

Framework – National Certificate in Hospitality (SCQF level 5)

Mandatory Units

The National Certificate in Hospitality (SCQF level 5) has seven mandatory Units. Candidates must complete all seven of the mandatory Units listed below in table 1.

Table 1

Code	Unit title	SCQF Level	Credit(s)	Outcomes	What stage is the Unit at?
DV3A 11	Customer Care for the Hospitality and Tourism Industry	5	0.5	<ol style="list-style-type: none"> 1. Devise a customer profile for one hospitality or tourism organisation. 2. Apply interpersonal skills to establish and maintain positive interaction with customers. 	Available
D11N 11	Working Safely	5	0.5	<ol style="list-style-type: none"> 1. Outline the purpose of the law relating to health and safety in the workplace. 2. Outline the common types of health and safety hazards found in the workplace. 3. Outline how the employer and employee can work together to minimize the risk from common workplace hazards. 	Available
D0T8 11	Organisation of Practical Skills 3	5	1	<ol style="list-style-type: none"> 1. Prepare for tasks that require a minimum of twelve component parts and at least eighteen processes in their production. 2. Prepare a plan of work for the tasks chosen. 3. Carry out the tasks to achieve the desired outcome. 	Available

				4. Use safe working practices.	
D04R 11	Service of Food and Drink	5	1	<ol style="list-style-type: none"> 1. Prepare a food and drink service area. 2. Provide a basic style of food and drink service. 3. Create and maintain customer goodwill and anticipate customer needs. 4. Operate effectively as an individual and as part of a team. 	Available
D8KY 11	Food Hygiene for the Hospitality Industry	5	0.5	<ol style="list-style-type: none"> 1. Demonstrate an understanding of the dangers of food contamination, the main causes of food related illness and their prevention. 2. Demonstrate an understanding of food poisoning and food borne diseases and non-bacterial food poisoning. 3. Demonstrate an understanding of and use appropriate measures to prevent food poisoning. 4. Demonstrate an understanding of the main requirements of the Food Safety Act 1990, the Food Safety (General Food Hygiene) Regulations and the Food Safety (Temperature Control) Regulations 1995 (Scotland). 	Available
D283 11	Local Hospitality Provision	5	0.5	<ol style="list-style-type: none"> 1. Plan a local investigation in a hospitality context. 2. Carry out tasks within the local investigation area. 3. Report on the evaluation of a local investigation within a hospitality context in relation to the 4. original brief. 	Available

D287 11	Food Preparation Techniques	5	1	<ol style="list-style-type: none"> 1. Describe a range of techniques and culinary terms. 2. Use a range of cutting, shaping and mixing equipment safely and hygienically to perform a range of food preparation techniques. 3. Select and use appropriate equipment and techniques to prepare specified products. 4. Dismantle, clean and reassemble a range of industrial electrical equipment. 	Available
D288 11	Cookery Processes	5	2	<ol style="list-style-type: none"> 1. Describe the cookery processes, their associated principles, and foods suitable for each process. 2. Perform numerical tasks related to food preparation. 3. Using commercial catering equipment, carry out the cookery processes to given specifications. 4. Interpret oral instructions and standard recipes to carry out the cookery processes on a range of foods. 	Available

Optional Units

In addition to the seven mandatory Units, candidates must complete a further five credits from the following options:

Code	Unit title	SCQF Level	Credit(s)	Outcomes	What stage is the Unit at?
TBC	Food and Health	5	1	<ol style="list-style-type: none">1. Demonstrate an understanding of the function of food and its constituents.2. Demonstrate knowledge of energy balance and factors affecting food intake3. Demonstrate knowledge and understanding of measures that can be taken to promote healthy eating.4. Plan and produce a menu which includes healthy eating options5. Identify and plan for the nutritional needs of specified groups of people	Validated – available from August 2009
D670 11	Hospitality Costing	5	1	<ol style="list-style-type: none">1. Calculate the cost of standard recipes and their selling prices from given information.2. Identify and carry out calculations related to the elements of cost.3. Prepare consumption summary and control statements for	Available

