

National Unit Specification: general information

UNIT	Hospitality: Working in the Hospitality Industry (Intermediate 1)
CODE	F19E 10
COURSE	Hospitality (Intermediate 1)

SUMMARY

This Unit has been designed as a mandatory Unit of the Intermediate 1 Hospitality Course and should be taken as part of that Course. It is suitable for candidates who have no previous experience.

The Unit introduces the candidates to the different sectors of the hospitality industry and the job roles and responsibilities of the people working within the industry. This will include understanding the qualifications required for the various job roles, and progression routes.

The Unit also focuses on the employability skills identified by employers as being most important in the hospitality industry. On completion of this Unit, candidates should be able to demonstrate a positive approach when interacting with others including customers. This positive approach should include communicating appropriately, working as part of a team, being flexible and adaptable, and having respect and consideration for others.

OUTCOMES

- 1 Investigate different sectors, job roles and career paths in the hospitality industry.
- 2 Establish and maintain good working relationships in specified practical activities.
- 3 Demonstrate employability skills and attitudes in specified practical activities.
- 4 Review and evaluate own employability skills in specified practical activities.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

Administrative Information

Superclass:	NA
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National Unit Specification: general information (cont)

UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)

CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4*).

**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.*

CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Learning and Teaching Approaches for this Unit*.

National Unit Specification: statement of standards

UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Investigate different sectors, job roles and career paths in the hospitality industry.

Performance Criteria

- (a) Gather information from a variety of sources on specified sectors of the hospitality industry.
- (b) Gather information which describes a range of establishments, jobs, qualifications and progression routes in the hospitality industry.
- (c) Organise and present findings clearly in an appropriate format.

OUTCOME 2

Establish and maintain good working relationships in specified practical activities.

Performance Criteria

- (a) Follow instructions and carry out duties as specified.
- (b) Communicate clearly, accurately and positively with others.
- (c) Actively listen and respond constructively to others.
- (d) Demonstrate a willingness to assist others.

OUTCOME 3

Demonstrate employability skills and attitudes in specified practical activities.

Performance Criteria

- (a) Demonstrate an awareness of the importance of good time-keeping and attendance.
- (b) Demonstrate an awareness of the importance of personal presentation in the kitchen and restaurant.
- (c) Demonstrate an awareness of the efficient use of time and resources.
- (d) Demonstrate a positive attitude to learning and to constructive advice.
- (e) Demonstrate willingness to seek advice and help from others.

OUTCOME 4

Review and evaluate own employability skills in specified practical activities.

Performance Criteria

- (a) Seek advice and take account of feedback from others when reviewing own employability skills.
- (b) Identify own strengths and weaknesses in specified employability skills.
- (c) Identify areas of improvement in specified employability skills and set relevant goals.
- (d) Evaluate progress in achieving goals over a set period of time.

National Unit Specification: statement of standards (cont)

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence must be produced to demonstrate that all Outcomes and Performance Criteria have been met.

Performance and written/oral evidence is required for this Unit.

- ◆ Practical activities for this assessment should be carried out under supervision either in a professional kitchen and training restaurant, realistic working environment or workplace, and should involve working with others in a team and provide opportunities to demonstrate good working practice.
- ◆ Written/oral evidence is required which demonstrates knowledge and understanding of aspects of the hospitality industry.

Outcome 1 — Written/Oral Evidence

The assessor will assign three sectors to each candidate to investigate. The evidence will be gathered in an individual folio of evidence. The folio should include for each of the three given sectors:

- ◆ a brief description of which operations each sector is engaged in providing (hospitality, accommodation, catering)
- ◆ details of menus, pricing, furnishing, location, facilities and opening times.

The folio should also include information on three job roles from the hospitality industry. The information will include:

- ◆ an appropriate qualification for each of the three jobs identified
- ◆ a possible progression route from each of the three jobs identified.

The evidence will be gathered in open-book conditions at appropriate points throughout the Unit.

