

FIELD SERVICE SECTOR**Review of *Hospitality* unit standards**

This review report was first published in November 2009 and then republished in February 2010 following a request to correct errors in the **Impact on existing provider accreditations** table. Organisations were then granted the correct extensions of accreditation.

Subfield	Domain	Id
Hospitality	Accommodation Services	14453-14461, 21207, 21208, 22336, 22337
	Guest Services	14402-14409, 14411-14414, 14416-14417, 20665, 22338, 22339
	Hospitality Operations	14467

The Hospitality Standards Institute has completed the review of the unit standards listed above.

Date new version of report published	January 2010
Date new versions published	November 2009
Planned review date	December 2014

Summary of review and consultation process

In June 2009, the Accommodation and Guest Services Advisory Group met to review unit standards in the Accommodation Services and Guest Services domains. This group included representatives from the accommodation and guest services sectors. Reports from the moderation process had found that the levels of the unit standards did not match the skills and responsibilities that the unit standards describe and also that the credit values of the unit standards were unrealistic. As a result of these meetings, two unit standards were considered to be no longer fit for purpose and three new unit standards were developed. Amendments were made to the unit standards and the updated versions were then endorsed by the advisory group in July 2009.

Main changes resulting from the review

- Two unit standards were designated as expiring and will not be replaced.
- Three new unit standards were developed.
- Unit standards 26022 and 26023 replaced unit standard 14460.
- Changes were made to titles, levels, and credits to reflect current practice and terminology.

Amendments have been made to special notes, elements, performance criteria, and range statements for clarification and to reflect current practice and terminology.

Unit standards categorised as category C or D expire at the end of December 2011.

Impact on existing provider accreditations

(New extensions added in February 2010 appear in bold; unnecessary extensions included in the original report appear in ~~strike through~~)

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification	Level	Nature of accreditation	Classification	Level
Subfield	Hospitality	3	Standards	14413, 14417	4
Domain	Guest Services	2	Domain	Guest Services	3
Domain	Guest Services	3	Domain	Guest Services	4
Domain	Guest Services	4	Domain	Guest Services	5
Domain	Hospitality Operations	3	Standard	14467	2

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

In the following table qualifications that contain unit standards in both categories are identified in the *Affected* table, with the items that generated the *Affected* status in **bold**.

The following Hospitality Standards Institute qualifications are affected by the outcome of this review and will be reviewed in 2010.

Qualification title	Standards in the qualification
National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping [Ref: 0551]	14453, 14454, 14456, 14457, 14458, 14459, 14460, 14461
National Certificate in Hospitality (Front Office) (Level 3) with an optional strand in Hotel Systems [Ref: 0557]	14411, 14412, 14413, 14414, 14467
National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558]	14404, 14406, 14407, 14467, 20665
National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service; Gaming; Accommodation and Front Office [Ref: 0882]	14411, 14413, 14414, 14417, 14453, 14459, 14467, 22336, 22338
National Certificate in Hospitality (Small Business Management) (Level 4) [Ref: 1145]	14411, 14412, 14467
National Certificate in Hospitality (Hotel Reservations) (Level 4) [Ref: 1273]	14411, 14412, 14413, 14414, 14417, 14467, 22339

Review Categories and changes to classification, title, level, and credits

All changes are in **bold**.

Key to review category
A Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number
B Changes made, but the overall outcome remains the same - the new version of the standard carries the same Id and a new version number
C Major changes that necessitate the registration of a replacement standard with a new Id
D Standard will expire and not be replaced

Subfield Hospitality
Domain Accommodation Services

Id	Title	Level	Credit	Review Category
14453	Demonstrate knowledge of housekeeping services in a commercial hospitality establishment	3	3	D
14454	Service guest rooms in a commercial hospitality establishment	2	2 3	B
14455	Service guest room toilet and bathroom areas in a commercial hospitality establishment	2	3	B
14456	Service customer kitchen areas in a commercial hospitality establishment Service guest kitchen areas in a commercial hospitality establishment	2	3	B
14457	Service guest rooms in a commercial hospitality establishment	2	2 3	B
14458	Sort, launder, and finish laundry in a commercial hospitality establishment Sort, launder, and finish laundry items in a commercial hospitality establishment	3	8	B
14459	Maintain service supplies in a commercial hospitality establishment	3	2 4	B
14460	Maintain an off-premises service for laundry in a commercial hospitality establishment	3	2	C
26022	Provide a guest off-site laundry service in a commercial hospitality establishment	2	2	
26023	Provide an establishment off-site laundry service in a commercial hospitality establishment	3	3	
14461	Service customer laundry areas in a commercial hospitality establishment Service guest laundry areas in a commercial hospitality establishment	2	2 3	B
21207	Clean motel exteriors	2	3	B
21208	Clean motel exterior windows	2	2	B
22336	Plan and supervise daily housekeeping operations in a commercial hospitality environment	4	5 10	B
22337	Service public areas in a commercial hospitality environment	2	4	B
26024	Maintain room servicing supplies in a commercial hospitality establishment	2	2	New

Domain Guest Services

Id	Title	Level	Credit	Review Category
14402	Provide a porter service in a commercial hospitality environment	2	4	B
14403	Manage a concierge service in a commercial hospitality environment	4	6 8	B

Id	Title	Level	Credit	Review Category
14404	Handle and store customer and establishment property in a commercial hospitality environment Handle, store, and provide guest and establishment property in a commercial hospitality environment	2	2 4	B
14405	Provide an information and booking service for customers in a commercial hospitality environment Provide an information and booking service for guests in a commercial hospitality environment	3	4	B
14406	Provide a commissionaire service in a commercial hospitality environment	2 3	2	B
14407	Provide a property collection and delivery service in a commercial hospitality environment	2	2	D
14408	Provide a vehicle valet parking service in a commercial hospitality environment	2	3	B
14409	Provide courtesy transport for customers in a commercial hospitality environment Provide courtesy transport for guests in a commercial hospitality environment	2	2	B
14411	Provide reception services in a commercial hospitality environment Provide arrival and departure services at reception in a commercial hospitality environment	3	4 8	B
14412	Book accommodation for customers in a commercial hospitality environment Book accommodation for guests in a commercial hospitality environment	2 3	3 4	B
14413	Provide a reservation service using an electronic system in a commercial hospitality environment Provide a reservation service using a property management system in a commercial hospitality environment	3 4	10	B
14414	Exchange foreign cash and travellers cheques for customers in a commercial hospitality environment Exchange foreign cash and travellers cheques for guests in a commercial hospitality environment	3	2	B
14416	Perform debtor control functions and reconcile balances in a commercial hospitality environment	3	6	B
14417	Audit customer and commercial establishment records in a commercial accommodation environment Perform the night audit function in a commercial hospitality environment	3 4	5 8	B
20665	Provide a mail and communications service for customers in a commercial hospitality environment Provide a mail and communications service for guests in a commercial hospitality environment	2	3	B

Id	Title	Level	Credit	Review Category
22338	Plan and supervise daily front office operations in a commercial hospitality environment	4	8 10	B
22339	Provide a reservation service in a commercial hospitality environment Manage a reservation service in a commercial hospitality environment	4 5	20	B

Id	Domain	Title	Level	Credit	Review Category
14467	Hospitality Operations Guest Services	Use telephone systems in the hospitality industry Use telephone systems to provide guest services in a commercial hospitality environment	3 2	2	B