



Higher National Unit Specification

General information for centres

Unit title: Accommodation Servicing

Unit code: DL3D 34

Unit purpose: This Unit is designed to enable the candidate to recognise the importance of accommodation provision in the hospitality industry and gain an understanding of the variety of accommodation facilities that are provided by the different sectors of the hospitality industry. The candidate will gain an understanding of the importance of maintaining acceptable standards of accommodation provision and the importance of meeting client expectations. Candidates will also gain an understanding about the equipment, materials and procedures used to meet acceptable standard levels and how the provision of accommodation servicing is planned.

On completion of the Unit the candidate should be able to:

- 1 Demonstrate knowledge and understanding of the function and importance of accommodation provision within the different sectors of the hospitality industry.
- 2 Demonstrate knowledge and understanding of the reasons for maintaining acceptable accommodation standards and the equipment, agents, materials and procedures used to achieve this.
- 3 Plan the provision of accommodation servicing for a given area.

Credit points and level: 1 HN credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: Access to this Unit is at the discretion of the centre.

Core Skills: There may be opportunities to gather evidence towards Core Skills in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Context for delivery: If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

General information for centres (cont)

Assessment: A mix of practical and knowledge based assessments could be used for this Unit.

An assessment exemplar is available for this Unit. The assessment exemplar is made up of four assessment tasks.

The first, second and third assessment tasks relate to Outcome 1 (all), 2 (part) and 3 (part), these take the form of short response answer questions

The fourth assessment relates to Outcomes 2 (part) and 3 (part), this requires the production of a cleaning schedule.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Demonstrate knowledge and understanding of the function and importance of accommodation provision within the different sectors of the hospitality industry

Knowledge and/or Skills

- ◆ Sectors of the hospitality industry
- ◆ Description of accommodation facilities and services provided in hospitality establishments
- ◆ Levels of service and clients expectations in different hospitality establishments
- ◆ Contribution and value of accommodation provision to the business reputation and profitability

Evidence Requirements

Candidates must demonstrate that they have an understanding of the facilities and services offered by different hospitality establishments and the level of service expected by clients in the different establishments. Candidates must also demonstrate that they understand how the provision of accommodation contributes to the value of the establishment's reputation or financial success.

Assessment Guidelines

The candidate could be asked to provide short response answers to questions relating to standards of accommodation and the facilities and services provided between various sectors of the industry, eg hotels, hospitals, halls of residence.

Higher National Unit specification: statement of standards (cont)

Unit title: Accommodation Servicing

Outcome 2

Demonstrate knowledge and understanding of the reasons for maintaining acceptable accommodation standards and the equipment, agents, materials and procedures used to achieve this

Knowledge and/or Skills

- ◆ Reasons for cleaning
- ◆ Standards of cleanliness
- ◆ Soilage
- ◆ Surfaces
- ◆ Awareness of modern cleaning agents for accommodation areas
- ◆ An awareness of modern industrial cleaning equipment for accommodation areas
- ◆ Approaches to cleaning
- ◆ Awareness of modern cleaning methods

Evidence Requirements

Candidates must provide evidence that they understand:

- ◆ the reasons for cleaning
- ◆ standards of cleaning
- ◆ types of soilage ie nature, composition, characteristics and control methods/systems
- ◆ surfaces — appropriateness for purpose/durability/aesthetic value
- ◆ awareness of modern cleaning agents for accommodation areas
- ◆ an awareness of modern industrial cleaning equipment for accommodation areas
- ◆ approaches to cleaning: pair, block and team
- ◆ awareness of modern cleaning methods: dusting techniques, spray maintenance, dry suction cleaning, mopping techniques

Assessment Guidelines

It is recommended that this Outcome is assessed by short answer questions to cover the knowledge and skills. The questions could be used to test the integration of the knowledge and skills. In addition, the production of a cleaning schedule could be used.

Outcome 3

Plan the provision of accommodation servicing for a given area

Knowledge and/or Skills

- ◆ Compilation and function of work monitoring and training tools
- ◆ Standard and frequency of accommodation servicing of a given area

Higher National Unit specification: statement of standards (cont)

Unit title: Accommodation Servicing

Evidence Requirements

Candidates must provide evidence to show that they understand the function of work monitoring.

Candidates must also provide evidence to show that they can compile a task sheet for the servicing of a given area, for example, a bedroom, pool side or toilets.

Assessment Guidelines

Candidates could undertake a survey of a given area and produce appropriate cleaning task sheets.

Administrative Information

Unit code: DL3D 34
Unit title: Accommodation Servicing
Superclass category: ND
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History of changes:

Version	Description of change	Date
02	Updated to reflect changes in new assessment exemplar.	16/12/08
	Additional guidance on content and context for Outcome 3 given.	

