

# ACCESSIBILITY Certification for Professionals in Hotel Guest Services



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## Syllabus

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



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## 1. Introduction

Enabling easy access to tourism has become a priority for all organizations within the tourism sector, as there is an increasing demand for travel amongst both people with disabilities and the elderly population. Everyone in the tourism industry should have a good understanding of what people with access needs expect and have the right to expect, which is enjoying the same services and opportunities as everyone else. The diversity of the potential clients' profiles, as well as their needs, and how these affect their interactions and mobility overall, should be catered for by tourism services.

The **ACCESSIBILITY Certifications for Professionals** relate to the tourism customer services sector.

The following certifications are available, aiming to help hotel personnel in providing efficient services to clients with motor, visual, hearing and cognitive disabilities:

- 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 **ACCESSIBILITY Certifications for Professionals** are recognized by **ACCESSIBILITY PASS®**, a global hotel certification scheme that classifies hotels based on the accessibility level of their infrastructure, services offered and personnel skills.

The **ACCESSIBILITY Certification for Professionals in HOTEL GUEST SERVICES** covers the knowledge and skills required for a hotel employee to provide equal service quality and experience to a guest with motor, visual, hearing, cognitive and/or communication disabilities in relation to any other client.

## 2. Target Group / Audience

The **ACCESSIBILITY Certification for Professionals in HOTEL GUEST SERVICES** is aimed, in principle, at service providers in the tourism sector and specifically booking personnel, receptionists, reservation managers, food & beverages managers and/or concierge services personnel.

This certification is applicable to persons currently employed, who are required to verify these specific skills, or those who seek new employment and wish to acquire a new certification.

This certification will certify that its holders have a solid understanding of the **ACCESSIBILITY PASS Scheme** and are competent in providing hospitality services in an accessible and equal way to ALL clients, in the occupational fields of:

- Booking Personnel
- Receptionists
- Reservation Managers
- Food & Beverages Managers

- Concierge Services Personnel

This certification does **NOT** guarantee the professional competences of any hotel staff member; it only verifies that the professional has the additional competences to apply his/her services equally to all clients groups, including people with disabilities. Note that this certification **does not** provide the relevant type of knowledge required for:

- Grooms
- Housekeepers
- Room Service
- Technical Support
- Valet Service
- Hotel Shuttle Bus Drivers
- Hotel Managers
- Managers on Duty
- Boutique & Small Hotel Owners

These positions are covered by other **ACCESSIBILITY Certifications for Professionals (ACCESSIBILITY Certification for Professionals in Hotel Housekeeping & Facilities Services and/or ACCESSIBILITY Certification for Professionals in Hotel Management)**.

### 3. Learning Objectives

Holders of the **ACCESSIBILITY Certification for Professionals in HOTEL GUEST SERVICES** need to demonstrate their knowledge on issues related to the diversity of potential clients' with disabilities profiles, as well as the skills required to cater for their potential clients' with disabilities needs, interactions and accessibility issues. Candidates need to know how to respect and satisfy a potential client's expectations in an effective and safe manner in regards to their specific responsibilities and duties. More specifically candidates shall be able to:

- Know in depth and understand ways and approaches required to respect and satisfy a potential client's expectations in an effective and safe manner in regards to their specific responsibilities and duties. More specifically:
  - Welcome and communicate with clients with disabilities in an appropriate fashion.
  - Assist clients with disabilities in retrieving all necessary information in regards to the level of accessibility of their accommodation, handle reservations made by clients with disabilities, and identify issues that need additional attention and should be expected in advance.
  - Handle the check-in/check-out process of clients with disabilities and know how to use alternative communication methods and tools, when required.
  - Use the most appropriate way to offer catering services to clients with disabilities and provide concierge services in order to ensure a pleasant and safe stay in the hotel.

- Evaluate the accessibility level of services within their responsibility, in order to be able to provide information on, or offer these services to clients with disabilities, and be able to recommend safe and effective alternatives.
- Understand the necessity and benefits associated with the provision of equally high standard services to all clients, independently of their physical or functional limitations, in order to improve their competitiveness in the tourism customer services sector.

