

Accommodation Operations and Services (7068)



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Centre Information

The City & Guilds International Vocational Qualification in Accommodation Operation and Services provides knowledge and skills appropriate for the International hospitality industry. This qualification is underpinned by the premise that a good foundation of high quality skills and an ability to apply them across a range of accommodation operations and services that are essential to working successfully in the hospitality industry.

City & Guilds International Vocational Qualifications (IVQ)

- are tailored especially for international markets
- combine theory and practical skills
- offer progression routes
- are recognised in over 100 countries
- add value to local/national qualifications
- offer over 500 different qualifications spanning 22 sectors
- are developed with the UK's leading organisations
- are recognised by UK and International organisations
- have an established worldwide customer service network, which guarantees optimal support for centres and candidates

Who is this qualification for?

The qualification will be offered at three skill levels: Certificate, Diploma and Advanced Diploma. The certificate level is suitable for those without hospitality experience who need to learn the basics of accommodation techniques.

The diploma level is suitable for those with some level of experience aiming to upgrade existing skills and knowledge.

The advanced Diploma level is suitable for experienced candidates looking for career progression or to develop further advanced accommodation operations and service techniques as well as develop supervisory skills.

What skills will be developed in this qualification?

The qualification will be offered at three distinct skill levels: Certificate, Diploma and Advanced Diploma.

Certificate in Accommodation Operations and Services

(480 hours)

This qualification offers a sound introduction to basic food and beverage skills. Some of the units are generic such as safety, security, customer care and personal skills. The practical units are based on the provision accommodation operations and services and include a range of related subjects such as cleaning procedures, organisation of cleaning and care of textiles.

Assessment

Practical competence (Accommodation operations and services practice 1)

Candidates are tested through ongoing practical skills assessments for each unit. These are assessed locally and moderated by City & Guilds.

Knowledge requirements (Accommodation operations and services Principles 1)

A two hour written test with 60 multiple choice questions.

Progression

On successful achievement of the Certificate qualification candidates will be able to progress on to the Diploma programme

Certificate Route

Unit

01	Security at work
02	Customer care
03	Personal skills
04	Safety at work
05	Fire prevention
06	Cleaning procedures
07	Organisation of cleaning
08	Design décor and furnishings
09	Care of textiles

Diploma in Accommodation Operations and Services

(480 hours)

The diploma is suitable for those with some level of experience or successful completion of the certificate. The qualification develops candidates' knowledge and understanding of the range of accommodations services that are available. It includes units on planning and organising housekeeping services, principles of design, décor and furnishings. There is also a unit on control in the accommodation environment. Combined these units make this qualification suitable for a person operating as a team leader with some supervisory responsibilities.

Assessment

Practical competencies (Diploma in Accommodation Operations and Services) Practice 2)

Candidates are tested through practical skills assessments. These are assessed locally and moderated by City & Guilds.

Knowledge requirements (Diploma in Accommodation Operations and Services) Principles 2)

A two hour written test with 60 multiple choice questions

Progression

On successful achievement of the Diploma qualification candidates will be able to progress on to the Advanced Diploma programme.

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Diploma Route

Unit
01 Security practices
02 Customer care
03 Personal skills
04 Safety at work
05 Fire prevention
06 Types of accommodation services
07 Planning organising housekeeping
08 Principles of design, décor and furnishings
09 Control in the accommodation environment

Advanced Diploma in Accommodation Operations and Services (240 hours)

At Advanced Diploma level the candidate will study a range of supervisory skills such as staffing the service, quality control, financial control and design aspects.

Assessment

Practical competence (Accommodation Operations and Services practice)
Candidates are tested through practical skills assessments. These are assessed locally and moderated by City & Guilds. A Portfolio of evidence is also a required assessment for those undertaking the Advanced Diploma in Culinary Arts.

Knowledge requirements (Accommodation Operations and Services Principles)
A three hour written test with 10 short-answer questions.

Progression

Those who achieve the Advanced Diploma qualification can progress to a City & Guilds International Management qualification or to Universities or higher level institutions, some of whom may also accept successful applicants at this level for entry into the second year of a degree programme.

Advanced Diploma Route

Unit
01 Security practices
02 Customer care
03 Personal skills
04 Safety at work
05 Fire prevention
06 Range of accommodation services
07 Staffing the service
08 Quality control
09 Financial control
10 Design aspects

How is the qualification assessed?

The practical components of the qualification are assessed on an ongoing basis. An assessment unit record is completed when the assessor considers the learner has covered the requirements of the practical competences. A Portfolio of evidence is a required assessment for those covering the Advanced Diploma in Culinary Arts.

The knowledge components are tested either by multiple choice or structured short answer questions covering all of the units.

What training does the assessment team require?

The assessment team do not require a specialist assessor qualification but they should be vocationally competent and have a good understanding of the standards and the assessment requirements. Assessors should hold a suitable training qualification.

What entry requirements do prospective candidates need?

There are no formal entry requirements but centres should carry out initial assessments of candidate achievement to assess their suitability.

How can the personal achievements of learners be recognised?

Each qualification is graded at pass, merit or distinction, which helps to provide employers with an indication of individual achievement.

How do I become an approved centre?

In order to help you to prepare for approval, City and Guilds have developed a Centre Guide entitled "Delivering International Qualifications". Contact your local branch office for this information and further support and guidance. Before applying to become an approved centre you will need to meet our approval criteria in four key areas:

- Management and administrative systems
- Physical and staff resources
- Assessment
- Quality Assurance

What forms do I need to complete to gain approval?

You will need to complete an application for centre approval form known as a CAP.

In order to gain approval for the qualification(s) you will also need to complete an Application for qualification approval form known as QAP.

We have our own training programmes in place.

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What are the advantages for us to use City & Guilds qualifications?

Many organisations already carry out training but may not assess that the learner has gained the required skills and knowledge. These qualifications can add a structure to the training and learning and provide assessment of knowledge and practical skills. Candidates will obtain an internationally recognised certificate on successful achievement of the qualification.

How does the awarding body ensure that quality is maintained within the centre?

City & Guilds appoints an external verifier who will visit the centre once a year and monitor the assessment process and check the quality assurance. Assessed work is sampled and a report completed that makes recommendations to both the centre and the awarding body.

What quality assurance is required at the centre?

It is important that the assessment conducted is standardised across the different assessors. In order to achieve this and to support the assessor in their role every centre should have a quality assurance person to monitor assessment.

What does the role of the quality assurance person entail?

The role of the quality assurance Co-ordinator is to support the assessors in carrying out their role. This is achieved by regular sampling of the practical assessments by observation and sampling of written assignments. Part of the role will also be to support the team by regular communication in the form of meetings as well as identifying and making provision for continuous professional development.

City & Guilds also offers related qualifications for the hospitality industry in:

- Food Preparation and Culinary Arts - 7065
- Food and Beverage Service - 7066
- Reception Operations and Services - 7067

For more information about this qualification, please contact:

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