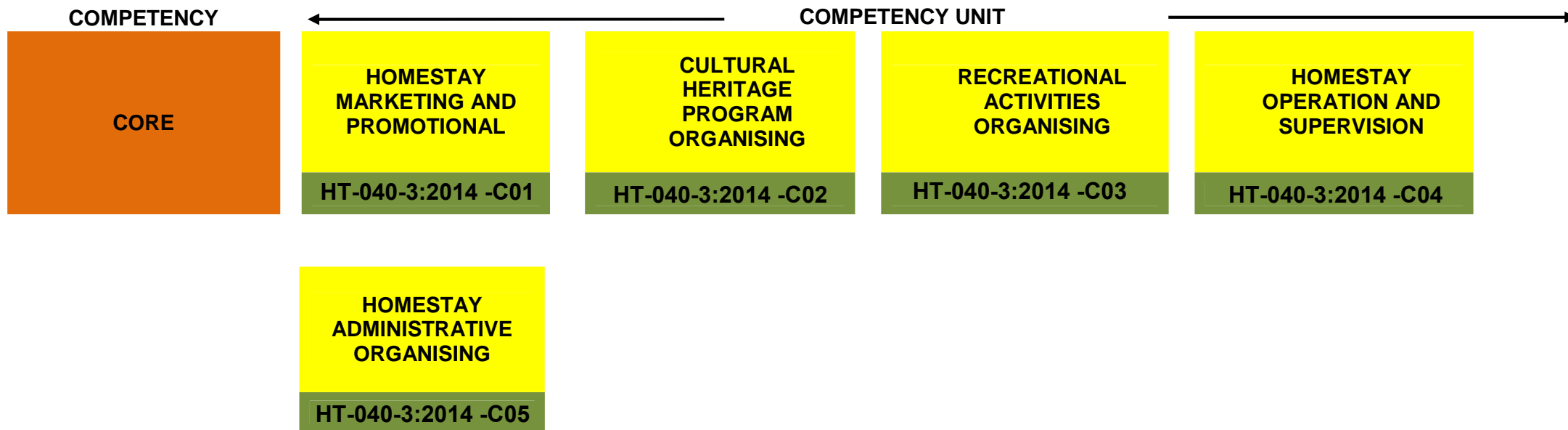
Standard Technical Evaluation Committee (STEC)		
1.	Dato' Hj. Sahariman Bin Hamdan	
2.	Hj. Basir Bin Wagiman	

11. NOSS DEVELOPMENT COMMITTEE MEMBERS
HOMESTAY OPERATION – LEVEL 3

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	HOSPITALITI & PELANCONGAN HOSPITALITY & TOURISM		
SUB SECTOR	KEMUDAHAN PENGINAPAN (ACCOMODATION)		
JOB AREA	HOMESTAY		
NOSS TITLE	HOMESTAY COORDINATION AND SUPERVISION		
JOB LEVEL	3	NOSS CODE	HT-040-3:2014



COMPETENCY PROFILE (CP)

SECTOR	HOSPITALITI & PELANCONGAN HOSPITALITY & TOURISM			
SUB SECTOR	ACCOMODATION			
JOB AREA	HOMESTAY			
NOSS TITLE	HOMESTAY COORDINATION AND SUPERVISION			
LEVEL	3	NOSS CODE	HT-040-3:2014	
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Homestay Marketing And Promotion HT-040-3:2014 -C01		<p>Homestay Marketing And Promotion is a competency to prepare market segmentation, prepare homestay product package, promotion and sell homestay package according to industry tourism 1992 (act 482).</p> <p>The person who is competent in Homestay Marketing And Promotion 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 F&B equipment.</p> <p>The outcome of this competency is to be able to develop competent person in homestay marketing and promotion</p>	<p>1. Study potential homestay market</p> <p>2. Prepare homestay package</p> <p>3. Perform homestay promotion</p>	<p>1.1 Demographic, geographic, psychographic information collected</p> <p>1.2 Homestay market segmentation carried out</p> <p>1.3 New market segment determined according to potential market</p> <p>2.1 Existing resources identified based on natural resources and cultural resources</p> <p>2.2 Market survey conducted</p> <p>2.3 Market survey information recorded and compiled</p> <p>2.4 Homestay itinerary created</p> <p>2.5 Homestay package cost calculated</p> <p>2.6 Homestay package produced</p> <p>3.1 Homestay promotion method identified</p> <p>3.2 Homestay promotion material prepared</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Maintain marketing network	3.3 Homestay promotion activities carried out 4.1 Network directory generated 4.2 Marketing network updated

