



National Unit Specification

General information

Unit title: Accommodation Operations (SCQF level 5)

Unit code: J1WF 45

Superclass: ND

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Source: Scottish Qualifications Authority

Version: 02

Unit purpose

This unit is designed to develop an awareness of the range of accommodation services provided by different hospitality organisations and the role of accommodation staff in these organisations.

The importance of cleaning and the maintenance of standards in hospitality accommodation operations is also covered. In addition, learners will develop the skills to enable them to plan the cleaning of a given accommodation environment.

This unit is available as an option in the National Progression Awards (NPA) in Hospitality at SCQF level 5 and 6 and the National Certificates (NC) in Hospitality Operations at SCQF levels 5 and 6, but can also be delivered as a freestanding unit.

Outcomes

On successful completion of the unit the learner will be able to:

- 1 Explain the role of accommodation departments within a range of hospitality organisations.
- 2 Outline how standards of accommodation provision are maintained in a range of hospitality organisations.
- 3 Plan a range of cleaning tasks to meet operational standards in an accommodation environment.

Credit points and level

1 National Unit credit at SCQF level 5: (6 SCQF credit points at SCQF level 5)

National Unit Specification: General information (cont)

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Recommended entry to the unit

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

Core Skills

Achievement of this Unit gives automatic certification of the following Core Skills components:

Core Skill components	Critical Thinking at SCQF level 4 Planning and Organising at SCQF level 4
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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.

The Assessment Support Pack (ASP) for this unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable assessment. Centres wishing to develop their own assessments should refer to the ASP to ensure a comparable standard. A list of existing ASPs is available to download from SQA's website (<http://www.sqa.org.uk/sqa/46233.2769.html>).

Equality and inclusion

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

National Unit Specification: Statement of standards

Unit title: Accommodation Operations (SCQF level 5)

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

Explain the role of accommodation departments within a range of hospitality organisations.

Performance criteria

- (a) Identify accommodation servicing staff structures within hospitality organisations
- (b) Outline the duties of accommodation staff within hospitality organisations
- (c) Outline the qualities required of accommodation staff to meet customer expectations within hospitality organisations
- (d) Identify the factors that affect accommodation staffing requirements within hospitality organisations

Outcome 2

Outline how standards of accommodation provision are maintained in a range of hospitality organisations.

Performance criteria

- (a) Outline reason for maintaining a clean environment
- (b) State appropriate standards of cleanliness for a range of hospitality organisations
- (c) State the frequency of cleaning required to maintain standards
- (d) Identify categories of soilage and how they are transmitted and deposited
- (e) Identify accommodation servicing resources

Outcome 3

Plan a range of cleaning tasks to meet operational standards in an accommodation environment.

Performance criteria

- (a) Identify the resources required for a range of given cleaning tasks
- (b) Explain how to use the cleaning products and equipment in a safe, hygienic and efficient manner for the given tasks
- (c) Compile appropriate cleaning checklists for the given tasks

National Unit Specification: Statement of standards (cont)

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Evidence requirements for this unit

Evidence is required to demonstrate that learners have achieved all outcomes and performance criteria.

Written/oral evidence is required for Outcomes 1 and 2, this should include:

- ◆ Identification of an accommodation servicing staff structure within a hospitality organisation
- ◆ An outline the duties for three accommodation job roles
- ◆ An outline of three attributes of accommodation staff
- ◆ Identification of six factors affecting the accommodation staffing requirements within hospitality organisations
- ◆ Identification of four reasons for cleaning
- ◆ Identification of standards of cleanliness for two accommodation providers
- ◆ Identification of the frequency of cleaning required to maintain standards
- ◆ Identification of two categories of soilage and how they are transmitted and deposited
- ◆ Identification of six accommodation servicing resources

Written/oral and/or performance evidence is required for Outcomes 3.

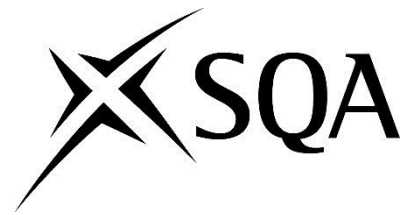
Learners are required to demonstrate that they can:

- ◆ Identify or select the correct cleaning products and equipment for given tasks
- ◆ Explain how to use the cleaning products and equipment in a safe, hygienic and efficient manner for the given tasks
- ◆ Compile appropriate cleaning checklists for the given tasks

Cleaning tasks (either theoretical or practical) should include:

- ◆ Cleaning both hard and soft surfaces
- ◆ A minimum of two cleaning products
- ◆ A minimum of two pieces of equipment

Written/oral or performance evidence should be carried out under supervised conditions. An assessor observation checklist should be completed and retained as evidence of any practical performance.



National Unit Support Notes

Unit title: Accommodation Operations (SCQF level 5)

Unit support notes are offered as guidance and 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 available as an option of the National Certificates (NC) in Hospitality Operations at SCQF levels 5 and 6, but can also be delivered as a freestanding unit.

This unit is designed to develop an awareness of the range of accommodation services provided by different hospitality organisations and the role of accommodation staff in these organisations.

