

ACCESSIBILITY Certification for Professionals in Hotel Management



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Syllabus

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

PEOPLECERT

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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 MANAGEMENT** covers the knowledge and skills required for a hotel owner and/or manager 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 Management** is aimed, in principle, at service providers in the tourism sector and specifically hotel managers, managers on duty and boutique & small hotel owners.

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:

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

This certification does **NOT** guarantee the professional competences of any hotel staff member; it only verifies that the professional has the competence to apply his/her services equally to all client groups, including people with disabilities.

This certification covers an overview of the requirements for the following professionals however separate certifications for these professionals (**ACCESSIBILITY Certification for Professionals in Hotel Housekeeping & Facilities Services** and/or **ACCESSIBILITY Certification for Professionals in Hotel Guest Services**) are also available:

- Grooms
- Housekeepers
- Room Service
- Technical Support
- Hotel Shuttle Bus Drivers
- Valet Service
- Booking Personnel
- Receptionists
- Concierge Services Personnel
- Reservation Managers
- Food & Beverages Managers

3. Learning Objectives

Holders of the **ACCESSIBILITY Certification for Professionals in HOTEL MANAGEMENT** 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:

- Be aware of the diversity of clients' profiles in respect to different kinds of disabilities and of the needs, interactions and accessibility issues of clients' with disabilities, on an overall basis.
- Have insight in relevant laws regarding accessibility applied in the tourism sector and know how to check compliance to these laws.
- Demonstrate deep knowledge of 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, communicate and interact with clients with disabilities in an appropriate fashion and demonstrate strong awareness of relevant basic alternative communication methods and tools.
 - Know the types and use of technical aids and other assistive technology that clients with disabilities may use..
 - Cope with emergency and safety or critical behavioral situations, either complex or less common situations, implied by specific types of impairment.
 - 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.
- Maximize business opportunities by ensuring the accommodation of business requirements (e.g. conference, event etc.) that may require catering for the needs of one or more clients with disabilities.

4. Exam

The **ACCESSIBILITY Certification for Professionals in HOTEL MANAGEMENT** 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 two categories in the cognitive domain of Bloom's taxonomy ¹:

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

4.1 Entry Criteria / Training Requirements

No specific entry criteria exist for candidates of the **ACCESSIBILITY Certification for Professionals in HOTEL MANAGEMENT** 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 syllabus section.

Candidates are strongly recommended to have at least 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

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

¹ 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.

- 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:

| | |
|---|--|
| Delivery | Computer (web) based, Paper based |
| Type | 80 Multiple choice questions <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> |
| Duration | 2 hours (120 minutes) <i>People with disabilities are provided with an extra 60 minutes (50%) for the completion of the test.</i> |
| Pass Mark | 70% (56/80) |
| Invigilator / Supervisor / Proctor | Yes <i>Web proctoring</i> |
| Open Book | No <i>No materials are allowed in the examination room</i> |
| Prerequisites | None |
| Distinction | N/A |
| Certification validity | 5 years |

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 Management**. 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 Travelers with disabilities | 1.1.1 | Introduction to travelers with disabilities | |
| | | 1.1.2 | Market overview | |
| | 1.2 ACCESSIBILITY Certifications | 1.2.1 | ACCESSIBILITY certifications for hotel management and staff | |
| | | 1.2.2 | Scope and overview | |
| | | 1.2.3 | Create awareness of the ACCESSIBILITY PASS Certification scheme | |
| | | 1.2.4 | Authorized auditors and trainers | |
| | 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"> • Basic information • Assistive technologies for visual disabilities | |
| | | 1.3.5 | Hearing disabilities <ul style="list-style-type: none"> • Basic information • Assistive technologies for hearing disabilities | |
| | | 1.3.6 | Motor disabilities <ul style="list-style-type: none"> • Basic Information • Assistive technologies for motor disabilities | |
| | | 1.3.7 | Cognitive disabilities <ul style="list-style-type: none"> • Basic information • Assistive technologies for cognitive disabilities | |
| | 1.4 Behavior of the employees/ employers | 1.4.1 | Basic communication principles for people with disabilities <ul style="list-style-type: none"> • Introduction • Principles of the relationship | |
| | | 1.4.2 | The importance of communications and relation to tourism | |
| | | 1.4.3 | Specific behavioral guidelines per disability group | |
| | | 1.4.4 | Visual disabilities behavioral tips | |
| | | 1.4.5 | Hearing disabilities behavioral tips | |
| | | 1.4.6 | Deaf and blind persons behavioral tips | |
| | | 1.4.7 | Motor disabilities behavioral tips | |
| | | 1.4.8 | Cognitive disabilities behavioral tips | |
| | | 1.4.9 | Communication producing and receiving disabilities behavioral tips | |
| | | 1.4.10 | Other special needs <ul style="list-style-type: none"> • Introduction • Persons with nutritional problems • Persons with epilepsy • Persons with diabetes • Persons with allergies | |
| | 1.5 Legislation, initiatives, guidelines and standards | 1.5.1 | Introduction to legal issues and standards | |
| | | 1.5.2 | Legal issues and standards in the tourism sector | |
| | Proposed Training Time: 3 hours | | | |

