

**Scottish Group Award Specifications**

<b>SGA in:</b>	<b>Hospitality: Reception and Accommodation Operations</b>		
<b>Level:</b>	<b>Higher</b>	<b>Code:</b>	<b>G5AP 12</b>



## Summary of requirements

# SGA in Hospitality: Reception and Accommodation Operations at Higher

### National Courses and Units required\*

*2 mandatory National Courses (8 credits) at Higher:*  
Hospitality - Food and Drink Service  
Hospitality - Reception and Accommodation Operations

*Details in specific section*

**plus**

*1 National Course (4 credits) at Higher from:*  
Hospitality Facilities Supervision                      Italian  
Tourism    Russian  
French    Spanish  
German

*Details in specific section*

**plus**

*1 mandatory National Unit (1 credit):*  
Hospitality Costing (Int 2)

*Details in specific section*

**plus**

*7 credits at minimum of Intermediate 2*

*Details in specific section*

**Total 20 credits**

### Core skills required\*

*The above must include or cover:*  
5 core skills at Intermediate 2

*Details in specific section*

\*See Important Note on page 4.

# Rules for credit contribution

## Important Note\* Achievement above the minimum requirements

The specification shows the **minimum** requirements for this SGA. Where possible, centres may wish to encourage candidates to exceed this minimum. Candidates achieving above the minimum specification will have this achievement recorded on their Scottish Qualifications Certificate. For example the following can be achieved above the minimum requirement:

- Core Skills at levels above those specified
- more National Courses and Units at Higher instead of the credits at Intermediate 2
- National Course grades, eg grade A or B instead of grade C
- more than the required three National Courses, in which case each additional course completed counts as four credits

## Hierarchies

- courses and units can be substituted by those with the same title at a higher level, eg Food Hygiene (Int 2) can be substituted by Food Hygiene (H) (See Section C)

## Double counting

- courses and units with the same title at different levels cannot both contribute credits to the SGA, eg **either** French (Int 2) **or** French (H)
- courses at the same level in the same subject cannot both contribute credits to the SGA, eg **either** the National Course in German at Higher **or** SCE Higher Grade German (See Sections D and E)
- same course achieved with different grades cannot both contribute credits to the SGA, eg **either** Higher Hospitality – Reception and Accommodation at grade A **or** Higher Hospitality – Reception and Accommodation at grade C

## National Course awards at Grade D

National Course awards at Grade D can contribute to the SGA in the following ways:

- in place of the specified mandatory or optional Higher Courses, a grade D at Advanced Higher (or above) in a Course of the same title can contribute 4 credits to the SGA
- in place of the specified optional Intermediate 2 Courses, a grade D at Higher (or above) in a Course of the same title can contribute 4 credits to the SGA.

Note - The former compensatory course awards (fallbacks) can also contribute to the SGA:

- in place of the specified mandatory or optional Higher Courses, a compensatory award for a Course of the same title taken at Advanced Higher (ie awarded at Higher) can contribute 4 credits to the SGA
- in place of the specified optional Intermediate 2 Courses, a compensatory award for a Course of the same title taken at Higher (ie awarded at Intermediate 2) can contribute 4 credits to the SGA.

### **Gaelic (Learners) and Gàidhlig**

- Gaelic (Learners) and Gàidhlig courses cannot both contribute credits to the SGA
- Candidates can choose **either** the Gaelic (Learners) or Gàidhlig course, not both

## Specific section

A

This section specifies: mandatory courses, mandatory units, mandatory combinations of courses and/or units, mandatory core skill requirements and optional courses and units.

\*Mandatory unit of a course. †Optional unit of a course. All other units are free-standing National Units.  
[ ]Bracketed numbers indicate the former coding for these unrevised National Units.

Course/unit no	Course/unit title	Credits
<b>Two mandatory National Courses:</b>		
C053 12	Hospitality – Food and Drink Service (H)	4
C052 12	Hospitality – Reception and Accommodation Operations (H)	4
<b>plus one National Course from:</b>		
C059 12	French (H)	4
C060 12	German (H)	4
C02N 12	Hospitality Facilities Supervision (H)	4
C061 12	Italian (H)	4
C062 12	Russian (H)	4
C063 12	Spanish (H)	4
C076 12	Tourism (H)	4
<b>plus one mandatory National Unit:</b>		
D670 11	Hospitality Costing (Int 2)	1
		<b>Total credits required: 13</b>

**plus any combination of courses, component units and free-standing units to gain seven credits (at minimum Int 2) from:**

### Consumer Studies

Free-standing National Units:

D0SG 11	Consumer Studies (Int 2) [5120057]	1
D0W9 12	Introduction to Consumer and Investor Protection (H) [6150016]	1

### Food and Drink

Component unit of Hospitality – Food and Drink Service course:

D297 12	*Beverage Product Knowledge (H)	1
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Component unit of Hospitality – Professional Cookery course:

D289 12	*Food Product Knowledge (H)	1
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Component units of Hospitality – General Operations course:

D282 11	*Food Hygiene (Int 2)	0.5
D04R 11	*Service of Food and Drink – Counter (Int 2)	1

