

ACCESSIBILITY Certifications for Professionals



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Certification Guide

For Professionals in

- Hotel Management
- Hotel Guest Services
- Hotel Housekeeping & Facilities Services



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A. INTRODUCTION

I. About PEOPLECERT

PEOPLECERT is a **global organization** that offers a **comprehensive portfolio of professional certifications** that evaluate competence, know-how and expertise. Through established partnerships with some of the world's leading associations and organizations, PEOPLECERT represents key **global brands**, including **ITIL, IASSC Lean Six Sigma, ECDL/ICDL** and **City & Guilds**. In addition, the organization has developed a portfolio of Accessibility certifications for Professionals within the hotel industry and professional certifications in Management Systems based on global ISO standards.

PEOPLECERT is committed to the continuous investment in quality and business excellence, and as such complies with the **ISO 17024** as Personnel Certification Body and is certified by Lloyds Register according to **ISO 9001** for Quality Management, **ISO 10002** for Customer Satisfaction & Complaints Handling, **ISO 14001** for Environmental Management and **ISO 27001** for Information & Data Security. The organization is also certified with the “**Committed to Excellence**” distinction from the European Foundation of Quality Management (**EFQM**).

Aiming to not only meet changing market trends, but become the driving force behind them, PEOPLECERT is a **Full Member** of the **International Personnel Certification Association (IPC)** and has a dedicated **Executive Council of industry recognized experts** who advise on the latest global trends in education and certification.

The organization has delivered more than **3,000,000 exams** in **165 countries** to date.

II. TERMS AND DEFINITIONS

For the purposes of this specification document, the terms and definitions provided within the ISO/IEC 17024 standard, as well as the terms and definitions below, apply:

ACCESSIBILITY Certifications for Professionals: Certifications offered by PEOPLECERT, aimed at hotel management & staff professionals that are recognized by the ACCESSIBILITY PASS global hotel certification scheme.

ACCESSIBILITY PASS: a global hotel certification scheme that classifies a hotel's accessibility level based on its infrastructure, services offered and personnel skills.

Appeal: request by applicant, candidate or certified person for reconsideration of any adverse decision made by PEOPLECERT related to her/his desired certification status.

Applicant: an individual applying for certification against a specific certification scheme.

Accredited Training Organization (ATO): an education or training organization that has been accredited by PEOPLECERT or a PEOPLECERT Licensee to administer training courses for PEOPLECERT ACCESSIBILITY Certifications for Professionals.

Candidate: an applicant who has fulfilled specified prerequisites, allowing his/her participation in the certification process.

Certification process: all activities by which PEOPLECERT establishes that a person fulfils specified competence requirements, including application, evaluation, decision on certification, surveillance and recertification, use of certificates and logos/marks.

Certification scheme: specific certification requirements related to specified categories of persons to which the same particular standards and rules, and the same procedures apply.

Competence: demonstrated ability to apply knowledge and/or skills and, where relevant, demonstrated personal attributes, as defined in the certification scheme.

Complaint: conformity assessment request, other than an appeal, by any organization or individual for corrective action relating to the activities of PEOPLECERT.

Evaluation: process that assesses a person's fulfillment of the requirements of the scheme, leading to a decision on certification.

Examination: mechanism that is part of the evaluation, which measures a candidate's competence by one or more means such as written, oral, practical and observational.

Qualification: demonstration of personal attributes education, training and/or work experience.

III. PEOPLECERT ACCESSIBILITY Certifications for Professionals

As a result of the growing need for accessible tourism services on a global scale, demand for hotel personnel who have a strong understanding of and can cater for the needs of people with disabilities is rising.

Working with a team of international experts in the area of accessibility for the tourism industry, PEOPLECERT has designed a unique portfolio of competence based ACCESSIBILITY Certifications for Professionals, that measure a person's understanding, knowledge, and ability to apply the principles of the ACCESSIBILITY Syllabus with regards to each of the following certifications:

- ACCESSIBILITY Certifications for Professionals in Hotel Management
- ACCESSIBILITY Certifications for Professionals in Hotel Guest Services

- ACCESSIBILITY Certifications for Professionals in Hotel Housekeeping & Facilities Services.

The relevant Syllabus is available at www.peoplecert.org.

Who are they for?

The **ACCESSIBILITY Certification for Professionals in Hotel Management** is designed for:

- Hotel Managers
- Managers on Duty
- Boutique & Small Hotel Owners

The **ACCESSIBILITY Certification for Professionals in Hotel Guest Services** is designed for:

- Hotel Booking Personnel
- Receptionists
- Reservation Managers
- Food & Beverages Managers
- Concierge Services Personnel

The **ACCESSIBILITY Certification for Professionals in Hotel Housekeeping & Facilities Services** is designed for:

- Grooms
- Housekeepers
- Room Service
- Technical Support
- Valet Service
- Hotel Shuttle Bus Drivers

These certifications are applicable to persons currently employed, who are required to verify or enhance their skills, or those who seek new employment and wish to acquire a new qualification.

The PEOPLECERT ACCESSIBILITY Certifications for Professionals are recognized by the ACCESSIBILITY PASS global hotel certification scheme and meet the scheme's requirements for certified staff.

B. Certification Process

1. Certification Requirements Overview

Prerequisites: There are no specific entry criteria.

Training: Although training is not mandatory, it is highly recommended that candidates attend the ACCESSIBILITY training course or a course that covers the certification's syllabus. Training courses are available through PEOPLECERT Accredited Training Organizations (ATOs). e-learning courses are also available through <https://accessibility.e-learning4all.org>. The training duration varies per certification (see below).

