SQA Advanced Unit Specification

General information

Unit title: Accommodation Management (SCQF level 8)

Unit code: J47D 48

Superclass: NA

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Unit purpose

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

Outcomes

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

1 develop and control quality standards in accommodation services
2 explain the processes involved in the management of accommodation services
3 establish sustainable practices for the management of an accommodation business/service

Credit points and level

1 SQA unit credit(s) at SCQF level 8: (8 SCQF credit points at SCQF level 8)

Recommended entry to the unit

Access to this unit is at the discretion of the centre however, it is recommended that learners have already completed the unit *Accommodation Operations* at SCQF level 7, or equivalent before undertaking this unit.

Core Skills

Achievement of this unit gives automatic certification of the following:

♦ Core Skill component   Critical Thinking at SCQF level 6

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.

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.

Statement of standards

Unit title: Accommodation Management (SCQF level 8)

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.

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. Learners 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

Develop and control quality standards in accommodation services.

Knowledge and/or skills

♦   brand standards
♦   internal quality systems
♦   external quality systems
♦   controlling and monitoring quality standards

Outcome 2

Explain the processes involved in the management of accommodation services.

Knowledge and/or skills

♦   maintenance programmes
♦   control of equipment and materials
♦   linen and laundry management
♦   in-house provision and outsourced services
♦   the tendering process

Outcome 3

Establish sustainable practices for the management of an accommodation business/service.

Knowledge and/or skills

♦   reasons for adopting sustainable practices
♦   environmental policy/procedures/plan
♦   energy management
♦   water management
♦   waste management/recycling

Evidence requirements for this unit

Learners will need to provide evidence to demonstrate their knowledge and/or skills across all outcomes by showing that they can:

Outcome 1

♦   describe the benefits and drawbacks of brand standards
♦   identify internal and quality assurance processes and explain how they can be used to measure and maintain standards
♦   analyse the factors that affect customer perceptions of quality
♦   identify the management processes involved in defining, setting, controlling, monitoring and evaluating quality standards for an accommodation business/service

Outcome 2

♦   explain the benefits of a planned maintenance programme
♦   outline the steps that should be covered when developing a planned maintenance programme
♦   identify purchasing criteria for accommodation servicing resources (ie equipment, materials and linen)
♦   explain how to control accommodation servicing resources (ie equipment, materials and linen)
♦   summarise the reasons for outsourcing accommodation services
♦   explain the advantages and disadvantages of outsourcing accommodation services
♦   describe the tendering process

Outcome 3

♦   identify reasons for/benefits of adopting sustainable practices within an accommodation business/service
♦   outline the steps that should be covered when developing a plan to implement and monitor improvements to the environmental performance of an accommodation business/service
♦   research an accommodation establishment and, in relation to their environmental procedures, discuss two measures they currently employ for each of the following:
    — energy efficiency
    — water management
    — waste management/recycling

Support notes

Unit title: Accommodation Management (SCQF level 8)

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

This unit is mandatory in the SQA Advanced Diploma in Hospitality Management.

Outcome 1

♦ the concept of quality
♦ 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
♦ process of setting standards (set, define, control, evaluate)
♦ internal quality systems to include:
   — operating procedures, cleaning specifications and manuals, checklists, client evaluation
   — 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:
   — rating systems such as AA/RAC
   — guest feedback — electronic and face-to-face
   — social media

Outcome 2

♦ awareness of the necessity for maintenance and the importance of planned maintenance programmes including pest control
♦ purchase and control of accommodation resources, eg equipment, materials, linen, etc
♦ selection of an appropriate laundry service — buy, hire, commercial contract
♦ reasons for contracting and outsourcing accommodation services compared with in-house provision
♦ contracts and outsourcing: advantages and disadvantages, eg specialist cleaning equipment and services, linen and laundry, maintenance
♦ the stages of the tendering process

Outcome 3

♦ reasons for/benefits of adopting sustainable practices, including:
  — green tourism schemes/award schemes
  — legal requirements
  — customer expectations
♦ energy efficiency and management
♦ water management
♦ waste management/recycling

Guidance on approaches to the delivery of this unit

The knowledge and skills for this unit build on the knowledge and skills gained in the SCQF level 7 unit *Accommodation Operations*.

It is recommended that learners undertake visits to different types of establishments in order 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, for example:

♦ halls of residence
♦ guest houses/bed and breakfasts
♦ residential homes
♦ cruise liners
♦ hotels
♦ conference centres

Visits from industrialists and guest lecturer would also be valuable.

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.

For assessment of Outcome 1, learners could be presented with restricted response answer questions. Alternatively, learners could be presented with a scenario-based case study for which they have to outline how they would develop and control quality standards; this should include investigating the planning, organising, controlling and evaluation processes for the accommodation business/service outlined in the scenario. For example learners could be presented with a scenario that details an establishment that is planning a change.

For assessment of Outcome 2, learners could be presented with restricted response answer questions. Alternatively, the assessment could take the form of scenario-based case studies with questions. A case study could cover a single knowledge and/or skills point or it could cover several. It is recommended that different sectors of the hospitality industry are used to ensure coverage all the knowledge and/or skills and evidence requirements.

For assessment of Outcome 3, learners could be presented with restricted response answer questions. Alternatively, the assessment could take the form of a scenario-based case study that focuses on a particular sector of the industry. For example learners could be presented with a scenario that details a major redevelopment of an existing accommodation business/service.

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.

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, such as e-testing or the use of e-portfolios or social software. Centres wishing 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

The Critical Thinking component of Problem Solving at SCQF level 6 is embedded in this unit. When a learner achieves the unit, their Core Skills profile will also be updated to include this component.

For all outcomes learners will be demonstrating the Core Skill component of Critical Thinking at SCQF level 6 when they demonstrate their knowledge and understanding of:

♦ the control of quality standards in accommodation services
♦ the processes involved in the management of accommodation services
♦ the reason for and the implementation of sustainable practices in the management of accommodation services

History of changes to unit

Version	Description of change	Date
02	Evidence Requirements for outcomes 1 and 2 have been re-worded for clarity	May 2021
03	**Embedded Core Skills info added:** Critical Thinking at SCQF level 6	January 2022

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SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of SQA Advanced Qualifications.

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 learners

Unit title: Accommodation Management (SCQF level 8)

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

It is recommended that you have already completed the unit Accommodation Operations at SCQF level 7 or equivalent, or have relevant industrial experience before undertaking this unit.

Assessment of this unit is likely to be based on questioning and/or case study scenarios where you will be required to demonstrate your knowledge and understanding of:

♦   development and control of quality standards in accommodation services
♦   the processes involved in the management of accommodation services
♦   sustainable practices in the management of an accommodation business/service

On completion of this unit, you could progress to other qualifications in Hospitality Management at SCQF level 8 or above and/or seek employment in the hospitality industry.

The Critical Thinking component of *Problem Solving* at SCQF level 6 is embedded in this unit. When you achieve the unit, your Core Skills profile will also be updated to include this component.