The sectors will be selected from the list below:

- ◆ Hotels
- ◆ Travel Lodges
- ◆ Guest Houses
- ◆ Bed and Breakfast Operations
- ◆ Restaurants
- ◆ Cafes
- ◆ Fast Food Outlets
- ◆ Hospitals
- ◆ Residential Homes
- ◆ College Refectory
- ◆ School Meals
- ◆ Prison Service
- ◆ Armed Forces
- ◆ Contract Catering

National Unit Specification: statement of standards (cont)

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Outcomes 2 and 3 — Performance Evidence

Candidates will demonstrate the appropriate employability skills and attitudes in practical contexts. Assessor observation checklists should be used to provide evidence of performance on a minimum of two occasions and should be based on observation recorded during a sustained relevant practical activity. Where candidates are taking this Unit as part of the Intermediate 1 Hospitality Course opportunities for sustained practical activities can be found in the following Units *Hospitality: Working in the Professional Kitchen*, *Hospitality: Working Front of House* and *Hospitality: Introduction to Events*

Practical activities should be carried out in either a realistic working environment or real workplace, which involves working with others in a team and develops good working practice.

Outcome 4 — Written/Oral Evidence

Candidates will review and evaluate their performance following a discussion with the assessor. They will also identify areas for improvement and set relevant goals. The evidence required will be four completed reviews. One will be based on an initial review, the second completed half way through the Unit, the third completed three-quarters through the Unit and the fourth will be based on a review towards the end of the Unit.

It is expected that at this level, candidates will be given support and guidance from the assessor before completing the final review.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes an investigation pro forma, assessor checklists and candidate review sheets, which include the specified employability skills. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)

This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This Unit introduces the candidates to the different sectors of the hospitality industry and the job roles and responsibilities of the people working within the industry. This will include understanding the qualifications and qualities required for the various job roles and to identify career pathways and links. It also focuses on the generic skills and attitudes valued by employers and provides opportunities for candidates to evaluate their own progress and to set goals to improve their employability profile

Outcome 1

This Outcome is intended to provide a basic introduction to the opportunities that exist in the hospitality industry. The teacher/lecturer should provide each candidate with three sectors of the hospitality industry to investigate. The candidates should carry out some basic research into their given sectors, which may involve reading, researching using the Internet, the use of CD Roms, DVDs and videos as well as visiting real workplace environments and interviewing/talking to people who work in the industry.

Candidates will develop:

- ◆ investigative skills using a variety of research methods
- ◆ skills in presenting information through the production of the portfolio of evidence
- ◆ self-evaluation skills
- ◆ confidence to set achievable goals.

The investigation should produce the following information about the industry:

- ◆ accommodation, catering and business facilities like meeting rooms, internet access
- ◆ menus, tariffs/pricing, furnishing and opening times
- ◆ job roles and titles that exist in the hospitality industry, for example, chef, waiter, receptionist, room attendant, department manager
- ◆ types of qualifications that would be appropriate to enter and progress in the industry, for example, a commis chef may be employed with an SVQ level 2 in Professional Cookery and they may be able to progress to sous chef by undertaking an SVQ level 3 in Professional Cookery, or through experience.

The Unit also focuses on the employability skills identified by employers as being most important in the hospitality industry. It is essential to emphasise the development of the skills identified in the Outcomes in order to ensure that candidates understand the importance of how they interact with others and customers if they wish to progress in this vocational area and make a positive contribution when working in a hospitality establishment.

National Unit Specification: support notes (cont)

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The Unit gives candidates the opportunity to take responsibility for improving their performance by identifying areas where personal development is required through self evaluation, taking feedback from others, setting goals for improvement, reflecting and evaluating. These skills are transferable to other vocational areas and will in general enhance candidates' employability.

Outcomes 2, 3 and 4

These Outcomes should be integrated with the practical activities in the other Units in the Course. Achievement of the employability skills listed below will be clearly identified as a result of the evidence generated through the assessment activities for this Unit.

- ◆ positive attitude to workplace and learning
- ◆ awareness of the importance of time-keeping and attendance
- ◆ appropriate appearance
- ◆ working cooperatively with others
- ◆ ability to work in a team
- ◆ customer care skills
- ◆ good verbal communication
- ◆ good listening skills
- ◆ self-respect and respect and consideration for others
- ◆ planning and preparing for work
- ◆ flexibility and adaptability
- ◆ following instructions
- ◆ awareness of food hygiene and health and safety procedures
- ◆ efficient use of time
- ◆ confidence to seek feedback
- ◆ self-review and evaluation.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Candidates should be encouraged to use a variety of methods to find out information required for Outcome 1. Ideally, initial teaching methods should communicate all of the possible opportunities that exist in the hospitality industry. Group discussion may be a useful way to disseminate experience of any of the industries, for example, some candidates may have part-time work as waiters or they may have relatives who work in the industry. The Sector Skills Council for the hospitality industry is People 1st and they have internet resources that candidates could be directed towards. Trade publications also have very good up-to-date information about careers and jobs in the industry.