Examples of organisations could include:

- ◆ Hotels
- ◆ Guest houses/bed and breakfast establishments
- ◆ Cruise ships
- ◆ Hostels
- ◆ Student halls of residence
- ◆ Colleges
- ◆ Residential homes
- ◆ Conference centres/event venues
- ◆ Leisure centres

Examples of accommodation staff could include:

- ◆ Head housekeeper
 - Overall responsibility for ensuring that the organisations' standards of cleanliness are maintained
 - Planned, preventative and emergency maintenance could be highlighted
 - Manages budgets for accommodation resources
 - Controls accommodation resources
 - Overall responsibility for the accommodation team
 - Liaises with maintenance and other departments
 - Ensures compliance with legislative requirements

National Unit Support Notes (cont)

Unit title: Accommodation Operations (SCQF level 5)

- ◆ Floor supervisor/housekeeper
 - Allocate work duties to team members
 - Perform routine inspections and spot checks of all rooms
 - Report and follow up on any maintenance defects or other issues
 - Inspect service areas, store rooms and corridors
 - Manage and train team members to ensure their performance is to the standard required
 - Manage stock control and the maintenance of equipment
 - Ensure the adherence to organisational standards at all times

- ◆ Room attendant
 - Changing bed linen and towels
 - Making beds
 - Vacuuming floors
 - Dusting and polishing furniture
 - Cleaning bathrooms
 - Replacing stocks of guest supplies
 - Re-stocking drinks in the mini-bar

- ◆ Linen room attendant
 - Stores and issues or distributes bed and table linen and uniforms
 - Collects and segregates, counts and records number of items of soiled linen and uniforms for repair or laundry, and places items in appropriate containers
 - Examines laundered items to ensure cleanliness and free from damage
 - Stacking towels, bed sheets, pillow cases, etc, into appropriate sections of linen cupboard
 - To manage the laundry and linen used by the organisation

Reasons for cleaning could include:

- ◆ Ensuring the provision of a socially acceptable environment
- ◆ Ensuring the overall cleanliness of the entire establishment at all times
- ◆ Preservation of furniture, fabric, fixtures and fittings
- ◆ To control pests
- ◆ To meet customer expectations
- ◆ To meet legislative requirements

Customer expectations of different types of organisation could be compared, eg, what customers expect from a 4-star hotel compared with their expectations of a guest house, student hall of residence. This could be linked to organisational grading, such as the standards found in a hotel group such as Travel Lodge and Marriott Hotels. The different organisational standards within a hotel group could also be discussed, such as Raddisson Blu and Raddisson Red.

Learners could be encouraged to reflect on their own views of the standards provided by a variety of different accommodation providers.

National Unit Support Notes (cont)

Unit title: Accommodation Operations (SCQF level 5)

The various standards of cleanliness required within different organisations should be discussed and explanation of the different standards of cleanliness outlined, ie:

- ◆ Hygienically clean
- ◆ Prestige
- ◆ General domestic
- ◆ Basic

International standards such as ENISO 14644 could be referred to.

Examples of where the different standards of cleanliness would be employed should be given.

Frequency of cleaning should include:

- ◆ Daily
- ◆ Weekly
- ◆ Monthly
- ◆ Periodic

Examples of soilage should be given and examples outlined, eg:

- ◆ Litter
- ◆ Loose dry dirt/dust
- ◆ Stains — water/fat/chemical based

Learners should be able to explain how soilage is transmitted, eg:

- ◆ Airborne
- ◆ On feet and clothing
- ◆ Equipment
- ◆ From activities and operations carried out in the establishment

Accommodation servicing resources could include:

- ◆ Cleaning products
 - Water
 - Detergents (multipurpose cleaner)
 - Acids
 - Disinfectants
 - Degreasers
- ◆ Equipment — colour coded
 - Brushes
 - Sweepers
 - Mops
 - Cloths — colour coded
 - Vacuum cleaners
 - Polishers
 - Scrubbing machines
 - Shampooers

National Unit Support Notes (cont)

Unit title: Accommodation Operations (SCQF level 5)

- ◆ Laundry and linen items
 - Bed sheets
 - Duvets and duvet covers
 - Pillows and pillow cases
 - Towels
 - Napkins
 - Table linen

- ◆ Guest supplies
 - Toiletries
 - Hospitality tray
 - Mini bar supplies
 - Writing desk supplies
 - Vanity tray
 - Robes and slippers

Learners should demonstrate knowledge of the appropriate use of a range cleaning agents and equipment required for the cleaning task(s). This could be undertaken within a simulated environment, realistic working environment, a workplace or as a theoretical exercise. The completion of work checklists and records could be covered.

The importance of complying with legislative requirements and ensuring the health, safety and wellbeing of others should be embedded throughout delivery of this unit.

Guidance on approaches to delivery of this unit

The delivery approaches should allow outcomes to be achieved in a learner-centred, participative and practical manner.

Theoretical aspects should be covered before any practical activities. The practical exercises should be 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, learners must be able to generate their own evidence. Activities undertaken should allow the learner 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, workplace visits or any other appropriate teaching material.

