## **SDS0456** **(J8LM 45)**

## Servicing Rooms

### Candidate’s statement

I confirm that the evidence detailed in this unit is my own work.

|  |  |
| --- | --- |
| Candidate’s name |  |
| Candidate’s signature |  |
| Date |  |

### Assessor’s statement

I confirm that the candidate has achieved all the requirements of this unit.

|  |  |
| --- | --- |
| Assessor’s name |  |
| Assessor’s signature |  |
| Date |  |
| Countersigning Assessor’s name  (if applicable) |  |
| Countersigning Assessor’s signature  (if applicable) |  |
| Date |  |

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### Internal Verifier’s statement

I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| --- | --- |
| Internal Verifier’s name |  |
| Internal Verifier’s signature |  |
| Date |  |
| Countersigning Internal Verifier’s name (if applicable) |  |
| Countersigning Internal Verifier’s signature (if applicable) |  |
| Date |  |

|  |  |
| --- | --- |
| External Verifier’s initials (if sampled) |  |
| Date |  |

#### Unit overview

To service rooms to meet legislative and regulatory requirements and organisational standards.

#### Sufficiency of evidence

There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment.

#### Performance criteria (What you must do)

There must be evidence for all PCs (ie: 1-10).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

1. Checking room servicing requirements and timescales to meet deadlines in line with organisational policies and procedures.
2. Requesting assistance for room servicing tasks that require support in line with organisational policies and procedures.
3. Identifying room item supplies required in line with organisational policies and procedures.
4. Providing room item supplies in line with organisational policies and procedures.
5. Removing used and replaced room items in line with organisational policies and procedures.
6. Setting up rooms ready for use in line with organisational policies and procedures.
7. Reporting maintenance and repair needs in line with organisational policies and procedures.
8. Completing final checks of rooms to ensure they meet required conditions in line with organisational standards.
9. Completing work records in line with legislative and regulatory requirements and organisational policies and procedures.
10. Handling and disposing of waste in line with relevant legislative requirements and organisational procedures.

#### Performance criteria evidence

| **Evidence reference** | **Evidence description** | **Date** | **PC 1** | **PC 2** | **PC 3** | **PC 4** | **PC 5** | **PC 6** | **PC 7** | **PC 8** | **PC 9** | **PC 10** |
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#### Scope / range (What you must cover)

No scope / range is stipulated for this unit.

#### Knowledge and understanding (What you must know and understand)

For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning).

| **Knowledge statement** | **Evidence reference** | **Date** |
| --- | --- | --- |
| 1. Health, safety, security and environmental legislative, regulatory and organisational requirements and how to safely comply with them. |  |  |
| 2. Appropriate actions to take when customers are present during room servicing. |  |  |
| 3. Organisational schedules for room servicing. |  |  |
| 4. Preparations required before commencing servicing. |  |  |
| 5. Importance of completing room servicing tasks to set timeframes. |  |  |
| 6. How rooms should be set up for customer use and how to do this. |  |  |
| 7. How to check work areas upon completion of room servicing tasks. |  |  |
| 8. Importance of identifying areas and items that require further attention including repair and replacements. |  |  |
| 9. Process for obtaining replacements and requesting repairs. |  |  |
| 10. Records that must be kept and how to accurately complete them. |  |  |
| 11. The importance of environmental good practice and sustainability, and how to apply this in your area of responsibility. |  |  |
| 12. Types of waste within your remit and organisational procedures and relevant legislative requirements for handling and disposing of waste. |  |  |

#### Supplementary evidence

| **Reference** | **Evidence description** | **Date** |
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#### Assessor feedback on completion of the unit: