**Hospitality
General Operations
SCQF level 5**

6th edition — published June 2011

NOTE OF CHANGES TO ARRANGEMENTS
SIXTH EDITION PUBLISHED JUNE 2011

COURSE TITLE: Hospitality – General Operations (Intermediate 2)

COURSE NUMBER: C049 11

NATIONAL COURSE SPECIFICATION   No change

National Unit Specification	Minor amendments throughout to correct grammatical inconsistencies and to update
F792 11 Food Hygiene for the Hospitality Industry	REHIS terminology ie 'Environmental Health Officer' changed to 'Authorised Officer'.

National Course Specification

Hospitality — General Operations (SCQF level 5)

COURSE CODE   C049 11

COURSE STRUCTURE

This Course has four mandatory Units. The mandatory Units are:

D04R 11 *Service of Food and Drink* (SCQF level 5)
D281 11 *Meal Production and Design* (SCQF level 5)
F792 11 *Food Hygiene for the Hospitality Industry* (SCQF level 5)
F7DL 11 *Local Hospitality Provision* (SCQF level 5)

All Courses include 40 hours over and above the 120 hours for the Units. This may be used for induction, extending the range of learning and teaching approaches, support, consolidation, integration of learning and preparation for Course assessment.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates would normally be expected to have attained one of the following, or equivalent:

♦   a Course or Units in Hospitality or Home Economics at SCQF level 4
♦   Standard Grade Home Economics at General level
♦   other appropriate Hospitality Units
♦   equivalent industrial experience

PROGRESSION

This Course or its Units may provide progression to:

♦   Hospitality Units at SCQF level 6
♦   HNC Hospitality

National Course Specification: (cont)

COURSE   Hospitality — General Operations (SCQF level 5)

CREDIT VALUE

The SCQF level 5 Course in Hospitality ⸺ General Operations is allocated 24 SCQF credit points at SCQF level 5*.

SCQF points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification 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

Achievement of this Course gives automatic certification of the following:

Complete Core Skill   *Problem Solving* at SCQF level 5
Core Skill component   None

There are also opportunities to develop aspects of Core Skills which are highlighted in the Support Notes of the Unit Specifications for this Course.

National Course Specification: Course details (cont)

COURSE   Hospitality — General Operations (SCQF level 5)

RATIONALE

The Hospitality — General Operations (SCQF level 5) Course contributes to the key skills required to operate within the hospitality industry. Its study will enable the candidate to:

♦ develop a range of practical food production and service skills
♦ improve their personal and interpersonal skills
♦ enhance their ability to work independently and flexibly
♦ develop confidence in their own ability
♦ enhance their numeracy, planning and problem solving skills
♦ interpret and implement oral instructions
♦ develop an awareness of careful food handling and prevention of food poisoning
♦ describe the main requirements of current legislation pertaining to food safety
♦ become aware of the broader aspects of the hospitality industry

The Course aims to provide a thorough introduction to the techniques, skills and knowledge required to operate in a food and beverage area in a wide variety of establishments, including:

♦ the range of organisations within the hospitality industry which contain food and drinks service operations
♦ planning an appropriate style and level of service
♦ practical activities involved in food and drinks service operations, both in front of the customer and in ancillary areas
♦ interpersonal skills, in particular, effective contribution to team work
♦ product knowledge associated with a range of foods and non-alcoholic beverages
♦ food hygiene
♦ menu planning and meal production

The study of the Course encourages understanding of food preparation and service, and the importance of an appropriate level of food hygiene and product knowledge. It also encourages a wider understanding of the context within the hospitality industry where food and beverage operations occur.

National Course Specification: Course details (cont)

COURSE Hospitality — General Operations (SCQF level 5)

COURSE CONTENT

Service of Food and Drink (SCQF level 5)

The candidate, through a structured learning approach, will be encouraged to operate within a team to plan, set up and provide food and drinks using a basic style of food service. All areas have to be reinstated according to the house standard at the end of each service session.

The following should be emphasised throughout the delivery of the Unit:

♦ operating effectively as a member of a team
♦ providing warm and friendly service for customers
♦ working safely and hygienically in all areas

Meal Production and Design (SCQF level 5)

This Unit introduces candidates to the planning and preparation of a variety of menu items.

