



National Unit Specification: general information

UNIT	Hospitality: Developing Skills for Working in Hospitality (Intermediate 2)
CODE	F3J0 11
COURSE	Hospitality (Intermediate 2)

SUMMARY

This is a mandatory Unit of the Intermediate 2 Hospitality Course, and should be taken as part of that Course. It is suitable for candidates who have no previous experience of the hospitality industry.

In this Unit candidates will investigate a range of hospitality provision. They will identify the organisational aims of hospitality establishments, the products and services provided and the job roles of staff. Candidates will be involved in identifying the employability skills and attitudes relevant for employees in the hospitality industry. They would also demonstrate the skills involved in preparing for and participating in a simulated job interview.

Candidates will review and evaluate their own employability skills. On completion of the Unit they should be able to demonstrate a positive approach in a range of these skills.

OUTCOMES

- 1 Investigate the hospitality industry and the relevant skills and qualities needed to work in the industry.
- 2 Prepare for and participate in an interview for a specific job role in the hospitality industry.
- 3 Review and evaluate own employability skills in specified practical activities.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

Administrative Information

Superclass:	NA
Publication date:	May 2008
Source:	Scottish Qualifications Authority
Version:	01

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CREDIT VALUE

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5*).

**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

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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 the hospitality industry and the relevant skills and qualities needed to work in the industry.

Performance Criteria

- (a) Identify the main commercial and non-commercial sectors of the hospitality industry.
- (b) Identify and describe the aims of specific hospitality establishments.
- (c) Identify and describe the range of products and services provided by these hospitality establishments.
- (d) Identify and describe the job roles of staff employed in these hospitality establishments.
- (e) Identify the skills and attitudes relevant to one of these job roles.

OUTCOME 2

Prepare for and participate in an interview for a specific job role in the hospitality industry.

Performance Criteria

- (a) Identify own skills and attitudes that would be required for the job role.
- (b) List potential questions which may be asked by the interviewer.
- (c) List relevant questions to ask at the interview.
- (d) Arrive on time and appropriately dressed for the interview.
- (e) Answer the questions asked by the interviewer appropriately using effective verbal and non-verbal communication skills.
- (f) Ask relevant questions at appropriate points during the interview using effective verbal and non-verbal communication skills.

OUTCOME 3

Review and evaluate own employability skills in specified practical activities.

Performance Criteria

- (a) Identify own strengths and weaknesses in specified employability skills.
- (b) Seek advice and take account of feedback from others when reviewing own employability skills.
- (c) Identify areas for 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.

Written/oral evidence, performance evidence and candidate reviews are required for this Unit.

- ◆ Written/oral evidence is required which demonstrates knowledge and understanding of aspects of the hospitality industry and the skills required in the industry.
- ◆ Performance evidence of a simulated/role play job interview supported by an assessor checklist.
- ◆ Candidate reviews based on practical activities which have been 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.

Outcome 1 — Written/Oral Evidence

Written/oral evidence will be produced by the candidate on their own at appropriate points throughout the Unit. The evidence should be gathered in a folio and candidates must be given a clear brief that the folio must contain:

- ◆ a list of the main sectors of the hospitality industry categorised into commercial and non-commercial
- ◆ a description of the aims of two different hospitality establishments. One establishment must be commercial and one non-commercial. Teachers/lecturers should guide candidates in their choice of establishments.
- ◆ a description of the range of products and services that each of these establishments offer
- ◆ a description of two job roles in each of the establishments
- ◆ a list of the skills and attitudes relevant to one of these job roles

The sectors will be selected from the list below

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

National Unit Specification: statement of standards (cont)

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Outcome 2 — Written/Oral Evidence and Performance Evidence

Candidates will produce written/oral evidence for the interview which will include:

- ◆ listing own skills and attitudes relevant to one job role
- ◆ a list of a minimum of **three** potential questions which may be asked by the interviewer
- ◆ a list of **two** relevant questions to ask at the interview

The candidate will be interviewed by **one** other person who may be the assessor or a representative from the hospitality industry. The interview may be simulated/role play and should last between 5 and 10 minutes.

