



National Unit Specification: general information

UNIT Accommodation Operations (SCQF level 4)

CODE F4SN 10

SUMMARY

This Unit aims to introduce and establish an awareness of accommodation operations within different hospitality establishments. Candidates will learn about the services offered and the role of accommodation staff within hospitality establishments. They will also learn about the importance of cleaning standards within hospitality accommodation. Candidate will undertake cleaning tasks in a safe and hygienic manner.

This Unit is suitable for candidates with no previous experience of the hospitality industry.

OUTCOMES

- 1 Investigate accommodation departments in a range of hospitality establishments.
- 2 Investigate the importance of cleaning standards within hospitality accommodation.
- 3 Carry out cleaning tasks in a safe and hygienic manner.

RECOMMENDED ENTRY

Entry is at the discretion of the centre. However, good communication skills would be an advantage.

CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4*).

**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.*

Administrative Information

Superclass: ND

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National Unit Specification: general information (cont)

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CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Teaching and Learning Approaches*.

National Unit Specification: statement of standards

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

OUTCOME 1

Investigate accommodation departments in a range of hospitality establishments.

Performance Criteria

- (a) Identify a range of hospitality establishments offering accommodation.
- (b) Identify the main services provided by the accommodation department in these establishments.
- (c) Identify accommodation staff and explain their role in these establishments.

OUTCOME 2

Investigate the importance of cleaning standards within hospitality accommodation.

Performance Criteria

- (a) Explain why it is important to maintain a clean and safe environment within hospitality accommodation.
- (b) Identify the appropriate standards of cleanliness that are required for different environments.
- (c) Define soilage and explain how it is transmitted.

OUTCOME 3

Carry out cleaning tasks in a safe and hygienic manner.

Performance Criteria

- (a) Identify and select the correct cleaning equipment required for the tasks.
- (b) Complete the tasks complying with appropriate health and safety procedures.

EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence must be produced to demonstrate that all Outcomes and Performance Criteria have been met.

Written/oral and performance evidence is required for this Unit.

- ◆ written/oral evidence is required which demonstrates knowledge and understanding of the accommodation department within hospitality establishments
- ◆ practical activities for this assessment should be carried out under supervision either in a simulated environment, realistic working environment or workplace, and should involve performing cleaning tasks

National Unit Specification: statement of standards (cont)

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Outcome 1 and 2 — Written/Oral evidence

Through investigation candidates are required to:

- ◆ identify three hospitality establishments offering accommodation
- ◆ identify the main service provided by the accommodation department in these establishments
- ◆ identify three different accommodation staff (managerial, supervisory, operative) and explain their role in these establishments
- ◆ explain why it is important to maintain a clean and safe environment within hospitality accommodation
- ◆ identify the standards of cleanliness required for different environments
- ◆ define soilage and explain how it is transmitted

The evidence will be gathered in open-book conditions at suitable points throughout the Unit, prior to the candidates carrying out the cleaning task.

Outcome 3 — Performance evidence

Candidates will be required to undertake a minimum of three cleaning tasks. They will demonstrate by practical activity that they can:

- ◆ identify and select the correct cleaning equipment required for the tasks
- ◆ complete the tasks complying with appropriate health and safety procedures

Tasks: Vacuuming, damp dusting, washing, sweeping, mopping.

The cleaning tasks will be carried out under supervised conditions and an assessor observation checklist must be retained as evidence of performance.

The Assessment Support Pack provided for this Unit illustrates the standard that should be applied. It includes an investigation pro forma and an assessor checklist for Outcome 3. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

UNIT Accommodation Operations (SCQF level 4)

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

This Unit is a mandatory Unit of the National Certificate Group Award in Hospitality at Intermediate 1. It can also be taken as a free-standing Unit.

This Unit aims to introduce and establish an awareness of accommodation operations within various types of establishments, for example, hotels, hospitals, student halls of residence, nursing homes, colleges, schools, other public buildings. Candidates should carry out basic research in to three establishments offering accommodation, identify the main service offered by these establishments and learn about the accommodation staff and their role in these establishments. The roles of the staff in both serviced and non serviced accommodation should be highlighted. Accommodation staff should include management, supervisory and operative.

Candidates' research may take the form of reading, researching using the internet, the use of CD-ROMs, DVDs as well as visiting workplace environments and interviewing/talking to people who work in industry.

Candidates should be aware of the general principles and reasons for cleaning and the various standards of cleanliness required within different environments. Explanation of the different standards of cleanliness should be outlined eg BS5295, hygienically clean, prestige, general, basic. Examples of where the different standards of cleanliness would be employed should be given. The importance of cleaning in establishments in respect of meeting user needs, safe working practices and legislative controls should be stressed. A definition of soilage should be given and examples outlined eg litter, loose dry dirt/dust, stains, tarnishing. Candidates should be able to explain how soilage is transmitted eg airborne, on feet and clothing, equipment, from activities and operations carried out in the establishments.

Candidates should be aware of the basic cleaning agents and equipment required for the cleaning function. The safe use and selection of cleaning agents and equipment should address the following:

- ◆ **cleaning agents** — water, detergents, abrasives and disinfectants
- ◆ **cleaning equipment** — manual, mechanical
- ◆ **selection** — type of soilage, surfaces to be cleaned, standard to be achieved
- ◆ **safe use** — current legislation, interpretation of manufacturers' instructions

Candidates will be required to undertake cleaning tasks within a simulated environment, realistic working environment or a workplace. It is important that during practical activities the correct measures in relation to safety, hygiene and correct working methods are observed.

National Unit Specification: support notes (cont)

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GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

The learning and teaching approaches should allow Outcomes to be achieved in a candidate-centred, participative and practical manner. Theoretical aspects should be covered before any practical activities.

The practical exercises should be teacher/lecturer-led and all equipment, techniques and processes should be clearly explained, demonstrated and thoroughly understood before the commencement of the exercise.

Practical work may be carried out individually or in groups. However, candidates must be able to generate their own evidence. Activities undertaken should allow the candidate to integrate theoretical knowledge with practical exercises. Theoretical aspects of the Unit may be delivered through discussions, question and answer sessions, pictorial and diagrammatical illustrations, e-learning, internet research, audio visual aids, textbooks, visits or any other appropriate teaching material.

The practical task in Outcome 3 could be integrated with any food production or food service Unit.

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

This is dependant on the teaching and learning approaches adopted by the teacher/lecturer. However there are opportunities to develop the following cores skills through the identified methods:

Working with Others — group activities for practical or theory work

IT — e-learning, internet research

Communications — discussions, visits, question and answer sessions

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

The Evidence Requirements are fully expressed in the mandatory section of this Unit Specification.

Outcome 1 will test candidates' knowledge of different types of Hospitality accommodation, the services provided and the job roles of staff within accommodation operations. Outcome 2 will test candidates' knowledge of cleaning standards, where they apply, a definition of soilage and how it is transmitted within buildings. Outcomes 1 and 2 should be assessed by candidates completing an investigation pro forma and may be integrated. This assessment should take place prior to the assessment of Outcome 3.

National Unit Specification: support notes (cont)

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Outcome 3 will test candidates' ability to carry out simple cleaning tasks. Evidence will be recorded by the assessor on an assessor observation checklist.

Assessor observation checklists and other assessment records should be maintained and kept up to date to track candidate progress and provide evidence for internal and external verification purposes.

The Assessment Support Pack provided for this Unit illustrates the standard that should be applied. It includes an investigation pro forma and an assessor checklist for Outcome 3. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

CANDIDATES WITH DISABILITIES AND/OR 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).