

Component Specification

Accommodation Techniques

NFQ Level 5

5N1851

1. Component Details

Title	Accommodation Techniques
Teideal as Gaeilge	Oibríochtaí Cóiríochta
Award Class	Minor
Code	5N1851
Level	5
Credit Value	30
Purpose	The purpose of this award is to equip the learner with the knowledge, skill and competence to carry out accommodation services independently under supervision.

Learning Outcomes

Learners will be able to:

- 1 Summarise the structures, profile and role of the Irish tourism and hospitality industry including grading systems and related customer expectations
- 2 Describe the role, structure and organisation of the accommodation department, demonstrating an understanding of accommodation service terminology
- 3 Identify the full range of accommodation services, including the accommodation assistant's role, responsibilities and key tasks
- 4 Explain the key provisions of legislation and regulation relevant to accommodation operations, including the roles of national agencies and the principles of procedures for hygiene, health, safety, fire prevention and security

- 5 Describe the systems for heating, lighting and ventilation in the context of hospitality operations
- 6 Explain the principles of communications, customer care, sales and quality service
- 7 Describe the role of exterior and interior design in creating a distinctive and hospitable image and enhancing operational efficiency
- 8 Explain the different types of dirt and the applications and precautions associated with wet and dry cleaning agents and chemicals including detergent, bleaches, abrasives, disinfectant, polishes and solvents
- 9 Explain the functions and benefits of a computerised property management system including completing routine tasks related to accommodation operations
- 10 Stock an accommodation assistant's trolley, selecting the correct cleaning agents, equipment and protective clothing required to complete a range of tasks
- 11 Clean surfaces, furniture, fixtures, fittings, materials, upholstery and floors
- 12 Follow appropriate sequences and procedures for preparing, servicing and cleaning vacant and occupied public areas, bedrooms, ensuite, leisure facilities, conference and function rooms
- 13 Follow appropriate procedures to rectify and report maintenance needs, lost property, damage and theft
- 14 Use appropriate procedures for handling, using, maintaining, storing and disposing of cleaning agents, equipment and hazardous materials safely, effectively, economically and in compliance with hygiene, safety and environmental legislation requirements
- 15 Use a range of environmentally friendly cleaning techniques
- 16 Demonstrate the procedures for recording, checking, sorting, laundering, ironing, storing, maintaining and returning hotel and guest linen
- 17 Prepare a continental breakfast for room service including laying-up, serving and collecting trays for room service and apply billing procedures

- 18 Communicate with customers including responding to enquiries, complaints and requests and promoting the hotel's facilities and services as appropriate
- 19 Assemble fruit baskets and simple flower arrangements
- 20 Communicate with other hotel departments
- 21 Devise a checklist to assist with the servicing and cleaning of each area to the hotel's standards
- 22 Demonstrate appropriate personal presentation, professional attitude, teamwork and friendly, customer-focused approach
- 23 Demonstrate hygiene, health and safety practices in compliance with current legislation and regulation
- 24 Demonstrate respect for diversity in lifestyles, religion, ability and culture among fellow workers and customers
- 25 Implement a range of water, waste and energy conservation measures as appropriate

Assessment

General Information

Details of FET assessment requirements are set out in [Assessment Guidelines for Providers](#).

All FET assessment is criterion referenced. Successful achievement of the award is based on learners attaining the required standards of knowledge, skill or competence.

The techniques set out below are considered the optimum approach to assessment for this component. In exceptional circumstances providers may identify alternative assessment techniques through the provider's application for programme validation which are **reliable** and **valid** but which are more appropriate to their context.

Assessment of a number of components may be integrated across programmes for delivery, provided that the learning outcomes of each minor award are assessed.

Group or team work may form part of the assessment, provided each learner's achievement is separately assessed.

All providers are required to submit an assessment plan as part of their application for programme validation. Assessment Plans will include information relating to scheduling and integration of

assessment. See current FET validation guidelines at www.qqi.ie.

Assessment Techniques

In order to demonstrate that they have reached the standards of knowledge, skill and competence identified in all the learning outcomes, learners are required to complete the assessment(s) below.

The assessor is responsible for devising assessment instruments (e.g. project and assignment briefs, examination papers), assessment criteria and mark sheets, consistent with the techniques identified below and FETAC's assessment requirements.

Programme validation will require providers to map each learning outcome to its associated assessment technique. See current FET validation guidelines at www.qqi.ie.

All learning outcomes **must** be assessed and achieved

Skills Demonstration	60%
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Examination - Theory	40%
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Description

Skills Demonstration

A skills demonstration is used to assess a wide range of practical based learning outcomes including practical skills and knowledge. A skills demonstration will require the learner to complete a task or series of tasks that demonstrate a range of skills.

