



**Arrangements for:
National Certificate in Hospitality
at SCQF level 4**

Group Award Code: G93V 44

Validation date: June 08

Date of original publication: February 2009

Version: 02

Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of National Qualification Group Awards.

Contents

1	Introduction.....	1
2	Rationale for the development of the Group Award.....	1
3	Aims of the Group Award	3
3.1	Principal aims of the Group Award.....	3
3.2	Target groups.....	3
3.3	Employment opportunities	4
4	Access to Group Award.....	4
5	Group Award structure	4
5.1	Framework.....	5
5.2	Mapping information.....	6
5.3	Articulation, professional recognition and credit transfer	7
6	Approaches to delivery and assessment.....	7
7	General information for centres	8
8	General information for candidates	8
9	Glossary of terms	9
10	Appendices	9
	Appendix 1: SQA qualifications in Hospitality and possible progression pathways	10

1 Introduction

This is the Arrangements Document for the National Certificate in Hospitality at SCQF level 4 which was validated in June 08. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

The National Certificate in Hospitality SCQF level 4 embraces the food preparation and cooking, food service, reception and accommodation areas of the industry. The proposed new award will fill a gap that has been identified across the sector in Scotland.

The mandatory Units introduce candidates to the four main operational areas within the hospitality industry — food preparation, food service, reception and accommodation. The main focus of these Units is practical. Candidates will also get the opportunity to learn about customer care, food hygiene and health and safety, which are essential when working within the hospitality industry. Aspects of these Units will be taught in conjunction with the practical Units. The optional Units give candidates the opportunity to build on the skills developed in the mandatory section. The optional section includes the Intermediate 1 Hospitality Skills for Work Course, which builds on skills gained in the mandatory section and enables candidates to learn the valuable employability skills identified by industry as being essential currently.

The Units have been compared to the skills identified by the National Occupational Standards for the hospitality industry and meet many of the skills requirements (www.ukstandards.org.uk).

The possible progression routes for candidates are varied and can be either vertical or horizontal. The candidate, after successful completion of this award, will have the opportunity and ability to progress to any of the SCQF level 5 Hospitality subjects, eg they could choose to progress to cookery, food service, bakery or events. They could also progress to other SCQF level 5 service subjects, eg business, food technology or tourism. Thereafter candidates could progress to HNC and HNDs in these subject areas. (See Appendix 1)

A review of the National Certificate provision in Hospitality commenced in February 2006. A Design Team, made up of representatives from Further Education and Industry began the development in June 2006.

2 Rationale for the development of the Group Award

Currently, no National Certificate Group Award exists in Hospitality at this level in Scotland. Several centres provide courses made up of a range of nationally devised Units that provide access to a range of Higher National programmes. This new Certificate in Hospitality is designed as a stand-alone qualification to equip candidates with the knowledge, skills and understanding required for employment or for progression to further academic qualifications.

According to research undertaken by People 1st, there are approximately 16.8k hospitality, leisure, travel and tourism establishments in Scotland with 58% of them being restaurants, pubs, bars and nightclubs. Twenty seven percent of all those working in the industry work in the restaurant sector. Restaurants employ the most at 27% followed by Hotels at 21%, Hospitality Services at 19%, with pubs, clubs and nightclubs at 15%. Twenty one per cent of employers in Scotland report that their current employees do not have all the skills required to meet their business objectives (<http://www.people1st.co.uk/>).

Futureskills Scotland's Hospitality, Leisure, Travel and Tourism Industries Scottish Sector Profile 2007 says the sector is characterised by high labour turnover with just under 50% of vacancies being hard-to-fill due to skills shortages. One of the main challenges anticipated by employers over the next 12 months will be attracting appropriately skilled staff. Where there are skills gaps employers cite weaknesses in customer handling skills, Oral Communication skills, *Problem Solving* skills, team working skills, and Planning and Organising skills. This has an impact on the business as the lack of these skills leads to difficulties in meeting customer service objectives and in meeting required quality standards.

Consultation and research carried out by SQA shows that there is demand from both industry and the Further Education sector for named awards in Hospitality at SCQF level 4. Consultations have evidenced a need for appropriate qualifications to satisfy the requirements of employers, full and part-time further education markets and articulation to Higher education.

