SQA Advanced Unit Specification

General information for centres

Unit title: Accommodation Management

Unit code: HP4R 48

Superclass:	NA
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Source:	Scottish Qualifications Authority
Version:	01

Unit purpose

This unit is designed to enable the candidate to understand the management functions involved in the provision of accommodation services. In particular, this unit will enable the candidate to explore sustainable practices in the accommodation sector, as well as the monitoring and control of quality standards.

This unit is in the framework for the SQA Advanced Diploma in Hospitality Management and it is recommended the unit is taught within this context. It could also be undertaken as a stand-alone unit.

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

1 evaluate management functions involved in the provision of accommodation services.
2 establish procedures to introduce and monitor sustainable practices.
3 develop and control quality standards in accommodation services.

Recommended prior knowledge and skills

Access to this unit is at the discretion of the centre however it is recommended that candidates have already completed *Accommodation Servicing* (HP4D 47).

Credit points and level

1 SQA 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 National 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.

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

Evaluate management functions involved in the provision of accommodation services.

Knowledge and/or Skills

♦ Maintenance programmes
♦ Control of equipment and materials
♦ Linen and laundry management
♦ In-house provision and outsourced contracts
♦ The tendering process

Evidence requirements

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

♦ plan and organise the control of equipment and materials.
♦ explain the benefits of a planned maintenance system.
♦ plan the introduction of a planned maintenance system.
♦ Identify the requirements and general selection criteria for all linens used within an accommodation business/service.
♦ describe how to set stock levels and evaluate the auditing process.
♦ compare and contrast the viability of in-house provision and outsourcing of accommodation servicing.
♦ identify and describe the tendering process.

Outcome 2

Establish procedures to introduce and monitor sustainable practices.

Knowledge and/or Skills

♦ Energy efficiency measures
♦ Water and waste management
♦ Introduction and monitoring of sustainable practices

Evidence requirements

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

♦ evaluate energy efficiency, water and waste-management measures.
♦ evaluate the current sustainable practices of a hypothetical or real accommodation business/service and make recommendations for improvement.
♦ develop a plan to implement and monitor improvements to the environmental performance of a hypothetical or real accommodation business/service.

Outcome 3

Develop and control quality standards in accommodation services.

Knowledge and/or Skills

♦ Benchmarking and brand standards
♦ Internal quality systems
♦ External quality systems
♦ Controlling and monitoring quality standards

Evidence requirements

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

♦ evaluate the benefits and drawbacks of brand standards.
♦ evaluate the range and scope of internal and external quality-assurance processes.
♦ analyse the factors that affect customer perceptions of quality.
♦ identify the management processes involved in defining, setting, controlling, monitoring and evaluating quality standards.

Unit specification: support notes

Unit title: Accommodation Management

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

♦   Awareness of the necessity for maintenance and the importance of planned maintenance programmes including pest control
♦   Planning, controlling and monitoring used to maintain standards of cleaning materials and equipment
♦   Linen and laundry management:
   —   Purchasing, care and maintenance of all textiles — stock requirements, issues and audits
   —   Selection of an appropriate laundry service — buy, hire, commercial contract
   —   Contracts and outsourcing advantages and disadvantages, eg specialist cleaning equipment and services
♦   The stages of the tendering process

Outcome 2

♦   Awareness of environmental issues, including legal requirements
♦   Energy efficiency and management
♦   Noise abatement
♦   Waste and water management
♦   Recycling
♦   Green sourcing and supply
♦   Green tourism schemes, eg The Green Tourism Business Scheme: http://www.green-business.co.uk/

Outcome 3

♦   The concept of quality
♦   Benchmarking and brand standards: Evaluate the benefits and drawbacks of brand standards
   —   Benefits: uniformity of standard, ease of assessment, ease of training, reduces risk of error, customer brand loyalty
   —   Drawbacks: inflexible, uniformity, reduces innovation, customer boredom with brand
♦   Setting standards
♦   Defining standards in terms of product, process, and qualitative, quantitative, intangible — customer perceptions of quality
♦   Controlling standards

Outcome 3 (cont)

♦ Internal Quality Systems to include:
— Operating procedures, cleaning specifications and manuals, staff review linked with training needs, checklists, client evaluation, mission statement and analysis of customer profile
— The importance of controlling the above eg meeting revenue targets, working within cost constraints and maximising resources
— Understand the importance of monitoring both the product and the process
♦ External Quality Systems to include:
— Audits — IIP, TQM — mystery shopper, AA/RAC grading system; ISO 9000, VisitScotland, (Tourist Board) and other legislative controls.
— Guest Feedback — Web 2.0, Trip Advisor.