It is strongly recommended that candidates are taken on a visit to at least one of the industries and to experience the environment for themselves. Candidates could also be given the opportunity to discuss job roles with someone who works in the industry. This may be possible during the visit or at another time, for example, through visiting speakers. It may be useful to help candidates to draw up a list of pertinent questions that would be suitable to use in an interview or discussion. These questions could be prepared through group discussion prior to the visits taking place.

National Unit Specification: support notes (cont)

UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)

Where this Unit is taken as part of the Intermediate 1 Hospitality Course, it is recommended that delivery is integrated with the other Units in the Course. It is important that those responsible for the delivery of this Unit as part of the above Course specify and identify where opportunities arise to develop and assess employability skills. This should be undertaken during induction to the Unit. It is important to ensure that candidates taking this Unit are provided with advice and guidance on what is expected of them when they are working in the hospitality industry. Industry involvement at this stage will reinforce the value that employers place on employability skills. Candidates must be given clear information regarding:

- ◆ appearance (eg specific uniform requirements for kitchen and restaurant, hygiene, hair, make-up, jewellery)
- ◆ attitude (eg willingness to learn through participation/willingness to cooperate, interest in food production, food service and commitment)
- ◆ behaviour (eg time-keeping, respect and consideration for others, awareness of health and safety and food hygiene procedures)
- ◆ customer care (eg dealing with customers, communication)
- ◆ working in a team (eg good verbal communication, good listening skills, ability to follow instructions).

It is also important that candidates get support and feedback from an assessor on their self-evaluation and progress. Feedback should highlight aspects where candidates did well and areas for improvement. Discussion with candidates, using the feedback, will help candidates to identify action points for improvement.

Core Skills

In this Unit, candidates will develop skills valued by employers. Candidates will carry out an investigation and organise and present information. Candidates will also be encouraged to take responsibility for improving their own performance through self-evaluation, take feedback from others, set goals for improvement, reflect and evaluate. These are good opportunities for developing aspects of Core Skills in:

- ◆ Communication
- ◆ Using Information Technology
- ◆ Problem Solving

The opportunity could be taken during this Unit to emphasise that the employability skills and the relevant Core Skills indicated above, are skills that apply to a wide range of situations both in everyday life and in employment.

National Unit Specification: support notes (cont)

UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

For Outcome 1, a folio of evidence should be produced by each candidate. The evidence should be gathered during the first half of the Unit and the presentation of their findings should occur towards the end of the Unit. Assessors, where possible, should give candidates the choice as to their preferred method. Candidates should be encouraged to be as imaginative as possible. They could:

- ◆ present a written report with supporting evidence
- ◆ present a video diary
- ◆ present an electronic slide show
- ◆ set up a display
- ◆ present a folio.

It is recommended that, when this Unit is being taken as part of the Intermediate 1 Hospitality Course, assessment for Outcomes 2, 3 and 4 is integrated with practical activities throughout the Course. This means that the evidence can be gathered at appropriate points during the Course rather than in a restricted 40-hour block.

Opportunities to gather evidence can be found in the activities undertaken in the following Units:

- ◆ *Hospitality: Working in the Professional Kitchen*
- ◆ *Hospitality: Working Front of House*
- ◆ *Hospitality: Introduction to Events*

Written and /or oral evidence for Outcome 4 of this Unit should be gathered over a period of time, with the first review undertaken during induction to the Course, the second review undertaken half-way through the Course, the third review undertaken three-quarters of the way through the Course and the final review undertaken at the end of the Course. This will allow the setting of goals after each of the reviews and progress to be noted at the following review.

Assessor observation checklists and other assessment records should be maintained and kept up-to-date to track candidate progress and provide evidence for internal and external verification purposes.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes an investigation pro forma, assessor checklists and candidate review sheets, which include the specified employability skills. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

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 Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).