## 4. Exam

The **ACCESSIBILITY Certification for Professionals in HOTEL GUEST SERVICES** exam is designed to validate a candidate's knowledge of the **ACCESSIBILITY PASS Scheme**, the content and requirements for the provision of hospitality services to clients with mobility, visual, hearing, cognitive and/or communication impairments and its application.

The exam focuses on the following three categories in the cognitive domain of Bloom's taxonomy<sup>1</sup>:

- **Knowledge**
- **Comprehension**
- **Application**

### 4.1 Entry criteria / Training Requirements

No specific entry criteria exist for candidates of the **ACCESSIBILITY Certification for Professionals in HOTEL GUEST SERVICES** exam. However, it is strongly recommended that candidates have undergone some formal authorized training on the subject with a proposed duration of **8 hours**. A detailed breakdown of the recommended training hours, per topic area is provided in the detailed syllabus section.

Candidates should have a basic knowledge of essential computer skills and competencies, i.e. the ability to operate a computer and to understand the language associated with its use.

### 4.2 Assessment approach

The assessment approach used focuses on the basic categories of the **Knowledge**, **Comprehension** and **Application**.

**Knowledge** is defined as recalling previously learned material, from facts to theories, and represents the lowest level of learning outcomes in the cognitive domain. Such learning outcomes are turned in assessment objectives that include knowing and recalling such as:

- Common and/or basic terms, definitions, concepts and principles
- Specific compliance requirements and facts
- Processes, procedures and assessment methods

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<sup>1</sup> The Bloom's taxonomy defines **six** (6) levels of learning in the **cognitive** domain (know, comprehend, apply, analyze, evaluate, create), which are both sequential and cumulative and move from the simple to the complex. In order to achieve the 6th level of learning, it must be ensured that the previous five levels have been mastered.

**Comprehension** is the lowest level of understanding and entails the ability to grasp the meaning of the material taught, including some sort of interpretation, translation or estimation during the process. Such learning outcomes and, in turn, assessment objectives go beyond simply recalling information and include:

- Understanding facts, concepts and principles
- Interpreting material (i.e. charts, graphs, text)
- Justifying a process, procedure and assessment method

**Application** is the level of proving the degree of comprehension and skills gained, meaning that the candidates will be requested to apply the acquired knowledge in novel occupational scenarios that require combinational use of different knowledge sets. Such learning outcomes and in turn assessment objectives include:

- Use ideas, principles and theories in new, particular and concrete situations
- Being able to choose appropriate procedures, apply principles, use a specific approach or identify the selection of options at a given situation
- Apply what is learnt into a new situation
- Apply rules, methods, concepts, principles, laws, and theories

The assessment incorporates the above learning outcomes as it uses assessment objectives that cater for the above cognitive domain categories.

### 4.3 Exam format

The following details the exam format:

<b>Delivery</b>	<b>Computer (web) based, Paper based</b>
<b>Type</b>	<b>40 Multiple choice questions</b> <i>Each question is awarded one (1) mark</i> <i>Note: Multiple choice questions may be set in the context of interactive scenarios/cases, where the candidate will have to select one of four possible options in order to allow the sequential evolution of the scenario.</i>
<b>Duration</b>	<b>1,5 hours (90 minutes)</b> <i>People with disabilities are provided with an extra 45 minutes (50%) for the completion of the test.</i>
<b>Pass Mark</b>	<b>70% (28/40)</b>
<b>Invigilator / Supervisor / Proctor</b>	<b>Yes</b> <i>Web proctoring</i>
<b>Open Book</b>	<b>No</b> <i>No materials are allowed in the examination room</i>
<b>Prerequisites</b>	<b>None</b>
<b>Distinction</b>	<b>N/A</b>
<b>Certification validity</b>	<b>5 years</b>

The tests are derived from a regularly updated question test bank (QTB) based on the test specification detailed below. Questions are used interchangeably among test sets. The overall difficulty level of each test is the same with any other test. A candidate is never assigned the same test in the case of multiple examination attempts.