Free-standing National Units:

D0T2 11	Function Waiting (Int 2) [5130086]	0.5
D0T3 11	Introduction to Alcoholic Beverages (Int 2) [5130100]	1

Course/unit no	Course/unit title	Credits
<b>General Hospitality</b>		
Component unit of Hospitality – General Operations course:		
D283 11	*Local Hospitality Provision (Int 2)	0.5
Free-standing National Units:		
D0WC 12	Law in Employment (H) [6150046]	1
D928 12	Operational and Control Skills for Supervisors (H)	1
maximum of one credit allowed <u>from the following two units</u>		
D11P 12	Health and Safety at Work (H) [7160046]	0.5
D0XD 12	Maintain and Develop an Effective Working Environment (H) [6213083]	1
<b>Modern Languages other than English/Gàidhlig</b>		
Courses:		
C059 11	French (Int 2)	4
C084 11	Gaelic (Learners): Listening and Talking (Int 2) <sup>1,2</sup>	4
C085 11	Gaelic (Learners): Reading and Writing (Int 2) <sup>1,2</sup>	4
C060 11	German (Int 2)	4
C061 11	Italian (Int 2)	4
C062 11	Russian (Int 2)	4
C063 11	Spanish (Int 2)	4
Any component units of any modern languages course at Intermediate 2		
Any free-standing National Units in modern languages at Intermediate 2		
<sup>1</sup> See Rules for credit contribution		
<sup>2</sup> Candidates can choose either C084 11 or C085 11, not both.		
<b>Reception and Accommodation Operations</b>		
Component units of Administration courses:		
D011 12	*Administration Services (H)	1
D010 11	*Word Processing 2 (Int 2)	1
Component units of Hospitality: Reception and Accommodation Operations course:		
D293 11	*Accommodation and Facilities Servicing (Int 2)	1
D294 11	*Hospitality Administration (Int 2)	1
D292 11	*Hospitality Reception Skills (Int 2)	1
Free-standing National Units:		
D0TP 12	Billing in the Hotel and Catering Industry 2 (H) [5140040]	1
D0TN 11	Cleaning Agents (Int 2) [5140026]	0.5
D0TW 11	Provision of Laundry Service (Int 2) [5140116]	0.5
D0TX 11	Provision of Linen Supply (Int 2) [5140126]	1
D929 11	Recording of Financial Transactions (Int 2)	1
D0TT 12	Setting of Cleaning Standards (H) [5140076]	2

Course/unit no	Course/unit title	Credits
<b>Tourism</b>		
Component units of Tourism course:		
D443 12	*Marketing of Visitor Attractions and Services: An Introduction (H)	1
D444 12	†Scottish Tourism Product: An Introduction (H)	1
Component units of Travel and Tourism course:		
D438 11	*Travel and Tourism: An Introduction (Int 2)	2
D441 11	†Interacting with Customers (Int 2)	1
Component unit of Event Planning course:		
D673 12	*Event Organisation (H)	1
<b>Core Skills</b>		
Free-standing National Units:		
D01B 11	Communication (Int 2)	1
D01C 11	Numeracy (Int 2)	1
D01D 11	Information Technology (Int 2)	1
D01E 11	Problem Solving (Int 2)	1
D01F 11	Working with Others (Int 2)	1
maximum of four credits allowed <u>from one or more of the following three options</u>		
<b>English/ Gàidhlig</b>		
Course:		
C115 12	English (H)	4
Component units of courses:		
D8VH 12	English: Language Study (H)	1
D8VJ 12	English: Literary Study (H)	1
D8VL 12	English: Personal Study (spoken response) (H)	1
D8VK 12	English: Personal Study (written response) (H)	1
Courses:		
C041 12	Gàidhlig (H) <sup>1</sup>	4
Component units of courses:		
D233 12	*Integrated Language Skills (H)	2
D234 12	*Gaelic Language and Culture (H)	1
<sup>1</sup> See Rules for credit contribution		
<b>Home Economics – Health and Food Technology</b>		
Course:		
C118 12	Home Economics – Health and Food Technology (H)	4
Component units of courses:		
D269 12	*Consumer Studies (H)	1
D271 12	*Resource Management (H)	2



Course/unit no	Course/unit title	Credits
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**Work Experience**

Free-standing National Unit:

D36H 11	Work Experience (Int 2)	1
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Specific SVQs can contribute credits to this SGA. (See Section F)

**Total credits required: 7**

*20 credits*

**\*\* Core skills requirement**

Communication at Intermediate 2

Numeracy at Intermediate 2

Information Technology at Intermediate 2

Problem Solving at Intermediate 2

Working with Others at Intermediate 2

\*\* See Section B for core skills details.

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### Hierarchies

- courses and units can be substituted by those with the same title at a higher level, eg French (Int 2) can be substituted by French (H) (See Section C)

### Double counting

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## Core skills

B

To achieve this SGA, all candidates **must achieve** the following core skills:

Core skill	Level
Communication	Intermediate 2
Numeracy	Intermediate 2
Information Technology	Intermediate 2
Problem Solving	Intermediate 2
Working with Others	Intermediate 2

One or more core skills units in this SGA may be automatically certificated through mandatory courses and units. Where this is the case, the corresponding core skill unit in this section cannot be counted towards the SGA.

