



Technical, Entrepreneurship and Vocational Education and Training Authority (TEVETA)

HOUSEKEEPING TRADE TEST LEVEL II

Record of Practical Assessment

Learner`s Name:_____

Learner`s NRC no.:_____

Learner`s TEVETA No.:_____

Institution Name:_____

Institution TVA No.:_____

Assessment Period:_____

PREFACE

The Technical Education, Vocational and Entrepreneurship Training Authority (TEVETA) is an institution created under the Technical Education, Vocational and Entrepreneurship Training Act Number 13 of 1998, as amended by the Technical Education, Vocational and Entrepreneurship Training (Amendment) Act Number 11 of 2005.

The Act among other things provides that TEVETA shall:

- (a) regulate and conduct national examinations and assessments relating to technical education, vocational and entrepreneurship training;
- (b) charge and collect fees in respect of examinations, assessments and other services provided by the Authority;
- (c) award certificates to persons who succeed in examinations and assessments undertaken under this Act
- (d) do all such things connected with or incidental to the functions of the Authority under this Act.

Through this mandate, the Assessment and Qualifications Division of TEVETA has developed Practical Assessment Tool Kits to enable learners achieve the competences that are congruent with the demand of the workplace tasks. These tool kits in part are also intended to ensure that similar conditions under which all students in TEVET are assessed and examined apply wherever the course is undertaken in Zambia.

The Trainers shall work with the Learners to collect evidence of competence, using the benchmarks provided by the unit standards. During the year, the Learners shall be required to undertake a series of practical assessment tasks. It is the sum of all these assessments tasks that deems a Learner to be competent (or not).

This approach to assessment is not a one-off event but one that gives learners many opportunities to demonstrate skill and allow for the capturing and recording of these demonstrations.

For the Learner to be deemed competent, they must demonstrate competency in every aspect of the practical tasks being undertaken. It must however be understood by the Trainer that Competency does not mean expert. It means that the candidate has attained sufficient skill and knowledge to perform the activity or service to a degree and quality that is acceptable to the industry and the customer in a time within which a competent person at the level could reasonably be expected to perform the task.

While this will be undertaken at institutional level, it is therefore envisaged that the Assessment principles of VALIDITY, RELIABILITY, FAIRENESS and FLEXIBILITY shall at all times be adhered to.

Pre-Assessment

Assessment process explained to the Trainee (✓ if Yes).	☐
Any appeal relating to the outcome of the assessment or the way in which the assessment was conducted shall be made through the TEVETA <u><i>fair treatment policy</i></u> as explained to the Trainee (✓ if Yes).	☐

Learner/Trainee Learner/Trainee name: (Print) Learner/Trainee comments:	Assessor/Examiner Assessor/Examiner name: (Print) Assessor/Examiner comments:		
I fully understand the assessment and appeals process.	<table border="1"> <tr> <td>Theory assessment sighted and checked as satisfactory.</td> <td>☐</td> </tr> </table>	Theory assessment sighted and checked as satisfactory.	☐
Theory assessment sighted and checked as satisfactory.	☐		
Signature: Date:	Signature: Date:		

CONTENTS

TASK 1: SAFETY.....	5
TASK 2: PERSONAL HYGIENIE.....	6
TASK: 3. CLEANING OF THE OFFICE.....	7
TASK 4: CLEANING CERAMIC TILES	8
TASK 5: REMOVING FRESH STAIN	9
TASK 6: CLEANING OF A CHECK OUT ROOM	12
TASK 7: CLEANING OF AN OCCUPIED ROOM.....	15
TASK 8: CLEANING OF UNOCCUPIED ROOM.....	17
TASK 9: WASHING OF BED SHEETS AND PILLOW CASES/SLIPS.....	18
TASK 10: WASHING OF DIFFERENT FABRICS.....	19
TASK: 11 CLEANING OF THE PUBLIC AREAS	20
TASK: 12 IRONING/PRESSING LINEN AND GARMENT.....	21
TASK:13 DRY CLEANING OF DIFFERENT LINEN /GARMENTS	22
TASK 14: WASHING OF CARPETS AND RUGS/MATS	23
TASK 15: CARRYING OUT GENERAL/SPRING CLEANING	24
TASK 16: SETTING UP THE BANQUET/CONFERENCE/FUNCTION HALL.....	26
TASK 17: CARRYING OUT VALET SERVICES	27
Task 18: SETTING OF FLOWER ARRANGEMENTS	28
SUMMARYFINAL PRACTICAL ASSESSMENT SUMMARY	29
ASSESSMENT OUTCOME.....	31
VALIDATION OF THE ASSESSMENT.....	32