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
<p>2. Cultural Heritage Program Organising</p> <p>HT-040-3:2014 -C02</p>		<p>Cultural heritage program organising is a competency to organise, monitor and handle cultural heritage program according to Malaysia homestay registration and tourism ministry & Malaysian culture guideline.</p> <p>The person who is competent in cultural heritage program organising handling shall be able to carry out homestay cultural heritage program planning, prepare homestay cultural heritage contingency plan, organise homestay cultural heritage logistic and monitor homestay cultural heritage program.</p> <p>The outcome of this competency is to be able to develop competent person in cultural heritage program organising.</p>	<ol style="list-style-type: none"> 1. Carry out homestay cultural heritage program planning 2. Prepare homestay cultural heritage contingency plan 3. Organise homestay cultural heritage logistic 4. Monitor homestay cultural heritage program 	<ol style="list-style-type: none"> 1.1 Cultural heritage product identified 1.2 Cultural heritage categorised based on product 1.3 Homestay cultural heritage program determined 2.1 Cultural heritage product identified 2.2 Cultural heritage categorised based on product 2.3 Homestay cultural heritage contingency program determined 3.1 Homestay cultural heritage logistic requirement categorised 3.2 Homestay cultural heritage logistic coordinated 4.1 Flow of the event ensured according to schedule 4.2 Program preparation monitored 4.3 Program execution monitored 4.4 Safety and health requirement compliance ensured 4.5 Program participant feedback obtained 4.6 Homestay cultural heritage

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				program feedback recorded
3. Recreational Program Activities Organising HT-040-3:2014 -C03		<p>Recreational activities organising is a competency to organise, monitor and handle recreational activities according to Malaysia homestay registration and tourism ministry & Malaysian culture guideline.</p> <p>The person who is competent in recreational activities organising handling shall be able to plan homestay recreational program planning, prepare homestay recreational program contingency plan, organise homestay recreational program logistic, monitor homestay recreational program, organise water recreational program, organise marine recreational program and organise land recreational program.</p> <p>The outcome of this competency is to be able to develop competent person in recreational activities organising.</p>	<p>1. Plan homestay recreational program planning</p> <p>2. Prepare homestay recreational program contingency plan</p> <p>3. Organise homestay recreational program logistic</p> <p>4. Monitor homestay recreational program</p>	<p>1.1 Recreational activities product identified</p> <p>1.2 Recreational activities categorised based on product</p> <p>1.3 Homestay recreational activities determined</p> <p>2.1 Recreational activities product identified</p> <p>2.2 Recreational activities categorised based on product</p> <p>2.3 Homestay recreational activities contingency program determined</p> <p>3.1 Homestay recreational activities logistic requirement identified</p> <p>3.2 Homestay recreational activities logistic coordinated</p> <p>4.1 Flow of the event ensured according to schedule</p> <p>4.2 Program preparation monitored</p> <p>4.3 Program execution monitored</p> <p>4.4 Safety and health</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Organise water recreational program</p> <p>6. Organise marine recreational program</p>	<p>requirement compliance ensured</p> <p>4.5 Program participant feedback obtained</p> <p>4.6 Homestay recreational activities feedback recorded</p> <p>5.1 Type of water recreational activities identified</p> <p>5.2 Homestay water recreational activities participant prepared</p> <p>5.3 Homestay water 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 water recreational activities tools and equipment stored</p> <p>5.7 Homestay water recreational activities handling recorded</p> <p>6.1 Type of marine recreational activities identified</p> <p>6.2 Homestay marine recreational activities participant prepared</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			7. Organise land recreational program	<p>6.3 Homestay marine recreational activities executed</p> <p>6.4 Safety and health requirement compliance ensured</p> <p>7.1 Type of land recreational activities identified</p> <p>7.2 Homestay land recreational activities participant prepared</p> <p>7.3 Homestay land recreational activities executed</p> <p>7.4 Safety and health requirement compliance ensured</p> <p>7.5 participant health condition observed to ensure level of fitness</p> <p>7.6 Homestay land recreational activities tools and equipment stored</p> <p>7.7 Homestay land recreational activities handling recorded</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
<p>4. Homestay Operation And Supervision</p> <p>HT-040-3:2014 -C04</p>		<p>Homestay operation and supervision is a skill to administer and supervise work and staff according to Malaysia homestay registration and tourism ministry & Malaysian culture guideline.</p> <p>The person who is competent in homestay operation and supervision handling shall be able to prepare job schedule / duty roster handle guest complaint, gather guest feedback, appraise homestay operator performance, conduct homestay operator training, conduct homestay operator meeting and monitor homestay operation.</p> <p>The outcome of this competency is to equip the homestay coordinator with supervisory skill on monitoring subordinate on executing the service standard provided by the company and labour law requirement.</p>	<p>1. Prepare job schedule / duty roster</p> <p>2. Handle guest complaint and feedback</p> <p>3. Appraise homestay operator performance</p>	<p>1.1 Work schedule format determined according to company's requirements</p> <p>1.2 Manpower allocated according to job requirements</p> <p>1.3 Work schedule prepared</p> <p>2.1 Guest complaint investigation executed</p> <p>2.2 Corrective action carried out</p> <p>2.3 Pending case followed up</p> <p>2.4 Guest complaint report compiled</p> <p>2.5 Guest feedback form prepared</p> <p>2.6 guest feedback and remark obtained</p> <p>2.7 Guest feedback compiled and followed up</p> <p>4.1 Homestay operator job description identified according to nature of homestay industry</p> <p>4.2 Homestay operator main work target determined</p> <p>4.3 Homestay operator appraisal criteria interpreted according to homestay guideline appraisal</p> <p>4.4 Homestay operator competency and appearance evaluated</p> <p>4.5 Appraisal form compiled</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				6.4 Homestay activities handling checked 6.5 Homestay safety and health requirement compliance monitored 6.6 Record homestay operation monitoring activities
5. Homestay Administrative		Homestay administrative	1. Perform homestay operation filling	1.1 Document format identified

