

Level 3 Advanced Diploma in Accommodation Operations and Services (8068-03)

Assessment pack



www.cityandguilds.com
November 2012
Version 1.01

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Assessment pack

City & Guilds
Skills for a brighter future



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Contents

1	Assessor guidance	5
2	Assessments	8
Unit 301	Maintain a healthy, safe and secure working environment	9
Unit 302	Supervise customer service	13
Unit 303	Supervise staff training	17
Unit 305	Resource management in accommodation services	21
Unit 306	Supervise accommodation services	25
Unit 307	Maintain accommodation services supplies	29
Appendix 1	Test specifications	33
Appendix 2	Candidate feedback form	35

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1 Assessor guidance

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of www.cityandguilds.com. This document also explains the tasks, activities and responsibilities of quality assurance staff.

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- seek permission from City & Guilds via their External Verifier if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system)
- provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

Assessments

This qualification is assessed in a number of ways to provide a clear indication of candidate knowledge and skills. The types of assessments used are

- externally set and marked short-answer question papers
- individual practical tasks

The practical tasks are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external verification.

Assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course.

As a minimum Tutors should deliver the full breadth of the units and not limit teaching to the assessment tasks contained in this assessment pack. Lesson plans and candidate work, may be sampled by the External Verifier to evidence the full delivery of the units.

These externally set assessments should be used when delivery of a unit(s) is complete and candidates are ready to undertake the summative assessments. Candidates should be aware of the standard of performance/evidence required of them in order to achieve a pass.

Externally set question papers

To achieve the qualification, candidates are required to be successful in the following examination:

- Accommodation Operations and Services Principles III

Please refer to the International Directory on the Walled Garden for dates and times of each examination. Test specifications for each examination can be found in Appendix 1.

Practical tasks

These tasks will require candidates to demonstrate their practical skills. Most practical tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Checklists are provided which assessors should use to record candidate performance. Details of how to mark and grade each practical observation are contained within each assignment.

The practical tasks should be carried out in a realistic or actual working environment and under realistic time conditions. Candidates may familiarise themselves with the marking criteria prior to the assessment, but are **not** permitted to use any criteria/checklist to work from when completing the practical task.

Assessors/Tutors can combine one or more practical tasks, this is allowed where it is possible to demonstrate and assess more than one practical task at once.

Introducing the tasks to candidates

The assessor should introduce each task, making sure that the candidates understand what is required of them.

Opportunities to repeat tasks

It is essential that the tasks are not used for formative purposes and the candidates only attempt them when they are judged to be fully ready. It is at the centre's discretion whether to allow a candidate to repeat a task, unless otherwise specified. A candidate should not be allowed to repeat until it is evident that they are ready to undertake the task.

Feedback

A feedback form has been provided in the appendices. Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment, and so, assessors should complete a feedback form for each candidate, showing the key information given to the candidate. This will also serve as an action plan for candidates who are unsuccessful in a task and need to do further work before taking the task again.

Health and safety / Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Legislation and the Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow correct health and safety practices and procedures during practical assessment, the assessment **must be stopped** and the candidate advised of the reasons why. The candidate should be informed that they have not reached the standard of assessment required. At the discretion of the centre, candidates may retake the assessment at a later date when they are able to work safely. In any cases of doubt, guidance should be sought from the External Verifier.

Verification of assessments

Centres must use the provided documentation, unless otherwise agreed, to ensure that External Verifiers can check that evidence for an assessment is complete and ensure that the assessment decision is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for verification, samples of work must be made available to the appointed External Verifier who will ensure that

- the Quality Assurance Co-ordinator is undertaking his/her responsibilities
- the Quality Assurance Co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

Retention of evidence

In order to fully support candidates, centres are required to retain candidates' evidence until the candidate has certificated and until any final external verification sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

Entry for assessment and certification

Entry for assessment and certification should be as specified in the Qualification handbook and the Walled Garden.

2 Assessments

Unit 301 Maintain a healthy, safe and secure working environment

Practical Task/Observation

Candidates are required to carry out a risk assessment, take any action required and train staff in health, safety and security.

Assessor Guidance

Assessors should provide guidance to candidates when selecting a risk assessment. It is advised that where possible, the risk assessment should be incorporated with one of the events undertaken in other units of this qualification.

The training session covered under assessment criteria 05 may be carried out as part of the training covered under Unit 303.

Candidates should carry out the risk assessment of their identified area including producing full documentation.

Candidates must demonstrate that they have the skills and understanding to deal with breaches of health, safety and security procedures by staff, respond to incidents and manage complaints. If these occur naturally, they can be assessed as part of the tasks, if not they can be assessed by

- a role-play exercise
- or witness testimony, supported by questioning by the assessor.