The research also demonstrated what many colleges are offering is really a cookery course rather than a broader based hospitality skills course. In the design of this award, employer needs are balanced with the necessity to provide candidates with the opportunity to maximise their potential to achieve a widely recognised qualification and to progress within the industry or to further academic study. Candidates would like the opportunity to widen their knowledge of hospitality and thus their employment prospects. Employers would also like college leavers that can be employed for other roles within the industry. Finally, because of the transferable skills gained, candidates would have the opportunity to progress to other qualifications as well as to other occupational areas.

Colleges identified that the current delivery success rate of core Units was a barrier to candidates receiving a final award. There were also concerns over the balance in some Units between theory and practical work with too much unnecessary emphasis on theory to the detriment of the typical candidate.

The target audience for this award is primarily school leavers and returnees to education; both groups are currently studying specific areas of hospitality and in the main, colleges believe that they would be served well with a holistic programme.

The National Certificate in Hospitality has been designed to provide candidates with:

- ◆ a national qualification, with detailed standards, learning Outcomes and Unit grading recognisable to centres, candidates, employers and professional bodies
- ◆ a core of study in relation to key hospitality skills
- ◆ a choice of optional Units appropriate to the main career disciplines of the Hospitality sector
- ◆ a flexible approach within the national framework
- ◆ the opportunity to preserve and build upon existing good practice
- ◆ a response to changing training and educational needs
- ◆ transferable skills
- ◆ a preparation for employment
- ◆ opportunities for progression by providing the underpinning skills, knowledge and understanding required

The need for an entry level award to be enabling, relevant and to add value is recognised in recent industry reports. The proposed award offers this and in addition presents maximum flexibility of learners, employers and educational establishments. This should increase the attractiveness and availability of the proposed qualification.

3 Aims of the Group Award

3.1 Principal aims of the Group Award

- ◆ Enable candidates to understand the various career options open to them so that they can make informed decisions
- ◆ Provide candidates with an award that provides candidates with the related skills demanded by employers (<http://www.uksp.co.uk/CareerMapsFullScreen.aspx>)
- ◆ Prepare candidates for entry into further qualifications which could lead to articulation routes to higher education
- ◆ Provide candidates with the generic skills that are useful in all types of employment (http://www.futureskillsscotland.org.uk/web/site/home/Reports/IndustrySector/Report_Scottish_Sector_Profile_2007_Hospitality__Leisure__Travel_and_Tourism.asp)

3.2 Target groups

This qualification is aimed at anyone interested in learning basic skills in hospitality. However, it is anticipated that the majority of candidates will come from the following groups:

- ◆ Young people who have left school in the relatively recent past
- ◆ Mature ‘adult returners’ who have decided to re-enter education
- ◆ Migrants to the UK

3.3 Employment opportunities

This award is aimed at giving candidates an overview of the Hospitality Industry. On successful completion of the award, candidates would have the opportunity to gain employment and/or continue their studies. Employment opportunities include working in cafes, restaurants, bistros, contract catering, hospitals, leisure centres, hotels and other accommodation units and visitor attractions.

(<http://www.uksp.co.uk/CareerMapsFullScreen.aspx>)

4 Access to Group Award

There are no specific recommended entry requirements. Entry will be at the discretion of the centre. In some Units there is a requirement for candidates to interact with customers, therefore good communication skills would be an advantage.

5 Group Award structure

To meet the requirements of the award candidates must achieve 72 SCQF points at level 4 or above.

This will be made up as follows:

- ◆ 36 SCQF points at level 4 from the mandatory Units in the award
- ◆ 36 SCQF points at level 4/5 from the optional Units in the award

5.1 Framework

To meet the requirements of the award, candidates must complete 6 mandatory Unit credits plus 6 Units credits from the optional section.

The mandatory Units — all to be taken

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
**Food Hygiene for the Hospitality Industry	F792 10	3	4	0.5
Working Safely in the Hospitality Industry	F4SK 10	3	4	0.5
Food and Beverage Service: Counter	F4SL 10	6	4	1
Kitchen Skills: An Introduction	F4SM 10	6	4	1
Accommodation Operations	F4SN 10	6	4	1
Hospitality Front Office Skills	F4SP 10	6	4	1
Skills for Customer Care	F38W 10	6	4	1

