



Higher National Unit specification: general information

Unit title: Accommodation: Fabrics, Furnishings and Fittings

Unit code: FW5F 35

Superclass: TJ

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Unit purpose

Accommodation design is far more than simply pairing colours together, or making sure that the business is always on trend with the latest ideas in commercial accommodation. Shifts in tastes rightly impact upon the business, but making poor choices in design is both expensive and time consuming. Within commercial accommodation there are other important factors to include, not just if the room looks nice.

Effective design should include consideration of the purpose of the accommodation; its target customer, room sales and usage and careful selection of furnishings and materials that best meet these factors. A key part of any design is analysing the intrinsic qualities and properties of these furnishings and materials, including the practical elements of construction, maintenance and longevity.

Once the design has been determined, the management of the refurbishment process is a complex one, with not only setting and managing the budget, but also the scheduling of trades, deliveries and the impact on the guests within the building.

This Unit is aimed at those who have responsibility for the management of commercial accommodation; its servicing and maintenance, or those who own and or run commercial accommodation businesses, such as bed and breakfasts, guest houses, self catering operations or hotels.

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

- 1 Evaluate the construction, maintenance and cleaning properties of fabrics, furnishings and fittings.
- 2 Produce a budget for a commercial bedroom and bathroom refurbishment.
- 3 Develop a planning schedule for a bedroom and bathroom refurbishment.

General information (cont)

Recommended prior knowledge and skills

It is anticipated that candidates will be employed, paid or voluntary, within an organisation in a hospitality setting. It is recommended that candidates have experience achieved at a supervisory or management level within the hospitality sector and be confident in their use of words and numbers. There is no requirement for a candidate to demonstrate formal prior learning or experience to enable them to access this Unit.

Credit points and level

1 Higher National Unit credit at SCQF level 8: (8 SCQF credit points at SCQF level 8*)

**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.*

Core Skills

Achievement of this Unit gives automatic certification of the following:

Complete Core Skills	None
Core Skill component(s)	Critical Thinking at SCQF level 6 Planning and Organising at SCQF level 6

There are also opportunities to develop aspects of Core Skills which are highlighted in the Support Notes of this Unit Specification.

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.

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.

Please refer to Evidence Requirements for the Unit after the Outcomes.

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

Evaluate the construction, maintenance and cleaning properties of fabrics, furnishings and fittings.

Knowledge and/or Skills

- ◆ Brand standards/quality assurance assessment criteria
- ◆ Types, construction, properties and benefits of a range of different materials
- ◆ Mood board development

Outcome 2

Produce a budget for a commercial bedroom and bathroom refurbishment.

Knowledge and/or Skills

- ◆ Fabric, furnishing and fittings estimates
- ◆ Labour costs
- ◆ Return on investment theory

Outcome 3

Develop a planning schedule for a bedroom and bathroom refurbishment.

Knowledge and/or Skills

- ◆ Fabric, furnishing and fittings estimates
- ◆ Labour costs
- ◆ Return on investment theory
- ◆ Order of works
- ◆ Contingency planning

Higher National Unit specification: statement of standards (cont)

Unit title: Accommodation: Fabrics, Furnishings and Fittings

Evidence Requirements for the Unit

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ evaluate brand standards/quality assurance assessment criteria
- ◆ evaluate types, construction, properties and benefits of a range of different materials
- ◆ create a mood board of fabrics, furnishings and fittings
- ◆ justify their choice of materials
- ◆ explain how their design and choice of materials supports the brand standards/quality assurance assessment criteria
- ◆ highlight how their design reflects usage and maintenance issues
- ◆ produce a budget covering estimates for materials and labour costs
- ◆ explain return on investment theory
- ◆ develop a planning schedule that follows a logical building pattern/order of works, is timed in a manner that is realistic to a proposed room refurbishment and allows for external factors that may impact on the schedule.

Higher National Unit specification: support notes

Unit title: Accommodation: Fabrics, Furnishings and Fittings

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

- ◆ Quality assurance assessment criteria:
 - internal brand standards
 - external standards, eg National Assurance Scheme criteria in bedrooms and bathrooms
- ◆ Types, construction, properties and benefits of the following different fabrics, furnishings and fittings (should include cleaning properties and maintenance):
 - wall coverings
 - floor coverings
 - upholstery
 - furniture
 - fabrics
 - beds and mattresses
 - bathroom fittings
 - lighting
 - bed linens
 - towels
 - guest accessories
- ◆ Mood board development:
 - analysing mood board practice and theory
 - sources of inspiration
 - swatches
 - sketches
 - samples
 - balance
 - size
 - construction
- ◆ Analysing colour theory — use and practice:
 - primary colours
 - secondary colours
 - tertiary colours
 - warm colours
 - cool colours
 - tints, shades and tones
 - colour harmonies — complementary, analogous, triadic, split-complementary, tetradic and square