				liquor at cost and selling price. 4. Calculate and compare the costs of materials in unprepared, part-prepared and 'ready for consumption' form.	
F3PJ 11	Selling Skills	5	1	<ol style="list-style-type: none"> 1. Describe the importance of a sales person to an organisation. 2. Describe the processes involved in making a sale. 3. Address the needs of customers in a sales environment. 4. Complete the sales transaction while recognising the need for after sales service. 	Available
D0L2 11	Non Alcoholic Beverages	5	0.5	<ol style="list-style-type: none"> 1. Know the range of hot and cold non-alcoholic beverages available. 2. Know and carry out the main production methods for the range of hot non-alcoholic beverages. 3. Know the cleaning and safety requirements for equipment relating to the production and service of non-alcoholic beverages; 4. Know the storage requirements for hot and cold non-alcoholic beverages. 	Available
TBC	Integrated Production Cookery 1 (revised)	5	1	<ol style="list-style-type: none"> 1. Prepare a range of dishes using a wide range of food 	

				preparation techniques and Cookery Processes	
D0TF 12	Integrated Production Cookery 2	6	1	1. Prepare a range of dishes using a wide range of food preparation techniques including butchery, cookery processes and sauces.	Available
D281 11	Meal Production and Design	5	1	1. Prepare menus which are suitable for a range of occasions. 2. Prepare a range of menu dishes/items. 3. Use safe and hygienic working procedures.	Available
DE2M 12	Food Production and Presentation Skills	6	2	1. Carry out, as a member of a kitchen team, the preparation of food to create a balanced menu. 2. Cook and present dishes to a commercial standard within a specified time. 3. Work in a safe and hygienic manner.	Available
D289 12	Food Product Knowledge	6	1	1. Categorise, classify and identify a range of commonly used commodities. 2. Identify, describe and evaluate processed products. 3. Identify and describe the determinants of availability, quality and price of commodities.	Available

				4. Identify and describe the range of suppliers, purchasing principles and storage requirements.	
D0TB 11	Stocks and Sauces	5	1	<ol style="list-style-type: none"> 1. Prepare a range of stocks and sauces. 2. Prepare extensions from a range of stocks and sauces. 3. State the reasons why faults occur in stocks and sauces and describe possible remedies. 4. State the types of roux and other thickening agents and the uses of the resulting stock/sauce. 	Available
D0SX 11	Cold Preparation	5	1	<ol style="list-style-type: none"> 1. Explain the basic reasons why cold foods deteriorate. 2. State acceptable standards of quality for foods which are served cold. 3. Use suitable techniques to prepare a variety of menu items which can be served cold. 4. Identify a range of basic accompaniments and garnishes for cold foods. 5. Present cold foods in a visually attractive manner. 	Available
F3J0 11	Hospitality: Developing Skills for Working in Hospitality	5	1	<ol style="list-style-type: none"> 1. Investigate the hospitality industry and the relevant skills and qualities needed to work in the industry. 	Available

				<ol style="list-style-type: none"> 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. 	
F3J1 11	Hospitality: Developing Skills for Working in the Professional Kitchen	5	1	<ol style="list-style-type: none"> 1. Contribute to the planning of menus for specified occasions working to a given brief. 2. Carry out a range of food preparation techniques while working as a member of a team. 3. Undertake a range of cookery processes while working as a member of a team. 	Available
F3J2 11	Hospitality: Front of House Operations	5	1	<ol style="list-style-type: none"> 1. Demonstrate effective customer care practices in front of house operations. 2. Carry out a range of reception tasks in front of house operations. 3. Carry out a range of table settings for specified styles of service while working as a member of a team. 4. Carry out a range of specified service styles while working as a member of a team. 	Available
F3J3 11	Hospitality Events	5	1	<ol style="list-style-type: none"> 1. Plan a hospitality event to meet the needs of a specified brief while working as a member of a 	Available

				<p>team.</p> <ol style="list-style-type: none"> 2. Organise resources for the event while working as a member of a team. 3. Contribute to the implementation of the event while working as a member of a team. 4. Review and evaluate own contribution to the event. 	
D292 11	Hospitality Reception skills	5	1	<ol style="list-style-type: none"> 1. Explain the role of reception in a variety of hospitality organisations. 2. Operate a simple reservations system for the advance letting of accommodation. 3. Operate reception procedures for guest check-in, in-house and departure. 4. Describe systems for the security of the establishment and the guests. 	Available
D293 11	Accommodation and Facilities Servicing	5	1	<ol style="list-style-type: none"> 1. Explain the role of accommodation and facilities servicing departments within different hospitality organisations. 2. Explain how standards of cleanliness for differing environments are achieved and maintained. 3. Correctly identify, select and 	Available

