



Skills for Work Course — *Hospitality*

Structure of the Course

This Course is at Intermediate 2 level and consists of 4 x 40 hour Mandatory Units

These mandatory Units are:

Hospitality: Developing Skills for Working in Hospitality	1 Unit credit
Hospitality: Developing Skills for Working in the Professional Kitchen	1 Unit credit
Hospitality: Front of House Operations	1 Unit credit
Hospitality: Hospitality Events	1 Unit credit

Summary of Course content

The Course provides an introduction to the different sectors of the hospitality industry and types of provision offered. Candidates will learn about which sectors can be described as ‘commercial’ and ‘non-commercial’. They will also learn about the organisational aims of hospitality establishments and the products and services they provide. Candidates will also have the opportunity to prepare for and take part in a job interview. The Course will also develop vocational skills and knowledge with a focus on experiencing the areas of the professional kitchen, food and drink service, customer care skills, reception skills and hospitality events. Candidates will be involved in menu planning and have practical experience of preparing, cooking and presenting a range of commodities, serving food and drinks, undertaking reception duties and planning, organising and running a small hospitality event. Candidates will be working as a member of a team, communicating appropriately, undertaking aspects of problem solving and numeracy, and may also use Information Technology. The Course content places emphasis throughout all Units on the employability skills and attitudes which will help to prepare candidates for the workplace.

Summary of content of each Unit:

Hospitality: Developing Skills for Working in Hospitality

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. It will also provide the opportunity for candidates to identify the relevant employability skills and attitudes for employees in the hospitality industry, and experience a simulated job interview. On completion of the Unit candidates should be able to demonstrate a positive approach in a range of employability skills.

Hospitality: Developing Skills for Working in the Professional Kitchen

In this Unit candidates will learn about menu planning, food preparation techniques and cookery processes, food hygiene, health and safety procedures, equipment, terminology, safe knife handling and appropriate storage of finished dishes prior to service. Candidates will also prepare, cook, and present a range of commodities and evaluate finished dishes. Candidates will work as a team member and participate in a number of activities which will help them to develop the skills identified within this Unit.

Hospitality: Front of House Operations

In this Unit candidates will learn about the work undertaken by front of house staff, specifically reception and the associated customer care skills. They will also experience the skills needed to undertake food and drink service in a variety of styles and establishments. Candidates will participate in a number of activities which will help them to develop the skills identified within this Unit.

Hospitality: Hospitality Events

In this Unit candidates will be involved in planning, organising, running and evaluating a small scale hospitality event. Candidates will work as part of a team and participate in all the activities involved. Candidates will have the opportunity to use existing skills such as contributing constructively to group discussions, contributing to the provision of food and food service, and following food hygiene and health and safety procedures. They will also develop new skills such as planning and publicising hospitality events.

Assessment Approaches

Assessment in this Course will be based on a range of practical activities. Performance evidence will be supported by assessor observation checklists and candidate reviews. For the Employability Skills, candidates will be required to carry out self evaluation on a range of skills, review progress and identify action points.

Each Unit will be supported by a National Assessment Bank (NAB) item which will provide an assessment package and will exemplify the national standard.

Learning and Teaching Material

Learning and teaching support packs are being produced by the Scottish Further Education Unit to support this Course. These are planned for publication on the SFEU website by August 2008.

Experience of the workplace

It is essential that the Course is delivered in a realistic environment which provides the candidates with an appropriate learning environment for this Course. Links with local employers will be valuable. Visits to Hospitality establishments will be of benefit to candidates as will the experience of visiting speakers from industry.

Resource Requirements

Centres will require hospitality facilities for each of the Units in the Course. This will include a professional kitchen and restaurant. Both the kitchen and the restaurant will need to be equipped with sufficient equipment, tools and commodities to replicate that found in the industry.

Personal protective clothing will be essential for all candidates when working in the kitchen. This may include chef's whites and hat. It is also important that the candidates adhere to the house standard for restaurant uniform. This may include black trousers, white long-sleeved shirt, black shoes and socks and a bow tie. Centres should carry out risk assessments for all activities as required.

Progression

This Course may provide candidates with opportunities to progress to:

- ◆ an SVQ/NVQ in catering and hospitality
- ◆ a full-time National Certificate Course in hospitality in Further Education colleges
- ◆ training/employment

Publication of Course and Unit Specifications

Course and Unit Specifications will be published on SQA's website (www.sqa.org.uk/skillsforwork) in April 2008.

Launch Event

SQA will be hosting a launch event to support this Skills for Work Course in April 2008. Centres will be updated on the event in early 2008.