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
<p>Organising</p> <p>HT-040-3:2014 -C05</p>		<p>organising is competency to organise homestay operation with systematic filing and record keeping system for future references.</p> <p>The person who is competent in homestay administrative organising shall be able to perform homestay operation filling system handling, organise homestay account and prepare homestay financial proposal.</p> <p>The outcome of this competency is to be able to develop competent person in homestay administrative organising.</p>	<p>system handling</p> <p>2. Organise homestay accounting</p> <p>3. Produce homestay financial proposal</p>	<p>1.2 File information gathered</p> <p>1.3 Categorised and named file</p> <p>1.4 File arrangement executed according to standard filing system</p> <p>2.1 Homestay account organising format identified</p> <p>2.2 Homestay financial documentation collected</p> <p>2.3 Financial document categorised</p> <p>2.4 Homestay financial transaction recorded</p> <p>2.5 Homestay account maintained</p> <p>3.1 Homestay financial proposal format identified</p> <p>3.2 Homestay financial proposal requirement identified</p> <p>3.3 Homestay financial proposal documentation prepared</p> <p>3.4 Homestay financial proposal submitted to relevant agencies</p> <p>3.5 Homestay financial proposal status followed up</p>

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	HOSPITALITY & TOURISM						
SUB SECTOR	ACCOMODATION						
JOB AREA	HOMESTAY						
NOSS TITLE	HOMESTAY COORDINATION AND SUPERVISION						
COMPETENCY UNIT TITLE	HOMESTAY MARKETING AND PROMOTION						
LEARNING OUTCOME	<p>The outcome of this competency is the ability to develop competent person in homestay marketing and promotion. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Study potential homestay market • Prepare homestay package • Perform homestay promotion • Maintain marketing network 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	HT-040-3:2014 -C01	LEVEL	3	TRAINING DURATION	160	SKILL CREDIT	16
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Study potential homestay market	i. Tourism industrial act 1992 (act 482) ii. Demographic, geographic, psychographic information from <ul style="list-style-type: none"> • MOTAC • Tourism Malaysia • Printed media • Electronic media • Internet iii. Homestay market segmentation	i. Acquire existing homestay market ii. Collect demographic information iii. Collect geographic information iv. Collect psychographic information v. Carry out homestay market segmentation vi. Determine new market segment	<u>Attitude:</u> i. Resourceful in gathering data and information ii. Accurate in gathering data and information	<u>Related Knowledge</u> 12 <u>Related Skills</u> 28	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Existing homestay market described ii. Demographic, geographic, psychographic information explained iii. Homestay market segmentation listed out	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. New market segment determination					iv. New market segment described
2. Prepare homestay package	i. Existing Resources <ul style="list-style-type: none"> • Natural resources • Cultural resources ii. Market survey requirement iii. Homestay itinerary iv. Homestay package cost calculation	i. Identify existing resources ii. Conduct market survey iii. Compile information iv. Create homestay itinerary v. Calculate homestay package cost vi. Produce homestay package	<u>Attitude:</u> i. Creative in preparing homestay package ii. Accurate in calculate package cost	<u>Related Knowledge</u> 14 <u>Related Skills</u> 34	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Existing resources listed out ii. Market survey explained iii. Homestay itinerary listed out iv. Homestay package cost explained
3. Perform homestay promotion	i. Promotion method such as <ul style="list-style-type: none"> • Exhibition • Printed media • Electronic media • Internet • media social • Personal sale ii. Promotion material preparation iii. Promotion procedure	i. Identify promotion method ii. Prepare promotion material iii. Carry out homestay promotion activities iv. Get promotion activities feedback v. Assess promotion activities feedback	<u>Attitude:</u> i. Systematic and well-organized in perform homestay promotion ii. Resourceful in gathering relevant information	<u>Related Knowledge</u> 12 <u>Related Skills</u> 28	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Promotion method described ii. Promotion material listed out iii. Homestay promotion activities explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Maintain marketing network	i. Marketing network maintaining strategy ii. Marketing network maintaining method such as:- <ul style="list-style-type: none"> • Email • Fax • Phone • Social Media iii. Marketing network maintaining tools and equipment iv. Network directory update	i. Identify marketing network maintaining strategy ii. Identify marketing network maintaining method iii. Prepare marketing network maintaining material, tools and equipment iv. Generate network directory v. Update marketing information	<u>Attitude:</u> i. Systematic and well-organized in maintain marketing network ii. Resourceful in gathering relevant information	<u>Related Knowledge</u> 10 <u>Related Skills</u> 22	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Network directory described ii. Marketing strategy 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>01.07 Utilize database applications to locate and process information.</p> <p>01.08 Utilize spreadsheets applications to locate and process information.</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques.</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flowcharts.</p> <p>02.10 Prepare reports and instructions.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultations and counseling.</p> <p>03.11 Monitor and evaluate performance of human resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