Evidence should be retained to illustrate that candidates have met the criteria required (e.g. witness testimony from the assessor or a colleague, video, voice recorder).

Unit 301 Maintain a healthy, safe and secure working environment



Practical observation checklist

Candidate name:
Centre name:

Date:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Define area	Risk assessment area
01 Monitor health, safety and security in area of responsibility	
02 Carry out risk assessment of the work environment	
03 Deal with breaches of health, safety and security procedures by staff	
04 Maintain documentation relating to health and safety	
05 Conduct on the job training for staff in health, safety and security	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 301 Maintain a healthy, safe and secure working environment



Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01 Monitor health, safety and security in area of responsibility			
02 Carry out risk assessment of the work environment			
03 Deal with breaches of health, safety and security procedures by staff			
04 Maintain documentation relating to health and safety			
05 Conduct on the job training for staff in health, safety and security			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 301 Maintain a healthy, safe and secure working environment

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Monitor health, safety and security in area of responsibility/

03 Deal with breaches of health, safety and security procedures by staff

The candidate should ensure that any problems within their control should be dealt with efficiently, and should escalate problems which require remedy from a senior colleague. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate.

02 Carry out risk assessment of the work environment

The risk assessment carried out must be recorded through evidence provided by the candidate.

04 Maintain documentation relating to health and safety

Centres may wish to undertake additional activities or provide a range of documentation as examples to candidates (e.g. testing checks, accident forms) but written evidence of a risk assessment must be provided by the candidate.

05 Conduct on the job training for staff in health, safety and security

Candidates should identify a training need required for the event and plan, conduct and evaluate the training activity. The assessor should observe the training taking place and the candidate should provide written evidence.

Unit 302 Supervise customer service

Practical Task/Observation

Candidates are required to plan and organise an event in order to demonstrate customer service skills.

Assessor Guidance

The event should be agreed with the tutor/assessor.

Assessors are advised to incorporate the customer service assessment for this task with one of the events undertaken in other units of the qualification.

Unit 302 Supervise customer service



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Event
State event selected
01 Demonstrate excellent customer service standards when supervising a team	
02 Encourage team members to promote the sale of additional products and services	
03 Make provisions for customers with specific needs	
04 Monitor customer service standards	
05 Provide on going feedback to staff	
06 Implement any corrective actions in the case of below-standard customer service	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 302 Supervise customer service



Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01 Demonstrate excellent customer service standards when supervising a team			
02 Encourage team members to promote the sale of additional products and services			
03 Make provisions for customers with specific needs			
04 Monitor customer service standards			
05 Provide on going feedback to staff			
06 Implement any corrective actions in the case of below-standard customer service			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 302 Supervise customer service

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Demonstrate excellent customer service standards when supervising a team

Observation can be supported by peer assessment or testimony by the customer. Documentation may include customer feedback forms, self evaluation/reflection and team briefing notes.

02 Encourage team members to promote the sale of additional products and services

Candidates should identify ways in which they can provide information to their staff regarding products and services (e.g. special of the day, future events)

03 Make provisions for customers with specific needs

Candidates should identify potential specific needs and make provisions for these. It is important that candidates ensure team members demonstrate sensitivity when dealing with customers.

04 Monitor customer service standards/

05 Provide ongoing feedback to staff/

06 Implement any corrective actions in the case of below-standard customer service

Candidates should identify the most appropriate methods of monitoring customer service standards (e.g. customer feedback). Positive and negative feedback should be used and communicated to staff to identify areas for improvement and to help boost team morale. If necessary, corrective action can be taken immediately or implemented as a longer term measure.

Unit 303 Supervise staff training

Practical Task/Observation

Candidates are required to plan, develop and monitor a staff training opportunity to demonstrate staff training and supervisory skills.

Assessor's guidance

The opportunity selected should be agreed with the tutor/assessor and should include training in one or more of:

- new product training
- staff induction training
- staff technical training (i.e. training on skills required for the role, training on new legislation).

The candidate should agree, plan and carry out the training, monitor and provide guidance where needed. The training provided may be on a one-to-one basis or for two to three people.

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Training opportunity
Name chosen event:	
01. Assess training needs of staff against organisational objectives	
02. Develop a structured training session	
03. Demonstrate training methods	
04. Provide materials and equipment to support training	
05. Monitor the progress of trainees	
06. Provide on going guidance and instruction to staff	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 303 Supervise staff training



Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Assess training needs of staff against organisational objectives			
02. Develop a structured training session			
03. Demonstrate training methods			
04. Provide materials and equipment to support training			
05. Monitor the progress of trainees			
06. Provide on-going guidance and instruction to staff			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 303 Supervise staff training

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met

01 - Assess training needs of staff against organisational objectives

The candidate should identify the objective of the training opportunity and assess the level of training required by identifying current skills and mapping them to the identified objective.

