



Professional Maintenance Employee



Certification

Graduates receive DTA Short Course Certificate



Duration

3 days (24 hours)

Course Description

The Professional Maintenance Employee course is a comprehensive three-day course designed to upskill maintenance staff in hospitality and remote field settings. This course equips participants with the technical knowledge, safety practices, and service standards needed to maintain infrastructure, machinery, and guest facilities effectively and professionally.

The short learning course covers key domains such as plumbing, electrics, water systems, waste management, heat pumps, preventative maintenance, and guest interaction. It also supports participants in developing a self-improvement plan aligned with career growth within the maintenance department.

Course Outcome

By the end of this course, participants will be able to:

- Demonstrate professional grooming, conduct, and guest etiquette in maintenance settings.
- Communicate clearly with guests and team members and follow guest room entry protocols.
- Perform basic plumbing tasks, including leak repairs, unclogging, toilet maintenance, and pipework.
- Operate and service water treatment plants, including chemical dosing and backwashing.
- Maintain and troubleshoot sewage systems, including septic tanks, bio-reactors, and fat traps
- Understand the design and operation of reverse osmosis (RO) units and conduct standard RO servicing
- Use tools and electrical testing equipment safely, including multi-meters and DB board checks
- Repair and maintain heat pumps with safety and operational efficiency
- Perform painting, basic surface preparation, and tool handling tasks
- Conduct preventative maintenance using checklists and fault-logging systems
- Draft a personal development plan, identifying areas for growth and supervisory progression

Topics Covered

- Personal Grooming, Conduct & Safety Awareness
- Guest Interaction and Room Entry Procedures
- Plumbing Systems, Tools & Maintenance
- Water Treatment: Filters, Dosing, Settling, and Testing
- Sewage Reticulation: Septic Tanks, Scarab Systems & Bio-Towers
- Reverse Osmosis Units: Operation, Fault Finding & Maintenance
- Electricity: Circuits, Tools, DB Boards & Common Repairs
- Heat Pump Operations & Servicing
- Painting, Surface Prep & Tool Handling
- Preventative Maintenance Principles & Scheduling
- Self-Development Planning for Career Growth



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