<p>resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans.</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks.</p>	
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Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer	1:5
2. Internet network	1:25
3. Sample of homestay packages	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	HOSPITALITY & TOURISM						
SUB SECTOR	ACCOMODATION						
JOB AREA	HOMESTAY						
NOSS TITLE	HOMESTAY COORDINATION AND SUPERVISION						
COMPETENCY UNIT TITLE	CULTURAL HERITAGE PROGRAM ORGANISING						
LEARNING OUTCOME	<p>The outcome of this competency is the ability to develop competent person in cultural heritage program organising. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Carry out homestay cultural heritage program planning • Prepare homestay cultural heritage contingency plan • Organise homestay cultural heritage logistic • Monitor homestay cultural heritage program 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	HT-040-3:2014 -C02	LEVEL	3	TRAINING DURATION	160	SKILL CREDIT	16
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Carry out homestay cultural heritage program planning	i. Cultural heritage program such as <ul style="list-style-type: none"> • Local traditional dance and music • Local traditional games • Mock wedding • Silat ii. Homestay cultural heritage program <ul style="list-style-type: none"> • Time • Place • Person in charge 	i. Identify cultural heritage program ii. Identify number of participant iii. Identify homestay cultural heritage program costing iv. Produce homestay cultural heritage program tentative v. Identify homestay cultural heritage program tools and	<u>Attitude:</u> i. Resourceful in gathering data and information ii. Accurate in gathering data and information	<u>Related Knowledge</u> 19 <u>Related Skills</u> 45	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of cultural heritage program listed out ii. Homestay cultural heritage program tentative explained iii. Homestay cultural	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Logistic • official letter • correspondent letter 	<p>equipment</p> <p>vi. Identify homestay cultural heritage program logistic</p> <p>vii. Determine homestay cultural heritage program person in charge</p>				<p>heritage program tools and equipment listed out</p> <p>iv. Homestay cultural heritage program logistic described</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare homestay cultural heritage contingency plan	i. Cultural heritage product ii. Cultural heritage based on product categorise iii. Homestay cultural heritage contingency program <ul style="list-style-type: none"> • Time • Place • Person in charge • Logistic 	i. Identify cultural heritage product ii. Categorise cultural heritage based on product iii. Determine homestay cultural heritage contingency program iv. Identify number of participant v. Produce homestay cultural heritage program schedule vi. Identify homestay cultural heritage program tools and equipment vii. Identify homestay cultural heritage program logistic viii. Determine homestay cultural heritage program person in charge	<u>Attitude:</u> i. Systematic and well-organized in preparing homestay cultural heritage contingency plan ii. Timely in completing tasks	<u>Related Knowledge</u> 17 <u>Related Skills</u> 39	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Cultural heritage based on product explained ii. Homestay cultural heritage contingency program described iii. Homestay cultural heritage program schedule prepared iv. Homestay cultural heritage program tools and equipment listed out v. Homestay cultural heritage program logistic described

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Organise homestay cultural heritage logistic	i. Homestay cultural heritage program requirement <ul style="list-style-type: none"> • Distance • Facilities ii. Number of participant identification iii. Homestay cultural heritage program transportation arrangement iv. Homestay cultural heritage program venue arrangement	i. Identify homestay cultural heritage program requirement ii. Identify number of participant iii. Arrange homestay cultural heritage program transportation iv. Arrange homestay cultural heritage program venue	<u>Attitude:</u> i. Systematic and well-organized in arrange homestay cultural heritage logistic ii. Timely in completing tasks	<u>Related Knowledge</u> 7 <u>Related Skills</u> 17	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay cultural heritage program requirement described ii. Homestay cultural heritage program transportation handling explained iii. Homestay cultural heritage program venue requirement explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Monitor homestay cultural heritage program	<ul style="list-style-type: none"> i. Flow of the event ii. Program preparation iii. Program execution iv. Safety and health requirement v. Program participant feedback vi. Homestay cultural heritage program feedback 	<ul style="list-style-type: none"> i. Ensure flow of the event ii. Monitor program preparation iii. Monitor program execution iv. Ensure safety and health requirement complied v. Obtain program participant feedback vi. Record homestay cultural heritage program feedback 	<u>Attitude:</u> <ul style="list-style-type: none"> i. Systematic and well-organized in monitor homestay cultural heritage program 	<u>Related Knowledge</u> 5 <u>Related Skills</u> 11	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	<ul style="list-style-type: none"> i. Program preparation described ii. Cultural heritage program safety and health requirement explained iii. Program participant feedback requirement 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> <p>01.07 Utilize database applications to locate and process information.</p> <p>01.08 Utilize spreadsheets applications to locate and process information.</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques.</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flowcharts.</p> <p>02.10 Prepare reports and instructions.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultations and counseling.</p> <p>03.11 Monitor and evaluate performance of human resources.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

<p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans.</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks.</p>	
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Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer	1:5
2. Sample of event official letter	1:1
3. Sample of event correspondent letter	1:1
4. Sample of feedback form	1:1
5. Sample of cultural heritage education sample	1:1

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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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7. 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
8. Ministry of Tourism. Tourism Malaysia, 2008, Homestay, Tourism Malaysia, Ministry of Tourism

