# ICTQual AB

## Qualification Specification

## ICTQual AB Level 3 Certificate in Quality Control Hospitality

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# Qualification Specification about

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## 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

This certificate course delivers comprehensive instruction on quality control within the hospitality industry. It provides learners with insights into service standards, performance assessment, hygiene protocols, customer care procedures, and regulatory compliance. Learners will explore the integration of quality systems into day-to-day hospitality functions and learn how to document, evaluate, and improve service quality through practical tools and hospitality benchmarks.

Key standards and objectives include:

- Understand the foundations and goals of quality control in hospitality operations.
- Monitor, inspect, and evaluate service areas such as rooms, kitchens, dining areas, and event spaces.
- Apply hospitality standards to food safety, hygiene, front-desk services, and guest satisfaction.
- Carry out corrective actions and continuous improvement activities.
- Keep accurate records and documentation in line with hospitality quality systems.

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support@ictqualab.co.uk
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- Support teamwork and leadership in delivering high-quality guest services.

**Course Aim:**

This qualification is designed to provide learners with the skills and knowledge to apply quality control principles in hospitality operations. The aim is to enhance consistency, hygiene, guest satisfaction, and compliance with health and safety regulations across hospitality sectors. Learners will be equipped to monitor service performance, identify service gaps, and promote continuous quality improvement in hospitality settings.

**For Whom This Course Is For:**

This course is ideal for:

- Entry-level hospitality workers
- Supervisors or team leaders in hotels, restaurants, or resorts
- Individuals interested in quality assurance roles
- Anyone looking to develop a career in the hospitality industry

# Level 3 Certificate in Quality Control Hospitality

## Certification Framework

| Qualification title | Level 3 Certificate in Quality Control Hospitality |
|---|---|
| Course ID | QC0026 |
| Grading Type | Pass / Fail |
| Competency Evaluation | Coursework / Assignments / Verifiable Experience |
| Assessment | The assessment and verification process for ICTQualAB's qualifications involves two key stages:<br>**Internal Assessment and Verification:**<br>✓ Conducted by the staff at the Approved Training Centre (ATC) to ensure learners meet the required standards through continuous assessments.<br>✓ Internal Quality Assurance (IQA) is carried out by the centre's IQA staff to validate the assessment process.<br>**External Quality Assurance:**<br>✓ Managed by ICTQual AB's verifiers, who periodically review the centre's assessment and IQA processes.<br>Verifies that assessments are conducted to the required standards and ensures consistency across centres |

## Entry Requirements

To enroll in the Level 3 Certificate in Quality Control Hospitality, learners must meet the following requirements:

- **Minimum Age:**

Learners must be at least 18 years of age at the time of registration. This ensures a level of maturity and readiness to engage with both the theoretical and practical elements of the course.

- **Educational Background:**

A minimum of a Level 2 qualification (or equivalent) in a relevant subject such as engineering, telecommunications, electronics, or ICT is recommended. Learners with GCSEs (or equivalent) in English, Mathematics, and Science will find this particularly beneficial for understanding the technical content of the course.

- **Industry Experience:**

While prior experience in the telecommunications or engineering sector is not mandatory, it is highly advantageous. Learners with experience in roles such as telecom technician, network support, field engineering, or quality control will be better positioned to apply the course content to real-world scenarios and may find the assessments more accessible.

These entry requirements are designed to ensure that learners can effectively engage with the curriculum and gain maximum value from the qualification. Prospective learners who do not meet the exact criteria but possess related skills or experience are encouraged to consult with their chosen training provider, as alternative pathways or preparatory support may be available.

## Qualification Structure

This qualification comprises 3 mandatory units. Candidates must successfully complete all mandatory units to achieve the qualification.

| Mandatory Units | |
|---|---|
| **Unit Ref#** | **Unit Title** |
| QC0026-01 | Introduction to Quality Control in Hospitality |
| QC0026-02 | Hospitality Hygiene and Sanitation Standards |
| QC0026-03 | Basic Inspection and Reporting Techniques |

## 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 hold a relevant qualification in Hospitality Management or a related field at Level 5 or above, along with practical experience in quality control or operations within the hospitality industry.

- ✓ **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

**QC0026-01-Introduction to Quality Control in Hospitality**

This unit introduces learners to the basic concepts and importance of quality control in the hospitality industry. Learners will explore what quality means in hotels, restaurants, and similar service settings, and how it affects customer satisfaction and business success. The unit explains the role of quality control in maintaining high standards and building a good reputation. It also covers how quality procedures help identify mistakes, reduce complaints, and ensure consistency in services like room preparation, food service, and front-desk operations.

