

## SELF – ASSESSMENT GUIDE

Qualification:	<b>HOUSEKEEPING NC III</b>	
Unit of competency:	<b>PLAN AND SCHEDULE ROUTINE MAINTENANCE, REPAIRS AND MODIFICATIONS</b>	
<p>Instruction:</p> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
• Assess or confirm the need for replacement or repair *		
• Check existing warranties and service agreements to establish if any identified maintenance requirement is covered by such documents*		
• Provide an estimate and quote where required, detailing work to be carried out and costs*		
• Receive approval for work in writing from appropriate personnel*		
• Organize and confirm details relating to access to site and specific site requirements with relevant personnel*		
• Identify labor, tools and equipment required for the job*		
• Check relevant skills, qualifications and licenses of labor to ensure job requirements are fulfilled*		
• Schedule labor to be available when required for work*		
• Check equipment/fixture required for job to ensure availability and order in advance needs, where required*		
• Check tools and equipment required for job to ensure availability, organize and order in advance needs, where required*		
• Communicate and organize details of job with concerned departments where required*		
• Prepare work schedule to maximize productivity and meet company requirements*		
• Plan time for installation to minimize disruption of operation*		

<ul style="list-style-type: none"> <li>• Identify, assess and incorporate weather condition and other contingency in work schedule*</li> </ul>		
<ul style="list-style-type: none"> <li>• Schedule emergency and urgent work requirements for priority attention*</li> </ul>		
<ul style="list-style-type: none"> <li>• State clearly detail of schedule and job and resource requirement in work order*</li> </ul>		
<ul style="list-style-type: none"> <li>• Complete promptly work order and provide report to relevant personnel</li> </ul>		
<p><b>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</b></p>		
<p><b>Candidate's Signature:</b></p>	<p><b>Date:</b></p>	

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Qualification:	<b>HOUSEKEEPING NC III</b>	
Unit of competency:	<b>CONTRIBUTE TO THE IMPLEMENTATION OF EMERGENCY PROCEDURES</b>	
<b>Instruction:</b> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
• Apply knowledge of OHS hazards and standards to identify causes of potential emergencies*		
• Seek input of stakeholders in identifying potential emergencies*		
• Identify and liaise with appropriate specialist advisers and emergency agencies to identify causes of potential emergencies*		
• Develop a risk register to identify potential emergencies and their causes*		
• Categorize major types of emergency*		
• Identify action required to contain or limit potential emergencies*		
• Identify action required to limit effect on guests, personnel, property and the environment*		
• Identify requirement for liaison with emergency agencies and/or personnel*		
• Prioritize action to be taken during emergencies*		
• Identify resources available and required for immediate response*		
• Check emergency equipment to ensure serviceability, accessibility, cleanliness and correct location*		
• Document action required for a number of major types of emergency, taking account of standards, current industry practice, specialist advice and input by emergency agencies*		
• Identify training need and appropriate providers*		

• Document and display action for initial response*		
• Know and implement own role and role of staff in emergency response*		
• Identify and support other personnel in second response phase*		
• Make contribution to debriefing processes*		
• Monitor response to emergencies for efficiency and timeliness in consultation with stakeholders and, as appropriate, specialist advisers and agencies*		
• Document result of monitoring and promptly and appropriately reports to managers and key personnel*		
• Identify and recommend areas for improvement in response*		
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## SELF - ASSESSMENT GUIDE

Qualification:	<b>HOUSEKEEPING NC III</b>	
Unit of competency:	<b>OBSERVE AND MONITOR PEOPLE</b>	
<b>Instruction:</b> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
• Confirm assignment instruction with superior*		
• Select and test appropriate equipment to undertake assignment*		
• Establish location to maximize observation of site target*		
• Check identification card, and ensure display on entering the premises*		
• Conduct spot check regularly*		
• Monitor authorized access areas by cameras*		
• Monitor authorized access areas thru personnel*		
• Monitor and check unattended items*		
• Cordon off area and notify police where unattended items are under suspicion*		
• Identify and monitor individuals or groups behaving in a suspicious and/or unusual manner *		
• Record suspicious incident using video surveillance tapes and/or photographic evidence of persons, or other means as determined in assignment instructions*		
• Identify commitment of an offense or behavior which constitutes an offense*		
• Obtain proof of commitment of the offense*		

<ul style="list-style-type: none"> <li>• Identify level of appropriate response in accordance with applicable laws pertaining to the surveillance operation*</li> </ul>		
<ul style="list-style-type: none"> <li>• Enlist help of colleagues in the operation as required*</li> </ul>		
<ul style="list-style-type: none"> <li>• Notify relevant authorities if required*</li> </ul>		
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## SELF-ASSESSMENT GUIDE

Qualification:	<b>HOUSEKEEPING NC III</b>	
Unit of competency:	<b>ESCORT, CARRY AND STORE VALUABLE ITEMS</b>	
<b>Instruction:</b> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
• Identify assignment requirement and clarify where necessary*		
• Assess and obtain resource requirements according to assignment instructions*		
• Confirm adequacy of resources appropriate to the assignment*		
• Identify and act upon potential threats/problems during assignment*		
• Undertake escorting in a calm and professional manner*		
• Identify appropriate location and storage for valuables upon reaching destination*		
• Turn over valuable to designated personnel or deposits in storage area as appropriate*		
• Acknowledge and record turnover and/or delivery of valuables by appropriate personnel*		
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