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		HOSPITALITY & TOURISM						
SUB SECTOR		ACCOMODATION						
JOB AREA		HOMESTAY						
NOSS TITLE		HOMESTAY COORDINATION AND SUPERVISION						
COMPETENCY UNIT TITLE		RECREATIONAL PROGRAM ORGANISING						
LEARNING OUTCOME		<p>The outcome of this competency is the ability to develop competent person in recreational activities organising. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Plan homestay recreation program planning • Prepare homestay recreation program contingency plan • Organise homestay recreation program logistic • Organise water recreation program • Organise marine recreation program • Organise land recreation program • Monitor homestay recreation program 						
PRE-REQUISITE (if applicable)								
COMPETENCY UNIT ID		HT-040-3:2014 -C03	LEVEL	3	TRAINING DURATION	160	SKILL CREDIT	16
Work Activities	Related Knowledge	Related Skills		Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Carry out homestay recreational program planning	i. Recreational activities program such as <ul style="list-style-type: none"> • Cycling • Canoe • Kayak • Larian bendang • Explore race • Treasure hunt 	i. Identify recreational activities program ii. Identify number of participant iii. Identify homestay recreational activities program costing iv. Produce homestay recreational activities		<u>Attitude:</u> i. Resourceful in gathering data and information	<u>Related Knowledge</u> 12 <u>Related Skills</u> 28	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration	i. Type of recreational activities program listed out ii. Homestay recreational activities program	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Homestay recreational activities program <ul style="list-style-type: none"> • Time • Place • Person in charge • Logistic • Official letter • Correspondent letter 	program tentative v. Identify homestay recreational activities program tools and equipment vi. Identify homestay recreational activities program logistic vii. Determine homestay recreational activities program person in charge			& Observation	tentative explained iii. Homestay recreational activities program tools and equipment listed out iv. Homestay recreational activities program logistic planning explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare homestay recreational program contingency plan	i. Recreational program ii. Recreational activities based on product categorise iii. Homestay recreational activities contingency program <ul style="list-style-type: none"> • Time • Place • Person in charge • Logistic 	i. Identify recreational program ii. Determine homestay recreational activities contingency program iii. Identify number of participant iv. Identify homestay recreational program costing v. Produce homestay recreational program schedule vi. Identify homestay recreational program tools and equipment vii. Identify homestay recreational program logistic viii. Determine homestay recreational program person in charge	<u>Attitude:</u> i. Systematic and well-organized in preparing recreational program contingency plan ii. Timely in completing tasks	<u>Related Knowledge</u> 10 <u>Related Skills</u> 22	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay recreational activities contingency program described ii. Homestay recreational program costing calculation demonstrated iii. Homestay recreational program schedule preparation demonstrated iv. Homestay recreational program tools and equipment listed out

