



Higher National Graded Unit specification

General information for centres

This Graded Unit has been validated as part of the HNC Sport & Hospitality. Centres are required to develop the assessment instrument in accordance with this validated specification. Centres wishing to use another type of Graded Unit or assessment instrument are required to submit proposals detailing the justification for change for validation.

Graded Unit title: Sport and Hospitality Management: Graded Unit 1

Graded Unit code: F2B9 34

Type of Graded Unit: Project

Assessment Instrument: Investigation

Credit points and level: 1 HN credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Purpose: This Graded Unit is designed to provide evidence that the candidate has achieved the following principal aims of the HNC Sport & Hospitality Management:

- ◆ to develop knowledge and skills of investigation, planning and problem solving
- ◆ to identify key issues facing those working in the sport, hospitality, leisure and recreation industries
- ◆ to investigate and evaluate the systems and/or procedures and their inter-relationships in the selected sport, hospitality, leisure and recreation industries
- ◆ to develop critical and evaluative thinking
- ◆ to develop communication skills and presentation techniques
- ◆ to develop time management skills
- ◆ to learn good practice from appropriate professionals at work
- ◆ to assist candidate in making informed choices regarding career options

Recommended prior knowledge and skills: It is recommended that the candidate should have completed or be in the process of completing the following Units relating to the above specific aims prior to undertaking this Graded Unit:

DD2W 34	<i>Coaching of Sports: level 1</i>
DP8E 34	<i>Exercise Principles & Programming</i>
DT4W 34	<i>Nutrition for Fitness, Health and Exercise</i>
DP2L 34	<i>Health Screening</i>
DD34 34	<i>Principles of Fitness Training</i>
DL3X 34	<i>Hospitality Supervision</i>

General information for centres (cont)

DL3G 34 *Food and Beverage Service*

D75X 34 *Information Technology: Applications Software 1*

Core Skills: There are opportunities to develop the Core Skill of Problem Solving at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Assessment: This Graded Unit will be assessed by the use of an investigation. The developed investigation should provide the candidate with the opportunity to produce evidence that demonstrates she/he has met the aims of the Graded Unit that it covers.

Each candidate will be asked to select a facility, which meets the criteria of the brief, and in relation to this project investigate and evaluate specific aspects of the organisation.

Administrative Information

Graded Unit code: F2B9 34

Graded Unit title: Sport and Hospitality Management: Graded Unit 1

Original date of publication: August 2007

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History of changes:

Version	Description of change	Date

Source: SQA

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Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates

Graded Unit title: Sport and Hospitality Management: Graded Unit 1

Conditions of assessment

The candidate should be given a date for completion of the investigation. However, the instructions for the assessment task should be distributed to allow the candidate sufficient time to assimilate the details and carry out the assessment task. During the time between the distribution of the assessment task instructions and the completion date, assessors may answer questions, provide clarification, guidance and reasonable assistance. The assessment task should be marked as soon as possible after the completion date. The final grading given should reflect the quality of the candidate's evidence at the time of the completion date.

The evidence for the project is generated over time and involves three distinct stages, where each stage has to be achieved before the next is undertaken. Thus any re-assessment of stages must be undertaken before proceeding to the next stage.

If a candidate fails the project overall or wishes to upgrade, then this must be done using a *substantially different* project, ie all stages are undertaken using a new project, assignment, case study, etc. In this case, a candidate's grade will be based on the achievement in the re-assessment, if this results in a higher grade.

Instructions for designing the assessment task

The assessment task is a project. The project undertaken by the candidate must be a complex task which involves:

- ◆ variables which are complex or unfamiliar
- ◆ relationships which need to be clarified
- ◆ a context which may be familiar or unfamiliar to the candidate

The assessment task must require the candidate to:

- ◆ analyse the task and decide on a course of action for undertaking the project
- ◆ plan and organise work and carry it through to completion
- ◆ reflect on what has been done and draw conclusions for the future
- ◆ produce evidence of meeting the aims which this Graded Unit has been designed to cover

The candidate is required to plan, develop and evaluate an investigation which will investigate and analyse key operational issues that currently, or may in the future, impact on the selected organisation/leisure facility.

The facility chosen should operate in all of the following areas:

- ◆ sports facilities
- ◆ food and beverage operations
- ◆ licensed bar
- ◆ therapeutic facilities
- ◆ C.V. equipment
- ◆ free or fixed weights

Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

In undertaking this investigation, the candidate must negotiate access to an appropriate organisation/leisure facility and secure agreement to carry out the investigation.

Guidance on grading candidates

Candidates who meet the minimum Evidence Requirements will have their achievement graded as C — competent, or A — highly competent or B somewhere between A and C. The grade related criteria to be used to judge candidate performance for this Graded Unit is specified in the following table.