TASK 1: SAFETY

No	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Observe safety precautions/procedures. This should include: ☐ Wearing of safety attire, i.e. white dust coat, yellow rubber gloves and soft gloves, and flat closed leather shoes). ☐ Connecting power cables to the equipment's correctly ☐ Checking the equipment are in good condition ☐ Handle equipment and tools with care ☐ Reporting fault equipment to the relevant people	☐	☐	☐	☐	☐	☐
	(b) Prepare required cleaning agents. This should include: ☐ Windolene ☐ Domestos ☐ Vacuum shampoo ☐ Floor cleaners ☐ Swimming pool ☐ Laundry detergent	☐	☐	☐	☐	☐	☐
	(c) Prepare the required tools/equipment. This should include: ☐ Vacuum cleaner ☐ Polishing machine ☐ Broom ☐ Mop ☐ Pressing iron/pressing machine ☐ Room attendant's caddy/trolley	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 2: PERSONAL HYGIENIE

No	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	Practice personal Hygiene. This should include: ☐ Wearing a clean housekeeping uniform ☐ Wearing well-polished flat closed black shoes ☐ Combing and tying the hair neatly ☐ Bathing every day/regularly ☐ Cutting fingernail short and keeping them clean ☐ Regular brushing of teeth ☐ Wearing mild make –up ☐ Using anti-per spirant and deodorants	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK: 3. CLEANING OF THE OFFICE

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Arrange tools and equipment. This should include: ☐ Bucket ☐ Feather wash ☐ Broom ☐ Mop ☐ Mutton cloth ☐ Shining brush	☐	☐	☐	☐	☐	☐
	(b) Arrange cleaning agents. This should include: ☐ Mr. mini ☐ Cobra/tile cobra ☐ Air freshener ☐ Carpet shampoo/detergent	☐	☐	☐	☐	☐	☐
	Cleaning the office: This should include: ☐ Sweeping ☐ Moping ☐ Shining ☐ dusting	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date

TASK 4: CLEANING CERAMIC TILES

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Arrange tools and equipment. This should include: ☐ Broom ☐ Mop ☐ Scrubbing brush/scrubbing machine ☐ Bucket	☐	☐	☐	☐	☐	☐
	(b) Arranging cleaning agents. This should include: ☐ Detergent ☐ Bicarbonate of soda Cobra/tile cobra	☐	☐	☐	☐	☐	☐
	(c) Cleaning the tiles. This should include: ☐ sweeping ☐ Scrubbing ☐ Wiping ☐ shining	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

[illegible]

	(a)Arranging of tools and equipment. This should include: ☐ Washing basin/dish ☐ Pegs ☐ Liner/tumble drier machine ☐ Bucket ☐ Pressing iron ☐ Iron board/table (b)Arranging of cleaning agents ☐ Detergent paste/powder ☐ Warm Water ☐ Stay soft ☐ White vinegar ☐ Liquid hand detergent (c)Removing the vegetable stain on white linen. This should include: ☐ Washing ☐ Drying ☐ Pressing						
	5.4 Remove the dye stain on white linen. (a)Arranging of tools and equipment ☐ Washing basin/dish ☐ Pegs ☐ Liner/tumble drier machine ☐ Bucket ☐ Pressing iron ☐ Iron board/table	☐	☐	☐	☐	☐	☐
	(b)Arranging of cleaning agents. This should include ☐ Detergent paste/powder ☐ Warm Water ☐ Stay soft ☐ White vinegar ☐ Liquid hand detergent ☐ Jik ☐ Chlorine solution/beach	☐	☐	☐	☐	☐	☐
	(c)Removing of the dye stain on white linen. This should include: ☐ Washing ☐ Drying ☐ Pressing	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:	Examiner Name/Sign: _____	Learner`s Name/sign: _____
Date:		Date:

[illegible]

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 7: CLEANING OF AN OCCUPIED ROOM

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Arrange tools and equipment. This should include: ☐ Mop ☐ Broom ☐ Vacuum cleaner –depending on the type of the floor ☐ Feather dust/wash ☐ Bucket/basin ☐ Room attendant caddy/trolley ☐ Shining brush/shining machine ☐ Dust pan ☐ Cobweb remover ☐ Cloth rugs/rubber gloves	☐	☐	☐	☐	☐	☐
	(b) Arrange cleaning agents. This should include: ☐ Warm water ☐ Detergent ☐ Domestos/chlorine powder/Harpic ☐ Windolene	☐	☐	☐	☐	☐	☐
	(C) Arrange room amenities. This should include: (e) Soap (f) Shampoo/hair conditioner (g) Bathroom towel	☐	☐	☐	☐	☐	☐
	(d) Cleaning of the room. This should include ☐ Sweeping ☐ Mopping ☐ Dusting	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 8: CLEANING OF UNOCCUPIED ROOM

