

ICTQual AB



Qualification Specification

ICTQual AB Level 5 Diploma in Quality Control Hospitality



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ICTQual AB's

Level 5 Diploma in Quality Control Hospitality

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Qualification Specification about

Level 5 Diploma in Quality Control Hospitality

About ICTQual AB's

ICTQual AB is a distinguished awarding body based in the United Kingdom, dedicated to fostering excellence in education, training, and skills development. Committed to global standards, ICTQual AB's provides internationally recognized qualifications that empower individuals and organizations to thrive in an increasingly competitive world. Their offerings span diverse industries, including technical fields, health and safety, management, and more, ensuring relevance and adaptability to modern workforce needs.

ICTQual AB's delivers high-quality educational solutions through a network of Approved Training Centres worldwide. Their robust standards and innovative teaching methodologies equip learners with practical knowledge and skills for personal and professional growth. With a mission to inspire lifelong learning and drive positive change, ICTQual AB's continuously evolves its programs to stay ahead of industry trends and technological advancements.

Course Overview

The ICTQual AB Level 5 Diploma in Quality Control – Hospitality is designed to provide learners with advanced theoretical and practical knowledge of quality management principles and procedures specific to the hospitality sector. The programme focuses on the development and implementation of comprehensive quality control systems, regulatory compliance, guest satisfaction, and continuous improvement mechanisms. Learners will gain in-depth understanding of international standards, hygiene and food safety, service excellence, and performance measurement within hospitality operations such as hotels, resorts, catering services, and event management. This qualification integrates industry-relevant quality assurance strategies, hospitality-focused operational standards, and auditing procedures. Learners will engage with detailed case studies, apply quality management methodologies, and explore effective techniques for monitoring and improving service quality across various hospitality services. Emphasis is placed on aligning quality objectives with organisational goals, guest expectations, and legislative requirements.

Course Aim:

The aim of this diploma is to equip learners with the necessary expertise to design, manage, and evaluate quality control systems in the hospitality industry. It fosters analytical and managerial competencies essential for maintaining excellence in service delivery, ensuring food and hygiene safety, and upholding compliance with national and international standards. The programme supports the development of professional judgment, decision-making abilities, and leadership in implementing sustainable quality improvement strategies.

For Whom This Course Is For:

This qualification is intended for:

- Mid-level professionals and supervisors working in hospitality who wish to enhance their quality management capabilities
- Quality control officers aiming to advance to managerial roles within hotels, restaurants, catering, and tourism services
- Hospitality managers seeking formal recognition of their expertise in quality systems and operational excellence
- Graduates in hospitality or tourism management who wish to specialise in quality assurance and control
- Individuals aiming to transition into the hospitality sector with a focus on regulatory compliance and service quality.

Certification Framework

| | |
|-----------------------|---|
| Qualification title | ICTQual AB Level 5 Diploma in Quality Control Hospitality |
| Course ID | QC0028 |
| Grading Type | Pass / Fail |
| Competency Evaluation | Coursework / Assignments / Verifiable Experience |
| Assessment | <p>The assessment and verification process for ICTQual AB’s qualifications involves two key stages:</p> <p>Internal Assessment and Verification:</p> <ul style="list-style-type: none">✓ Conducted by the staff at the Approved Training Centre (ATC) to ensure learners meet the required standards through continuous assessments.✓ Internal Quality Assurance (IQA) is carried out by the centre’s IQA staff to validate the assessment process. <p>External Quality Assurance:</p> <ul style="list-style-type: none">✓ Managed by ICTQual AB’s verifiers, who periodically review the centre’s assessment and IQA processes. <p>Verifies that assessments are conducted to the required standards and ensures consistency across centres</p> |

Entry Requirements

To enrol in ICTQual AB Level 5 Diploma in Quality Control Hospitality, applicants must meet the following entry requirements:

- ✓ **Age Requirement:** Applicants must be 18 years of age or older at the time of enrolment
- ✓ **Educational Background:** A minimum of a Level 4 qualification in hospitality, quality management, tourism, or a related discipline is strongly recommended. Alternatively, a Level 3 qualification along with substantial industry experience may also be accepted.
- ✓ **Work Experience:** Learners should ideally have at least 2 years of relevant work experience in the hospitality sector, preferably in supervisory, quality assurance, or operational roles. Experience in areas such as customer service, food safety, hotel operations, or compliance is highly beneficial.
- ✓ **English Proficiency:** Applicants must have a good command of the English language to understand course materials and complete assessments.
- ✓ **Basic IT Skills:** Familiarity with basic computer applications for documentation and reporting purposes is recommended.

