

-SQA- SCOTTISH QUALIFICATIONS AUTHORITY

HIGHER NATIONAL UNIT SPECIFICATION

GENERAL INFORMATION

-Unit Number- 7650526
-Superclass- NA
-Title- **INDUSTRIAL EXPERIENCE IN THE HOSPITALITY
INDUSTRY**

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Undertaking realistic work experience appropriate to hospitality services.

OUTCOMES

1. plan, organise and negotiate an industrial placement in the hospitality industry;
2. operate and function as an effective part of the work team;
3. review personal performance in the industrial experience;
4. explain the relationship of the industrial placement to the whole organisation.

CREDIT VALUE: 2 HN Credits

ACCESS STATEMENT: Access to this unit is at the discretion of the centre. However the candidate should have appropriate vocational training or experience.

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5.00).

HIGHER NATIONAL UNIT SPECIFICATION**STATEMENT OF STANDARDS****UNIT NUMBER:** 7650526**UNIT TITLE:** INDUSTRIAL EXPERIENCE IN THE HOSPITALITY
INDUSTRY

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. PLAN, ORGANISE AND NEGOTIATE AN INDUSTRIAL
PLACEMENT IN THE HOSPITALITY INDUSTRY

PERFORMANCE CRITERIA

- (a) Prior to the commencement of placement personal strengths and weaknesses are identified.
- (b) The candidate's curriculum vitae is an accurate record of his/her achievement.
- (c) Personal and learning objectives are established in negotiation with the tutor.
- (d) The placement organisation meets the candidate's personal and learning objectives.

RANGE STATEMENT

The range for this outcome is fully expressed in the performance criteria.

EVIDENCE REQUIREMENTS

Performance evidence of the candidate's ability to plan, organise and negotiate a work placement.

OUTCOME

2. OPERATE AND FUNCTION AS AN EFFECTIVE PART OF THE WORK TEAM

PERFORMANCE CRITERIA

- (a) The needs of customers and/or other members of the work team are correctly identified.
- (b) Good working relationships are established and maintained.
- (c) Offers of help and advice are responded to courteously.
- (d) Operational and personal problems are dealt with effectively.
- (e) Agreed targets are met within deadlines by planning work, scheduling tasks and undertaking necessary action.

RANGE STATEMENT

The range for this outcome is fully expressed in the performance criteria.

EVIDENCE REQUIREMENTS

Performance evidence of the candidate working as part of a team in a work placement. This may be supplemented by additional evidence, eg. an employer's report.

OUTCOME

3. REVIEW PERSONAL PERFORMANCE IN THE INDUSTRIAL EXPERIENCE

PERFORMANCE CRITERIA

- (a) The evaluation of personal performance is consistent with evidence drawn from the candidate's own experience.
- (b) The evaluation of personal performance is accurate in relation to the identified personal and learning objectives.
- (c) Decisions concerning future development are in accordance with the evaluation results.

RANGE STATEMENT

The range for this outcome is fully expressed in the performance criteria.

EVIDENCE REQUIREMENTS

Performance evidence of the candidate producing a self-evaluation report of performance in the work placement.

OUTCOME

4. EXPLAIN THE RELATIONSHIP OF INDUSTRIAL PLACEMENT TO THE WHOLE ORGANISATION

PERFORMANCE CRITERIA

- (a) The description of the inter-functional relationship between the operation and the organisation is concise and accurate.
- (b) The communication and information channels within and between the operation and the organisation are identified accurately.
- (c) The explanation of the main operational objectives is clear.

RANGE STATEMENT

The range for this outcome is fully expressed in the performance criteria.

EVIDENCE REQUIREMENTS

Written evidence that the candidate can explain the industrial placement operation in relation to the whole organisation.

MERIT A candidate who achieves all performance criteria for all outcomes will be awarded a pass.