Source: SQA

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Higher National Unit specification: support notes

Unit title: Accommodation Servicing

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

Outcome 1

Examples of areas that could be covered in the Knowledge and Skills for this Outcome are given below:

Sectors of the industry:

- ◆ Hotels (five star to Budget hotels)
- ◆ B&Bs
- ◆ Holiday Parks
- ◆ Cruise liners
- ◆ Conference centres
- ◆ Hospitals
- ◆ Halls of Residence
- ◆ Boarding Schools
- ◆ Care Homes

Facilities:

- ◆ Conference suite
- ◆ Leisure facilities
- ◆ Residential
- ◆ Non-residential (for example day care centre or a shopping centre)

Services provided to meet operational and customer needs:

- ◆ Grounds maintenance
- ◆ Windows cleaning
- ◆ Linen services
- ◆ Specialist cleaning eg pool cleaning, telephone cleaning, fabric cleaning

Outcome 2

It is not intended that candidates will have an in depth knowledge of different surface materials but instead will have an awareness of what factors need to be taken account of in evaluating their suitability for a particular purpose or establishment. For example, the benefits of silk in creating an aesthetic appeal have to be measured against the ease of maintenance, the durability and cost of the material.

Higher National Unit specification: support notes (cont)

Unit title: Accommodation Servicing

Examples of areas that could be covered in the Knowledge and Skills for this Outcome are given below:

- ◆ Reasons for cleaning — legislation, social, health and safety, preservation of fabrics, aesthetic
- ◆ Standards of cleanliness — Basic, general domestic, prestige, hygienically clean, clean to BS standard
- ◆ Soilage — nature, composition, characteristics and control methods/systems
- ◆ Surfaces — appropriateness for purpose/durability/aesthetic value
- ◆ Awareness of modern cleaning agents for accommodation areas
- ◆ An awareness of modern industrial cleaning equipment for accommodation areas
- ◆ Approaches to cleaning: pair, block and team
- ◆ Awareness of modern cleaning methods: dusting techniques, spray maintenance, dry suction cleaning, mopping techniques

Outcome 3

It is recommended that candidates undertake a survey of a given area and produce appropriate cleaning task sheets.

The area selected can be specified by the tutor or selected by the candidate. If the candidate selects the area the tutor must agree on the suitability of the area prior to the assessment task being undertaken.

Examples of areas that could be used to undertake the assessment task are:

- ◆ college restaurant
- ◆ fast food outlet/refectory
- ◆ teaching kitchen
- ◆ college reception area
- ◆ classroom/laboratory
- ◆ college library
- ◆ boardroom/seminar rooms
- ◆ changing areas/toilet areas

If an area out with the college environment is used, for example as a result of an organised visit to a hospitality establishment, the tutor should agree the area prior to the visit taking place.

The area selected must enable the candidate to:

- 1 Identify a minimum of three types of soilage.
- 2 Draw up task sheets that identify daily/weekly and periodic cleaning tasks required for the following surfaces:
 - ◆ walls
 - ◆ floors
 - ◆ furniture
 - ◆ fabrics/soft furnishings
 - ◆ refuse removal

Higher National Unit specification: support notes (cont)

Unit title: Accommodation Servicing

Guidance on the delivery and assessment of this Unit

This Unit is designed to enable the candidate to recognise the importance of accommodation provision in the hospitality industry and gain an understanding of the variety of facilities that are provided by the different sectors of the hospitality industry. Where possible candidates should undertake visits to different types of establishments to gain an understanding of the variety of facilities that encompass accommodation provision.

The candidate will gain an understanding of the importance of maintaining acceptable standards of accommodation provision and the importance of meeting client expectations, as well as gain an understanding about the equipment, materials and procedures used to meet acceptable standard levels. Where possible, visits to centres from industrialists or visiting speakers would also be valuable. This would be of particular value when covering the knowledge and skills relating to current cleaning equipment/methods as candidates are required to gain an understanding of the range of materials available.

Open learning

This Unit could be delivered in a flexible learning approaches, such as online or open/distance learning. Success of the mode of study will be dependent on the candidate having a wide range of both traditional and on-line resources.

Candidates with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).

General information for candidates

Unit title: Accommodation Servicing

In this Unit you will learn about the importance of accommodation provision in the hospitality industry. You will learn about the variety of accommodation facilities that are provided in, for example, hospitals, hotels, halls of residence, bed and breakfast establishments, and leisure complexes.

You will look at the levels of service and standards of cleanliness expected by clients in different types of establishment and the importance of meeting expectations.

You will also look at the reasons why it is important to maintain acceptable standards of cleanliness, what activities need to be considered when maintaining standards of cleanliness and how standards of cleanliness should be planned for.

You will complete four assessments covering the knowledge aspects of the Unit.