



## **National Unit Specification**

### **General information**

**Unit title:** Local Hospitality Provision (SCQF level 5)

**Unit code:** F7DL 11

**Superclass:** NA

**Publication date:** November 2009

**Source:** Scottish Qualifications Authority

**Version:** 02

### **Unit purpose**

This unit introduces learners to a variety of hospitality operations and enables them to undertake an investigation into a hospitality establishment of their choice. Upon completion of the investigation, learners will evaluate the effectiveness of their research and identify the knowledge and skills that they have developed. They will also assess what was done well in the investigation and identify areas for improvement in subsequent investigations.

### **Outcomes**

On successful completion of the unit the learner will be able to:

- 1 Plan an investigation into a local hospitality establishment.
- 2 Carry out the investigation into a local hospitality establishment and present your findings.
- 3 Review and evaluate the investigation into a local hospitality establishment.

### **Credit points and level**

0.5 National Unit credits at SCQF level 5: (3 SCQF credit points at SCQF level 5)

### **Recommended entry to the unit**

Entry is at the discretion of the centre.

## **National Unit Specification: General information (cont)**

**Unit title:** Local Hospitality Provision (SCQF level 5)

### **Core Skills**

Achievement of this unit gives automatic certification of the following:

Complete Core Skill                      *Problem Solving* at SCQF level 5

There are also opportunities to develop aspects of Core Skills which are highlighted in the support notes for this unit specification.

### **Context for delivery**

If this unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes.

### **Equality and inclusion**

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website: [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)

## **National Unit Specification: Statement of standards**

**Unit title:** Local Hospitality Provision (SCQF level 5)

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 SQA.

### **Outcome 1**

Plan an investigation into a local hospitality establishment.

#### **Performance criteria**

- (a) Select a local hospitality establishment from a given range
- (b) Identify the establishment's operational areas and select one to investigate
- (c) Identify the sources of information to be used during the investigation

### **Outcome 2**

Carry out the investigation into a local hospitality establishment and present your findings.

#### **Performance criteria**

- (a) Utilise the sources of information identified for use during the investigation
- (b) Describe the local hospitality establishment
- (c) Describe the facilities and services provided by the operational area
- (d) Present the findings of the investigation in an appropriate format

### **Outcome 3**

Review and evaluate the investigation into a local hospitality establishment.

#### **Performance criteria**

- (a) Assess the effectiveness of the sources of information that were used to carry out the investigation
- (b) Identify the knowledge and skills developed by carrying out the investigation
- (c) Identify and evaluate what was done well
- (d) Review areas for improvement

## National Unit Specification: Statement of standards (cont)

**Unit title:** Local Hospitality Provision (SCQF level 5)

### Evidence requirements for this unit

Evidence is required to demonstrate that learners have achieved all outcomes and performance criteria.

Written/oral evidence is required to demonstrate that the learner has selected a local hospitality establishment for investigation.

#### Outcome 1 — Written/oral evidence

- ◆ Select a local hospitality establishment from a given range
- ◆ Identify the operational areas in the establishment and select one to investigate
- ◆ Identify a minimum of two sources of information to be used during the investigation

**Establishments:** Hotel, restaurant, fast food outlet, events venue, contract catering, pub, club or any other appropriate hospitality venue

**Operational areas:** Restaurant, kitchen, accommodation and front of house

#### Outcome 2 — Written/oral evidence

- ◆ Utilise the sources of information identified to gather the required information
- ◆ The local hospitality establishment is described. The following must be included in the findings:
  - establishment name
  - establishment type, eg hotel, restaurant, event venue, pub/club
  - ownership
  - classification if appropriate
  - establishment location
  - main customer groups
- ◆ The facilities and services provided by the operational area are described
- ◆ The findings of the investigation are presented in an appropriate format

#### Outcome 3 — Written/oral evidence

- ◆ Assess the effectiveness of the sources of information that were used to carry out the investigation
- ◆ Identify the knowledge and skills developed by carrying out the investigation
- ◆ Identify and evaluate what was done well
- ◆ Review areas for improvement



## **National Unit Support Notes**

**Unit title:** Local Hospitality Provision (SCQF level 5)

Unit support notes are offered as guidance and are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 20 hours.

### **Guidance on the content and context for this unit**

The focus of this unit is to introduce learners to a variety of hospitality organisations and allow them to undertake an investigation into the facilities and services provided by a hospitality establishment of their choice.

Learners should be introduced to the different type of hospitality operations and the facilities and services provided within. They should be aware of the different sources of information available to enable them to carry out the investigation effectively and subsequently present their findings.