Exams: Exams are web based, available in English language, through the PEOPLECERT web proctoring service (see below), which allows candidates to book and take their exam at a time and location convenient to them. All candidates should have a basic knowledge of essential computer skills, i.e. the ability to operate a computer and to understand the language associated with its use. The number of questions and the duration of the exam vary per certification.

Following are further details about each certification:

1.1 ACCESSIBILITY Certification for Professionals in Hotel Management

Training: The duration of this training course through an ATO or e-learning is approximately 24 hours.

Exam: Candidates are required to successfully pass the exam (over 70%). The exam includes 80 multiple choice questions, some of which are based on occupational scenarios and lasts 2 hours (120 minutes). People with disabilities are provided with an extra 60 minutes (+50%) for the completion of the exam. For more information please refer to the relevant Syllabus.

1.2 ACCESSIBILITY Certification for Professionals in Hotel Guest Services

Training: The duration of this training course through an ATO or e-learning is approximately 8 hours.

Exam: Candidates are required to successfully pass the exam (over 70%). The exam includes 40 multiple choice questions, some of which are based on occupational scenarios, and lasts 1½ hours (90 minutes). People with disabilities are provided with an extra 45 minutes (+50%) for the completion of the exam. For more information please refer to the relevant Syllabus.

1.3 ACCESSIBILITY Certification for Professionals in Hotel Guest Services

Training: The duration of this training course through an ATO or e-learning is approximately 8 hours.

Exam: Candidates are required to successfully pass the exam (over 70%). The exam includes 40 multiple choice questions, some of which are based on occupational scenarios, and lasts 1½ hours (90 minutes). People with disabilities are provided with an extra 45 minutes (+50%) for the completion of the exam. For more information please refer to the relevant Syllabus.

2. Exam Booking

All candidates, including those who have attended a training course through an ATO and those who have self studied who wish to take their exam, can book their exam online, by creating an online PEOPLECERT account through the PEOPLECERT website, www.peoplecert.org and booking their exam by either using the voucher number provided to them by their ATO or buying one with their credit card.

Booking an exam is simple and candidates can take their exam within 4 hours from their booking.

If a candidate has taken an exam with PEOPLECERT in the past, he/she needs to visit <https://candidate.peoplecert.org/> and enter his/her username or member ID and password.

Once registered for an exam, candidates will receive an exam booking confirmation e-mail, with instructions on the steps they must follow to take their exam.

A step by step guide on how to register for an exam- Candidate Exam registration instructions is also available.

3. Exam Process

Before taking an exam, candidates must ensure that all the technical requirements for taking the exam are met and that they have a valid photo ID available in Latin characters, such as Passport, National ID card, Driving license, Social Insurance Card, or equivalent, as they will be requested to provide identification on the day of the exam.

On the day of the exam, candidates must follow the instructions to log in to the link provided to them by PEOPLECERT.

A step by step guide on how to take a Web Proctored Exam- Web Proctored Exams Candidate Guidelines is available.

4. Certification Process

4.1 Exam Results

Preliminary results are available at the end of each exam. Official results are issued two days after the exam. Upon availability of the official results, candidates are notified by e-mail.

4.2 Certification Decision

PEOPLECERT will evaluate the exam results and if all certification requirements are met, will decide on the certification and notify the candidate accordingly.

4.3 Issuing of Certificates

Hard copy certificates are shipped within 2 days of the official results. Candidates can also access and download their e-certificate by visiting their profile at <https://candidate.peoplecert.org/>.

Certified professionals will be provided with a unique number which verifies their competence in the specific certification and Syllabus and which can be used to verify their certificate online through the PEOPLECERT website.

5. Process after certification

5.1 Recertification

ACCESSIBILITY certificates are valid for five years. Upon expiry of the ACCESSIBILITY certification period, professionals who wish to renew their certificate must take the relevant updated exam again, to verify their competence in the areas of the related Syllabus. Training is not mandatory, but it is highly recommended.

Once the recertification renewal is successfully completed, candidates receive a new certificate and continue to be listed in the PEOPLECERT Registry. In case a candidate fails to meet the renewal criteria, his/her certificate is withdrawn and the candidate is removed from the Registry.

5.2 PEOPLECERT Registry

The PEOPLECERT Registry includes the following data:

- Full name
- Certificate name and number
- Syllabus
- Certificate issue date
- Recertification

5.3 Use of Certification

Certified professionals will be provided with a Certificate which verifies their competence in the according to the certification sSyllabus. Certified professionals can not imply in any way that their certification covers any other areas of expertise apart from the ones mentioned in their PEOPLECERT certificate.

5.4 Cancellation and Withdrawal of Certificates

PEOPLECERT retains the right to withdraw the certificate of professionals who do not comply with the certification criteria.

PEOPLECERT retains the right to undertake action against the certification of professionals who act against the PEOPLECERT Code of Conduct, through the suspension of certification and, in instances of serious or sustained non conformities, withdrawal of certification. Notices of withdrawal of certification are published by PEOPLECERT in the relevant registry.

5.5 Complaints and Objections

Certified professionals and applicants have the right to object to any decision taken by PEOPLECERT. PEOPLECERT has a documented procedure for the assessment of complaints and objections. To submit a complaint or objection, applicants need to contact support@peoplecert.org

The assessment of complaints normally takes place within 10 business days.