The evidence of candidates' performance during the interview should be supported by an assessor observation checklist and should show that the candidate:

- ◆ arrived on time and was appropriately dressed
- ◆ answered the questions appropriately
- ◆ asked relevant questions at appropriate points
- ◆ used effective verbal and non-verbal communication skills

The assessor observation checklist must be retained to provide evidence of performance during **one** interview.

Outcome 3 — Written/Oral Evidence

Candidates will identify their own strengths and weaknesses in specified employability skills and review and evaluate their performance following feedback from others. They will also identify areas for improvement and set relevant goals. The evidence required will be three completed reviews. One will be based on an initial review, the second completed half way through the Unit, and the third will be based on a review towards the end of the Unit. Candidates should take ownership of the review process.

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

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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 will allow candidates to investigate a range of hospitality provision. This should not be restricted to the local area, but candidates should be encouraged to investigate national and global provision. When they have identified the sectors of the hospitality industry, they should then be introduced to the concept of commercial and non-commercial establishments. This will also guide them to identifying the organisational aims of the chosen business. The Unit will also provide the opportunity for candidates to identify the employability skills that employers have stated as being most important for employees in the hospitality industry and allow them to prepare for and experience a simulated interview. It will also focus on identifying their strengths and weaknesses and provide the opportunity to review and evaluate employability skills following feedback from others, set goals and monitor progress over time.

Outcome 1

This Outcome is intended to allow candidates to investigate a range of hospitality provision, and to categorise the sectors of the industry into commercial and non-commercial. Following on from this initial investigation each candidate will choose two establishments, one from each category of commercial and non-commercial, to investigate in more detail. The candidates should carry out some research into the range of provision, 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.

The investigation should produce the following information about the chosen establishments:

- ◆ the sector of the hospitality industry in which the establishment operates
- ◆ the aims of each establishment
- ◆ products and services provided to customers
- ◆ the job roles of staff employed in each establishment
- ◆ a description of the skills and attitudes necessary for one of the above jobs

National Unit Specification: support notes (cont)

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Outcome 2

This Outcome aims to allow candidates to prepare for an interview for a specific job in the hospitality industry. Candidates could visit establishments, or visiting speakers from the industry could come to the centre, in order for candidates to ask questions of people who are involved in interviewing prospective employees. This will provide candidates with information that will help them to prepare for their interview.

Candidates should identify one job that they think that they would have the skills to do, for example, commis chef, waiter, room assistant, receptionist, and then they should be encouraged to find out the skills and attitudes that would be expected for that particular job. Candidates should then list the skills and attitudes that they currently have. This will allow them to compare the requirements of the job with their own skills. They should be made aware of the requirements of attending an interview including the importance of arriving on time and being appropriately dressed. Each candidate will need to identify the kind of questions that could be asked of them, so that they can prepare appropriate answers, and also they should prepare questions that they could ask of the interviewer. The importance of verbal and non-verbal communication should be explained. Once the candidates have completed their preparations, the simulated role play interview should be undertaken. The teacher/lecturer could play the part of the interviewer, or a visiting speaker from the industry could carry out this role. Each candidate should be interviewed individually, and the time taken for each interview should be between 5 and 10 minutes.

Outcome 3

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 Outcome 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.

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

These Outcomes should be integrated with the practical activities in the other Units in the Course.