Examination - Theory

An examination provides a means of assessing a learner's ability to recall and apply knowledge, skills and understanding within a set period of time and under clearly specified conditions.

A theory-based examination assesses the ability to recall, apply and understand specific theory and knowledge.

Recognition of Prior Learning (RPL)

Learners may be assessed on the basis of their prior knowledge and experience. Providers must be specifically quality assured to assess learners by this means. To do so they must complete B10, see Provider's Quality Assurance Guidelines and be included on the Register of RPL approved providers. See RPL Guidelines at www.fetac.ie for further information and registration details.

Grading	Pass	50% - 64%
	Merit	65% - 79%
	Distinction	80% - 100%
Specific Validation Requirements	Fully equipped hotel guest rooms and housekeeping facilities	
Supporting Documentation	None	
Access	To access programmes leading to this award the learner should have reached the standards of knowledge, skill and competence associated with the preceding level of the National Framework of Qualifications. This may have been achieved through a formal qualification or through relevant life and work experience.	
Transfer	Successful completion of this component award enables the learner to transfer to programmes leading to other certificates where this component is a mandatory or an elective requirement.	

2. FET Award Standards

QQI award standards are determined within the National Framework of Qualifications (NFQ), <http://www.nfq-qqi.com>. QQI determines standards for the education and training awards that it makes itself and that are made by providers to whom it has delegated authority to make an award. Providers offering programmes leading to QQI awards **must** have their programme(s) validated in accordance with current validation policy (see www.qqi.ie).

Award standards are designed to be consistent with the NFQ's award classes i.e. major, special purpose, supplemental and minor awards. They are expressed in terms of **learning outcomes** i.e. concise statements of what the learner is expected to know or be able to do in order to achieve a particular award. Learning outcomes for FET awards are contained within the associated specifications:

AWARD CLASS	STANDARDS	AWARDS
Major Award	Certificate Specification	Certificate (Levels 1 to 5) Advanced Certificate (Level 6)
Supplemental Award	Supplemental Specification	Supplemental Certificate (Level 3 to 6)
Special Purpose	Specific Purpose Specification	Specific Purpose Certificate (Levels 3 to 6)
Minor Award	Component Specification	Component Certificate (Levels 1 to 6)

Award standards are thresholds, they describe standards of knowledge, skill or competence to be acquired, and where appropriate, demonstrated, by a learner before an award may be made.

Award standards will be reviewed from time to time as necessary. Minor changes may be made by the QQI executive outside the review cycle where necessary. Changes to standards are published on QQI's website. Providers with validated programmes and providers with delegated authority to make awards are responsible for monitoring relevant standards and making necessary responses to changes.

3. FET Credit

Every FET certificate and component specification includes an FET credit value (Table 1). FET credit is quantified in multiples of 5 FET credits (up to 50 hours of learner effort). Learner effort is based on the time taken by typical learners at the level of the award to achieve the learning outcomes for the award. It includes all learning time involved including: guided learning hours, self-directed learning and assessment.

Table 1: FET Credit Values

NFQ Level	Major Awards Credit Values	Default Credit Values Minor Awards	Other Permitted Minor Award Credit Values	Special Purpose and Supplemental Award Credit Value Ranges
1	20	5	10	
2	30	5	10	
3	60	10	5,20	>5 and <60
4	90	10	5,15,20	>5 and <90
5	120	15	5,10,30	>5 and <120
6	120	15	5,10,30	>5 and <120

Guide to Level

Learning outcomes at this level include a broad range of skills that require some theoretical understanding. The outcomes may relate to engaging in a specific activity, with the capacity to use the instruments and techniques relating to an occupation. They are associated with work being undertaken independently, subject to general direction.

Strand	Sub-strand	Nature of learning
Knowledge	Breadth	Broad range of knowledge
	Kind	Some theoretical concepts and abstract thinking, with significant depth in some areas.
Know How & Skill	Range	Demonstrate a broad range of specialised skills and tools
	Selectivity	Evaluate and use information to plan and develop investigative strategies and to determine solutions to varied unfamiliar problems
Competence	Context	Act in a range of varied and specific contexts, taking responsibility for the nature and quality of outputs; identify and apply skill and knowledge to a wide variety of contexts
	Role	Exercise some initiative and independence in carrying out defined activities; join and function within multiple, complex and heterogeneous groups

Learning to Learn	Learn to take responsibility for own learning within a managed environment
Insight	Assume full responsibility for consistency of self- understanding and behaviour

Extract from 'Determinations for the Outline National Framework of Qualifications': NQAI