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Organise homestay recreational program logistic	i. Homestay recreational program requirement <ul style="list-style-type: none"> • Distance • Facilities ii. Number of participant identification iii. Homestay recreational program transportation arrangement iv. Homestay recreational program venue arrangement	i. Identify homestay recreational program requirement ii. Identify number of participant iii. Arrange recreational program transportation iv. Arrange homestay recreational program venue	<u>Attitude:</u> <ul style="list-style-type: none"> i. Systematic and well-organized in arrange homestay recreational program logistic <u>Safety:</u> <ul style="list-style-type: none"> i. Comply with safety procedure at all times 	<u>Related Knowledge</u> 7 <u>Related Skills</u> 17	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay recreational program requirement explained ii. Recreational program transportation arrangement requirement explained iii. Homestay recreational program venue arrangement requirement explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Organise water recreational program	i. Type of water recreational program such as <ul style="list-style-type: none"> • Kayak • Rafting • Fishing • Swimming • Canoeing ii. Water recreational program participant briefing such as <ul style="list-style-type: none"> • Safety • Rules and regulation • Local cultural • Tools and equipment iii. Homestay water recreational program participant preparation iv. Homestay water recreational program arrangement v. Safety and health requirement compliance vi. Participant health condition observation vii. Homestay water recreational program tools and equipment storing arrangement viii. Homestay water recreational program recording format	i. Identify type of water recreational program ii. Brief water recreational program participant iii. Prepare homestay water recreational program participant iv. Arrange homestay water recreational program v. Ensure safety and health requirement compliance vi. Observe participant health condition to ensure level of fitness vii. Arrange homestay water recreational program tools and equipment storing viii. Record homestay water recreational program handling	<u>Attitude:</u> i. Systematic and well-organized in arrange water recreational program <u>Safety:</u> i. Comply with safety procedure at all times	<u>Related Knowledge</u> 5 <u>Related Skills</u> 11	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of water recreational program listed out ii. Water recreational program participant requirement explained iii. Safety and health requirement explained iv. Participant health condition and level of fitness requirement explained v. Homestay water recreational program tools and equipment storing procedure explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Organise marine recreational program	i. Type of marine recreational program such as <ul style="list-style-type: none"> • Kayak • Rafting • Fishing • Swimming • Canoeing • Snorkelling, • Squid jigging ii. Marine recreational program participant briefing such as <ul style="list-style-type: none"> • Safety • Rules and regulation • Local cultural • Tools and equipment iii. Homestay marine recreational program participant preparation iv. Homestay marine recreational program arrangement v. Safety and health requirement compliance vi. Participant health condition observation vii. Homestay marine recreational program tools and equipment storing arrangement viii. Homestay marine	i. Identify type of marine recreational program ii. Brief marine recreational program participant iii. Prepare homestay marine recreational program participant iv. Arrange homestay marine recreational program v. Ensure safety and health requirement compliance vi. Observe participant health condition to ensure level of fitness vii. Arrange homestay marine recreational program tools and equipment storing viii. Record homestay marine recreational program handling	<u>Attitude:</u> i. Systematic and well-organized in arrange water recreational program <u>Safety:</u> i. Comply with safety procedure at all times	<u>Related Knowledge</u> 5 <u>Related Skills</u> 11	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of marine recreational program listed out ii. Marine recreational program participant requirement explained iii. Safety and health requirement explained iv. Participant health condition and level of fitness requirement explained v. Homestay marine recreational program tools and equipment storing procedure explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	recreational program recording format					
6. Organise land recreational program	<p>i. Type of land recreational program such as</p> <ul style="list-style-type: none"> • Cycling, • Kite • Traditional game <p>ii. Land recreational program participant briefing such as</p> <ul style="list-style-type: none"> • Safety • Rules and regulation • Local cultural • Tools and equipment <p>iii. Homestay land recreational program participant preparation</p> <p>iv. homestay land recreational program arrangement</p> <p>v. Safety and health requirement compliance</p> <p>vi. Participant health condition observation</p> <p>vii. Homestay land recreational program tools and equipment storing arrangement</p> <p>viii. Homestay land recreational program</p>	<p>i. Identify type of land recreational program</p> <p>ii. Brief land recreational program participant</p> <p>iii. Prepare homestay land recreational program participant</p> <p>iv. Arrange homestay land recreational program</p> <p>v. Ensure safety and health requirement compliance</p> <p>vi. Observe participant health condition to ensure level of fitness</p> <p>vii. Arrange homestay land recreational program tools and equipment storing</p> <p>viii. Record homestay land recreational program handling</p>	<p><u>Attitude:</u></p> <p>i. Systematic and well-organized in arrange land recreational program</p> <p><u>Safety:</u></p> <p>i. Comply with safety procedure at all times</p>	<p><u>Related Knowledge</u> 5</p> <p><u>Related Skills</u> 11</p>	<p><u>Related Knowledge</u></p> <p>Lecture</p> <p><u>Related Skills</u></p> <p>Demonstration & Observation</p>	<p>i. Type of land recreational program described</p> <p>ii. Safety and health requirement explained</p> <p>iii. Participant health condition requirement explained</p> <p>iv. Homestay land recreational program tools and equipment listed out</p> <p>v. Homestay land recreational program handling demonstrated</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	recording format					
7. Monitor homestay recreational program	<ul style="list-style-type: none"> i. Flow of the event ii. Program preparation such as <ul style="list-style-type: none"> • Time • Place • Logistic • Tools and equipment iii. Recreational program safety and health requirement iv. Program participant feedback form format v. Homestay recreational activities feedback evaluation 	<ul style="list-style-type: none"> i. Ensure flow of the event ii. Monitor program preparation iii. Monitor weather iv. Monitor program execution v. Ensure safety and health requirement complied vi. Obtain program participant feedback vii. Evaluate program participant feedback viii. Record homestay recreational activities feedback 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Systematic and well-organized in arrange land recreational program <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Comply with safety procedure at all times 	<p><u>Related Knowledge</u> 5</p> <p><u>Related Skills</u> 11</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. Program preparation explained ii. Recreational program safety and health requirement explained iii. Homestay recreational activities feedback evaluation requirement 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> <p>01.07 Utilize database applications to locate and process information.</p> <p>01.08 Utilize spreadsheets applications to locate and process information.</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques.</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flowcharts.</p> <p>02.10 Prepare reports and instructions.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultations and counseling.</p> <p>03.11 Monitor and evaluate performance of human</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

<p>resources.</p> <p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans.</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks.</p>	
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Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer	1:5
2. Sample of tentative program	1:1
3. Sample of feedback form	1:1
4. sample of program check list	1:1