National Unit Specification: support notes (cont)

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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
- ◆ understand the importance of time keeping and attendance
- ◆ appropriate appearance
- ◆ good verbal communication
- ◆ good listening skills
- ◆ work cooperatively with others
- ◆ ability to work in a team
- ◆ self respect and showing respect and consideration for others
- ◆ follow instructions
- ◆ adaptability and flexibility
- ◆ application of food hygiene and health and safety procedures
- ◆ planning and preparing for work
- ◆ confidence to seek feedback
- ◆ confidence to give feedback
- ◆ self-review and evaluation
- ◆ customer care skills
- ◆ efficient use of time and resources
- ◆ understanding roles and responsibilities in the workplace

Candidates will develop:

- ◆ investigative skills
- ◆ confidence in interview situations
- ◆ confidence to seek feedback
- ◆ self-review and evaluation skills
- ◆ confidence to set achievable goals and review progress

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Outcome 1

Candidates should be encouraged to use a variety of methods to carry out their investigation. Ideally, initial teaching methods should explain the different sectors of the hospitality industry and the categories of commercial and non-commercial. Group discussion may be a useful way to disseminate knowledge of different establishments. For example, some candidates may work part-time or they may have relatives who work in the industry. There is a range of internet sites which candidates could be directed to including the Sector Skills Council for the hospitality industry. Trade publications can also provide useful, up-to-date information.

National Unit Specification: support notes (cont)

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It is strongly recommended that candidates are taken on a visit to at least one local establishment 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 questions that would be suitable to use in this instance. These questions could be prepared through group discussion prior to the visits taking place. One of the questions should focus on the organisational aims of the establishment which could also help candidates to understand the advantages of a corporate approach. Candidates should also find out about job roles of staff members.

Outcome 2

This Outcome provides the opportunity for candidates to prepare for and interview for a specific job in the hospitality industry. This could be a 'real' job as advertised in trade publications, newspapers, or web based sites. They should research the questions that an employer would ask during an interview for that job, and also the questions that would be appropriate for candidates to ask. They must then prepare their own questions to use during an interview for a specific job. Teachers/lecturers could help candidates to develop their communication skills for the interview through demonstration and selecting appropriate activities to give candidates as much practise as possible before assessment takes place. It would also be good practice to enlist the help of guest speakers from the industry who have experience of conducting interviews for new recruits. The interview should be as realistic as possible, giving the candidates relevant information such as time and place of interview. The interview should be conducted as if there was a position in a hospitality establishment. This would allow feedback to be of more relevance to the candidate.

Outcome 3

Where this Unit is taken as part of the Intermediate 2 Hospitality Course, it is recommended that delivery of this Outcome 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 review 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.

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 co-operate, interest in food production, food service and commitment)
- ◆ behaviour (eg timekeeping, respect and consideration for others, application of health and safety and food hygiene procedures)
- ◆ customer care (eg dealing with customers, communication)
- ◆ working with others and in a team (eg good communication skills — listening and talking, following instructions)

Candidates should be encouraged to identify their strengths and weaknesses and to develop the skills of review and evaluation whilst taking feedback from others. Discussion with candidates, using the feedback, will help candidates to identify action points for improvement.

National Unit Specification: support notes (cont)

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OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit, candidates will develop skills valued by employers. Candidates will carry out an investigation and produce a folio of evidence. Candidates will also 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
- ◆ Problem Solving

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

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The Evidence Requirements are fully expressed in the mandatory section of this Unit Specification.

It is recommended that, when this Unit is being taken as part of the Intermediate 2 Hospitality Course, assessment for Outcome 3 is integrated with practical activities throughout the Course. This means that the evidence can be gathered at appropriate points during the Course.

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

- ◆ *Hospitality: Developing Skills for Working in the Professional Kitchen (Intermediate 2)*
- ◆ *Hospitality: Front of House Operations (Intermediate 2)*
- ◆ *Hospitality Events (Intermediate 2)*

Written/oral evidence for Outcome 3 of this Unit should be gathered over a period of time, with strengths and weaknesses identified and the first review undertaken during induction to the Unit, the second review undertaken half way through the Unit and the final review undertaken at the end of the Unit. 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 checklist 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 (cont)

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Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)* and *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

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).