02 - Develop a structured training session

The candidate should plan a training session with clear objectives and with a logical sequence. This will be evidenced through documentation provided by the candidate.

03 - Demonstrate training methods

A variety of training methods should be used and may include a short PowerPoint presentation, a demonstration or the use of multimedia. This should be evidenced by observation from the assessor and through documentation provided by the candidate.

04 - Provide materials and equipment to support training

The candidate should develop and provide suitable learning resources (e.g. hand-outs, Internet material). This can be evidenced by observation from the assessor and through documentation provided by the candidate.

05 - Monitor the progress of trainees

The candidate should check trainees understanding at regular intervals (e.g. by questioning, observation of the trainee) to ensure that learning is taking place. This should be evidenced by observation from the assessor and through documentation provided by the candidate.

06 - Provide on going guidance and instruction to staff

The candidate should provide further support to the trainees as necessary and should find ways to communicate information in different ways to confirm understanding and to check that the objective of the training has been met.

Unit 305 Resource management in accommodation services

Practical Task/Observation

Candidates are required to plan and organise the management of resources within accommodation services. Candidates should produce a report using supporting documentation and evidence to validate and finalise the activities undertaken

Assessor Guidance

Candidates should agree a suitable opportunity with the tutor/assessor. The opportunity could be one conducted within the centre or may be undertaken in the work-place.

It is advised that there is flexibility regarding the way that the candidate can cover the assessment criteria, and the method of assessment. For example, if the assessment is undertaken within a learning environment, it is possible that this could be undertaken as an event combined as part of other units within the qualification. Alternatively, if undertaken in the work-place the opportunity could be naturally occurring or could be a selected event.

Candidates should plan and organise the opportunity recording how they meet each of the assessment criteria. Evidence should be retained in order for the candidate to produce a report that summarises the activities undertaken.

Unit 305 Resource management in accommodation services



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

State opportunity selected:	Opportunity
01. Determine resources required in accommodation services	
02. Manage the efficient use of physical resources	
03. Work within agreed budgets	
04. Maintain key financial records and documents	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 305 Resource management in accommodation services

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Determine resources required in accommodation services			
02. Manage the efficient use of physical resources			
03. Work within agreed budgets			
04. Maintain key financial records and documents			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 305 Resource management in accommodation services

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Determine the resources required in accommodation services

Resources include equipment and commodities. Written evidence should be provided of the resources identified as being required (e.g. requisitions, stock sheets)

02 Manage the efficient use of physical resources

Candidate will ensure that requisitions meet requirements (quantity, quality), and that physical resources are distributed effectively. This can be evidenced by observation from the assessor and through documentation provided by the candidate.

03 Work within agreed budgets

Candidates should manage the resources of accommodation services within agreed budgets. The budget is expected to be defined by the centre or organisation in which the candidate is completing the task.

04 Maintain key financial records and documents

Candidates should be aware of all items covered in the range, but it is not anticipated that they should cover everything as part of the assessment. However, at least two items of the range should be covered and evidence provided.

Unit 306 Supervise accommodation services

Practical Task/Observation

Candidates are required to plan and organise the supervision of accommodation services. Candidates should produce a report using supporting documentation and evidence to validate and finalise the activities undertaken.

Assessor Guidance

Candidates should agree a suitable opportunity with the tutor/assessor. The opportunity could be one conducted within the centre or may be undertaken in the work-place.

There is flexibility regarding the way that the candidate can cover the assessment criteria, and the method of assessment. For example, if the assessment is undertaken within a learning environment, it is possible that this could be undertaken as an event combined as part of other units within the qualification. Alternatively, if undertaken in the work-place the opportunity could be naturally occurring. Evidence could be provided by tutor observation, witness testimony etc., but must also be supported with full documentation retained by the candidate. Candidates should be proactive in considering potential problems and solutions.

Problems may not occur naturally within a centre-environment, so it is important that candidates show that they know how to resolve different types of problems. Candidates should consider problems that may potentially occur and provide contingency plans for solutions prior to starting the activity. Evidence of this should be retained by the candidate and used within the final report. In a work-place, candidates should collect and provide examples of problems that have occurred, and show solutions that they have utilised. Evidence should be retained and used in the final report. It should be noted that evidence may be supported by role plays, oral questioning, witness testimony, customer feedback etc.