Grade A	Grade C
<p>Is a seamless, coherent piece of work which:</p> <ul style="list-style-type: none"> ◆ has sufficient evidence for the three essential phases of the project developing a plan and identifying and obtaining resources to carry out the plan ◆ is produced to a high standard, and is quite clearly inter-related ◆ demonstrates an accurate and insightful interpretation of the project brief which identifies all relevant factors involved and assesses their relevance to producing a comprehensive, systematic approach to the solution ◆ is highly focused and relevant to the tasks associated with the project brief ◆ is clear and well constructed throughout and language used is of a high standard in terms of level, accuracy and technical content ◆ effectively consolidates and integrates required knowledge and skills 	<p>Is a co-ordinated piece of work which:</p> <ul style="list-style-type: none"> ◆ has sufficient evidence for the three essential phases of the project developing a plan and identifying and obtaining resources to carry out the plan ◆ is produced to an adequate standard ◆ demonstrate an acceptable interpretation of the project brief which identifies the essential factors involved and assess their relevance to producing an approach to the solution ◆ is focused and relevant to the tasks associated with the project brief ◆ is satisfactorily constructed and language used is adequate in terms of level, accuracy and technical content ◆ consolidates and integrates knowledge and skills but this may lack some continuity and consistency

The project will be marked out of 100. Assessors will mark each stage of the project, taking into account the criteria outlined. The marks will then be aggregated to arrive at an overall mark for the project. Assessors will then assign an overall grade to the candidate for this Graded Unit based on the following grade boundaries.

A = 70% — 100%
 B = 60% — 69%
 C = 50% — 59%

Note: the candidate must achieve all of the minimum evidence specified below for each stage of the project in order to achieve the Graded Unit.

Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

Evidence Requirements

The project consists of three stages: planning; developing; and evaluating. The following table specifies the minimum evidence required to pass each stage.

Note: The candidate must achieve **all of the minimum evidence** specified below for each stage of the project in order to pass the Graded Unit.

Project stage	Minimum Evidence Requirements
Stage 1 — Planning 20% of overall mark	<p>An action plan which includes evidence of analysing and interpreting what is involved in the investigation brief and key factors influencing the investigation and these inter-relationships.</p> <p>Evidence of developing a research approach that is appropriate to the subject matter eg desk research, qualitative, quantitative research, primary and secondary research.</p> <ul style="list-style-type: none"> ◆ The candidate must provide justification for selecting an approach. <p>Aims and objectives for the investigative project are established. The candidate must:</p> <ul style="list-style-type: none"> ◆ state the aims and objectives of the investigation (minimum of three objectives and a maximum of two aims) ◆ negotiate access to an appropriate facility <p>Evidence of developing an action plan to carry out the investigation. The candidate must:</p> <ul style="list-style-type: none"> ◆ negotiate a brief ◆ identify any ethical issues involved in the project ◆ identify any contingency plans that can be put into operation ◆ have a clear path of action ◆ focus on the task <p>Set clear timescales for completion of stages</p> <ul style="list-style-type: none"> ◆ The candidate must allow for a realistic timescale for the stages involved in the project. <p>The candidate must identify the resources and materials to carry out the investigation which includes:</p> <ul style="list-style-type: none"> ◆ the materials/resources/information required to complete the project ◆ identification of where the materials/resources/information required to complete the project can be sourced <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Planning stage.</i></p>

Higher National Graded Unit specification: instructions for designing the assessment task and assessing candidates (cont)

Project stage	Minimum Evidence Requirements
Stage 2 — Developing 60% of overall mark	<p>An investigation report which includes evidence of candidate carrying out the investigation, meeting the requirements of the plan, managing the investigation which:</p> <ul style="list-style-type: none"> ◆ develops a coherent line of thought ◆ contains accurate details of the Investigation ◆ access an appropriate range of resources ◆ applies effective research techniques ◆ demonstrates effective selection and analysis of information ◆ identifies and gathers appropriate evidence to decide whether the criteria have been met <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Developing stage.</i></p>
Stage 3 — Evaluating 20% of overall mark	<p>An evaluation of the effectiveness of the approach taken which includes all stages of the activity, eg analysis of the task, the planning and organisation of the investigation, carrying the plan through to completion.</p> <p>The evaluation should include:</p> <ul style="list-style-type: none"> ◆ identification of the criteria on which to base the evaluation ◆ objective, reliable results ◆ appropriate language, format and structure ◆ evaluation of the effectiveness of the project, explaining the relevance of the evidence — the evaluation should be related to the original aims and objectives of the project ◆ reference to any modifications to the approach during the course of the project or to alternative approaches considered ◆ sound conclusions consistent with data and acknowledges sources ◆ recommendations (with justifications) for the future which are relevant to the project <p><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Evaluating stage.</i></p>

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Support notes

The following list gives examples of the types of issues that may be considered:

- ◆ day to day operational issues
- ◆ problems associated with operating a multi functional facility
- ◆ the impact of pricing and product range on customer satisfaction and retention
- ◆ influence of increasing competition on levels of service provision
- ◆ customer expectations
- ◆ customer care
- ◆ supervision, training and health and safety
- ◆ human resources/staffing
- ◆ products and services provision
- ◆ the interaction of the different areas of provision
- ◆ service quality issues

The above list is not exhaustive and candidates may select issues appropriate to the needs/wants of internal/external customers.