The optional Units are:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Food and Beverage Service: Table	F4SR 10	6	4	1
Healthy Cookery	F4SS 10	6	4	1
*Hospitality: Working in the Professional Kitchen	F19G 10	6	4	1
*Hospitality: Working Front of House	F19J 10	6	4	1
*Hospitality: Introduction to Events	F19K 10	6	4	1
*Hospitality: Working in the Hospitality Industry	F19E 10	6	4	1
Craft Baking: An Introduction	F4ST 10	6	4	1
**Cookery Processes: An Introduction	D264 10	6	4	1
**Food Preparation Techniques: An Introduction	D263 10	6	4	1
Meal Production and Design	D281 11	6	5	1
Hospitality Costing	D670 11	6	5	1
Or Numeracy	F3GF 10	6	4	1
**Hospitality: Organisation of Practical Skills	D9NL 10	3	4	0.5
Hospitality: Organisation of Practical Skills	F7DH 11	6	5	1
***Cookery Skills, Techniques and Processes	H20H 74	6	4	1
***Understanding and Using Ingredients	H20L 74	6	4	1
***Organisational Skills for Cooking	H20M 74	6	4	1
***Producing a Meal	H20P 74	6	4	1

*These are the component Units of the Skills for Work Hospitality Intermediate 1 Course.

**These are the component Units of the Practical Cookery Intermediate 1 Course.

*** These are the component Units of the Hospitality Practical Cookery National 4 course.

5.2 Mapping information

The content of both the mandatory and optional sections of the framework for the National Certificate in Hospitality is a mixture of existing and new Units. Well established existing Units have the merit of being tried and tested and are known to be suitable for learners at this level. As a result, the framework contains some existing Units which lend themselves to practical methods of delivery and which also engage and maintain the interest of the learners. Where suitable practically based Units were not available, new ones have been developed. New Units will also help to address the current lack of relevant, up-to-date subject specific Units for learners at SCQF level 4, which was identified during the scoping exercise.

The content of the mandatory Units has been chosen to reflect the needs of learners and employers. Research undertaken by People 1st with hospitality employers has shown that:

- ◆ sixteen per cent of the workforce do not have any qualifications; a further 22% are only qualified to either level 1 or entry level
- ◆ twenty eight per cent of hard-to-fill vacancies are due to the lack of people with appropriate skills
- ◆ Where skills gaps occur, employers are most concerned with weaknesses in 'soft' skills
- ◆ there are a much higher proportion of employees who are aged less than 25 years than the Scottish average

The optional Units have been chosen to allow candidates to develop the core Units in a way that suits their preferred objectives and which is consistent with their learning development. In broad terms, the optional Units allow learners to gain further employment related skills or to prepare themselves more fully for entry into further qualifications or training. Candidates may select Units from the optional section which may help those who are unsure of their future direction formulate ideas as to their career of choice. There is opportunity within the optional section for candidates to undertake the Intermediate 1 Hospitality Skills for Work Course which could in turn improve employability. The opportunity also exists for candidates to take the National Course Hospitality: Practical Cookery Intermediate 1 as part of the Group Award.

When selecting suitable Units for the Group Award, the Design Team took account of the current provision in centres. This provided a useful signpost and will help ensure a smooth transition to the new award. Centres may be encouraged to adopt the award as it will readily fit in with their existing arrangements, enabling them to use current resources and with minimal perceived disturbance to logistical arrangements.

5.3 Articulation, professional recognition and credit transfer

Although there is not articulation from the National Certificate Hospitality to an HN in a similar area, a further National certificate at SCQF level 5 is planned which would fill this gap in provision (see Appendix 1).

6 Approaches to delivery and assessment

The delivery of the award is at the discretion of individual centres. Most centres offer a full-time programme of Units to learners at NC level over an academic session. This award has been designed to be compatible with these arrangements. It would be expected that centres would continue to offer a programme of Units but that this will include the mandatory and optional Units from the proposed NC Hospitality framework.

The flexibility of the award means that centres can tailor the Unit programmes that they offer to suit their own particular circumstances. Centres could, for example, provide supplementary Units which would assist candidates' progression.

There are opportunities for integrative delivery of Units within this award. Aspects of Working Safely in the Hospitality Industry and Food Hygiene in the Hospitality Industry should be integrated with the practical Units as much as possible and some assessment should be within the application of the practical Units. Assessment Support Packs (ASPs) will identify specific opportunities for integration with other Units.

It is possible also to make arrangements to deliver the award as a 12 credit package over a shorter period than a full academic session.