The following items should be emphasised throughout the delivery of the Unit:

♦ creating well balanced and suitable menus
♦ working safely and hygienically

Menu planning and the requirements of the customer will require to be covered in detail. Balance in terms of nutritive value, choice of foodstuffs, colour, textures, methods of cookery, seasonal availability and costs of foods will be explored and understood.

Candidates will prepare and present a variety of foods suitable for basic food and drink service. Emphasis should be placed on correct working methods throughout the practical sessions, with care in presentation of all foods to ensure that they are of a commercially acceptable standard.

Food Hygiene for the Hospitality Industry (SCQF level 5)

Candidates should be able to demonstrate awareness of the dangers of food contamination and the consequences of bad practices. Current legislation should be examined so that the requirements of employers and employees are known.

National Course Specification: Course details (cont)

COURSE   Hospitality – General Operations (SCQF level 5)

Local Hospitality Provision (SCQF level 5)

This Unit encourages candidates to find out about the various organisations within their local area which comprise the hospitality industry. From this, they will plan and carry out a specific study of a particular organisation.

The following should be emphasised throughout the delivery of the Unit:

- ♦ appreciating the wider aspects of the hospitality industry
- ♦ planning as an important stage in the investigative process
- ♦ carrying out the investigation and the associated tasks

National Course Specification: Course details (cont)

COURSE   Hospitality — General Operations (SCQF level 5)

ASSESSMENT

To achieve the Course award the candidate must achieve the Units as well as pass the Course assessment. The candidate's grade is based on the Course assessment.

Course assessment

The course assessment is in two parts.

Part 1: Written assignment 50 marks

This written assessment is to test the candidate's ability to plan a hospitality event in a venue within the locality. Candidates are allowed up to four weeks to complete the assignment. The assignment will involve participation in the planning and organising of a hospitality event, for example: a senior citizens' tea party; birthday party, special event to commemorate a particular occasion. In addition to reference materials provided by the centre, candidates would be expected to obtain information on local venues where the event may be held.

Planning should include:

♦ an identification of client's requirements
♦ a list of available resources including personnel and expertise available
♦ the quantities of food and drink required
♦ the provision of recipe and work cards
♦ a detailed plan for the implementation of the event

Part 2: Practical assignment 50 marks

This part of the assessment is designed to test the candidate's practical abilities.

Working in a team candidates will either be involved in preparing or serving a simple two course meal paying attention to:

♦ safe, hygienic practices
♦ the correct preparation of the food and drinks required or the appropriate service of food and drink
♦ the use of appropriate personal and inter-personal skills with clients and peer group

National Course Specification: Course details (cont)

COURSE Hospitality — General Operations (SCQF level 5)

Summary of Unit assessments

Service of Food and Drink (SCQF level 5)

Performance evidence is required for this Unit.

♦ Practical activities for this Unit should be carried out under supervision in a realistic working environment and should provide opportunities to demonstrate good working practice

Meal Production and Design (SCQF level 5)

Written/Oral and Performance evidence is required for this Unit.

♦ Written/oral evidence is required which demonstrates knowledge and understanding of the rules to be considered for creating a range of menus
♦ Practical activities for this Unit should be carried out under supervision in a realistic working environment and should provide opportunities to demonstrate good working practice

Food Hygiene for the Hospitality Industry (SCQF level 5)

Written/Oral and Performance evidence and is required for this Unit.

♦ Written/Oral evidence is required which demonstrates knowledge and understanding of food hygiene
♦ Practical activities for this Unit should be carried out under supervision and should provide opportunities to demonstrate good working practice

Local Hospitality Provision (SCQF level 5)

Written/Oral evidence and is required for this Unit which demonstrates knowledge and understanding of local hospitality provision.

Further details about Unit assessment for this Course can be found in the Unit Specifications and the National Assessment Bank (NAB) materials.

National Course Specification: Course details (cont)

COURSE   Hospitality – General Operations (SCQF level 5)

Link between Unit and Course assessment/added value

The following points highlight the benefit of achieving a Course award over and above those of achieving the Outcomes of the component Units.

♦   the Course provides opportunities for the reinforcement and integration of the diversity of techniques and the enhancement of social skills involved in the development of technical skills
♦   the Course encourages a structured approach to learning, culminating in the production and service of a complete meal, using relevant equipment, processes and ingredients
♦   the Course will give the candidate the ability to be flexible while maintaining standards in any given environment
♦   the Course will assist with the development of numeracy, planning and problem-solving skills
♦   it will provide the opportunity to articulate to Hospitality Courses at SCQF level 6

GRADE DESCRIPTIONS AT A AND C

The candidate's grade will be based on the total score obtained from the Course assessment. The descriptions below indicate the nature of achievement required for an award at Grade C and A in the Course.