Planning Stage

Candidates could produce a project outline, in the region of 700–800 words or equivalent, which could include:

Introduction

This should provide a brief overview of the nature of the selected organisation/leisure facility and its key features and issues. It will be in the region of 250 words or equivalent.

Overall Aim

This will be a general statement of the overall aims of your investigation. It is anticipated that this would be not more than 50 words or equivalent in length.

Objectives

Candidates should identify a minimum of three objectives. This could be in the region of 50 words or equivalent.

Research Approach

There are a variety of research methods that the candidates may choose. However these fall into two main categories.

- (a) Qualitative Research
- (b) Quantitative Research

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Information gathered for the investigation may also come from Primary sources, questionnaires, interviews etc. and also from Secondary sources, organisation reports, Government papers, etc. This could be in the region of 200 words or equivalent.

◆ Sources of Reference

Candidates could provide a minimum of four key sources of reference material, company reports, research documents, government papers that would provide direction to your investigation.

◆ Overview of Action Plan and/or methodology

This could provide an overview of the proposed action plan to allow the objectives to be achieved. This could be approximately 200 words or equivalent.

The project brief is one specific component of this planning stage. Other elements of this stage will be embedded in the project and could contain evidence of the following:

- ◆ stated aims (maximum 2) and objectives (minimum 3)
- ◆ clear focus on the task of collating specific information on the selected issues
- ◆ evidence of negotiated access to an appropriate facility
- ◆ evidence of an approach to desk research, qualitative or quantitative research
- ◆ justification on the 'approach to research'
- ◆ overview of specific type of information
- ◆ identification of contingency planning

The work produced should always be the candidates own. However, tutors are expected to provide candidates with advice, guidance and constructive criticism as necessary when they are devising their plans.

In the event that the assessor forms the view that the work finally submitted by the candidate for the planning stage is so weak as to prevent the candidates progressing to the next stage, the candidate may receive additional assistance (over and above the norm). In this event, the assessor will record this fact and the candidate's work marked accordingly. Independence of work could distinguish 'A' and 'C' grades.

Developing Stage

Candidates should provide clear evidence of undertaking an investigation and of implementing the action plan, which may include all or some of the following:

- ◆ clear evidence of research, which should be clearly referenced
- ◆ information sources (primary and secondary)
- ◆ primary information sources may include:
 - questionnaires
 - tapes and or transcripts of interviews including interview questions
 - observation records and/or experiments
- ◆ secondary information sources may include:
 - library

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- Sport Scotland
 - NHS
 - marketing plans
 - operational procedures
 - H/S reports
 - minutes of meetings
 - company reports
 - government reports etc
 - information collected from the internet
 - other reference material
- ◆ Copies of correspondence associated with the project (these should be presented as an appendix)

Once all the evidence is gathered and collated it should be presented using appropriate language, format and structure.

The candidate should have regular meetings with the project supervisor/assessor who will provide advice and assistance where appropriate.

It is anticipated that this stage will be in the region of 1,200 words or equivalent. Appendices may be used and referenced appropriately.

Evaluating

Candidates should produce a report that contains:

- ◆ an evaluation of the effectiveness of the approaches taken to all stages of the investigation
- ◆ identification of the criteria on which to base the evaluation
- ◆ present objective, reliable results
- ◆ present sound conclusions consistent with data
- ◆ acknowledge sources
- ◆ use appropriate language, format and structure
- ◆ demonstrate accuracy in communication skills
- ◆ utilise data to support the conclusion
- ◆ make reference to any modifications to the approach during the course of the investigation or to alternative approaches considered
- ◆ draw conclusions as to how the process of carrying out the investigation could be improved
- ◆ provide recommendations (with justifications) for the future and support this with data
- ◆ examine the effectiveness of the original analysis and planning
- ◆ refer to skills developed and strengths of the investigative process

Candidates with disabilities and/or additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative assessment arrangements. For information on these, please refer to the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs*, which is available on SQA's website: www.sqa.org.uk.

General information for candidates

This Unit is designed to test your ability to integrate the knowledge and skills that you have learned in your studies. Once you have completed this Unit you will:

- ◆ have developed study and research skills
- ◆ be able to progress to further studies in your specialist areas
- ◆ be able to manage project work involving planning your work, integrating different skills and working to set timelines
- ◆ have developed your understanding of the concepts and processes relevant to the Sports, Hospitality and Leisure industries

You will be given a detailed brief and you will be asked to produce an Action plan which sets timelines for completion of various parts of the investigation. You will have regular meetings with your lecturer to check on your progress. It is important that you try to stick to the deadlines and dates set for meetings and completing parts of your investigation ie you will have to produce an action plan, an investigative report and complete an evaluation.

The project will be marked out of 100. Assessors will mark each stage of the project, taking into account the criteria outlined. The marks will then be aggregated to arrive at an overall mark for the investigation. Assessors will then assign an overall grade to the candidate for this Graded Unit based on the following grade boundaries.

A = 70% — 100%
B = 60% — 69%
C = 50% — 59%

You have to pass all three parts of the investigation.