				<p>use the variety of cleaning agents available to maintain a variety of surfaces.</p> <ol style="list-style-type: none"> 4. Identify and select the range of equipment available to maintain a variety of surfaces. 5. Use safely the correct cleaning procedure and equipment appropriate to the preservation of various surfaces. 	
D294 11	Hospitality Administration	5	1	<ol style="list-style-type: none"> 1. Prepare standard business correspondence using a word processing package. 2. Identify procedures used to support stock control. 3. Use a spreadsheet to operate a petty cash system. 4. Use a spreadsheet to produce a simple cashier's summary sheet. 	Available
D9GM 11	Cake Production	5	1	<ol style="list-style-type: none"> 1. Demonstrate knowledge and understanding of the basic principles of cake making. 2. Select and use appropriate materials and techniques to prepare a specified product. 3. Produce the product to a commercially acceptable standard. 4. Use safe and hygienic working practices. 	Available
D9GL 11	Cake Decorating	5	1	<ol style="list-style-type: none"> 1. Demonstrate knowledge and 	Available

				<p>understanding to the basic principles of cake decorating.</p> <ol style="list-style-type: none"> 2. Select, prepare and apply fillings and coatings to cake bases. 3. Apply finishing decoration techniques to cakes. 4. Use safe and hygienic working practices. 	
D9GN 11	Creative Cake Production: Organisation of Practical Skills	5	1	<ol style="list-style-type: none"> 1. Prepare for tasks that require a minimum of twelve component parts and at least eighteen processes in their production. 2. Prepare a plan of work for the tasks chosen. 3. Carry out the tasks to achieve the desired outcome. 4. Use safe working practices. 	Available
F3PN 12	Event Organisation	6	1	<ol style="list-style-type: none"> 1. Produce an agreed plan for a specific event. 2. Implement an agreed plan for a specific event. 3. Evaluate the implementation of the event in relation to the agreed plan. 	Available
DE2L 12	Patisserie	6	2	<ol style="list-style-type: none"> 1. Prepare a range of pastry products, individual sweets and buffet gateau/torte products. 2. Produce a range of sauces and glazes suitable for finishing off or service with specific pastry items. 	Available

				<ol style="list-style-type: none"> 3. Identify faults and state possible remedies for a range of sweet/pastry items. 4. Use a given range of decorative mediums. 	
D0T9 12	Organisation of Practical Skills 4	6	1	<ol style="list-style-type: none"> 1. Prepare for tasks that require a minimum of sixteen component parts and at least twenty-four processes in their production. 2. Prepare a plan of work for the tasks chosen. 3. Carry out the tasks to achieve the desired outcome. 4. Use safe working practices. 	Available
D280 12	Service of Food and Drink -Table	6	2	<ol style="list-style-type: none"> 1. Demonstrate knowledge and understanding of the range and characteristics of establishments where food and drink may be served and the relationship between types of establishment and styles of service. 2. Interpret menus with reference to customer and service requirements. 3. Prepare and serve drinks. 4. Serve customers with food and drinks as required in a pleasant and courteous manner. 5. Prepare and reinstate service areas to appropriate organisational standards. 	Available

				<ul style="list-style-type: none"> 6. Operate effectively as an individual and as part of a team. 7. Provide advice for others in carrying out a task. 	
D297 12	Beverage Product Knowledge	5	1	<ul style="list-style-type: none"> 1. Demonstrate knowledge and understanding of wines by style and country of production. 2. Demonstrate knowledge and understanding of spirits and liqueurs by type and country of origin. 3. Demonstrate knowledge and understanding of beers and ciders by style and base production materials. 4. Demonstrate knowledge and understanding of hot and cold non-alcoholic beverages. 	Available
D0T3 11	Intro to Alcoholic Beverage	5	1	<ul style="list-style-type: none"> 1. Identify different types of alcoholic beverages. 2. Outline the basic methods of production for different alcoholic beverages and their country or countries of origin. 3. Select alcoholic beverages which complement meal experiences and special occasions. 4. Serve a range of alcoholic beverages in an acceptable manner. 	Available
D0TC 11	Pastry	5	1	<ul style="list-style-type: none"> 1. Describe the range of basic 	Available

				pastries. 2. Prepare and store a range of basic pastries. 3. Prepare and present simple dishes using each of the pastries.	
X049 11	General Operations	5	1	External Assessment	Available
X051 11	Professional Cookery	5	1	External Assessment	Available
X06E 11	Creative Cake Production	5	1	External Assessment	Available