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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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5. Greg Richards, Derek Hall, Derek R. Hall, 2003, Tourism and Sustainable Community Development: Volume 7 of Routledge advances in tourism, Psychology Press ISBN: 0415309158, 9780415309158
6. Janet Cochrane, 2007, Asian Tourism: Growth and Change, Routledge ISBN: 1136428119, 9781136428111
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		HOSPITALITY & TOURISM						
SUB SECTOR		ACCOMODATION						
JOB AREA		HOMESTAY						
NOSS TITLE		HOMESTAY COORDINATION AND SUPERVISION						
COMPETENCY UNIT TITLE		HOMESTAY OPERATION AND SUPERVISION						
LEARNING OUTCOME		<p>The outcome of this competency is to equip the homestay coordinator with supervisory skill on monitoring subordinate on executing the service standard provided by the company and labour law requirement. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Prepare job schedule / duty roster • Handle guest complaint and feed back • Appraise homestay operator performance • Conduct homestay operator training • Conduct homestay operator meeting • Monitor homestay operation 						
PRE-REQUISITE (if applicable)								
COMPETENCY UNIT ID		HT-040-3:2014 -C04	LEVEL	3	TRAINING DURATION	120	SKILL CREDIT	12
Work Activities	Related Knowledge	Related Skills		Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare job schedule / duty roster	i. Work schedule format ii. Homestay operation job scope preparation iii. Job distribution procedure	i. Determine work schedule format ii. Identify job scope preparation requirement iii. Gather job scope information iv. Prepare work schedule v. Allocate subordinate		<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. Work schedule prepared ii. Homestay operation job scope preparation requirement explained	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Handle guest complaint and feed back	i. Guest complaint evaluation technique ii. Common guest expectation iii. Problem solving iv. Guest feedback and complaint report format	i. Identify guest requirement ii. Execute guest complaint evaluation iii. Carry out corrective action iv. Follow up guest complaint issue v. Compile guest feedback and complaint report	<u>Attitude:</u> i. Systematic and well-organized in handle guest complaint and feed back	<u>Related Knowledge</u> 7 <u>Related Skills</u> 17	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Guest complaint evaluation technique explained
3. Appraise homestay operator performance	i. Homestay operator job description ii. Homestay operator main target such as <ul style="list-style-type: none"> • Sales • Income • Number of arrival • Occupancy rate iii. Homestay operator competency such as <ul style="list-style-type: none"> • Communication skill • Food handling iv. Homestay operator appearance such as <ul style="list-style-type: none"> • Grooming • Character v. Homestay evaluation criteria <ul style="list-style-type: none"> • Safety • Cleanliness • Environment 	i. Identify homestay operator job description ii. Determine homestay operator main target iii. Interpret homestay operator appraisal criteria iv. Evaluate homestay operator competency v. Evaluate homestay operator appearance vi. Evaluate homestay unit vii. Compile appraisal form	<u>Attitude:</u> i. Resourceful in appraise homestay operator performance	<u>Related Knowledge</u> 7 <u>Related Skills</u> 17	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Homestay operator appraisal criteria explained ii. Homestay operator competency evaluation procedure explained iii. Homestay operator appearance evaluation technique explained iv. Homestay unit evaluation technique explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Tidiness vi. Appraisal form format					
4. Conduct homestay operator training	i. Homestay operator training learning objective ii. Homestay operator training provider <ul style="list-style-type: none"> • In house • Out source iii. Homestay operator training needs such as <ul style="list-style-type: none"> • Training schedule • Training venue • Training material • Training methodology • Training facilities • Teaching iv. Homestay operator training delivery effectiveness such as <ul style="list-style-type: none"> • Training evaluation form • On the job evaluation • Third party assessment 	i. Identify learning objective ii. Identify training requirement iii. Identify training provider iv. Prepare training needs v. Execute training activity vi. Assess training delivery effectiveness	<u>Attitude:</u> i. Systematic and well-organized in conduct homestay operator training ii. Resourceful in gathering relevant information	<u>Related Knowledge</u> 5 <u>Related Skills</u> 13	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Training needs preparation explained ii. Training delivery assessment technique explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Conduct homestay operator meeting	i. Meeting objective ii. Meeting date and time iii. Meeting venue iv. Meeting participant v. Meeting notice such as <ul style="list-style-type: none"> • Letter • SMS • Email • Social Media vi. Meeting agenda vii. Meeting session <ul style="list-style-type: none"> • Meeting objective • Pending matters • Issues • Arising matter viii. Minutes of meeting compilation	i. Identify meeting objective ii. Identify meeting date and time iii. Identify meeting venue iv. Identify meeting participant v. Prepare meeting notice vi. Identify meeting agenda vii. Execute meeting session viii. Compile and distribute minutes of meeting	<u>Attitude:</u> i. Maintain integrity in reporting irregularities and non-compliance	<u>Related Knowledge</u> 5 <u>Related Skills</u> 13	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Meeting notice preparation demonstrated ii. Minutes of meeting compilation and distribution 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> <p>01.07 Utilize database applications to locate and process information.</p> <p>01.08 Utilize spreadsheets applications to locate and process information.</p> <p>01.09 Utilize business graphic application to process information.</p> <p>01.10 Apply a variety of mathematical techniques.</p> <p>01.11 Apply thinking skills and creativity.</p> <p>02.09 Prepare flowcharts.</p> <p>02.10 Prepare reports and instructions.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.10 Provide consultations and counseling.</p> <p>03.11 Monitor and evaluate performance of human resources.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

<p>03.12 Provide coaching/on-the-job training.</p> <p>03.13 Develop and maintain team harmony and resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/customer needs.</p> <p>03.17 Identify staff training needs and facilitate access to training.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/work plans.</p> <p>05.02 Inspect and monitor work done and/or in progress.</p> <p>06.07 Develop and maintain networks.</p>	
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Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer	1:5
2. sample of job schedule	1:1
3. sample of feedback form	1:1
4. sample of training schedule	1:1
5. sample of training feedback form	1:1
6. sample of minutes of meeting	1:1
7. sample of appraisal form	1:1
8. sample of training evaluation form	1:1

