Certified Guestroom Attendant (CGA)
July 15, 2016

Certifying Organization	American Hotel & Lodging Educational Institute (AHLEI) https://www.ahlei.org
Description of Credential	This credential is a professional designation for successful completion of the START: Guestroom Attendant training program. A hotel room attendant is responsible for keeping guest rooms in a hotel, lodge or inn clean, safe, stocked and maintained.
Part of which Graduation Pathways [1]	ACT 833-Eligible: Hospitality, Tourism, Culinary and Retail
Associated with Which Careers?	3 Star: Housekeeping and Janitorial Workers
Entry-Level annual Salaries	$15,950 - $16,840

Industry-Based Certification Requirements: Students					
Standard / Curriculum	Students must complete the START: Guestroom Attendant training program. a) General knowledge for all hospitality employees b) Knowledge specific to the Guestroom Attendant position c) Skills Validation List (trainer observation performance tasks)				
Testing Methodology	Paper?	Yes	Online?	Yes	Performance Exams / Tests? No*
Re-Testing (if available)	Re-Testing Procedures	Retake exams may be ordered per student.		Max Attempts	No limit
Testing Details (including any age requirements / accommodations)	The exam consists of 30 multiple choice questions. The passing score for the exam is 70%. The exam must be proctored by a school instructor/ administrator and must be closed book/closed notes. Any student enrolled in the school and taking the curriculum may take the exam. Accommodations may be made for students with learning or physical disabilities as long as the exam is proctored as listed above. * Performance test is not a requirement of the certification, but the CGA guidebook does provide a checklist for trainer observation as student demonstrate the tasks to meet property standards.				

Industry-Based Certification Requirements: Teachers	
Bulletin 746, Chapter 5: All Louisiana teachers providing instruction in a course that leads to an IBC must hold the certification that they're teaching students to attain.	
Instructor Certification Requirements (by certifying agency)	Instructors can complete the START: Guestroom Attendant program and take the CGA exam in an online, independent learning module.
Proctoring / Test Security (if any)	The test is administered online on AHLEI's secure portal and is available for the instructor to take upon purchase of the START: Guestroom Attendant program access.

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Certification Tracking				
Credentialing Documentation	Successful candidates receive an industry credential certificate and CGA lapel pin.			
Certification Tracking System	Online Tracking System?	Yes-gradebook through Moodle if taught online	Details	AHLEI maintains all student records internally; official grade reports are provided in print to the proctor/instructor as each exam roster is submitted for grading.
Other Details	Expiration Timeframe?	None		
Certification Costs / Funding Sources				
Cost Details	The certification cost is rolled into the curriculum material. The material is offered at a discounted price for high school students and is $45/student. There is no additional exam or processing fee except for the retake as listed below. For Resource Materials, contact sales@ahlei.org or call 888-367-6211			
Re-test / Refund Policies [2]	A retake option is available for $15 as listed above. There is no refund policy through AHLEI.			
Funding Sources [2]	CDF?	No	Perkins?	Yes	Alternative Source (other than General Funds)	
For More Information				
Certifying Agency Contact Info	Shelly Weir, VP Domestic Sales sweir@ahla.com 407-999-8166 Regina O'Hara, Account Executive rohara@ahla.com 407-999-8133			
LDE Contact	JumpStart@La.Gov			
Jump Start Regional Team Experts	TBD			

1 – This table may not include all the graduation pathways this credential appears in. Please check the graduation pathway you are working with if you have a question as to whether or not this credential is part of that pathway.

2 – CDF = Career Development Fund