| Category | Section | Ref. | Knowledge Item |
|------------------------------------|--|--|---|
| 2 Occupational Scenarios | 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 Transportation to/from the hotel | 2.3.1 | Hotel shuttle buses: Ingress & egress |
| | | 2.3.2 | Hotel shuttle buses: While on-board |
| | | 2.3.3 | Major responsibilities |
| | 2.4 Ingress/Egress | 2.4.1 | Parking |
| | | 2.4.2 | Wheelchair storage/unstorage <ul style="list-style-type: none"> • Introduction • Wheelchair anchoring/storage systems for people with restricted walking ability • Wheelchair anchoring/storage systems for people without any walking ability • Aids for the wheelchair entrance and storage |
| | | 2.4.3 | Ingress/egress to/from passenger vehicles <ul style="list-style-type: none"> • Transfer between wheelchair and car • Aids for transfer from/to wheelchair • Mobility Aids to enter/leave the car • Car ingress/egress aids |
| | | 2.4.4 | Ingress/egress to/from vans & buses <ul style="list-style-type: none"> • Ingress/egress to/from vans and buses • Wheelchair lifts for vans (& buses) |
| | 2.5 Entering the hotel and the room | 2.5.1 | Entering the hotel |
| | | 2.5.2 | Entering the room |
| | 2.6 Check-in/ Reception | 2.6.1 | Basic accessibility requirements |
| | | 2.6.2 | During check-in |
| | 2.7 Bars, restaurants and lounges | 2.7.1 | Introduction to bars, restaurants and lounges |
| | | 2.7.2 | Easy access |
| | | 2.7.3 | How to serve |
| | | 2.7.4 | Allergies & specific dietary requirements |
| | 2.8 Accessible information services | 2.8.1 | Introduction to accessible information services |
| | | 2.8.2 | Basic principles |
| | | 2.8.3 | Accessible web services |
| | | 2.8.4 | Accessibility information |
| | 2.9 Information on accessible events and points of interest (POIs) | 2.9.1 | Introduction to accessible events and POIs |
| | | 2.9.2 | Accessible leisure events |
| | 2.10 Accessible events organization | 2.10.1 | Introduction to accessible events organization |
| | | 2.10.2 | Promoting the event |
| | | 2.10.3 | Booking and registration |
| | | 2.10.4 | Venue accessibility |
| | | 2.10.5 | Accessible services |
| | | 2.10.6 | Accessible dissemination material |
| | | 2.10.7 | Catering |
| 2.10.8 | | During the event | |
| 2.10.9 | | Corrective actions | |
| 2.11 Indoor and outdoor navigation | 2.11.1 | Indoor navigation <ul style="list-style-type: none"> • Assistance to wheelchair user moving • Transfer a wheelchair user from/to wheelchair • Use of assistive devices • Obstacle free environment | |
| | 2.11.2 | Outdoor navigation | |

| | | | |
|--|---|--------|--|
| | | | <ul style="list-style-type: none"> • Obstacle free environment • Pools and other leisure areas |
| | 2.12 Emergency preparedness & maintenance | 2.12.1 | Introduction to emergencies and maintenance |
| | | 2.12.2 | Major responsibilities |
| | | 2.12.3 | Basic principles |
| | | 2.12.4 | Indicative lifting techniques |
| | | 2.12.5 | Lifting and carrying without wheelchair |
| | | 2.12.6 | Lifting and carrying with wheelchair |
| | | 2.12.7 | Certain precautions for power outages |
| | | 2.12.8 | Maintenance |
| Proposed Training Time: 5 hours | | | |
| Total Proposed Training Time: 8 hours | | | |
| Exam preparation and sample test/sample questions: 30 minutes | | | |