Qualification Structure

This qualification comprises 10 mandatory units. Candidates must successfully complete all mandatory units to achieve the qualification.

| Mandatory Units | |
|-----------------|---|
| Unit Ref# | Unit Title |
| QC0028-01 | Advanced Quality Management Systems (ISO Focused) |
| QC0028-02 | Strategic Quality Planning and Policy Development |
| QC0028-03 | Total Quality Management (TQM) in Hospitality |
| QC0028-04 | Risk-Based Thinking in Quality Control |
| QC0028-05 | Advanced Food and Beverage Quality Auditing |
| QC0028-06 | Housekeeping and Facility Quality Management |
| QC0028-07 | Leadership in Quality Control |
| QC0028-08 | Data Analysis and Quality Reporting |
| QC0028-09 | Legal and Regulatory Framework in Hospitality Quality |
| QC0028-10 | Innovation and Technology in Quality Control |

Centre Requirements

To ensure quality training delivery, centres must adhere to the following standards:

1. Centre Approval

- ✓ Centres must be formally approved by ICTQual AB’s before delivering this qualification.
- ✓ Approval involves a review of facilities, policies, and staff qualifications.

2. Qualified Staff

- ✓ **Tutors:** must possess a relevant Level 6 qualification or higher in hospitality management, quality control, or a related discipline.
- ✓ **Assessors:** Must hold a recognized assessor qualification (e.g., CAVA, AVRA) or equivalent)
- ✓ **Internal Quality Assurers (IQAs):** Must hold a recognized IQA qualification (e.g. Level 4 Award in the IQA and Level 4 Certificate in Leading the IQA) and experience to oversee assessment standards.

3. Learning Facilities

Centre must offer:

- ✓ Private study areas and internet-enabled workspaces (for blended or physical delivery)
- ✓ Academic and pastoral support for learners
- ✓ Administrative support must be available to manage enrolment, tracking, and learner queries efficiently

4. Health and Safety Compliance

- ✓ All training facilities must comply with health and safety regulations.
- ✓ Centres must conduct regular risk assessments for practical activities.

5. Learning Resources

- ✓ **Course Materials:** Approved textbooks, study guides, and digital content must align with the qualification standards.
- ✓ **Assessment Tools:** Templates and guidelines must be provided to ensure standardized evaluation processes.
- ✓ **E-Learning Support:** Centres offering online or blended learning must implement an effective Learning Management System (LMS).

6. Assessment and Quality Assurance

- ✓ Centres must ensure assessments meet ICTQual AB's competency standards.
- ✓ Internal quality assurance (IQA) must be conducted to maintain consistency.
- ✓ External verifiers from ICTQual AB's will review assessment and training practices.

7. Learning Support

- ✓ **Qualification Guidance:** Support for coursework and assignments.
- ✓ **Career Pathway Assistance:** Information on progression opportunities in sustainability and energy sectors.
- ✓ **Accessibility Support:** Accommodations for learners with disabilities or language barriers.

8. Policies and Compliance

Centres must uphold the following policies in accordance with ICTQual AB's standards:

- ✓ Equality, Diversity, and Inclusion Policy.
- ✓ Health and Safety Policy.
- ✓ Safeguarding and Learner Protection Policy.
- ✓ Complaints and Appeals Procedure.
- ✓ Data Protection and Confidentiality Policy.

