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NATIONAL  
QUALIFICATIONS  
2008

HOSPITALITY  
FOOD AND DRINK  
SERVICE  
HIGHER  
Staff Manual

**NOTES OF GUIDANCE  
FOR CANDIDATES**

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The Staff Manual is part of the external assessment for Hospitality: Food and Drink Service Higher. It carries a mark allocation of 50 marks. You will produce the induction section of a staff manual for the bar or restaurant area of a given catering establishment.

Your teacher/lecturer will provide appropriate, ongoing guidance and support while you are completing the Staff Manual. This support might include ensuring that you have access to appropriate resources. You will be able to seek feedback from your teacher/lecturer on the quality of the work you produce.

Your teacher/lecturer may give you advice on how best to present your Staff Manual. No marks are awarded for presentation, however you should remember that information is easier to identify in a well presented manual than in a poorly organised and poorly presented manual.

When completing the Staff Manual the following requirements should be followed.

- You can spend as much time as necessary on the research and investigation of your Staff Manual.
- As much of the Staff Manual as possible will be completed within the centre, in a supervised environment. This will mean that any data/information gained as a result of investigation or research should be used only within the centre and under the supervision of your teacher/lecturer.
- When you have completed all the necessary investigations and research, you will compile the Staff Manual in your centre under the supervision of your teacher/lecturer. You will be allowed approximately 10 hours to compile your Staff Manual. You will have access to all your research and investigation material.
- If you are undertaking shared investigations or research, collaboration will be allowed, but all data and information gained must be used independently by you, again under the supervision of your teacher/lecturer.
- You will not be allowed to remove your Staff Manual from the classroom once you have started the process of compilation.
- You will be asked to sign a declaration stating that the work you are submitting is your work. Your teacher/lecturer will also be required to declare that to the best of their knowledge, the work being submitted by you is all your own work.

The completed Staff Manual will be submitted to SQA for external marking. Your teacher/lecturer will advise you on the date for submission.

*[END OF NOTES OF GUIDANCE FOR CANDIDATES]*