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Fabrics, Furnishings and Fittings

- ◆ Planning and implementing effective room layout:
 - theories
 - space, comfort and ease of use
 - room logic
- ◆ Determining Outcomes that ensure quality assurance grading criteria:
 - understanding outline star ratings criteria
 - developing a mood board that meets a set star rating
- ◆ Creating a mood board

Outcome 2

It is recommended that an overview of how to write an effective design brief is covered during delivery of Outcome 2. This would be purely introductory and would not be assessed.

- ◆ How to write a design brief — including:
 - business overview
 - business goals
 - target market
 - usage rates
 - room specifications
 - benchmark ideas
 - outline budget
 - timescale
- ◆ Fabric, furnishing and fitting estimates:
 - calculating room sizes
 - unit price by volume
 - repeats and patterns
 - off cuts and wastage
 - over ordering for maintenance and repair
- ◆ Estimates for labour costs — all trades identified in the supporting schedule should be included:
 - wet trades
 - dry trades
 - in-house labour costs
 - other external labour costs
- ◆ Return on investment theory:
 - total spend
 - return on investment period/lifespan
 - income generated
 - yield

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Fabrics, Furnishings and Fittings

Outcome 3

- ◆ Order of works:
 - design brief
 - purchase schedule
 - room taken off (income loss)
 - first fix
 - second fix decoration
 - carpeting
 - hard furnishing
 - soft furnishing
 - finish quality
 - snagging
 - room cleaning
 - room on

- ◆ Purchase schedule:
 - ordering
 - payment options
 - lead time
 - delivery

- ◆ Trades schedule:
 - first fix (building, cables, plumbing, plastering)
 - second fix (electrical work, baths, sinks and sanitary ware, carpentry, tiling, etc)

- ◆ Closing room activities:
 - scheduling
 - clearing
 - storage
 - cleaning

- ◆ Opening room activities:
 - booking schedule
 - cleaning and ventilation
 - room testing/snagging

- ◆ Contingency planning:
 - reasons for delay (ie environmental and logistical)
 - budgeting delay
 - managing delay

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Fabrics, Furnishings and Fittings

Guidance on the delivery of this Unit

This Unit is part of the Professional Development Award in Accommodation Management and as such, the knowledge and skills developed should reflect an accommodation environment. Where possible, candidates should draw from their own experiences of working in the accommodation sector in a known business environment, or demonstrate how implementing what they have learnt could have impact in a known business environment.

To ensure that candidates have an understanding of the consequences of an ineffective design brief, it is recommended that an overview of how to write an effective design brief is covered during delivery of Outcome 2. This would be purely introductory and would not be assessed.

Candidates are encouraged to speak to individuals within and, where appropriate, outside their own organisation on issues related to this Unit.

Guidance on the assessment of this Unit

It is recommended that this Unit is holistically assessed. The assessment of this Unit could be delivered in two different assessment tasks, one which tests underpinning knowledge across all Outcomes and one which applies that knowledge to a case study or a workplace situation.

Assessment Guidelines

Outcomes 1, 2 and 3

When evaluating quality assurance assessment criteria candidates could look at the internal brand standards of an accommodation business or at external quality assurance grading criteria, such as VisitScotland's grading scheme.

Candidates should consider wastage and repeats in materials and consider longer term maintenance issues (ie if they wish to over-order for potential maintenance and repairs) when they are producing their budget.

Where a case study is used, it should specify; the type of accommodation business (eg guest house, bed and breakfast, hotel, inn with rooms), customer profile, grading of business, location of business (eg urban, rural), rack rate of proposed bedroom and average occupancy figures. Where appropriate, further information on style of business may also be specified.

Centres may wish to arrange for candidates to complete this assessment through a formal presentation of their mood board, budget and planning schedule and to record oral evidence of their justifications via a question and answer session.

Since the Components of Critical Think and Planning and Organising at SCQF Level 6 are embedded in this Unit, it is strongly recommended that you follow the assessment guidelines given. If you wish to use a different assessment model, you should seek prior verification of the assessment instrument(s) you intend to use to ensure that the Core Skill is still covered.

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Fabrics, Furnishings and Fittings

Online and Distance Learning

This Unit could be delivered in a flexible learning environment, such as online, open and or distance learning. Success of the mode of study will depend on the candidate having access to both tradition and online resources.