9. Reporting Requirements

- Centres must provide ICTQual AB's with regular reports on learner registrations, progress, and certification outcomes.
- Assessment records must be maintained for external auditing and quality assurance purposes.

Support for Candidates

Centres should ensure that materials developed to support candidates:

- ✓ Facilitate tracking of achievements as candidate's progress through the learning outcomes and assessment criteria.
- ✓ Include information on how and where ICTQual AB's policies and procedures can be accessed.
- ✓ Provide mechanisms for Internal and External Quality Assurance staff to verify and authenticate evidence effectively.

This approach ensures transparency, supports candidates' learning journeys, and upholds quality assurance standards.

Assessment

This qualification is competence-based, requiring candidates to demonstrate proficiency as defined in the qualification units. The assessment evaluates the candidate's skills, knowledge, and understanding against the set standards. Key details include:

1. Assessment Process:

- ✓ Must be conducted by an experienced and qualified assessor.
- ✓ Candidates compile a portfolio of evidence that satisfies all learning outcomes and assessment criteria for each unit.

2. Types of Evidence:

- ✓ Observation reports by the assessor.
- ✓ Assignments, projects, or reports.
- ✓ Professional discussions.
- ✓ Witness testimonies.
- ✓ Candidate-produced work.
- ✓ Worksheets.
- ✓ Records of oral and written questioning.
- ✓ Recognition of Prior Learning (RPL).

3. Learning Outcomes and Assessment Criteria:

- ✓ **Learning Outcomes:** Define what candidates should know, understand, or accomplish upon completing the unit.
- ✓ **Assessment Criteria:** Detail the standards candidates must meet to demonstrate that the learning outcomes have been achieved.

This framework ensures rigorous and consistent evaluation of candidates' competence in line with the qualification's objectives.

Unit Descriptors

QC0028-01- Advanced Quality Management Systems (ISO Focused)

This unit introduces learners to advanced quality management systems used in hospitality, with a strong focus on international standards such as ISO 9001. Learners will explore how quality systems are designed, implemented, and maintained to meet guest expectations and regulatory requirements. The unit covers topics such as quality objectives, quality manuals, documentation control, and continual improvement. Learners will also study how internal and external audits are conducted in line with ISO standards to ensure service consistency and compliance.

| Learning Outcome: | Assessment Criteria: |
|--|--|
| 1. Implement ISO 9001, ISO 22000, and ISO 14001 in hospitality operations. | <div>1.1 Analyse the scope, clauses, and integration points of ISO 9001, 22000, and 14001 within hospitality operations.</div> <div>1.2 Develop process flow diagrams demonstrating ISO compliance in kitchen, housekeeping, and front desk.</div> <div>1.3 Apply ISO documentation control procedures to hospitality records and logs.</div> <div>1.4 Assess the effectiveness of corrective and preventive actions based on ISO standards.</div> <div>1.5 Map ISO requirements to job roles and assign responsibilities within departments.</div> <div>1.6 Conduct a mock internal audit using ISO-based checklists.</div> |
| 2. Develop quality policies, objectives, and audit frameworks.. | <div>2.1 Draft a comprehensive quality policy that aligns with ISO 9001 principles.</div> <div>2.2 Set SMART quality objectives for key service areas.</div> <div>2.3 Design a multi-departmental audit framework with scope, frequency, and audit trails.</div> <div>2.4 Evaluate the role of audit feedback in revising objectives.</div> <div>2.5 Justify policy decisions using customer and legal data.</div> |
| 3. Lead management reviews and quality planning. | <div>3.1 Schedule and document a simulated management review meeting.</div> <div>3.2 Critically assess inputs and outputs for hospitality-focused reviews.</div> <div>3.3 Establish review performance metrics and analysis models.</div> <div>3.4 Assign action points with accountability frameworks after review conclusions.</div> <div>3.5 Integrate improvement initiatives into strategic quality</div> |

plans.