Guidance on the delivery of this unit

The knowledge and skills for this unit build on the knowledge and skills gained in *Accommodation Servicing*.

Where possible candidates should undertake visits to different types of establishments, for example halls of residence, hotels, shopping centres, conference centres, health service centres, leisure complexes, etc, to gain an understanding of the variety of facilities that encompass accommodation provision and to gain an understanding of how different factors impact on the management of accommodation provision.

Where possible, visits to centres from industrialists or visiting speakers would also be valuable.

Guidance on the assessment of this unit

Outcome 1

Assessment could be through the use of scenario-based case studies with questions. A case study could cover a single knowledge and skills point or it could cover several. It is recommended that at least three different sectors of the hospitality industry be used to ensure coverage all the knowledge and/or skills. Alternatively, restricted response answer questions could be asked.

Outcome 2

The assessment for Outcome 2 could be a scenario-based case study that focuses on a particular sector of the industry. For example candidates could be presented with a scenario that details a major redevelopment of an existing accommodation business/service. Alternatively candidates could be presented with restricted response answer questions based on a given scenario.

Outcome 3

The assessment for Outcomes 3 could be a scenario-based case study. Candidates could be presented with a scenario for which they have to outline how they would develop and control quality standards; this should include planning, organising, controlling and monitoring processes for the accommodation business/service outlined in the scenario. For example candidates could be presented with a scenario that details an establishment that is planning a change. Alternatively candidates could be presented with restricted response answer questions based on a given scenario.

Online and Distance Learning

This unit could be delivered in a flexible learning approaches, such as online or open/distance learning. Success of the mode of study will be dependent on the candidate having access to a wide range of both traditional and on-line resources.

Opportunities for developing Core Skills

Communication: Written Communication (Reading) at SCQF level 6

For all outcomes candidates are required to read, understand and evaluate complex written information in order to carry out research using a variety of textbooks and on-line sources. They will conduct academic research for a range of topics as specified in the Knowledge and Skills sections to confirm related policies, theories, etc to be used in their analysis and justification of approach.

Communication: Written Communication (Writing) at SCQF level 6

For all outcomes candidates are required to select and present well-structured information, based on their evaluation of the research they have carried out, to support their recommendations.

Information and Communication Technology: Accessing Information at SCQF level 5

For all outcomes candidates will use a variety of electronic sources to research, analyse and evaluate information (such as management processes, sustainability issues, quality assurance schemes, etc) in order to meet all evidence requirements.

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

If candidates use ICT independently, effectively, and responsibly to carry out a range of processing tasks and/or use ICT to present information in response to evidence requirements, they will be demonstrating the Core Skill component of Providing and Creating Information.

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.

Administrative information

Version	Description of change	Date
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FURTHER INFORMATION: Call SQA's Customer Contact Centre on 44 (0) 141 500 5030 or 0345 279 1000. Alternatively, complete our Centre Feedback Form.

General information for candidates

Unit title: Accommodation Management

This unit is designed to enable you to understand the management functions involved in the provision of accommodation services. You will also find out about sustainable practices in accommodation management as well as the management and control of quality standards.

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

1   evaluate management functions involved in the provision of accommodation services.
2   establish procedures to introduce and monitor sustainable practices.
3   develop and control quality standards in accommodation services.

This unit is intended to build on the knowledge and skills you will have gained in the unit *Accommodation Servicing.* The unit is in the framework for the SQA Advanced Diploma in Hospitality Management and it is recommended the unit is taught within this context. It could also be undertaken as a stand-alone unit.

Those considering a career in accommodation management, for example as an executive housekeeper, running their own accommodation business, etc, may be interested in the Professional Development Award (PDA) in Accommodation Management.