Unit 306 Supervise accommodation services



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Opportunity
State identified opportunity	
01. Supervise the provision of accommodation services	
02. Brief staff on their duties, relevant procedures and any variations relating to their work routines	
03. Follow procedures within accommodation services	
04. Maintain health, safety and security in accommodation services	
05. Liaise with other departments	
06. Manage problems that may occur in accommodation services	
07. Maintain documentation for accommodation services	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 306 Supervise accommodation services

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Supervise the provision of accommodation services			
02. Brief staff on their duties, relevant procedures and any variations relating to their work routines			
03. Follow procedures within accommodation services			
04. Maintain health, safety and security in accommodation services			
05. Liaise with other departments			
06. Manage problems that may occur in accommodation services			
07. Maintain documentation for accommodation services			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 306 Supervise accommodation services

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Supervise the provision of accommodation services

Candidates should be aware of all items covered in the range, but it is not anticipated that they should cover everything as part of the assessment. However, at least two items including cleaning should be covered.

02 Brief staff on their duties, relevant procedures and any variations relating to their work routines

Candidates can undertake briefing on a one to one basis or in a small group or via written communication (e.g. hand-outs, notice boards). Candidates should identify the types of variations that may impact upon their work (e.g. VIPs, long-stay guests).

03 Follow procedures within accommodation services/

04 Maintain health, safety and security in accommodation services

Candidates should produce a summary of the main organisational procedures and how to maintain health, safety and security, which could be issued to staff for a short induction or briefing. The summary could be within the form of a range of different communication methods (e.g. hand-outs, a PowerPoint presentation).

05 Liaise with other departments

Candidates should be aware of the reasons why they would need to liaise with different departments and the most appropriate forms of communication depending on the situation. Candidates should record examples of how they have liaised with other departments and state why they have used a particular method of communication.

06 Manage problems that may occur in accommodation services

If not naturally occurring, candidates should be able to demonstrate they know how to manage problems by other means e.g. identifying potential problems and explaining what action to take

07 Maintain documentation for accommodation services

Candidates should be aware of all items covered in the range, but it is not anticipated that they should cover everything as part of the assessment. However, at least two items from the range should be covered and evidence provided.

Unit 307 Maintain accommodation services supplies

Practical Activity/Observation

Candidates are required to maintain accommodation supplies. Candidates should produce a summary of activities undertaken using supporting documentation and evidence to validate and finalise the activities undertaken.

Assessor Guidance

Candidates should agree a suitable opportunity with the tutor/assessor. The opportunity could be one conducted within the centre or may be undertaken in the work-place.

In a work-place, candidates should generate written documentation that should be retained as evidence, this will be in the form of stock taking records, requisitions, orders etc.

In a centre, it may be necessary for the assessor to devise a situation or simulation with the appropriate documentation in place in order for candidates to generate and collect the evidence.

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

State opportunity selected:	Opportunity
01. Maintain the provision of accommodation services supplies	
02. Receive deliveries of supplies	
03. Secure storage areas	
04. Ensure different types of supplies are stored separately	
05. Issue linen supplies to accommodation services staff	
06. Record information	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Maintain the provision of accommodation services supplies			
02. Receive deliveries of supplies			
03. Secure storage areas			
04. Ensure different types of supplies are stored separately			
05. Issue linen supplies to accommodation services staff			
06. Record information			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 307 Maintain accommodation services supplies

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Maintain the provision of accommodation services supplies

Candidates should be aware of business needs (stock levels against unit issue/consumption) and associated costs when maintaining the provision of accommodation services supplies. They should be aware of stock deterioration and sell-by dates, and the impact of over-ordering.

02 Receive deliveries of supplies

Candidates should check the quality (sell-by dates, no damage, fit for purpose) and quantity (number, price) of products received against the delivery/goods received note.

03 Secure storage areas

Candidates should ensure that there is limited access, secure locking systems (key control) etc.

04 Ensure different types of supplies are stored separately

Candidates should ensure that supplies are stored separately, off the floor and well ventilated, in order to avoid tainting or spoiling of products. Consumables should be stored using correct stock rotation methods, and checks should be made frequently for signs of pest infestation. Chemicals should be stored correctly labelled separate from food products.

05 Issue linen supplies to accommodation services staff

Candidates should issue linen supplies according to correct organisational procedures (e.g. clean for dirty, first in first out)

06 Record information

Candidates should record information accurately, as stated per the range.

Appendix 1 Test specifications

Accommodation Operations and Services Principles (8068-308)

Unit number	No. of questions	%
301 Maintain a healthy, safe and secure working environment	3	14
302 Supervise customer service	2	13
303 Supervise staff training	3	14
304 Principles of supervising and leading teams	4	18
305 Resource management in accommodation services	3	18
306 Supervise accommodation services	3	14
307 Maintain accommodation services supplies	2	9
	20	100

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Appendix 2 Candidate feedback form



Candidate:

Task & date	Assessor comments/action plan (The assessor should sign each feedback session)

Candidate signature

Date

Tutor/assessor signature

Date

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