4. Integrate sustainability in QMS.

- 4.1 Identify environmental and social metrics within the QMS scope.
- 4.2 Adapt ISO 14001 environmental aspects into a quality audit tool.
- 4.3 Develop a sustainability policy within the QMS framework.
- 4.4 Evaluate waste, energy, and water efficiency indicators in quality control.
- 4.5 Integrate supplier sustainability criteria into procurement QC.

QC0028-02- Strategic Quality Planning and Policy Development

This unit teaches learners how to plan quality strategies and create strong quality policies in hospitality organisations. It covers the steps for setting long-term quality goals and aligning them with the overall vision of the business. Learners will understand how to develop policies that support quality culture, manage change, and guide staff behaviour. The unit also highlights how to involve different departments in quality planning and how to monitor the success of quality initiatives through performance indicators.

| Learning Outcome: | Assessment Criteria: |
|--|--|
| 1. Formulate strategic quality objectives aligned with business goals. | <div>1.1 Map quality objectives to financial, operational, and customer satisfaction KPIs.</div> <div>1.2 Conduct SWOT analysis to support long-term quality goals.</div> <div>1.3 Align quality strategies with market positioning of the hospitality business.</div> <div>1.4 Create a Gantt chart for phased quality objective implementation.</div> <div>1.5 Evaluate potential barriers to achieving long-term quality targets.</div> <div>1.6 Define KPIs and action plans for each strategic objective.</div> |
| 2. Create hospitality-specific quality policies. | <div>2.1 Draft department-specific quality policies based on guest expectations.</div> <div>2.2 Justify policy decisions with compliance, cost, and competitiveness rationale.</div> <div>2.3 Review real policy samples and critique content gaps.</div> <div>2.4 Validate policy alignment with organisational mission and values.</div> <div>2.5 Develop a communication plan to deploy policies to all staff.</div> |
| 3. Align quality planning with customer segmentation. | <div>3.1 Analyse guest personas to determine service quality preferences.</div> <div>3.2 Develop a tailored quality plan for luxury, budget, and business guest types.</div> <div>3.3 Use segmentation data to prioritise quality improvement investments.</div> <div>3.4 Apply feedback from different customer types to planning cycles.</div> <div>3.5 Evaluate quality gaps using demographic trend data.</div> |

4. Benchmark performance with industry best practices

- 4.1 Identify reliable sources for industry quality benchmarks.
- 4.2 Compare internal KPIs with global hospitality metrics.
- 4.3 Develop action plans based on benchmarking gaps.
- 4.4 Apply benchmarking to training, complaint handling, and food delivery.
- 4.5 Present benchmarking results using graphs and visual dashboards.
- 4.6 Perform competitor analysis on service quality dimensions.

QC0028-03- Total Quality Management (TQM) in Hospitality

In this unit, learners will explore the principles of Total Quality Management (TQM) and how they apply to the hospitality industry. TQM focuses on improving all aspects of service through teamwork, customer feedback, staff involvement, and continuous improvement. The unit covers the use of quality circles, benchmarking, and guest satisfaction tools. Learners will learn how to build a customer-focused culture and apply TQM techniques to everyday operations such as front desk services, catering, and housekeeping.

| Learning Outcome: | Assessment Criteria: |
|--|---|
| 1. Understand TQM principles and models (Deming, Juran, Crosby). | <div>1.1 Summarise the main concepts of each TQM thinker.</div> <div>1.2 Compare how Deming's and Crosby's models fit within hospitality services.</div> <div>1.3 Identify overlapping principles across different TQM models.</div> <div>1.4 Assess how each model influences customer satisfaction.</div> <div>1.5 Critique limitations of applying certain models in multicultural environments.</div> |
| 2. Apply TQM tools like Six Sigma, Kaizen, and 5S. | <div>2.1 Conduct a Six Sigma DMAIC case analysis for a recurring service issue.</div> <div>2.2 Implement a Kaizen improvement log within a hospitality department.</div> <div>2.3 Evaluate the benefits of 5S in storerooms or kitchens.</div> <div>2.4 Create a process control chart and interpret variation.</div> <div>2.5 Identify and document a small continuous improvement cycle.</div> <div>2.6 Analyse employee resistance to tool adoption</div> |
| 3. Build a culture of quality across departments. | <div>3.1 Design a staff engagement survey on quality awareness.</div> <div>3.2 Create cross-functional team exercises to improve service delivery.</div> <div>3.3 Promote recognition schemes for quality achievements.</div> <div>3.4 Monitor behavioural changes through performance review tools.</div> <div>3.5 Facilitate a quality-focused interdepartmental workshop.</div> <div>3.6 Draft internal communication promoting shared quality values.</div> |

