

National Unit Specification: general information

UNIT	Hospitality: Working in the Hospitality Industry (Intermediate 1)
CODE	F19E 10
COURSE	Hospitality (Intermediate 1)

SUMMARY

This Unit has been designed as a mandatory Unit of the Intermediate 1 Hospitality Course and should be taken as part of that Course. It is suitable for candidates who have no previous experience.

The Unit introduces the candidates to the different sectors of the hospitality industry and the job roles and responsibilities of the people working within the industry. This will include understanding the qualifications required for the various job roles, and progression routes.

The Unit also focuses on the employability skills identified by employers as being most important in the hospitality industry. On completion of this Unit, candidates should be able to demonstrate a positive approach when interacting with others including customers. This positive approach should include communicating appropriately, working as part of a team, being flexible and adaptable, and having respect and consideration for others.

OUTCOMES

- 1 Investigate different sectors, job roles and career paths in the hospitality industry.
- 2 Establish and maintain good working relationships in specified practical activities.
- 3 Demonstrate employability skills and attitudes in specified practical activities.
- 4 Review and evaluate own employability skills in specified practical activities.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

Administrative Information

Superclass:	NA
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CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Learning and Teaching Approaches for this Unit*.

National Unit Specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Investigate different sectors, job roles and career paths in the hospitality industry.

Performance Criteria

- (a) Gather information from a variety of sources on specified sectors of the hospitality industry.
- (b) Gather information which describes a range of establishments, jobs, qualifications and progression routes in the hospitality industry.
- (c) Organise and present findings clearly in an appropriate format.

OUTCOME 2

Establish and maintain good working relationships in specified practical activities.

Performance Criteria

- (a) Follow instructions and carry out duties as specified.
- (b) Communicate clearly, accurately and positively with others.
- (c) Actively listen and respond constructively to others.
- (d) Demonstrate a willingness to assist others.

OUTCOME 3

Demonstrate employability skills and attitudes in specified practical activities.

Performance Criteria

- (a) Demonstrate an awareness of the importance of good time-keeping and attendance.
- (b) Demonstrate an awareness of the importance of personal presentation in the kitchen and restaurant.
- (c) Demonstrate an awareness of the efficient use of time and resources.
- (d) Demonstrate a positive attitude to learning and to constructive advice.
- (e) Demonstrate willingness to seek advice and help from others.

OUTCOME 4

Review and evaluate own employability skills in specified practical activities.

Performance Criteria

- (a) Seek advice and take account of feedback from others when reviewing own employability skills.
- (b) Identify own strengths and weaknesses in specified employability skills.
- (c) Identify areas of improvement in specified employability skills and set relevant goals.
- (d) Evaluate progress in achieving goals over a set period of time.

National Unit Specification: statement of standards (cont)

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence must be produced to demonstrate that all Outcomes and Performance Criteria have been met.

Performance and written/oral evidence is required for this Unit.

- ◆ Practical activities for this assessment should be carried out under supervision either in a professional kitchen and training restaurant, realistic working environment or workplace, and should involve working with others in a team and provide opportunities to demonstrate good working practice.
- ◆ Written/oral evidence is required which demonstrates knowledge and understanding of aspects of the hospitality industry.

Outcome 1 — Written/Oral Evidence

The assessor will assign three sectors to each candidate to investigate. The evidence will be gathered in an individual folio of evidence. The folio should include for each of the three given sectors:

- ◆ a brief description of which operations each sector is engaged in providing (hospitality, accommodation, catering)
- ◆ details of menus, pricing, furnishing, location, facilities and opening times.

The folio should also include information on three job roles from the hospitality industry. The information will include:

- ◆ an appropriate qualification for each of the three jobs identified
- ◆ a possible progression route from each of the three jobs identified.

The evidence will be gathered in open-book conditions at appropriate points throughout the Unit.

The sectors will be selected from the list below:

- ◆ Hotels
- ◆ Travel Lodges
- ◆ Guest Houses
- ◆ Bed and Breakfast Operations
- ◆ Restaurants
- ◆ Cafes
- ◆ Fast Food Outlets
- ◆ Hospitals
- ◆ Residential Homes
- ◆ College Refectory
- ◆ School Meals
- ◆ Prison Service
- ◆ Armed Forces
- ◆ Contract Catering

National Unit Specification: statement of standards (cont)

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Outcomes 2 and 3 — Performance Evidence

Candidates will demonstrate the appropriate employability skills and attitudes in practical contexts. Assessor observation checklists should be used to provide evidence of performance on a minimum of two occasions and should be based on observation recorded during a sustained relevant practical activity. Where candidates are taking this Unit as part of the Intermediate 1 Hospitality Course opportunities for sustained practical activities can be found in the following Units *Hospitality: Working in the Professional Kitchen*, *Hospitality: Working Front of House* and *Hospitality: Introduction to Events*

Practical activities should be carried out in either a realistic working environment or real workplace, which involves working with others in a team and develops good working practice.

Outcome 4 — Written/Oral Evidence

Candidates will review and evaluate their performance following a discussion with the assessor. They will also identify areas for improvement and set relevant goals. The evidence required will be four completed reviews. One will be based on an initial review, the second completed half way through the Unit, the third completed three-quarters through the Unit and the fourth will be based on a review towards the end of the Unit.

It is expected that at this level, candidates will be given support and guidance from the assessor before completing the final review.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes an investigation pro forma, assessor checklists and candidate review sheets, which include the specified employability skills. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

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This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This Unit introduces the candidates to the different sectors of the hospitality industry and the job roles and responsibilities of the people working within the industry. This will include understanding the qualifications and qualities required for the various job roles and to identify career pathways and links. It also focuses on the generic skills and attitudes valued by employers and provides opportunities for candidates to evaluate their own progress and to set goals to improve their employability profile

Outcome 1

This Outcome is intended to provide a basic introduction to the opportunities that exist in the hospitality industry. The teacher/lecturer should provide each candidate with three sectors of the hospitality industry to investigate. The candidates should carry out some basic research into their given sectors, which may involve reading, researching using the Internet, the use of CD Roms, DVDs and videos as well as visiting real workplace environments and interviewing/talking to people who work in the industry.

Candidates will develop:

- ◆ investigative skills using a variety of research methods
- ◆ skills in presenting information through the production of the portfolio of evidence
- ◆ self-evaluation skills
- ◆ confidence to set achievable goals.

The investigation should produce the following information about the industry:

- ◆ accommodation, catering and business facilities like meeting rooms, internet access
- ◆ menus, tariffs/pricing, furnishing and opening times
- ◆ job roles and titles that exist in the hospitality industry, for example, chef, waiter, receptionist, room attendant, department manager
- ◆ types of qualifications that would be appropriate to enter and progress in the industry, for example, a commis chef may be employed with an SVQ level 2 in Professional Cookery and they may be able to progress to sous chef by undertaking an SVQ level 3 in Professional Cookery, or through experience.

The Unit also focuses on the employability skills identified by employers as being most important in the hospitality industry. It is essential to emphasise the development of the skills identified in the Outcomes in order to ensure that candidates understand the importance of how they interact with others and customers if they wish to progress in this vocational area and make a positive contribution when working in a hospitality establishment.