| Learning Outcome: | Assessment Criteria: |
|---|---|
| 1. **Understand basic principles and definitions of quality control** | 1.1 Define the term "quality control" in the context of hospitality services. <br> 1.2 Describe the difference between quality control and quality assurance. <br> 1.3 Explain how quality control helps improve service consistency. <br> 1.4 Give examples of common quality control tasks in hospitality operations. |
| 2. **Identify the importance of quality assurance in hospitality services** | 2.1 Explain how quality assurance supports guest satisfaction and loyalty. <br> 2.2 Describe how quality assurance reduces complaints and errors. <br> 2.3 Compare telecom quality frameworks like ISO/IEC with industry best practices. <br> 2.4 Identify ways that quality assurance benefits hospitality staff and managers. <br> 2.5 Discuss how regular quality checks support smooth daily operations. <br> 2.6 Provide an example of a situation where quality assurance improved service delivery. |
| 3. **Recognize key areas of quality monitoring (food service, housekeeping, front desk)** | 3.1 List key departments in hospitality where quality must be monitored. <br> 3.2 Explain how food service can be checked for quality and hygiene. <br> 3.3 Describe the main quality points to inspect in a guest room. <br> 3.4 Identify good customer service standards at the front desk. |

4. **Learn about customer expectations and satisfaction indicators**

4.1. Describe common guest expectations in a hotel or restaurant.

4.2. Identify ways to measure customer satisfaction in hospitality.

4.3. Explain the importance of responding to guest feedback.

4.9. Give examples of how unmet expectations can affect business reputation.

4.10. Suggest simple ways to improve service based on guest reviews.

### QC0026-02-Hospitality Hygiene and Sanitation Standards

This unit focuses on cleanliness, hygiene, and health standards that must be followed in hospitality settings. Learners will study the importance of keeping guest areas, kitchens, washrooms, and dining areas clean and safe. The unit explains how to follow hygiene laws and how to prevent health risks, such as food poisoning or the spread of germs.

| Learning Outcome: | Assessment Criteria: |
|---|---|
| 1. Define hygiene and sanitation principles | 1.1 Describe the difference between hygiene and sanitation in hospitality.<br>1.2 Explain why hygiene is important for guest safety and comfort.<br>1.3 List general principles of cleanliness applied in hospitality settings.<br>1.4 Provide examples of poor hygiene practices and their consequences. |
| 2. Identify critical hygiene control points in hospitality environments | 2.1 List high-risk areas that require strict hygiene controls in hospitality.<br>2.2 Describe how to monitor hygiene in food preparation zones.<br>2.3 Identify common hygiene issues in public guest areas and toilets.<br>2.4 Explain the importance of proper waste disposal to maintain hygiene.<br>2.5 Provide examples of tools or systems used to monitor hygiene levels. |
| 3. Apply standard sanitation procedures in housekeeping and food handling | 3.1 Describe standard cleaning procedures used in guest room sanitation.<br>3.2 Explain how to clean and sanitise food surfaces and utensils.<br>3.3 Follow step-by-step processes for cleaning different hospitality areas.<br>3.4 Demonstrate safe handling of cleaning agents and disinfectants. |

| 4. Comply with personal hygiene protocols for hospitality staff | 4.1 List basic personal hygiene rules for hospitality workers. |
| | 4.2 Describe how proper staff hygiene prevents health risks to guests. |
| | 4.3 Explain the importance of wearing clean uniforms and using PPE. |
| | 4.4 Identify personal habits that should be avoided in food and guest areas. |

**QC0026-03- Basic Inspection and Reporting Techniques**

This unit teaches learners how to carry out basic inspections in hospitality areas and report their findings clearly. Learners will learn how to check rooms, kitchens, dining spaces, and other service areas to make sure they meet expected standards. The unit includes simple tools and methods used to inspect cleanliness, service quality, and safety.

| Learning Outcome: | Assessment Criteria: |
|---|---|
| 1. **Understand basic inspection processes for hospitality services** | 1.1 Describe why inspections are needed in hospitality operations. <br> 1.2 List routine checks that should be carried out in a hotel or restaurant. <br> 1.3 Explain how inspection findings support quality improvement. <br> 1.4 Identify roles and responsibilities of staff in the inspection process. |
| 2. **Learn to use checklists and quality evaluation tools** | 2.1 Identify common types of quality checklists used in hospitality. <br> 2.2 Demonstrate how to fill in a basic inspection checklist accurately. <br> 2.3 Explain how to score or rate quality using simple evaluation tools. <br> 2.4 Show how to use a checklist to guide a daily room or service inspection. <br> 2.5 Describe how digital tools can assist in hospitality quality checks. |
| 3. **Report and record non-conformities accurately** | 3.1 Describe what a non-conformity is in hospitality. <br> 3.2 Demonstrate how to document a service failure in a clear and factual way. <br> 3.3 Identify what details must be included in a quality incident report. <br> 3.4 Explain the importance of keeping inspection records secure and organised. |
| 4. **Suggest basic corrective measures in response to quality lapses** | 4.1 Propose simple solutions to common service or cleanliness issues. <br> 4.2 Suggest how team members can support quality improvements. <br> 4.3 Describe the steps to take after identifying a service problem. |

4.4 Explain the role of feedback and follow-up in improving performance.

# ICTQual AB

Yew Tree Avenue, Dagenham,

London East, United Kingdom RM10 7FN

+447441398083

support@ictqualab.co.uk|www.ictqualab.co.uk

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