4. Engage leadership and staff in quality initiatives.

- 4.1 Assess leadership readiness through self-evaluation tools.
- 4.2 Conduct stakeholder mapping for quality initiatives.
- 4.3 Develop action plans to involve staff at all levels.
- 4.4 Present a quality briefing session to simulated staff.
- 4.5 Evaluate the outcomes of team-led improvement projects.

QC0028-04- Risk-Based Thinking in Quality Control

This unit introduces the concept of risk-based thinking and its role in quality control. Learners will identify common risks in hospitality operations that may affect service quality or safety. The unit explains how to assess risks, create preventive measures, and respond effectively when issues arise. Topics include hazard identification, risk rating, corrective actions, and continuous monitoring. The unit helps learners integrate risk management into quality systems and decision-making processes.

| Learning Outcome: | Assessment Criteria: |
|---|---|
| 1. Conduct risk identification, evaluation, and control. | <div>1.1 Use risk registers to categorise operational and compliance risks.</div> <div>1.2 Perform a hazard analysis for F&B operations.</div> <div>1.3 Apply a risk matrix to prioritise identified risks.</div> <div>1.4 Propose mitigation plans and evaluate effectiveness.</div> <div>1.5 Map risk control measures to quality performance indicators.</div> |
| 2. Implement risk-based auditing. | <div>2.1 Develop an audit plan prioritising high-risk processes.</div> <div>2.2 Design checklists reflecting identified risk triggers.</div> <div>2.3 Evaluate audit outcomes with root cause analysis.</div> <div>2.4 Validate risk controls during simulated audit walkthroughs.</div> <div>2.5 Compare traditional vs risk-based audit methods.</div> |
| 3. Evaluate the impact of risks on customer satisfaction. | <div>3.1 Analyse complaint data for risk indicators.</div> <div>3.2 Develop service failure scenarios and link them to quality lapses.</div> <div>3.3 Design contingency plans for high-impact guest risks.</div> <div>3.4 Assess cost of poor quality (COPQ) related to risk events.</div> <div>3.5 Conduct impact matrix analysis on guest satisfaction.</div> |

4. Integrate risk management with QMS.

- 4.1 Develop QMS documentation with embedded risk controls.
- 4.2 Align risk logs with ISO clause requirements.
- 4.3 Use PDCA to manage identified risks within QMS cycles.
- 4.4 Perform internal reviews of risk-related nonconformities.
- 4.5 Create reporting channels for risk escalation.

QC0028-05- Advanced Food and Beverage Quality Auditing

This unit focuses on auditing food and beverage operations to ensure high standards of hygiene, safety, and service. Learners will study advanced auditing methods, including internal checks, supplier audits, and third-party inspections. The unit covers food safety systems such as HACCP, traceability, kitchen cleanliness, and service procedures. Learners will practise planning audits, using checklists, writing audit reports, and recommending improvements in compliance with food laws and hospitality standards.

