

COMPETENCY 2 YEARS PROGRAM ROOM DIVISION



ACADEMIC YEAR 2025/2027

**KANIVA INTERNATIONAL
MENGWI**

CURRICULUM, AND SYLLABUS TRAINING CENTRE

Based on the results of meetings held between Kaniva International management and industry or interested parties taking into account considerations from the academic field, the Training Program, Curriculum and Syllabus are hereby determined and approved by the Director of Kaniva International as a reference for implementing training in academic year 2025/2027

Authorized at : Mangupura
Date :

Approved,

Director of Kaniva International



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KANIVA[®]
INTERNATIONAL
HOSPITALITY, CRUISE SHIP, AND BUSINESS SCHOOL

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Denpasar Sub-district, Denpasar – Bali

REGULATIONS ROOM DIVISION

PREFACE

Room Division is one of departments in Kaniva International which focus on training the students to master the knowledge and skills needed as professional hoteliers. The education given to shape every individual to be ready to work in tourism field and hospitality industries such as restaurants and hotels. This curriculum arranges the meetings and provides topics that must be delivered to the students. Developed by the government and hotel industries through Training Need Analysis (TNA), this curriculum is expected meet the needs of the hotels' requirements.

The focus and concern of this curriculum is to ensure the process of creating and balancing three important aspects of a professional hoteliers or industry worker , those are Attitude, Skills, and Knowledge. First, Attitude is about the manner of the students in real work-life, it is covering about how the students' grooming, royalty to the company, how to serve, and approach the guest. Second, skills is about technical and standar operational procedure (SOP) in working. Third is Knowledge, it is about theoretical things of what students need to know in the level of Room Division



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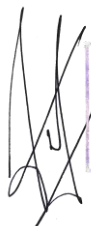
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PROGRAM COMPETENCY- BASED TRAINING FOR ROOM DIVISION



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COMPETENCY-BASED TRAINING CURRICULUM

GENERAL INFORMATION

1. Name of Program : Room Division
2. Program Level : 2 Years Program
3. Method : Offline
4. Training Purposes : After completing this training, participants are competents
In providing Food and Beverage Division.
5. Competency Profile : Housekeeping is the operational department in the hotel,
responsible for the cleanliness, maintenance, aesthetic upkeep of the rooms, public areas, back
areas, and the surrounding environment.
6. Students Requirements
 - 6.1 Education : Senior High School/Vocational High School or equivalent
 - 6.2 Training : -
 - 6.3 Working Experience : -
 - 6.4 Age : Minimum 17 years old
 - 6.5 Specific Requirements : -
7. Instructor Requirements
 - 7.1 Formal Education : At least a relevant D1 (Diploma 1) degree
 - 7.2 Methodological Competence : At least a competency certificate in teaching methodology or
Akta IV
 - 7.3 Technical Competence : Certificate of technical competence in Room Division or
relevant Work Experience Certificate
 - 7.4 Working Experience : Minimum 3 years of relevant work experience



PROGRAM STRUCTURE AND COURSE DETAIL OF ROOM DIVISION

SEMESTER 1						
NO.	CODE	COURSE TITLE	COURSE TYPE	ESTIMATED TRAINING TIME @90 MINUTES		
				THEORY	PRACTICE	TOTAL CREDITS
1	HCS	Hospitality & Customer Service	Combination	3	7	2
2	HKL	Housekeeping Knowledge	Combination	4	25	3
3	PAL	Public Area	Combination	3	10	3
4	LAL	Laundry Linen & Uniform	Combination	3	10	2
5	FOK	Front Office Knowledge	Combination	3	10	2
6	SPE	Speaking English	Combination	5	25	3
TOTAL				23	87	15
TOTAL NUMBER OF CONTACT HOURS PER SEMESTER				110		
SEMESTER 2						
NO.	CODE	COURSE TITLE	COURSE TYPE	ESTIMATED TRAINING TIME @90 MINUTES		
				THEORY	PRACTICE	TOTAL CREDITS
1	SPE 2	Speaking English 2	Combination	5	20	3
2	MLA	Mandarin Language	Combination	2	8	2
3	RTO	Reservation & Telp. Operator	Combination	4	23	3
4	FOK	Front Office Knowledge	Combination	3	18	3
5	GSC	Guest Service & Concierge	Combination	4	18	3
TOTAL				18	87	13
TOTAL NUMBER OF CONTACT HOURS PER SEMESTER				105		
SEMESTER 3						
NO.	CODE	COURSE TITLE	COURSE TYPE	ESTIMATED TRAINING TIME (6 MONTHS)		
				THEORY	PRACTICE	TOTAL CREDITS
1	OJT	On The Job Training (6 months)	Training	0	192	40
TOTAL				0	192	40
TOTAL NUMBER OF CONTACT HOURS PER SEMESTER				0	192	40
SEMESTER 4						
NO.	CODE	COURSE TITLE	COURSE TYPE	ESTIMATED TRAINING TIME @90 MINUTES		
				THEORY	PRACTICE	TOTAL CREDITS
1	SPE 3	Speaking English 3	Combination	4	10	3

2	BMN	Basic Management	Combination	2	4	2
3	RMN	Room Management	Combination	4	5	3
TOTAL				10	19	8
TOTAL NUMBER OF CONTACT HOURS PER SEMESTER				29		




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