



Higher National Unit specification: general information

Unit title: Accommodation: Management of Cleaning and Laundry Services

Unit code: FW5H 35

Superclass: ND

Publication date: October 2011

Source: Scottish Qualifications Authority

Version: 01

Unit purpose

At the core of any successful accommodation businesses is the need to ensure that the premises are clean and that there is sufficient laundered linens to meet the needs of the business and the customer.

Accommodation managers are likely to have the largest team of colleagues in the business, the largest area of responsibility and the unenviable role of only receiving feedback when things have gone wrong. The management of the cleaning and laundry service is demanding, and requires a broad range of skills and knowledge. This Unit addresses the fundamental areas of accommodation management by ensuring that both cleaning and laundry services are managed effectively.

This Unit is aimed at those who have responsibility for the management of the cleaning and laundry service within a commercial accommodation business, including those who run their own 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 Manage cleaning and hygiene practices.
- 2 Evaluate linen types and quantities suitable for an accommodation business.
- 3 Manage a laundry operation.

Recommended prior knowledge and skills

It is anticipated that the candidates will be employed, paid or voluntary, within an organisation in a hospitality setting. It is recommended that candidates have experience gained at a supervisory or management level within the hospitality industry and be confident in the 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.

General information (cont)

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

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes of this Unit specification.

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

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.

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

Manage cleaning and hygiene practices.

Knowledge and/or Skills

- ◆ Cleaning practices and procedures.
- ◆ Hygiene and cleaning procedures.
- ◆ Systems for dealing with infestations.
- ◆ Legislation relating to cleaning operations.

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can analyse and critically evaluate the existing cleaning and hygiene practices of an accommodation business, develop systems and procedures to manage all aspects of the cleaning operation, and provide a description of all relevant legislation.

Outcome 2

Evaluate linen types and quantities suitable for an accommodation business.

Knowledge and/or Skills

- ◆ Linen types, qualities, construction.
- ◆ Auditing stock and attributing values.
- ◆ Recording losses and damage.

Evidence Requirements

Candidates will need to provide written or oral evidence to demonstrate all of the Knowledge and/or Skills in Outcome 2. Outcomes 2 and 3 should be combined as a single assessment, please see Outcome 3 for full Evidence Requirements.

Higher National Unit specification: statement of standards (cont)

Unit title: Accommodation: Management of Cleaning and Laundry Services

Outcome 3

Manage a laundry operation.

Knowledge and/or Skills

- ◆ Cleaning processes.
- ◆ Laundry rejects.
- ◆ Chemical use in the laundry.
- ◆ Staff training in the laundry.
- ◆ Managing laundry equipment.
- ◆ Managing the laundry budget.

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills for Outcomes 2 and 3 by showing that for an accommodation business' cleaning and laundry operation, they can:

- ◆ critically evaluate the properties, construction and qualities of all the linens used within the business covering at least ten of the following: fitted sheets, pillow slips, flat sheets, valances, mattress protectors, duvet covers, bed spreads, towels, bath/shower mats, guest robes, tablecloths, napkins, waiters cloths, kitchen clothes, glass cloths, chefs whites and staff uniforms. Critical evaluation criteria should include aspects of quality, construction, laundering, longevity, maintenance and suitability for the business
- ◆ describe how to set stock levels, attribute values to stock and record losses and damage
- ◆ critically evaluate current linen stock auditing processes, and suggest how they could be enhanced
- ◆ describe laundry cleaning processes, how to manage laundry rejects, the safe use of chemicals in the laundry, training of laundry staff, the processes for managing the use of laundry equipment and the factors involved in managing the laundry budget
- ◆ critically evaluate current laundry processes and suggest how they could be enhanced.