| Learning Outcome: | Assessment Criteria: |
|---|---|
| 1. Conduct detailed food quality audits. | <div>1.1 Design an audit schedule covering all stages of food preparation and service.</div> <div>1.2 Develop audit checklists based on HACCP, ISO 22000, and kitchen SOPs.</div> <div>1.3 Perform a mock audit identifying critical control points and deviations.</div> <div>1.4 Record findings using structured audit reporting formats.</div> <div>1.5 Assess root causes of nonconformities and propose corrective actions.</div> <div>1.6 Justify frequency and scope of audits based on risk and compliance trends.</div> |
| 2. Perform supplier quality assessments. | <div>2.1 Create a supplier evaluation form covering hygiene, traceability, and certification.</div> <div>2.2 Review supplier compliance with food safety and storage regulations.</div> <div>2.3 Conduct risk profiling of suppliers based on sourcing practices.</div> <div>2.4 Recommend approval, probation, or rejection based on assessment scores.</div> <div>2.5 Develop a continuous monitoring plan for high-risk suppliers.</div> |
| 3. Monitor beverage standards (temperature, storage, delivery). | <div>3.1 Identify critical temperature ranges for storage and service of beverages.</div> <div>3.2 Develop logs for monitoring beverage delivery and storage.</div> <div>3.3 Inspect bar hygiene practices and cold storage compliance.</div> <div>3.4 Conduct quality sampling for bottled and poured beverages.</div> <div>3.5 Evaluate documentation for supplier deliveries and handling procedures.</div> |

4. Apply legal and ethical standards in food quality.

- 4.1 Map food safety legislation applicable to hospitality outlets.
- 4.2 Conduct gap analysis between current practice and legal expectations.
- 4.3 Identify ethical sourcing issues such as animal welfare or fair trade.
- 4.4 Review labelling and allergen management compliance.
- 4.5 Propose training for food handlers based on observed legal risks.

QC0028-06- Housekeeping and Facility Quality Management

This unit looks at how to manage and maintain high quality in housekeeping and hospitality facilities. Learners will understand the standards and expectations for cleanliness, safety, and presentation in guest rooms and public areas. The unit covers inspection routines, cleaning procedures, maintenance coordination, and linen management. It also includes how to train and supervise housekeeping staff, handle guest complaints, and maintain facilities such as lifts, lobbies, and toilets to professional standards.

| Learning Outcome: | Assessment Criteria: |
|---|--|
| 1. Inspect and evaluate cleanliness, maintenance, and aesthetics. | <div>1.1 Conduct detailed room and public area inspections using quality rating sheets.</div> <div>1.2 Identify visual and hidden defects affecting guest perceptions.</div> <div>1.3 Document aesthetic improvements linked to brand standards.</div> <div>1.4 Evaluate cleanliness protocols using ATP or microbial testing methods.</div> <div>1.5 Provide photographic evidence and condition reports.</div> <div>1.6 Recommend corrective and preventive actions.</div> |
| 2. Control linen, amenities, and room presentation standards. | <div>2.1 Create inventory checklists and usage reports for linen and guest supplies.</div> <div>2.2 Assess amenity quality based on guest feedback and brand positioning.</div> <div>2.3 Monitor turnaround times for room cleaning and restocking.</div> <div>2.4 Establish presentation standards for rooms across categories.</div> <div>2.5 Develop training materials for linen handling procedures.</div> |
| 3. Use technology (IoT, apps) for housekeeping control. | <div>3.1 Demonstrate use of housekeeping apps for task allocation and reporting.</div> <div>3.2 Evaluate IoT sensors for air quality, occupancy, and maintenance alerts.</div> <div>3.3 Create dashboards for real-time monitoring of room status.</div> <div>3.4 Compare digital vs manual checklists in housekeeping performance.</div> <div>3.5 Propose system upgrades based on performance metrics.</div> |

4. Train housekeeping teams in advanced QC protocols.

- 4.1 Develop a training matrix for multi-level housekeeping roles.
- 4.2 Deliver a micro-training session with visual and procedural aids.
- 4.3 Assess learning outcomes using practical demonstration and quizzes.
- 4.4 Review training effectiveness using post-training inspection data.
- 4.5 Incorporate guest feedback into housekeeping retraining plans.