Opportunities for developing Core Skills

Core Skills	Level 2	Level 3	Level 4	Level 5	Example
Communication					
Oral Communication				x	Assessment can include a presentation of the mood board, budget and schedule and the candidate may need to explain and justify choices of materials, furnishings and fittings.
Written Communication (Reading)			x		Candidates will need to research their choices of fabrics, furnishings and fittings and to evaluate the written information to ascertain the most suitable product for their business.
Written Communication (Writing)				x	Candidates will need to present their justifications of materials, fittings and fabrics with a justification of their choices. Furthermore, candidates will also produce a budget and a schedule of works.
Information and Communication Technology					
Accessing Information			x		Candidates will use the internet to identify a broad range of sources of information and suppliers.
Providing/Creating Information		x			Candidates may produce word processed documents and a computer generated spreadsheet.

Higher National Unit specification: support notes (cont)

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Numeracy	Level 2	Level 3	Level 4	Level 5	Example
Using Graphical Information			x		Candidates will calculate area and may calculate volume. Candidates will develop a mood board that graphically represents the room they are refurbishing with measurements attached to it.
Using Number			x		Candidates will calculate area, allowing for wastage and pattern repeats. Candidates will also produce a budget for the room refurbishment including materials, furnishings and fittings costs and labour calculations. In addition, a schedule of activity (dated) will be developed. Candidates are required to develop a return on investment schedule for their room refurbishment based upon costs-v-room rate and time.
Problem Solving					
Critical Thinking				x	Candidate will need to critically evaluate their choices of materials base around set criteria, as well as developing a design, mood board and budget to support their evaluative choices. In addition, candidates will develop a schedule of activities for implementing their refurbishment programme considering a range of internal and external factors.

Higher National Unit specification: support notes (cont)

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<i>Problem Solving cont.</i>	Level 2	Level 3	Level 4	Level 5	Example
Planning and Organising				x	Candidates will develop a plan for implementing their room refurbishment programme considering a range of issues including appointment of trades, room occupancy, ordering schedule, delivery schedule and the opening room schedule.
Reviewing and Evaluating			x		Critical evaluation of materials, furnishings, fittings, labour and schedule are key to this Unit. In addition, candidates develop a return on investment schedule that they may need to defend via any presentation they are required to do.
<i>Working with Others</i>					
Working Co-Operatively with Others		x			The candidate will need to seek information from others within and outside the business and will need to develop trust and rapport in order that they obtain the information they need.
Reviewing Co-Operative Contribution		x			Reliable information is at the key of this Unit. Candidates will not be able to produce the accurate budget or schedule without good information. Furthermore, candidates will need to have sourced fabric, furnishings and fittings and to have evaluated their suitability.

Higher National Unit specification: support notes (cont)

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This Unit has the Problem Solving components Critical Thinking and Planning and Organising embedded in it. This means that when the candidates achieve the Unit, their Core Skills profile will also be updated to show they have achieved Critical Thinking and Planning and Organising at SCQF level 6.

Disabled candidates and/or those 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 whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements

History of changes to Unit

Version	Description of change	Date
02	Core Skills Components Critical Thinking and Planning and Organising at SCQF level 6 embedded.	28/11/11

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General information for candidates

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Once the design has been determined, the management of the refurbishment process is a complex one, with not only the budgetary determination and management to undertake, but also the scheduling of trades, deliveries and the impact upon the guests within the building.

This Unit is designed to enable you to:

- 1 Evaluate the construction, maintenance and cleaning properties of fabrics, furnishings and fittings.
- 2 Produce a budget for a commercial bedroom and bathroom refurbishment.
- 3 Develop a planning schedule for a bedroom and bathroom refurbishment.

Outcome 1: For this Outcome you will create a mood board which will allow you to understand the properties (construction, usage, cleaning, etc) of different materials (fabrics, furnishings, wall and floor coverings, fittings, etc), and how these relate to both design and to everyday use within a commercial accommodation environment.

Outcome 2: This Outcome covers the budgetary process that must run alongside the creative process. Any development is there to ultimately make money, and budgetary control is a key part of this process. For this Outcome you are also expected to think about the revenue that your design will bring and consequently the return on that investment.

Outcome 3: This Outcome looks at the planning process — making sure that you have planned things in the correct order. Room refurbishment can include different trades, and much of that work is both messy and noisy, so planning for all eventualities is a very important part of room design.

The assessments for this Unit will test your underpinning knowledge across all Outcomes and also require you to apply your knowledge to case studies or workplace situations.