Higher National Unit specification: support notes

Unit title: Accommodation: Management of Cleaning and Laundry Services

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

- ◆ Cleaning practices and procedures:
 - In bedrooms, considering:
 - beds — frames, mattresses and headboards
 - furniture
 - flooring
 - windows
 - soft furnishings
 - walls
 - woodwork
 - electrical equipment and sockets and switches
 - heating, lighting and ventilation
 - room decoration
 - food service equipment and materials
 - refrigeration equipment
 - Bathrooms, considering:
 - sanitary ware
 - baths
 - shower cubicles
 - shower screens/curtains
 - bathrooms fittings (taps, shower heads)
 - shower walls (solid, tiled, grouting, seals)
 - drains, traps, ventilation, radiators/towel rails, lighting
 - walls, floors, woodwork
 - Public areas:
 - furniture
 - soft furnishings
 - hard flooring
 - soft flooring
 - windows
 - walls
 - woodwork
 - electrical equipment, sockets and switches
 - heating, lighting and ventilation
 - public area decoration

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Management of Cleaning and Laundry Services

- ◆ Hygiene and cleaning procedures:
 - Bedrooms, considering:
 - beds — frames, mattresses and headboards
 - furniture
 - flooring
 - windows
 - soft furnishings
 - walls
 - woodwork
 - electrical equipment and sockets and switches
 - heating, lighting and ventilation
 - room decoration
 - food service equipment and materials
 - refrigeration equipment
 - Bathrooms — considering:
 - sanitary ware
 - baths
 - shower cubicles
 - shower screens/curtains
 - bathrooms fittings (taps, shower heads)
 - shower walls (solid, tiled, grouting, seals)
 - drains, traps, ventilation, radiators/towel rails, lighting
 - walls, floors, woodwork
 - Public areas:
 - furniture
 - soft furnishings
 - hard flooring
 - soft flooring
 - windows
 - walls
 - woodwork
 - electrical equipment, sockets and switches
 - heating, lighting and ventilation
 - public area decoration
 - Deep cleaning — schedules and procedures:
 - bedrooms
 - bathrooms
 - public areas
 - public access
 - room sales
 - room use
 - seasonality
 - role of external contractors
 - maintenance/refurbishment programme

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Management of Cleaning and Laundry Services

- ◆ Systems for dealing with infestations:
 - fleas
 - bedbugs
 - silverfish
 - ants
 - cockroaches
 - dust/book mites
 - moths
 - mice/rats
- ◆ Legislation relating to cleaning operations:
 - current Health and Safety at Work Act (1974) — amended (2006)
 - current Control of Substances Hazardous to Health (COSHH)
 - current Manual Handling Operations Regulations (1992)
 - current Work at Height Regulations (2005)
 - Food Safety Act (1990)

Outcome 2

- ◆ Linen types — qualities and construction:
 - Bed linen:
 - fitted sheets
 - pillow slips
 - flat sheets
 - valances
 - mattress protectors
 - duvet covers
 - bed spreads
 - pillows
 - par stock level
 - Bathroom linen — types, qualities, construction:
 - towels
 - bath/shower mats
 - guest robes
 - par stock level
 - Food service linen — types, qualities, construction:
 - tablecloths
 - napkins
 - waiters cloths
 - kitchen clothes
 - glass cloths
 - par stock level
 - Staff linen:
 - chefs whites
 - uniforms

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Management of Cleaning and Laundry Services

- ◆ Auditing stock and attributing values:
 - Setting stock levels
 - Establishing par stock level:
 - seasonality
 - sales projections
 - by department
 - damaged stock
 - lost stock
 - reject/return level
 - delivery patterns
 - Auditing stock levels:
 - opening stock
 - closing stock
 - by type
 - Attributing values to held/total stock:
 - total value
 - value by type
 - losses by value
 - damage by value
- ◆ Recording losses and damage:
 - by type
 - by value

Outcome 3

- ◆ Cleaning processes:
 - wet cleaning
 - dry cleaning
 - cleaning labelling
 - cleaning by material
 - identification of soiling and stains
 - treatment of soiling and stains
- ◆ Managing laundry rejects:
 - establish reject parameters
 - record rejected laundry items
 - record damaged laundry items
 - train staff on laundry reject process
- ◆ Chemical usage in the laundry:
 - COSHH in the laundry
 - Environment, chemicals and the laundry
 - Laundry chemicals and attributes

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Management of Cleaning and Laundry Services

- ◆ Staff training in the laundry:
 - Safe use of laundry machinery
 - Safe use of laundry chemicals
 - Stains and soiling — what works
 - Laundry stock, reject and loss recording
 - Staff rostering:
 - opening times
 - peak times
 - shift patterns

- ◆ Managing laundry equipment:
 - Washing machines, drying machines, irons and presses:
 - opening laundry procedures
 - managing breakdowns
 - managing maintenance schedules
 - managing servicing schedules
 - managing Portable Appliance Testing (PAT)
 - closing laundry procedures

- ◆ Managing the laundry budget:
 - Establishing/influencing laundry budget
 - Stock costs
 - Laundering costs
 - Laundry losses

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.