QC0028-07- Leadership in Quality Control

In this unit, learners will study the role of leadership in maintaining and improving quality in hospitality. The unit explores leadership styles, staff motivation, team building, and communication skills that support quality goals. Learners will understand how leaders influence workplace culture, manage quality teams, and promote continuous improvement. The unit also covers how to deal with resistance to change, provide coaching, and lead by example in daily operations.

| Learning Outcome: | | Assessment Criteria: |
|---|--|--|
| 1. Develop leadership strategies for quality management. | | 1.1 Formulate a leadership action plan using quality KPIs. |
| | | 1.2 Evaluate different leadership styles and their effects on quality. |
| | | 1.3 Use self-assessment tools to identify leadership gaps. |
| | | 1.4 Align quality leadership with corporate vision and team goals. |
| | | 1.5 Create visual guides for communicating quality expectations. |
| 2. Mentor and coach teams for continuous quality improvement. | | 2.1 Design a mentoring programme with quality performance targets. |
| | | 2.2 Conduct a coaching session and record behavioural improvements. |
| | | 2.3 Evaluate the role of feedback in staff development. |
| | | 2.4 Implement peer learning groups focused on quality issues. |
| | | 2.5 Use role play to model quality issue resolution. |
| 3. Resolve interdepartmental quality conflicts. | | 3.1 Identify root causes of cross-departmental quality issues. |
| | | 3.2 Facilitate simulated mediation between departments. |
| | | 3.3 Draft communication protocols to avoid repeat conflicts. |
| | | 3.4 Monitor the outcomes of conflict resolution meetings. |
| | | 3.5 Develop KPIs for measuring interdepartmental collaboration. |

4. Promote ethical behavior and accountability.

- 4.1 Draft a code of conduct focused on quality and ethics.
- 4.2 Present case studies highlighting ethical failures in hospitality.
- 4.3 Evaluate the impact of transparency on service quality.
- 4.4 Design whistleblowing procedures for reporting quality breaches.
- 4.5 Create staff pledges on ethical quality standards.

QC0028-08- Data Analysis and Quality Reporting

This unit helps learners develop the skills to collect, analyse, and report data related to service quality. Learners will explore different tools used to monitor quality, such as guest feedback forms, complaint records, and performance reports. The unit covers basic statistics, trend analysis, and report writing. Learners will learn how to interpret data to identify problem areas, make informed decisions, and present findings to managers or stakeholders clearly and professionally.

| Learning Outcome: | Assessment Criteria: |
|--|--|
| 1. Use data analytics to monitor quality trends. | <div>1.1 Collect and categorise historical guest feedback data.</div> <div>1.2 Identify service quality trends using graphs and Pareto charts.</div> <div>1.3 Apply basic statistical analysis to complaints and returns.</div> <div>1.4 Use trend data to recommend quality initiatives.</div> <div>1.5 Critique the validity and reliability of data sources.</div> <div>1.6 Correlate staff performance data with service scores.</div> |
| 2. Prepare management reports, dashboards, and scorecards. | <div>2.1 Design scorecards with colour-coded performance indicators.</div> <div>2.2 Create dashboards using Excel or BI tools.</div> <div>2.3 Structure reports using executive summaries, data tables, and action plans.</div> <div>2.4 Tailor quality reports for different audience levels.</div> <div>2.5 Review report clarity, accuracy, and decision-making value.</div> |
| 3. Interpret guest satisfaction data and take action. | <div>3.1 Translate guest satisfaction metrics into quality improvement plans.</div> <div>3.2 Use Net Promoter Score (NPS) and CSAT data effectively.</div> <div>3.3 Identify trends in guest comments through sentiment analysis.</div> <div>3.4 Prioritise action based on frequency and severity of feedback.</div> <div>3.5 Implement service recovery procedures based on key findings.</div> |

4. Utilize software tools for quality tracking.

- 4.1 Compare features of leading hospitality QC software.
- 4.2 Demonstrate digital issue tracking using ticketing systems.
- 4.3 Automate report generation and trend alerts.
- 4.4 Train staff on data entry and interpretation protocols.
- 4.5 Monitor tool usage and propose enhancements.