Candidates can achieve core skills:

- through Standard Grades or other units which give automatic certification of core skills, eg a candidate who has completed Standard Grade English at Credit Level is given automatic certification of Communication at Intermediate 2
- by selecting from the group award units and courses which give automatic certification of core skills, eg the unit Local Hospitality Provision (Int 2) gives automatic certification of Problem Solving at Intermediate 2
- by doing dedicated core skills units – these units can contribute credits to the SGA and should be achieved through integration with appropriate subject specialist units. However, if the candidate wishes, the unit credits need not contribute to the SGA.

Candidates' current level of achievement in core skills is shown on the Scottish Qualifications Certificate in the form of a profile. This shows achievement against each of the core skills *components*. Where a core skill has more than one component, the candidate needs to achieve each component at the level specified for the SGA. For example, if an SGA requires Numeracy at Intermediate 2, a candidate whose profile shows Using Number at Intermediate 2 and Using Graphical Information at Intermediate 1 would not meet the requirement and would have to improve in Using Graphical Information.

Details of all courses which give automatic certification of core skills is published in the *Catalogue of Core Skills in National Qualifications* (SQA, 2001/2002).



# Hierarchical sequences

C

The SQA numbering system for qualifications consists of a 4 + 2 reference code.

The qualifications in a hierarchical sequence have the same title and are available at more than one level. They are identified by their reference code having the same first four digits, eg D338 in the example below. The last two digits are unique to each level of qualification, eg 12 equates to Higher, 11 equates to Intermediate 2.

## Units

The following is an example of a hierarchical sequence of units:

D338 10	Language at Work (Int 1)
D338 11	Language at Work (Int 2)
D338 12	Language at Work (H)
D338 13	Language at Work (AH)

Where units which are part of hierarchical sequences are specified, candidates who achieve a unit at a higher level than the one specified can use the upper level unit to count as credit towards the group award. For example, Language at Work (H) can be counted instead of Language at Work (Int 2).

Candidates can only use one of these units to count as credit towards the group award.

In the case of unrevised National Certificate Modules, ie units which retain their original number, there are hierarchies where the title is the same and the number is different. Details of these exceptions will be published in a separate document. The pattern for these hierarchies is the same as that previously established for GSVQs.

There are also some hierarchies where the titles and numbers of the units at different levels are different. In this specification, if there are two units at different levels with heavily overlapping content, only one of these units should be used to count as credit towards the group award. Details of these exceptions will be published in a separate document.

## Courses

The following is an example of a hierarchical sequence of courses:

C059 10	French (Int 1)
C059 11	French (Int 2)
C059 12	French (H)
C059 13	French (AH)

In the SGA specification, where courses which belong to hierarchical sequences are specified, candidates who achieve a course at a higher level than the one specified can use the upper level course to count as credit towards the group award. For example, French (H) can be counted instead of French (Int 2).

Candidates can only use one of these courses to count as credit towards the group award - a maximum of 4 credits.





## Standard Grades

D

Designated Standard Grades at Credit Level can each contribute 4 credits to the SGA in place of corresponding National Courses.

The designated Standard Grade and the corresponding National Courses, either of which can contribute to this SGA, is as follows:

### Standard Grade\*

### National Course

French at Credit Level	French (Int 2)
Gaelic (Learners) at Credit Level	Gaelic (Learners) (Int 2)
German at Credit Level	German (Int 2)
Italian at Credit Level	Italian (Int 2)
Russian at Credit Level	Russian (Int 2)
Spanish at Credit Level	Spanish (Int 2)

\*If achieved prior to 1994 please contact SQA Helpdesk ☎ 0141 242 2214.



## SCE Highers

E

Designated SCE Highers can each contribute 4 credits to the SGA in place of corresponding National Courses.

The designated SCE Highers and their corresponding National Courses, either of which can contribute to this SGA, are as follows:

### **SCE Higher Grade\***

### **National Course**

English	English (H)
French	French (H)
Gaelic (Learners)	Gaelic (Learners) (H)
Gàidhlig	Gàidhlig (H)
German	German (H)
Home Economics	Home Economics – Health and Food Technology (H)
Italian	Italian (H)
Russian	Russian (H)
Spanish	Spanish (H)

\*If achieved prior to 1994 please contact SQA Helpdesk ☎ 0141 242 2214.

Note: SCE Highers do not give automatic certification of core skills. Further information will be published about this in due course.



## SVQs

F

Specific Scottish Vocational Qualifications (SVQs) at the appropriate level can each contribute up to eight credits to an SGA.

SVQs at Level 3 contribute credits at Higher.

SVQs at Level 2 contribute credits at Intermediate 2.

In this particular SGA the following SVQs can each contribute a maximum of eight credits.

Code no	Specific SVQs	Level
007	Providing Goods and Services	
G6XN 23	Hospitality Supervision	3
G63D 22	Housekeeping	2
G635 22	Reception	2

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