

-SQA- SCOTTISH QUALIFICATIONS AUTHORITY

HIGHER NATIONAL UNIT SPECIFICATION

GENERAL INFORMATION

-Unit Number- **5440246**
-Superclass- **ND**
-Title- **ORGANISATION OF ACCOMMODATION SERVICING**

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Organising the selection and use of cleaning agents, equipment and procedures required to maintain accommodation in a safe and serviceable condition.

OUTCOMES

1. explain the importance of cleaning to provide a safe and hygienic environment;
2. advise on the selection of a range of surfaces;
3. advise on the selection and use of cleaning agents and equipment to maintain surfaces to the required standard of cleanliness;
4. organise cleaning processes to match the appropriate standard of cleanliness.

CREDIT VALUE: 1 HN Credit

ACCESS STATEMENT: Access to this unit is at the discretion of the centre.

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5.00).

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STATEMENT OF STANDARDS

UNIT NUMBER: 5440246

UNIT TITLE: ORGANISATION OF ACCOMMODATION SERVICING

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. EXPLAIN THE IMPORTANCE OF CLEANING TO PROVIDE A SAFE AND HYGIENIC ENVIRONMENT

PERFORMANCE CRITERIA

- (a) Reasons for cleaning are clear and defined.
- (b) Soilage is defined in terms of entry and sources of origin.
- (c) Standards of cleaning are appropriate to given situations.

RANGE STATEMENT

Reasons for cleaning: aesthetic; hygienic; safety; preservation of fabrics.

Soilage: nature; characteristics; sources; methods of control.

Standards: basic; general; prestige; hygienically clean; BS 5295.

EVIDENCE REQUIREMENTS

Written evidence that the candidate can demonstrate an understanding of the importance of cleaning and can match standards of cleaning to a range of situations in the hospitality industry.

OUTCOME

2. ADVISE ON THE SELECTION OF A RANGE OF SURFACES

PERFORMANCE CRITERIA

- (a) Selection of textiles, soft furnishings linen and bedding is appropriate to given situations.
- (b) Selection of floor and wall coverings is appropriate to given situations.
- (c) Selection of furniture is appropriate to given situations.

RANGE STATEMENT

Textiles: natural; synthetic; regenerated.

Linen and bedding: upholstery; fabrics.

Floor coverings: hard; semi-hard; soft.

Wall coverings: paints; wallpaper; fabrics; tiles.

EVIDENCE REQUIREMENTS

Written evidence that the candidate can select suitable surfaces for a given situation in the hospitality industry.

OUTCOME

3. ADVISE ON THE SELECTION AND USE OF CLEANING AGENTS AND EQUIPMENT TO MAINTAIN SURFACES TO THE REQUIRED STANDARD OF CLEANLINESS

PERFORMANCE CRITERIA

- (a) Selection of cleaning agents is appropriate to given situations.
- (b) Selection of cleaning equipment and materials is appropriate to given situations.
- (c) The requirements of current legislation regarding the handling and use of cleaning agents and equipment are accurately identified.

RANGE STATEMENT

Cleaning agents: water; detergents; abrasives; degreasers; acidic solvents; polishes; disinfectants; bleach.

Equipment: manual; mechanical.

EVIDENCE REQUIREMENTS

Written or recorded evidence that the candidate can match appropriate cleaning agents and equipment to given situations in the hospitality industry.

OUTCOME

- 4. ORGANISE CLEANING PROCESSES TO MATCH THE APPROPRIATE STANDARD OF CLEANLINESS

PERFORMANCE CRITERIA

- (a) Selection of cleaning process is appropriate to the area to be cleaned.
- (b) Frequency of cleaning is appropriate to the required standard.
- (c) Methods of organising cleaning are identified.
- (d) Identified methods of cleaning are matched accurately against areas and cleaning standards.

RANGE STATEMENT

Cleaning processes: wet; dry.

Frequency; daily; check clean; weekly; special; periodic.

Methods: traditional; block; team.

EVIDENCE REQUIREMENTS

Performance evidence that the candidate can organise the cleaning process to ensure textiles, furniture and other surfaces are maintained to the required standard.

MERIT A candidate who achieves all performance criteria for all outcomes will be awarded a pass.

A pass with merit may be awarded to a candidate who demonstrates superior performance in one or both of the following:

- (a) a positive approach and attitude;
- (b) a more in-depth explanation of choices made.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

Proposals to modify outcomes, range statements or agreed assessment arrangements should be discussed in the first place with the external verifier.

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SUPPORT NOTES

UNIT NUMBER: 5440246

UNIT TITLE: ORGANISATION OF ACCOMMODATION SERVICING

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 40 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit will provide the skills necessary to organise the selection and use of cleaning materials to maintain standards of cleanliness in accommodation units.

CONTENT/CONTEXT An integrated approach should be used. A range of situations from the hospitality industry should be used as exemplars, for example, hotels, halls of residence, conference centres, hospitals. Areas within these establishments should include kitchen, public areas, bedrooms, leisure centre, restaurants, staff quarters.

Corresponding to outcomes 1-4:

1. The importance of, and reasons for, cleaning should be explained. The nature and composition of soil and methods of control should be investigated. Cleaning standards and the factors affecting them should be explained.
2. Investigation of the composition of fibres - natural, synthetic and regenerated. Methods of construction of fabrics and methods of laundering. Use of soft furnishing regarding privacy, colour, texture and pattern.

Choosing floor coverings - sub floors, classification of floor finishes: hard, semi-hard, soft. Fibres used in the construction of carpets, carpet manufacture.

Factors affecting the choice of wall covering, types of paint, wallpaper, tiles and fabrics.

Style, design and construction of furniture.

3. Classification of cleaning agents, include the use of seals and bleaches, pH scale, HASAWA, COSHH.

Equipment: - manual: brushes, mops and buckets, cloths, dust control equipment, colour coding for equipment.

- mechanical: suction cleaners, scrubbers/polishers, driers, sweepers, spray extraction, high pressure washers.

Electricity at work, EU directives.

4. Wet methods: damp and wet mopping, scrubbing, washing, damp wiping, skimming, shampoo, spray extraction, laundry choices.

Dry methods: dusting, sweeping, suction cleaning, buffing, burnishing, spray stripping.

Cleaning frequencies linked to standards, task analysis. Methods of organising cleaning, work specifications, an introduction to raise awareness only.

APPROACHES TO GENERATING EVIDENCE This unit has been devised to allow the candidate to participate in practical exercises to investigate the range of cleaning agents and equipment available. This unit could be taught by a mixture of formal lecturing, discussion groups and flexible learning techniques. The use of industrial visits and/or visiting speakers would also be valuable. Text books and audio visual aids should be used to provide additional information.

ASSESSMENT PROCEDURES Centres may use instruments of assessment which are considered by tutors to be the most appropriate for the assessment of this unit.

Examples of instruments of assessment which could be used are;

- extended response questions
- practical exercise which could be integrated with other units

For example, food production processes, provision and service of food, and evidenced by the use of a checklist.

PROGRESSION Candidates may progress to HN unit 5440286 Organisation of Maintenance Services.

REFERENCES

1. Guide to unit writing.
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment.
3. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures.
4. For details of other SQA publications, please consult SQA's publications list.

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