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Arrange tools and equipment. This should include: ☐ feather dust ☐ mop/squeegee ☐ broom ☐ shining brush/shinning machine ☐ bucket	☐	☐	☐	☐	☐	☐
	(b) Arrange cleaning agents. This should include: ☐ cobra ☐ detergent ☐ air freshener ☐ Mr min	☐	☐	☐	☐	☐	☐
	(c) Cleaning of unoccupied room. This should include: ☐ Sweeping ☐ Mopping ☐ dusting	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 9: WASHING OF BED SHEETS AND PILLOW CASES/SLIPS

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a)Arrange tools and equipment. This should include: ☐ Bucket/basin ☐ Pegs ☐ Pressing iron	☐	☐	☐	☐	☐	☐
	(b)Arrange cleaning agents. This should include: ☐ Detergent paste/powder ☐ Stay soft ☐ Jik	☐	☐	☐	☐	☐	☐
	(c)Washing of bed sheets and pillow cases/slips. This should include: ☐ Washing ☐ Drying ☐ Packing	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 10: WASHING OF DIFFERENT FABRICS

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidates demonstrated that they can:							
	(a) Arrange tools and equipment. This should include: ☐ Washing machine ☐ Liner/Tumble drier machine ☐ Pressing iron ☐ Pegs ☐ Linen/garments ☐ Bucket ☐ Washing basin	☐	☐	☐	☐	☐	☐
	(a) Arrange cleaning agents. This should include: ☐ Detergent (paste/powder) ☐ Stay soft ☐ Jik ☐ Stain remover	☐	☐	☐	☐	☐	☐
	(b) Washing of different fabrics. This should include: ☐ Washing ☐ Drying ☐ Packing	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK: 11 CLEANING OF THE PUBLIC AREAS

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Arrange the cleaning tools and equipment. This should include: ☐ Mop/squeegee ☐ Bucket ☐ Broom ☐ Shining brush/polishing machine ☐ Feather dust ☐ Cleaning rugs ☐ Rubber gloves	☐	☐	☐	☐	☐	☐
	(b) Arrange the cleaning agents. This should include: ☐ Detergent ☐ Cobra/tile cobra ☐ Air freshener ☐ Floor cleaner	☐	☐	☐	☐	☐	☐
	(c) Cleaning of the public areas. This should include: ☐ Sweeping ☐ Vacuum cleaning ☐ Mopping ☐ dusting	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK: 12 IRONING/PRESSING LINEN AND GARMENT

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Arrange the tools and equipment. ☐ machine/roller/calendar ☐ Pressing Iron ☐ Ironing board ☐ Hangers ☐ Laundry basket Ironing ☐ Arranging of linen/garments ☐ Bed sheets ☐ Pillow cases/slips ☐ Table linen/seat covers/napkin ☐ Suits (male/female) ☐ Skirts ☐ Dresses ☐ Shirts ☐ Trousers etc.	☐	☐	☐	☐	☐	☐
	(b) Ironing of the linen/garment. this should include ☐ Ironing/pressing ☐ Folding ☐ Packing/hanging	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date

TASK:13 DRY CLEANING OF DIFFERENT LINEN /GARMENTS

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	Arrange the tools and equipment. This should include ☐ Washing machine ☐ Liner/ tumble Dryer machine ☐ Pressing machine/iron ☐ Garments ☐ Linen ☐ Laundry basket ☐ Hangers ☐ Spotting machine	☐	☐	☐	☐	☐	☐
	(c)Arrange cleaning agents. This should include: ☐ Perchloroethylene(perch) ☐ Jik ☐ Stay soft ☐ Solvent	☐	☐	☐	☐	☐	☐
	(c)Dry cleaning of fabrics. This should include: ☐ Cleaning following housekeeping standards	☐	☐	☐	☐	☐	☐

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date

TASK 14: WASHING OF CARPETS AND RUGS/MATS

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidates demonstrated that they can:							
	(a)Arrange the tools and equipment. This should include ☐ Vacuum cleaner ☐ Washing basin ☐ Scrubbing brush ☐ Liner	☐	☐	☐	☐	☐	☐
	(b)Arrange the cleaning agents. This should include: ☐ Carpet shampoo ☐ Water ☐ Detergent (paste/powder) ☐ Stain remover ☐ Dry form carpet cleaning	☐	☐	☐	☐	☐	☐
	(c)Wash the carpet and rugs/mats. This should include: ☐ Vacuum cleaning ☐ scrubbing	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date

