



QQI - Course Profile Sheet



COURSE TITLE: Accommodation Techniques		COURSE CODE: 5N1851
NQF Level: 5	Credit Value: 30	Category of Award: Minor
Course Duration:	5 days	
Entry Criteria:	To access this award the learner should have reached the standards of knowledge, skill and competence associated with level 4 of the National Framework of Qualifications. This may have been achieved through a formal qualification or through relevant life and work experience.	
Course Outcomes: By the end of this training course you will: <ol style="list-style-type: none"> 1. Develop a basic knowledge of the Irish Tourism and Hospitality industry to include grading systems, accommodation service terminology, role definitions, key legislation, and customer expectations. 2. Gain insight into the relevant hygiene, health and safety issues that guide the day to day operations in the hotel and hospitality sector. 3. Have an understanding of security, safe lifting, fire safety, and PPE. 4. Apply essential communication techniques and skills including customer care, sales, and service. 5. Understand the importance of teamwork within this sector. 6. Fully acknowledge the importance of personal and hotel hygiene. 7. Understand the importance of ambiance and décor within the hotel. 8. Gain an understanding of the techniques of a wide variety of general day to day duties including record/reporting systems (computerized & manual) to also include: stocking, reporting, recording, checking, sorting, storing and providing room service. 		
Assessment Format:	Skills Demonstration 60% Examination - Theory 40%	
Progression Options:	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.	
Policy on Reasonable Accommodation:	If you as a learner are aware of any challenge that may prevent you from succeeding on this programme of learning please be aware that you may apply for 'reasonable accommodation' as part of our policy on Fair and Consistent assessment of learners Section 6:4. In most cases we are in a position to offer a reasonable accommodation remedy at no extra cost to the learner. In some instances, a fee may be applied. Applications for reasonable accommodations are examined on a case by case basis as no two learning challenges are the same. In instances where a fee would need to be applied the learner would be notified in advance.	
English Language Proficiency:	This course is delivered and assessed in English and is suited to learners with a language proficiency ranging from CEFR B2 – C2. If you are unsure about your level of language proficiency, we will provide a simple English language assessment for your convenience.	
Additional Charges:	We make every effort to ensure that all services associated with your course fall within the course fees as advertised. Other services that learners may need to avail of but fall outside of the course fees are: <ul style="list-style-type: none"> • Late Submission/Extension fees - €60 • Resubmission of assessment for remarking €40 (1st Assignment) & €20 (all subsequent assignments). • Tutorials 75€ per hour. • Please see learner handbook page 40 for more information and exemptions. 	

For Further information on this course contact our office on 051 385720 or email Jim@newlinkstraining.com