#### 4.4 Detailed Syllabus

The syllabus is structured into categories, sections, knowledge items and sub-items, which cover all knowledge and skills required for **Professionals in Hotel Guest Services**. There are two main categories (Principles & Theory and Occupational Scenarios) which cover the theoretical and practical aspects of the Certification respectively.

The recommended training hours per syllabus category are provided in the table below. In case of formal training provided, at the end of the training session, the candidates are allowed 30 minutes to familiarize themselves with the exam process. An additional hour could be provided for the sample test and/or answering the sample test for better preparation of the exam.

Category	Section	Ref.	Knowledge Item
1 Principles & Theory	1.1 ACCESSIBILITY Certifications	1.1.1	ACCESSIBILITY Certifications for hotel management and staff
		1.1.2	Scope and overview
		1.1.3	Create awareness of the ACCESSIBILITY PASS Certification scheme
	1.2 Travelers with disabilities	1.2.1	Introduction to travelers with disabilities
		1.2.2	Facts for travelers with disabilities
	1.3 Characteristics of most common disabilities	1.3.1	Introduction to common disabilities characteristics
		1.3.2	Identification of the ACCESSIBILITY Certification related disability groups
		1.3.3	Assistive technologies
		1.3.4	Visual disabilities <ul style="list-style-type: none"> <li>• Basic information</li> <li>• Assistive technologies for visual disabilities</li> </ul>
		1.3.5	Hearing disabilities <ul style="list-style-type: none"> <li>• Basic information</li> <li>• Assistive technologies for hearing disabilities</li> </ul>
		1.3.6	Motor disabilities <ul style="list-style-type: none"> <li>• Basic information</li> <li>• Assistive technologies for motor disabilities</li> </ul>
		1.3.7	Cognitive disabilities <ul style="list-style-type: none"> <li>• Basic Information</li> <li>• Assistive technologies for cognitive disabilities</li> </ul>
	1.4 Behavior of the employees/ employers	1.4.1	Basic communication principles for people with disabilities <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Principles of the relationship</li> </ul>
		1.4.2	Specific behavioral guidelines per disability group

Category	Section	Ref.	Knowledge Item
		1.4.3	Visual disabilities behavioral tips
		1.4.4	Hearing disabilities behavioral tips
		1.4.5	Deaf and blind persons behavioral tips
		1.4.6	Motor disabilities behavioral tips
		1.4.7	Cognitive disabilities behavioral tips
		1.4.8	Communication producing and receiving disabilities behavioral tips
		1.4.9	Other special needs <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Persons with nutritional problems</li> <li>• Persons with epilepsy</li> <li>• Persons with diabetes</li> <li>• Persons with allergies</li> </ul>
<b>Proposed Training Time: 3 hours</b>			
<b>2 Occupational Scenarios</b>	2.1 Reservation	2.1.1	Check-points during reservation
		2.1.2	Further information provision
	2.2 Finding the hotel-accessible routing	2.2.1	Introduction to accessible routing
		2.2.2	Public transport
		2.2.3	Private transport and special services
	2.3 Check-in/ Reception	2.3.1	Basic accessibility requirements
		2.3.2	During check-in
	2.4 Bars, restaurants and lounges	2.4.1	Introduction to bars, restaurants and lounges
		2.4.2	Easy access
		2.4.3	How to serve
		2.4.4	Allergies & specific dietary requirements
	2.5 Information on accessible events and points of interest (POIs)	2.5.1	Introduction to accessible events and points of interest
		2.5.2	Accessible leisure events
	2.6 Emergency preparedness & maintenance	2.6.1	Introduction to emergencies and maintenance
		2.6.2	Major responsibilities
		2.6.3	Basic principles
		2.6.4	Indicative lifting techniques
2.6.5		Lifting and carrying without wheelchair	
2.6.6		Lifting and carrying with wheelchair	
2.7 Accessible information services	2.6.7	Certain precautions for power outages	
	2.7.1	Introduction to accessible information services	
		2.7.2	Basic principles
<b>Proposed Training Time: 5 hours</b>			
<b>Total Proposed Training Time: 8 hours</b>			
<b>Exam preparation and sample test/sample questions: 30 minutes</b>			