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

For this Unit candidates will evaluate the key factors involved in the management of a cleaning and laundry service, make recommendations on how the service could be improved and develop systems and procedures to manage all aspects of the cleaning and laundry operation.

It is recommended that Outcomes 1 is assessed separately and Outcomes 2 and 3 assessed together

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Management of Cleaning and Laundry Services

The assessment of this Unit could be delivered in two different types of assessment task, one which tests underpinning knowledge across all Outcomes and one which applies that knowledge to a case study or a workplace situation.

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 3	Level 4	Level 5	Example
Communication				
Oral Communication		x		Provision of on the job training to new and existing team members of a range of familiar and unfamiliar areas using explanatory, corrective and supportive language.
Written Communication (reading)		x		Reading operating manuals that use familiar and unfamiliar technical terminology. Interpreting said and applying this to operations within the business.
Written Communication (writing)			x	Development of training programmes and or Standard Operating Procedures (SOPs) for both the cleaning and laundry aspects of the business. Reading, understanding and applying law in familiar and unfamiliar subject areas.

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Management of Cleaning and Laundry Services

Information and Communication Technology				
Accessing Information		x		Using financial and or stock level datasets provided by others or generated by self, evaluating information and adding new information within a familiar and known environment (ie spreadsheets).
Providing/Creating information		x		Using financial and or stock level datasets provided by others or generated by self, evaluating information and adding new information within a familiar and known environment (ie spreadsheets).
Numeracy				
Using Graphical Information	x			Stock usage patterns to allow easy interpretation.
Using Number			x	Developing stock management systems that records par stock, current stock, losses, wastage and allocates fiscal value to each. Managing cleaning and laundry budgets using information from a wide range of sources (ie staff costs, equipment maintenance costs, chemical and cleaning costs, etc).

Higher National Unit specification: support notes (cont)

Unit title: Accommodation: Management of Cleaning and Laundry Services

Problem Solving				
Critical Thinking			x	Evaluative abilities to consider current performance level, conclude levels of improvement and action said. Develop management techniques to enable improvements and measure impacts at a variety of levels (fiscal, customer experience, etc).
Planning and Organising			x	Large workforce, large area, logistical difficulties, application of solutions in both familiar and unfamiliar areas.
Reviewing and Evaluating			x	Evaluative abilities to consider current performance level, conclude levels of improvement and action said. Develop management techniques to enable improvements and measure impacts at a variety of levels (fiscal, customer experience, etc).

Higher National Unit specification: support notes (cont)

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Working with Others				
Working Co-Operatively with Others		x		Training elements with colleagues, researching information with colleagues (some at a higher level), as well as working with external contractors on issues such as maintenance, repairs and contractors all should provide evidence of working co-operatively at this level.
Reviewing Co-Operative Contribution		x		Outcomes from the above, constant evaluation of performance of external contractors and staff against targets.

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

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General information for candidates

Unit title: Accommodation: Management of Cleaning and Laundry Services

At the core of any successful accommodation businesses is the need to ensure that the premises are clean and that there is sufficient laundered linens to meet the needs of the business and customers.

Accommodation Managers are likely to have the largest team of colleagues in the business, the largest area of responsibility and the unenviable role of only receiving feedback when things have gone awry. The management of both cleaning and laundry services are demanding, and require a broad range of skills and knowledge. This Unit addresses these fundamental areas of accommodation management by ensuring that both cleaning and laundry services are managed effectively.

This Unit is designed to enable you to:

- 1 Manage cleaning and hygiene practices.
- 2 Evaluate linen types and quantities suitable for an accommodation business.
- 3 Manage a laundry operation.

In any accommodation business laundry is an expensive part of the day to day operation. This Unit will provide you with the skills and knowledge to be able to effectively manage the laundry service.

Outcome 1 covers the management of the cleaning and hygiene processes within an accommodation business.

Outcome 2 covers the range of different types of laundry item, their construction, qualities and properties, management procedures for dealing with stock, stock taking and recognising the financial element of effective stock control.

Outcome 3 covers the effective management of an accommodation laundry service.

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.