A candidate will be awarded a pass with merit if he/she successfully achieves all outcomes and in addition demonstrates:

- (i) higher level analytical skills;
- (ii) more sophisticated personal/interpersonal skills.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

Proposals to modify outcomes, range statements or agreed assessment arrangements should be discussed in the first place with the external verifier.

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HIGHER NATIONAL UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER: 7650526

UNIT TITLE: INDUSTRIAL EXPERIENCE IN THE HOSPITALITY
INDUSTRY

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 80 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit will develop individual maturity, self-awareness and confidence in the candidate. It will provide structured practical experience of the industry, its operations, its customers and its staff and will consolidate skills learnt during studies. It will assist the candidate to appreciate industrial standards and levels of performance.

CONTENT/CONTEXT

(i) Technical skills development

- accomplish the tasks involved in the placement.
- manage resources within the area of responsibility.
- recognise operational problems within the work situation.
- analyse operational problems within the work situation.
- suggest a strategy to overcome identified problems.
- communicate with others to solve problems and reach decisions.
- react to an unpredicted situation in accordance with the policy and procedure of the organisation.
- analyse the functions of the department in which the candidate is working.
- analyse the role of that department within the overall organisational structure.

(ii) Personal development

- develop planning abilities - setting and prioritising objectives.
- develop negotiation skills.
- respond to the unexpected.
- manage others to optimise results.
- use initiative to deal with operational problems.

- use initiative to deal with personal problems within the work-based situation.
- take responsibility for specific tasks and operations.
- develop the skills of working as a member of a team.
- further develop communication skills.
- further develop decision-making skills.
- develop leadership qualities.
- manage personal learning and development.

APPROACHES TO GENERATING EVIDENCE

The placement will normally be for a minimum of 12 weeks, full-time during which the candidate will work in a practical situation developing and extending knowledge of the problems and techniques associated with responsibility, supervision and management.

To achieve competence within this unit the candidate is required to ensure thorough preparation for successful entry to the work place.

During the placement the candidate is required to demonstrate an ability to participate effectively and efficiently as a team member.

ASSESSMENT PROCEDURES

The following outlines how this unit may be assessed:

Outcome 1

The candidate is required to submit an up-to-date curriculum vitae including recent passport size photographs.

The candidate will also submit a report to show that the choice of placement locations has been investigated and that valid, sound reasons are given for choices.

The report will also identify personal strengths and weaknesses prior to commencement in industrial placement. These could be used to compile personal and learning objectives to be achieved during the experience.

Outcome 2

The candidate will be assessed operating effectively throughout the placement.

This may be supplemented by an employer's report which will reflect the candidate's performance as an effective part of the work team.

Outcome 3

The candidate will submit a self evaluation report on his/her performance in the placement. This should match performance against the personal and learning objectives and indicate areas for future development.

(ii) Your technical skills development

6. How would you describe:

(i) Your strengths

(ii) Your weaknesses

EMPLOYER'S REPORT ON CANDIDATE IN INDUSTRY

NAME OF CANDIDATE:

COURSE:

PLACEMENT:

YEAR:

THE OBJECTIVE OF THIS ASSESSMENT IS TO COMMENT ON THE CANDIDATE'S ABILITY TO OPERATE AS AN EFFECTIVE PART OF THE WORK TEAM.

SCALE: EXCELLENT
 GOOD
 ACCEPTABLE
 POOR
 UNACCEPTABLE

Please indicate appropriate level by inserting ✓ and providing additional information in the comments space

	Excellent	Good	Acceptable	Poor	Unacceptable
1 Ability to deal with customers					
Comment:					
2 Ability to function as a team member					
Comment:					
3 Confidence to seek and respond to help and advice					
Comment:					
4					

	Excellent	Good	Acceptable	Poor	Unacceptable
Level of initiative demonstrated					
Comment:					
5					
Ability to complete work within agreed deadlines					
Comment:					
6	Highlight any area in which the candidate performed to a particular high standard				

REFERENCES

1. Guide to unit writing.
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment.
3. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures.
4. For details of other SQA publications, please consult SQA's publications list.

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