REFERENCES

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
4. Salleh Mohd Radzi, Mohd Faez Saiful Bakhtiar, Zurinawati Mohi, Mohd Salehuddin Mohd Zahari, Norzuwana Sumarjan, C.T. Chik, Faiz Izwan Anuar, 2014, Theory and Practice in Hospitality and Tourism Research, CRC Press ISBN: 1138027065, 9781138027060
5. Greg Richards, Derek Hall, Derek R. Hall, 2003, Tourism and Sustainable Community Development: Volume 7 of Routledge advances in tourism, Psychology Press ISBN: 0415309158, 9780415309158
6. Janet Cochrane, 2007, Asian Tourism: Growth and Change, Routledge ISBN: 1136428119, 9781136428111
7. 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
8. Ministry of Tourism. Tourism Malaysia, 2008, Homestay, Tourism Malaysia, Ministry of Tourism

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	HOSPITALITY & TOURISM						
SUB SECTOR	ACCOMODATION						
JOB AREA	HOMESTAY						
NOSS TITLE	HOMESTAY COORDINATION AND SUPERVISION						
COMPETENCY UNIT TITLE	HOMESTAY ADMINISTRATIVE HANDLING						
LEARNING OUTCOME	<p>The outcome of this competency is the ability to develop competent person in homestay administrative organising. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Perform homestay operation filling system handling • Organise homestay account • Prepare homestay financial proposal 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	HT-040-3:2014 -C05	LEVEL	3	TRAINING DURATION	200	SKILL CREDIT	20
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Perform homestay operation filling system handling	i. Type of homestay operation document format <ul style="list-style-type: none"> • Softcopy • Hardcopy ii. Document sorting process iii. Document categorized iv. File name v. Homestay operation file arrangement	i. Identify type of homestay operation document format ii. Gather homestay operation document iii. Categorized and named file iv. Arrange homestay operation file	<u>Attitude:</u> i. Resourceful in gathering relevant information ii. Systematic and well-organized in arrange homestay operation filling system handling	<u>Related Knowledge</u> 6 <u>Related Skills</u> 14	<u>Related Knowledge</u> Lecture <u>Related Skills</u> Demonstration & Observation	i. Type of homestay operation document listed out ii. Homestay operation document explained iii. And named file categorized	

Employability Skills

Core Abilities	Social Skills
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Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer	1:5
2. sample of proposal	1:1
3. sample of filing format	1:1
4. sample of operation account format	1:1

REFERENCES

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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4. Salleh Mohd Radzi, Mohd Faez Saiful Bakhtiar, Zurinawati Mohi, Mohd Salehuddin Mohd Zahari, Norzuwana Sumarjan, C.T. Chik, Faiz Izwan Anuar, 2014, Theory and Practice in Hospitality and Tourism Research, CRC Press ISBN: 1138027065, 9781138027060
5. Greg Richards, Derek Hall, Derek R. Hall, 2003, Tourism and Sustainable Community Development: Volume 7 of Routledge advances in tourism, Psychology Press ISBN: 0415309158, 9780415309158
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7. 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
8. Ministry of Tourism. Tourism Malaysia, 2008, Homestay, Tourism Malaysia, Ministry of Tourism

SUMMARY OF TRAINING DURATION FOR HOMESTAY COORDINATION AND SUPERVISION LEVEL 3

CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	HOURS	TOTAL
			(A)	(B)	(A+B)	(HOURS)
HT-040 -3: 2014-C1	HOMESTAY MARKETING AND PROMOTIONAL	Study potential homestay market	12	28	40	160.00
		Prepare homestay package	14	34	48	
		Perform homestay promotion	12	28	40	
		Maintain marketing network	10	22	32	
HT-040 -3: 2014-C2	CULTURAL HERITAGE PROGRAM ORGANISING	Carry out homestay cultural heritage program planning	19	45	64	160.00
		Prepare homestay cultural heritage contingency plan	17	39	56	
		Organise homestay cultural heritage logistic	7	17	24	
		Monitor homestay cultural heritage	5	11	16	
HT-040 -3: 2014-C3	RECREATIONAL ACTIVITIES ORGANISING	Plan homestay recreation program planning	12	28	40	160.00
		Prepare homestay recreation program contingency plan	10	22	32	
		Organise homestay recreation program logistic	7	17	24	
		Organise water recreation program	5	11	16	
		Organise marine recreation program	5	11	16	
		Organise land recreation program	5	11	16	
		Monitor homestay recreation program	5	11	16	
HT-040 -3: 2014-C4	HOMESTAY OPERATION AND SUPERVISION	Prepare job schedule / duty roster	5	13	18	120.00
		Handle guest complaint and feed back	7	17	24	

CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	HOURS	TOTAL
			(A)	(B)	(A+B)	(HOURS)
		Appraise homestay operator performance	7	17	24	
		Conduct homestay operator training	5	13	18	
		Conduct homestay operator meeting	5	13	18	
		Monitor homestay operation	5	13	18	
HT-040 -3: 2014-C5	HOMESTAY ADMINISTRATIVE ORGANISING	Perform homestay operation filling system handling	6	14	20	200.00
		Organise homestay account	27	63	90	
		Prepare homestay financial proposal	27	63	90	
TOTAL HOURS (Core Competencies)						800