QC0028-09 Legal and Regulatory Framework in Hospitality Quality

This unit provides an overview of the key laws and regulations that affect quality control in the hospitality industry. Learners will study rules related to health and safety, food hygiene, fire safety, employment standards, and consumer protection. The unit explains the responsibilities of hospitality businesses and the consequences of non-compliance. Learners will explore how to develop policies and procedures that meet legal requirements and how to prepare for inspections or legal audits.

| Learning Outcome: | Assessment Criteria: |
|--|---|
| 1. Understand local and international regulations (e.g., FDA, WHO, WTO). | <div>1.1 Research hospitality legislation across multiple jurisdictions.</div> <div>1.2 Summarise compliance requirements from key global bodies.</div> <div>1.3 Analyse case studies of regulatory failure in hospitality.</div> <div>1.4 Map applicable laws to service areas (e.g., kitchen, housekeeping).</div> <div>1.5 Conduct a compliance checklist audit against these standards.</div> |
| 2. Ensure legal compliance in service delivery. | <div>2.1 Identify legal responsibilities of staff in guest service.</div> <div>2.2 Assess risk of non-compliance in food handling, privacy, or health.</div> <div>2.3 Implement SOPs aligned with legal frameworks.</div> <div>2.4 Evaluate contracts and policies for legal clauses.</div> <div>2.5 Monitor records for audit readiness and traceability.</div> |
| 3. Handle legal audits and inspections. | <div>3.1 Prepare documentation packs for external audits.</div> <div>3.2 Conduct mock inspections with checklists and scoring.</div> <div>3.3 Respond to simulated notices of non-compliance.</div> <div>3.4 Interview staff on audit readiness and protocol knowledge. Propose improvement plans post-audit findings.</div> |
| 4. Develop SOPs for regulatory conformance | <div>4.1 Draft SOPs for emergency hygiene response and food recall.</div> <div>4.2 Validate SOPs with compliance references.</div> |

- 4.3 Implement control points and documentation in SOPs.
- 4.4 Train staff using SOP-based simulations.
- 4.5 Review SOP effectiveness via audit outcomes.

QC0028-10- Innovation and Technology in Quality Control

This unit introduces learners to the role of modern technology and innovation in improving hospitality quality. Learners will explore tools such as quality management software, digital audits, customer feedback platforms, and automation in service delivery. The unit also discusses emerging trends like AI, IoT, and smart hospitality. Learners will understand how to select and apply suitable technologies to improve guest satisfaction, reduce errors, and support continuous improvement.

| Learning Outcome: | Assessment Criteria: |
|---|--|
| 1. Implement smart systems and AI tools in quality monitoring. | <div>1.1 Assess use cases for AI in guest feedback analysis.</div> <div>1.2 Deploy smart devices for monitoring temperature, energy, or cleanliness.</div> <div>1.3 Demonstrate integration of AI chatbots in quality issue tracking.</div> <div>1.4 Review data accuracy and speed improvements from smart tools.</div> <div>1.5 Critique cost-benefit of automation systems.</div> |
| 2. Use digital checklists, QR-based reporting, and mobile apps. | <div>2.1 Develop a QR-coded checklist system for room inspections.</div> <div>2.2 Use mobile apps to log daily quality tasks.</div> <div>2.3 Analyse data gathered through digital reporting tools.</div> <div>2.4 Train staff on using these technologies for quality tracking.</div> <div>2.5 Evaluate tool effectiveness using time and error metrics.</div> |
| 3. Adopt automated scheduling and feedback systems. | <div>3.1 Set up auto-alerts for maintenance or housekeeping schedules.</div> <div>3.2 Link guest surveys to service recovery workflows.</div> <div>3.3 Demonstrate cloud-based scheduling and feedback platforms.</div> <div>3.4 Monitor staff adherence to automated schedules.</div> <div>3.5 Improve responsiveness using real-time feedback loops.</div> |

4. Encourage innovation-driven quality culture.

- 4.1 Design innovation suggestion schemes for staff.
- 4.2 Promote pilot trials of new tools in quality areas.
- 4.3 Monitor engagement levels in innovation activities.
- 4.4 Review innovation outcomes using success metrics.
- 4.5 Recognise and reward staff-led quality innovations.

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