### **Guidance on approaches to delivery of this unit**

The requirements for the unit should be discussed with learners as part of the induction to the unit. The teacher or lecturer plays an important role in providing advice, information and creating a framework within which the learner can undertake all stages of the investigation.

Centres should consider taking learners on educational visits to appropriate hospitality operations to view the facilities and services offered.

### **Outcome 1**

Learners will identify different types of hospitality operations and the areas, services and facilities found within them. This may include hotels, restaurants, fast food outlets, events venues, contract catering organisations, pubs, clubs and university accommodation. From this learners should be able to select an appropriate hospitality establishment for investigation.

Once learners have selected an appropriate hospitality establishment they should consider how they will research the establishment. The various sources of information available to facilitate the investigation should be discussed. This could include internet, research, email contact, brochures and printed materials, observation, work experience and interviews of employees and/or customers of the establishment.

## National Unit Support Notes (cont)

**Unit title:** Local Hospitality Provision (SCQF level 5)

### Outcome 2

Learners will be required to undertake the practical activities associated with their investigation. The investigation should be carried out within the hours allocated for the unit. On completion of the practical activities the learners will be required to present their findings.

Learners will require the support and advice of the lecturer in preparing and undertaking the practical activities associated with the investigation and presentation of their findings.

### Outcome 3

Having presented their findings, learners should carry out a review of their investigation. This review requires the learners to assess the sources of information used and comment on their effectiveness, identify knowledge and skills they have developed as a result of carrying out the investigation and comment on what they felt they did well and what they would do differently in subsequent investigations.

## Guidance on approaches to assessment of this unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

**For Outcome 1** — Learners could complete a form that specifies the following, the type of hospitality establishment, its name, the area to be investigated, the facilities and services within the area of investigation and identifies a minimum of two sources of information which will be used in undertaking learning Outcome 2.

This form should be completed prior to the learner undertaking the tasks and activities associated with Outcome 2.

**For Outcome 2** — Learners should present findings of their investigation, which could be presented orally or in writing. The facilities in the operational area of the establishment will be dependent on the area selected eg, restaurant learner would briefly describe opening hours, menu(s), menu price(s), style of service, drink service, décor, facilities for customers with special needs etc. An assessor checklist can be used to ensure all required areas of the investigation have been covered.

**For Outcome 3** — A form can be completed that requires the learners to assess the sources of information used and make comment on their effectiveness, identify the knowledge and skills they have developed and comment on what they feel they did well and what they would do differently in subsequent investigations.

## National Unit Support Notes (cont)

**Unit title:** Local Hospitality Provision (SCQF level 5)

### Opportunities for e-assessment

E-assessment may be appropriate for some assessments in this unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the evidence requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at [www.sqa.org.uk/e-assessment](http://www.sqa.org.uk/e-assessment).

### Opportunities for developing Core and other essential skills

Achievement of this unit gives automatic certification of the Core Skill of *Problem Solving* at SCQF level 5.

In addition, learners are likely to use the on-line sources to investigate, gather and present information on a local hospitality organisation; therefore, they will also have the opportunity to develop the Core Skill of *Information and Communication Technology* at SCQF level 4.

## History of changes to unit

Version	Description of change	Date
02	Transferred to current template Core Skills signposting information updated	April 2019

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## General information for learners

### Unit title: Local Hospitality Provision (SCQF level 5)

This section will help you decide whether this is the unit for you by explaining what the unit is about, what you should know or be able to do before you start, what you will need to do during the unit and opportunities for further learning and employment.

This unit will introduce you to a variety of hospitality operations, and you will undertake an investigation into a hospitality establishment of your choice. Upon completion of the investigation, you will evaluate the effectiveness of your research and identify the knowledge and skills that you have developed. You will also assess what you did well in the investigation and identify areas for improvement in subsequent investigations.

You will identify different types of hospitality operations and the areas, services and facilities found within them. This may include hotels, restaurants, fast food outlets, events venues, contract catering organisations, pubs, clubs and university accommodation. You will then be able to select an appropriate hospitality establishment for your investigation. Once you have selected the hospitality establishment you will consider the sources you can be used to research it. These could include internet, email contact, brochures and printed material. On completion of your investigation, you will be required to present your findings.

Finally, you will carry out a review of the investigation. You will assess the sources of information used and comment on their effectiveness, identify knowledge and skills you have developed as a result of carrying out the investigation and comment on what you felt was successful and what you would do differently in subsequent investigations.

On successful completion of this unit, you will automatically be certificated with the Core Skill of *Problem Solving* at SCQF level 5. This unit will also enable you to develop the Core Skill of *Information and Communication Technology* at SCQF level 4.

On completion of this unit, you could progress to other units in Hospitality at SCQF levels 5/6 and/or seek employment in the hospitality industry.