



(NCV) NATIONAL CERTIFICATE VOCATIONAL

DATE	SUBJECT	ACTIVITY
LEVEL 2		
15 -16 June 2020	Client Services & HR	TOPIC 3: : Client Service in a cultural context
	Module 1	Greeting clients and exchanging personal information <ul style="list-style-type: none">• Initial introductions• Initial interactions Personal Information Clients personal information
	Module 2	Describing local communities and places of interest Local communities and places of interest Cultural, historical, religious and natural heritage
	Module 3	The cultural diversity of clients – research about different cultures

DATE	SUBJECT	ACTIVITY
LEVEL 2		
17 – 18 June 2020	Hospitality Services	Topics 9: Preparing Room service Prepare room service in a hygienic, competent and organised manner, understanding the importance of completing the room service in the specified timeframes to maximise customer satisfaction

DATE	SUBJECT	ACTIVITY
LEVEL 3		
17 – 18 June 2020	Client Service & HR	TOPIC 2: Health and Safety procedures for a safe and secure environment
	Module 4	Securing unauthorised areas from client access
	Module 5	Perpetrators in a violent situation Identifying the perpetrators in various violent situations Appropriate conduct when encountering perpetrators
	Module 6	Reporting suspicious items following the correct procedures
	Module 7	Demarcating client and staff areas and securing against unauthorised access
	Module 8 & 9	Securing storage against unauthorised access The way in which performance can be adapted
Revise Topic 2		Summative assessment: Topic 2

DATE	SUBJECT	ACTIVITY
LEVEL 3		
17-18 June 2020	Hospitality Service	Topic 8: Maintain a clean linen supply
		Receive linen deliveries and complete the necessary documentation and quality checks. Transport linen to and from storage area safely and hygienically. Store linen in accordance with organisational and quality control procedures



EXAMPLE

(NCV) NATIONAL CERTIFICATE VOCATIONAL

DATE	SUBJECT	ACTIVITY
LEVEL 4		
08/06-12/06	CLIENT SERVICES & HUMAN RELATIONS	TOPIC 3: ENSURING THE HEALTH AND SAFETY OF CLIENTS AND COLLEAGUES
15/06/2020	CLIENT SERVICES & HUMAN RELATIONS	Module 1: UNDERSTANDING EMERGENCY SITUATIONS. 1.1 Identifying emergency situations quickly and correctly (pg211) 1.2 Why untrained personnel should NOT administer 1 st Aid (pg213)
16/06/2020	CLIENT SERVICES & HUMAN RELATIONS	1.3 Documenting emergency procedures in accordance with organisational requirements (pg214) Read through p. 215-217.
17/06/2020	CLIENT SERVICES & HUMAN RELATIONS	1.4 Identifying and summoning 1 st aid personnel in an emergency (pg218)
18/06/2020	CLIENT SERVICES & HUMAN RELATIONS	1.5 Basic Procedures to be followed in emergency situations (pg219)
19/06/2020	CLIENT SERVICES & HUMAN RELATIONS	1.6 Three types of injuries that take priority over other injuries (pg227)