TASK 15: CARRYING OUT GENERAL/SPRING CLEANING

	Activity						
		Satisfactory			Not satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Arrange the tools and equipment. This should include: ☐ Shining brush/shining machine ☐ Broom ☐ Mop ☐ Vacuum cleaner ☐ Scrubbing brush/scrubbing machine ☐ Feather dust ☐ Cobweb remover ☐ Ladder ☐ Mutton cloth/cleaning rugs ☐ Furniture ☐ Curtains etc.	☐	☐	☐	☐	☐	☐
	(b) Arrange the cleaning agents. This should include: ☐ Detergent(paste/powder) ☐ Handy handy ☐ Water ☐ Cobra/tile ☐ Carpet shampoo ☐ Air freshener ☐ Mr min ☐ Glass cleaner	☐	☐	☐	☐	☐	☐
	(C) Cleaning of the assigned area. This should include: ☐ Sweeping ☐ Mopping ☐ dusting ☐ washing ☐ scrubbing ☐ vacuum cleaning ☐ drying ☐ pressing/ironing	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 16: SETTING UP THE BANQUET/CONFERENCE/FUNCTION HALL

	Activity						
		Satisfactory			Not satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Arrange tools and equipment. This should include: ☐ Banquet tables ☐ Banquet chairs ☐ Table linen/seat covers ☐ Music/sound system ☐ Projector/microphone/ ☐ Pens/writing pads ☐ Flower arrangements	☐	☐	☐	☐	☐	☐
	(b) Setting up the banquet hall. This should include: ☐ Setting up the chairs/tables ☐ Covering the seats/tables with the linen	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 17: CARRYING OUT VALET SERVICES

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	(a) Arrange tools and equipment. This should include ☐ Laundry basket ☐ Laundry bags ☐ Laundry trolley ☐ Shoe brush ☐ Cleaning rugs ☐ Washing basin/bucket ☐ Pressing iron ☐ Hangers	☐	☐	☐	☐	☐	☐
	(b) Arrange cleaning agents. ☐ Shoe polish ☐ Detergent	☐	☐	☐	☐	☐	☐
	(c) Washing of guest garments and Polishing of guest's shoes. This should include ☐ Washing ☐ Ironing ☐ Polishing shoes	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

Task 18: SETTING OF FLOWER ARRANGEMENTS

	Activity						
		Satisfactory			Not Satisfactory		
		1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can:							
	Set flower arrangements. This should include: ☐ Collecting of flower arrangements ☐ Setting of flower arrangements	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

FINAL PRACTICAL ASSESSMENT SUMMARY

Practical assessment summary	Satisfactory	Not Satisfactory
1.SAFETY	☐	☐
2.PERSONAL HYGIENE	☐	☐
3.CLEANING OF THE OFFICE	☐	☐
4.CLEANING OF THE CERAMIC TILES	☐	☐
5.REMOVING FRESH STAINS	☐	☐
6.CLEANING OF CHECK OUT ROOM	☐	☐
7.CLEANING OF AN OCCUPIED ROOM	☐	☐
8.CLEANING OF UNOCCUPIED ROOM	☐	☐
9.WASHING OF BED SHEETS AND PILLOW CASES/SLIPS	☐	☐
10.WASHING OF DIFFERENT FABRICS	☐	☐
11.CLEANING OF THE PUBLIC AREAS	☐	☐
12.IRONING/PRESSING OF LINEN AND GARMENTS	☐	☐
13.DRY CLEANING OF DIFFERENT GARMENTS/LINEN	☐	☐
14.WASHING OF CARPETS AND RUGS/MATS	☐	☐
15.CARRY OUT GENERAL CLEANING	☐	☐
16.SETTING UP THE BANQUET	☐	☐

ASSESSMENT OUTCOME

Competent ☒

Not Competent ☐

Learner/Trainee	Assessor/Examiner
Learner/Trainee name: _____ (Print)	Assessor/Examiner name: _____ (Print)
Learner/Trainee comments:	Assessor/Examiner comments:
Signature: _____ Date: _____	Signature: _____ Date: _____

VALIDATION OF THE ASSESSMENT

NAME:.....

DATE:.....

POSITION: PRINCIPAL/HEAD OF INSTITUTION

SIGNATURE:.....

NAME INSTITUTION:.....

STAMP:

