

Level 1 Certificate in Accommodation Services (8068-01)

Assessment pack



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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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- handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions
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 - the Approved Centre must not make public **in any format** the contents of any City & Guilds Assessment Materials either in part or in full;
 - City & Guilds Assessment Materials must be securely handled and under no circumstances shared with third party organisations or individuals
- 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 multiple choice 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 examinations:

- Accommodation Services Principles

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 103 Customer service in hospitality and catering industry

Practical Task/Observation

Candidates are required to deal with customer requests on **two** separate occasions:

- a) a routine request
- b) a non-routine request

Assessor Guidance

This activity will be required to be assessed as either a role play or in a work-based situation.

The **two** occasions can be in the same service or in different services.

Unit 103 Customer service in hospitality and catering industry



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.

	Occasion 1	Occasion 2
Name and date of event
01. Greet customers in a professional, polite and friendly way		
02. Deal with customer requests promptly and accurately		
03. Provide customers with accurate information keeping them informed at all times		
04. Communicate politely when dealing with customers		
Assessor signature and date		
Candidate signature and date		
Quality Assurance Coordinator signature and date (where applicable)		
External Verifier signature and date (where applicable)		

Unit 103 Customer service in hospitality and catering industry

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. Greet customers in a professional, polite and friendly way			
02. Deal with customer requests promptly and accurately			
03. Provide customers with accurate information keeping them informed at all times			
04. Communicate politely when dealing with customers			
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 103 Customer service in hospitality and catering industry

Marking guidance

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

01 Greet customers in a professional, polite and friendly way

Candidates should retain a professional image at all times (e.g. clean personal appearance, wearing correct uniform) and act professionally when dealing with both external and internal customers.

02 Deal with customer requests promptly and accurately/

03 Provide customers with accurate information keeping them informed at all times

Candidates should be aware of time constraints and other issues affecting service, and ensure that customers are kept informed.

04 Communicate politely when dealing with customers

Candidates should be aware of verbal and non-verbal communication, and anticipating customer needs by observation of their body language. Candidates should be aware of how their verbal and non-verbal communication can possibly positively and negatively impact customers.

Unit 106 Accommodation Services

Practical Task/Observation

Candidates are required to demonstrate safe manual handling techniques when maintaining areas and when handling hotel or guest property.

Assessor Guidance

Assessors should ensure that there are standard operating procedures, and in a centre, these should be developed if not present in order to demonstrate high quality standards when maintaining areas and when handling hotel and guest property. For assessment criteria 01 to 03, these will need to be observed by the assessor; for assessment criteria 04 there will be a variety of methods to show candidate knowledge e.g. role play exercise or questioning.

Candidates can be observed either servicing a guest room or a public area.

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.

01. Maintain areas to a high standard	
02. Handle hotel and guest property correctly	
03. Demonstrate manual handling techniques	
04. Follow procedures on discovering unattended valuables	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 106 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. Maintain areas to a high standard			
02. Handle hotel and guest property correctly			
03. Demonstrate manual handling techniques			
04. Follow procedures on discovering unattended valuables			
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>			

Marking guidance

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

01 Maintain areas to a high standard/

02 Handle hotel and guest property correctly/

03 Demonstrate manual handling techniques

Candidates should be aware of occasions when it is appropriate to seek advice from a supervisor or assistance from colleagues.

04 Follow procedures on discovering unattended valuables

Candidates should be aware of and follow the organisational procedures relating to unattended valuables, and should be able to demonstrate their knowledge.

Unit 107 Cleaning accommodation areas

Practical Task/Observation

Candidates are required to prepare for and clean accommodation areas.

Assessor Guidance

Assessors should ensure that there are standard operating procedures, and in a centre, these should be developed if not present in order to demonstrate high quality standards when preparing for and cleaning areas.

Candidates should be able to select the appropriate materials and equipment for the task, and should work in a sequential and safe order.

Assessors may wish to produce a checklist for the observation process that covers the procedures of the organisation.

Unit 107 Cleaning accommodation areas

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.

01. Stock cleaning trolley with daily supplies	
02. Use warning signs	
03. Use daily cleaning equipment in accommodation areas	
04. Use cleaning agents in different accommodation areas	
05. Follow work routines and sequences	
06. Quality check own cleaning work	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 107 Cleaning accommodation areas

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. Stock cleaning trolley with daily supplies			
02. Use warning signs			
03. Use daily cleaning equipment in accommodation areas			
04. Use cleaning agents in different accommodation areas			
05. Follow work routines and sequences			
06. Quality check own cleaning work			
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 107 Cleaning accommodation areas

Marking guidance

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

01 Stock cleaning trolley with daily supplies

Candidates should ensure that the trolley is equipped with adequate supplies for efficiency of working.

02 Use warning signs

Candidates should be able to use the correct warning signs and know when it is appropriate to place and remove them.

03 Use daily cleaning equipment in accommodation areas

Candidates should ensure that appropriate checks are made prior to use, that equipment is used safely and the reporting procedure for unsafe equipment is followed. Candidates should be able to demonstrate the safe use of equipment for themselves and for the safety of others.

04 Use cleaning agents in different accommodation areas

Candidates should ensure that the correct cleaning agent is used for the right surface or area, following manufacturer's instructions.

05 Follow work routines and sequences/

06 Quality check own cleaning work

Candidates should follow an agreed work routine/sequence that includes on-going checks to confirm that the task in hand has been achieved.

Appendix 1 Test specifications

Accommodation Services Principles

Unit number	No. of questions	%
102 Safety at work	8	20
103 Customer service in hospitality and catering industry	4	10
106 Accommodation services	9	22.5
107 Cleaning accommodation services	10	25
201 Introduction to the hospitality and catering industry	9	22.5
	40	100

Candidate:

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

Candidate signature

Date

Tutor/assessor signature

Date