

National Unit Specification: general information

UNIT Accommodation and Facilities Servicing (SCQF level 5)

CODE F7E3 11

SUMMARY

This Unit is an optional Unit of the National Certificate in Hospitality SCQF level 5 but can also be taken as a freestanding Unit.

Successful completion of this Unit will ensure that candidates have knowledge of the role of accommodation departments and facilities provided in a range of hospitality operations. Candidates will learn about standards of cleanliness and how they are achieved and maintained. They will also learn about the range of cleaning agents and manual and mechanical equipment and how to use them.

Candidates will participate in a number of activities which will help them to develop the skills identified within this Unit.

OUTCOMES

- 1 Explain the role of accommodation and facilities servicing departments within a range of hospitality organisations
- 2 Explain how standards of cleanliness for a range of environments are achieved and maintained
- 3 Identify, select and use a variety of cleaning agents for specified surfaces
- 4 Identify, select and use a range of equipment for specified surfaces

RECOMMENDED ENTRY

Entry is at the discretion of the centre

CREDIT VALUE

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5*)

**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)

UNIT Accommodation and Facilities Servicing

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 component in this Unit.

National Unit Specification: statement of standards

UNIT Accommodation and Facilities Servicing

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 the Scottish Qualifications Authority.

OUTCOME 1

Explain the role of accommodation and facilities servicing departments within a range of hospitality organisations

Performance Criteria

- (a) Identify the facilities provided within specified hospitality establishments
- (b) Identify accommodation staff within these organisations
- (c) Explain the role of accommodation staff within these organisations

OUTCOME 2

Explain how standards of cleanliness for a range of environments are achieved and maintained

Performance Criteria

- (a) Identify the standard of cleanliness required for specified environments
- (b) Identify the frequency of cleaning to maintain the standard of cleanliness
- (c) Define soilage and identify how it is transmitted
- (d) Identify the benefits of a planned maintenance programme

OUTCOME 3

Identify, select and use a variety of cleaning agents for specified surfaces

Performance Criteria

- (a) Identify a range of cleaning agents
- (b) Select and use a range of cleaning agents for specified surfaces
- (c) Work safely throughout

OUTCOME 4

Identify, select and use a range of equipment for specified surfaces

Performance Criteria

- (a) Identify a range of cleaning equipment
- (b) Select and use a range of equipment for specified surfaces
- (c) Work safely throughout

National Unit Specification: statement of standards (cont)

UNIT Accommodation and Facilities Servicing

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 role of accommodation and facilities servicing departments and how standards of cleanliness can be achieved and maintained
- Practical activities for this Unit should be carried out under supervision in a realistic working environment and should provide opportunities to demonstrate good working practice.

Outcome 1 and 2 – Written/Oral Evidence

Candidates should provide evidence that they can:

- Identify the facilities provided within specified hospitality establishments
- Identify accommodation staff within these organisations
- Explain the role of accommodation staff within these organisations
- Identify the standard of cleanliness for specified environments
- Identify the frequency of cleaning required to maintain the standard of cleanliness
- Define soilage and identify how it is transmitted
- Identify the benefits of a planned maintenance programme

Hospitality Establishments:

Hotel; Hospital; Hall of Residence; Residential Home; Conference Centre; Leisure Centre
(A minimum of 2 staff identified – 1 managerial and 1 operative - for a minimum of 3 establishments)

Standards of Cleanliness:

BS 5295; Hygienically Clean; Prestige; General Domestic; Basic
(A minimum of 3 identified)

Environments:

Operating theatre; kitchen; Hotel bedroom; Offices; Storeroom

Frequency of Cleaning:

Daily; Check Clean; Weekly; Periodic

Types of Soilage:

Dust/litter; Grit; Water/fat based; Chemical stains
(A minimum of 3 identified)

Means of transmission:

Airborne; Operational Activities; Feet and Clothing

Planned Maintenance:

Planned; Preventative; Emergency

National Unit Specification: statement of standards (cont)

UNIT Accommodation and Facilities Servicing

The evidence will be gathered in open book conditions and could take the form of a pro forma

Outcomes 3 and 4: Performance Evidence

Candidates will be required to demonstrate by practical activity that they are able to:

- Identify a range of cleaning agents
- Select and use a range of cleaning agents for specified surfaces
- Identify a range of cleaning equipment
- Select and use a range of equipment for specified surfaces
- Work safely throughout

Cleaning Agents:

Water; Detergents; Acids; Abrasives; Disinfectants
(A minimum of 3 to be used)

Surfaces:

Hard; Soft

Manual and Mechanical Equipment:

Brushes; Sweepers; Mops; Colour Coded Cloths; Vacuum; Polisher; Scrubbing Machine; Shampooer
(A minimum of any 3 to be used)

The activity must be carried out in supervised conditions, and an assessor observation checklist must be retained as evidence of performance.

National Unit Specification: support notes

UNIT Accommodation and Facilities 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

This Unit is an optional Unit of the National Certificate Hospitality Course (Intermediate 2), but can be taken as a free-standing Unit.

The focus of this Unit is practical vocational training. The Unit will introduce candidates to the work of the accommodation department in a variety of hospitality operations, such as hotels, halls of residence, hospitals, residential homes, prisons, cruise ships etc. The following list details the areas that should be included:

- Service needs of different types of hospitality operations
- Roles of department staff and their titles in these organisations
- Standards of cleanliness and associated legislation
- Cleaning frequencies
- Types and transmission of soilage
- Cleaning agents, their properties and handling
- Colour coding
- Cleaning techniques and procedures
- Manual and mechanical cleaning equipment
- Planned maintenance programmes
- Green issues and environment waste control

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

The requirements for the Unit should be discussed with candidates as part of the induction to the Unit. The main approach to learning and teaching should be practical and experiential. Candidates should be encouraged to learn through a variety of activities which are designed to enhance their awareness of the work of the accommodation department in a variety of hospitality operations. Candidates should be encouraged to perform tasks and conduct themselves in a manner appropriate to the workplace. The practical activities should be teacher/lecturer led and all equipment, techniques and processes should be explained, demonstrated and thoroughly understood before the commencement of the activity. Practical activities could be integrated with other Units, for example, food service, and this would make the activity more meaningful.

Each part of teaching/learning should incorporate both theory and practice to facilitate learning, and all Outcomes should be integrated where possible.

Centres should consider taking candidates on educational visits to appropriate hospitality operations to view the front office area and the facilities and services offered.

National Unit Specification: support notes

UNIT Accommodation and Facilities Servicing

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit candidates may be diluting cleaning agents. Therefore, there may be opportunities to develop aspects of the following Core Skill:

- Numeracy

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The evidence requirements are fully expressed in the mandatory section of this Unit Specification. Assessor observation checklists and other assessment records should be maintained and kept up-to-date to keep track of candidate progress and provide evidence for internal and external verification purposes.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor observation checklists and an example of a pro forma for Outcomes 1 and 2. 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).