The selected Units lend themselves well to practical methods of delivery and assessment. Specific learning and teaching methods will vary between and within Units but there is a common thread of presenting them in a way which will engage the interest of the learners. The emphasis throughout is on exploring the nuances of the Hospitality Industry and applying ideas from the Units to them.

ASPs have been developed for each of the new Units. These will reinforce the practical aspect of the Unit specification as well as establishing a common standard across centres.

The ASPs also have a critical role in ensuring that delivery of the Units is linked to Hospitality related situations. The SQA design principles for NC awards do not demand the inclusion of an integrative Unit and therefore it is important that this occurs within the delivery mechanisms of the Units that comprise the award. One way to do this is to maintain a Hospitality focus across all Units during delivery and assessment, of which the ASPs support.

7 General information for centres

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).

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment and Quality Assurance for Colleges of Further Education* (www.sqa.org.uk).

8 General information for candidates

The National Certificate in Hospitality is designed to enable you to develop skills and knowledge which will help you to work in the Hospitality Industry. It will enable you to acquire skills and knowledge in key areas such as the kitchen, front of house, accommodation and events as well as helping you to enhance underlying customer service skills relevant to the industry.

Depending on what your own preferences are the NC in Hospitality will give you a platform which will allow you to progress into further education or into employment. You can choose options which will help you progress to further study in Hospitality or ones which will develop additional skills which will help you in Hospitality related occupations. You may be able to combine options for different purposes as you wish.

The NC in Hospitality comprises seven mandatory Units (6 Unit credits). In addition, you must choose a further six Unit credits from a list of options. Together, these make up the 12 Unit credits you need to successfully complete the NC in Hospitality.

There are no specific entry requirements for the award. However, for some Units, where candidates are dealing with customers, it will be an advantage to have good communication skills.

You can discuss your situation with a College and staff there will be pleased to offer you advice on how the course can be of help to you.

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk

SCQF credit points: One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2–6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

SCQF levels: The SCQF covers 12 levels of learning. National Qualification Group Awards are available at SCQF levels 2-6 and will normally be made up of National Units which are available from SCQF levels 2–7.

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the National Certificate/National Progression Award from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised National Certificates/National Progression Awards are those developments or revisions undertaken by a group of centres in partnership with SQA.

10 Appendices

Appendix 1: SQA qualifications in Hospitality and possible progression pathways

Appendix 1: SQA qualifications in Hospitality and possible progression pathways

SCQF	SQA National Courses and Group Awards	Higher Education	Scottish Vocational Qualifications (SVQs)	SCQF
8		HND <ul style="list-style-type: none"> ◆ Hospitality Management ◆ Professional Cookery 		8
7		HNC <ul style="list-style-type: none"> ◆ Hospitality ◆ Professional Cookery 	SVQ level 3 <ul style="list-style-type: none"> ◆ Hospitality Supervision ◆ Professional Cookery: Patisserie and Confectionery ◆ Professional Cookery ◆ Professional Cookery: Preparation and Cooking ◆ Customer Service 	7
6	Higher <ul style="list-style-type: none"> ◆ Professional Cookery ◆ Professional Patisserie 			6
5	Intermediate 2 <ul style="list-style-type: none"> ◆ Hospitality Practical Cookery ◆ Hospitality Skills for Work ◆ Hospitality: General Operations ◆ Professional Cookery ◆ Creative Cake Production ◆ National Certificate Hospitality (in development) 		SVQ level 2 <ul style="list-style-type: none"> ◆ Professional Cookery ◆ Professional Cookery: Preparation and Cooking ◆ Food and Drink Service ◆ Food and Drink Service: Food Service only ◆ Food and Drink Service: Drink Service only ◆ Front Office ◆ Housekeeping ◆ Multi-skilled Hospitality Services ◆ Cleaning and Support Services (Food Premises) ◆ Food Processing and Cooking ◆ Customer Service 	5
4	Intermediate 1 <ul style="list-style-type: none"> ◆ National Certificate in Hospitality ◆ Hospitality Practical Cookery ◆ Hospitality Skills for Work 		SVQ level 1 <ul style="list-style-type: none"> ◆ Food Prep and Cooking ◆ Food and Drink Service ◆ Front Office ◆ Housekeeping ◆ Quick Service ◆ Multi-skilled ◆ Cleaning and Support Services 	4
3	Access 3 <ul style="list-style-type: none"> ◆ Hospitality Practical Cookery 			3