Where a practical task is being undertaken in Outcome 3 this could be integrated with any food production, food service or practical events unit.

National Unit Support Notes (cont)

Unit title: Accommodation Operations (SCQF level 5)

Guidance on approaches to assessment of this unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

This unit can be assessed in variety of ways, such as use of responses to questions based on given situations, multiple choice questions, etc, for Outcomes 1, 2 and 3. Where Outcome 3 is assessed in a practical manner the completion of an assessor observational checklist for the practical activity should be completed.

Outcome 1 will test learners' knowledge of the role of accommodation departments in a range of hospitality organisations and the staff, their attributes and typical duties.

Outcome 2 will test learners' knowledge of the standards of cleanliness in different hospitality organisations and how and why these are maintained.

Outcome 3 will test learners' knowledge and/or practical skills to clean a given area to an acceptable standard, while observing health and safety requirements.

Opportunities for 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 Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the evidence requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Opportunities for developing Core and other essential skills

Communication: Oral Communication at SCQF level 3

For Outcome 3 if learners perform cleaning tasks in an accommodation environment to generate evidence, this will require them to interact with at least one other person and carry out instructions; therefore, they will be demonstrating the Core Skill component of Oral Communication at SCQF level 3.

National Unit Support Notes (cont)

Unit title: Accommodation Operations (SCQF level 5)

Information and Communication Technology: Accessing Information at SCQF level 4

Learners are likely to use the internet to identify the role of accommodation departments within the hospitality industry, the duties of staff within these departments and the services they provide. Learners will also find out about the standards of cleanliness associated with different hospitality organisations and how these are maintained; therefore, they will be demonstrating the Core Skill component of Accessing Information level 4.

Information and Communication Technology: Providing/Creating Information at SCQF level 4

Learners are likely to use ICT independently and effectively to present information on the role of accommodation departments within the hospitality industry, the staff, their attributes and typical duties in these organisations. Learners will also provide information on the standards of cleanliness associated with different hospitality organisations and how these are maintained. Therefore, they will be demonstrating the Core Skill component of Providing and Creating Information level 4.

Problem Solving: Critical Thinking at SCQF level 4

For all outcomes, learners are required to gather information, in order to identify the role of accommodation departments within different hospitality organisation, the duties of accommodation staff, the services provided, the standards of cleanliness associated with different organisations, the maintenance of standards, organisational and legislative requirements and customer expectations. Learners are required to identify the appropriate cleaning products and equipment during the practical/theoretical activity and complete appropriate checklists as required for Outcome 3. In doing these tasks learners will be demonstrating the Core Skill component of Critical Thinking at SCQF level 4.

Problem Solving: Planning and Organising at SCQF level 4

For Outcome 3, learners are required to perform/identify cleaning tasks in an accommodation environment. This will require them to identify the requirements of the task, select the appropriate cleaning products and equipment, then carry out, or indicate how the task should be carried out, and compile checklists, therefore they will be demonstrating the Core Skill component of Planning and Organising at SCQF level 4.

Working with Other: Working Co-operatively with Others at SCQF level 3

For Outcome 3 if learners perform cleaning tasks in an accommodation environment, this will require them to interact with at least one other person and follow instructions, therefore, they will be demonstrating the Core Skill component of Working Co-operatively with Others at SCQF level 3.

The Critical Thinking and Planning and Organising components of Problem Solving at SCQF level 4 is embedded in this unit. When a learner achieves these units, their Core Skills profile will also be updated to include these components.

History of changes to unit

Version	Description of change	Date
02	Core Skills Components Critical Thinking and Planning and Organising at SCQF level 4 embedded.	16/08/19

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General information for learners

Unit title: Accommodation Operations (SCQF level 5)

This section will help you decide whether this is the unit for you by explaining what the unit is about, what you should know or be able to do before you start, what you will need to do during the unit and opportunities for further learning and employment.

This unit is designed to develop your awareness of the range of accommodation services provided by different hospitality organisations and the role of accommodation staff in these organisations.

The importance of cleaning and the maintenance of standards in hospitality accommodation operations is also covered. In addition, you will develop the skills to enable you to plan the cleaning of a given accommodation environment.

You don't need any previous experience to undertake this units, but good communication skills would be an advantage.

Completion of this unit may enable you to develop the following Core Skills:

- ◆ *Communication: Oral Communication* at SCQF level 3
- ◆ *Information and Communication Technology: Accessing Information* at SCQF level 4
- ◆ *Information and Communication Technology: Providing/Creating Information* at SCQF level 4
- ◆ *Problem Solving: Critical Thinking* at SCQF level 4
- ◆ *Problem Solving: Planning and Organising* at SCQF level 4
- ◆ *Working with Others: Working Co-operatively with Others* at SCQF level 3

The Critical Thinking and Planning and Organising components of Problem Solving at SCQF level 4 is embedded in this unit. When a learner achieves these units, their Core Skills profile will also be updated to include these components.

On completion of this unit, you could progress to other units in Hospitality at SCQF levels 5/6 and/or seek employment in the hospitality industry.