For an award at Grade C, candidates should be able to:

♦   select and apply knowledge and understanding of facts, terminology, concepts and principles to technological problems, providing basic, accurate explanations and arguments which take some account of results of investigation
♦   communicate, using basic methods of presentation, accurate information or data acquired as a result of investigation
♦   implement a planned strategy using techniques and procedures for the use of resources to provide basic accurate evidence showing some appreciation of suitability for purpose
♦   make a critical appraisal against defined requirements, providing basic, accurate explanations

For an award at Grade A, candidates should be able to:

♦   select and apply knowledge and understanding of facts, terminology, concepts and principles to technological problems, providing detailed, accurate explanations and arguments which take full account of results of investigation
♦   communicate, through detailed presentation, accurate information or data acquired as a result of investigation, with evidence to support reliability
♦   implement a planned strategy using techniques and procedures which consistently show effective use of resources to provide detailed accurate evidence demonstrating full appreciation of suitability for purpose
♦   make a critical appraisal against defined requirements, providing detailed and accurate explanations

National Course Specification: Course details (cont)

COURSE Hospitality – General Operations (SCQF level 5)

ESTIMATES AND APPEALS

Estimates

In preparing estimates, evidence must take account of performance across the Course and must be judged against the Grade Descriptions. Further advice on the preparation of estimates is given in the Course Assessment Specification.

Appeals

For the *Practical Assignment* component no evidence is required for Appeals.

Evidence for the *Written Assignment* component is mandatory; it must cover all Units of the Course and have the same breadth of coverage of Course content as a *Written Assignment* compiled by SQA and relate to the Course Grade Descriptions. While a prelim paper is not mandatory, it is an indicator of likely candidate performance in the external examination when pressure of time and retention of learning are significant factors. Evidence for the *Written Assignment* component should replicate as far as possible the standard, format, duration and security of SQA's Written Assignment.

QUALITY ASSURANCE

All National Courses are subject to external marking and/or verification. Externals Markers, visiting Examiners and Verifiers are trained by SQA to apply national standards.

The Units of all Courses are subject to internal verification and may also be chosen for external verification. This is to ensure that national standards are being applied across all subjects.

Courses may be assessed by a variety of methods. Where marking is undertaken by a trained Marker in their own time, Markers meetings are held to ensure that a consistent standard is applied. The work of all Markers is subject to scrutiny by the Principal Assessor.

To assist centres, Principal Assessor and Senior Verifier reports are published on SQA's website **www.sqa.org.uk**.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS COURSE

Learning and teaching approaches should allow Outcomes to be achieved in a candidate-centred, participative and practical manner.

The emphasis in this Course should be on practical activity. It would be preferable for all Units to be taught concurrently. If, however, this is not possible, the *Food Hygiene* for the *Hospitality Industry* Unit should be delivered in conjunction with the *Meal Production and Design* Unit and the *Service of Food and Drink* Unit.

Practical activities should be teacher/lecturer-led in that all equipment, techniques and processes should be explained, demonstrated and thoroughly understood before the commencement of practical activities. Demonstrations should be clear and logically sequenced to ensure that candidates understand each process before proceeding to the next.

National Course Specification: Course details (cont)

COURSE   Hospitality – General Operations (SCQF level 5)

Carefully structured worksheets related to each process, describing and evaluating the techniques involved, should be completed before each practical exercise.

Relevant aspects of theory should be dealt with before, or during, practical exercises as appropriate. Assessment at this point should be formative and candidates should be encouraged to assess their own work, wherever possible.

Demonstrations to reinforce the key techniques and processes should take place on a regular basis.

Where appropriate, arrangements should be made to ensure that there will be no artificial barriers to learning and assessment. The nature of a candidate's special needs should be taken into account when planning learning experiences and selecting assessment instruments. Alternative arrangements can be made as necessary.

The following should be emphasised throughout learning and teaching as they are fundamental to working effectively within food production and service establishments:

♦   choice and use of equipment
♦   safety precautions
♦   the importance of social skills in the service of food and drink
♦   personal hygiene and appearance
♦   current food hygiene legislation

DISABLED CANDIDATES AND/OR THOSE WITH ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website **www.sqa.org.uk/assessmentarrangements**

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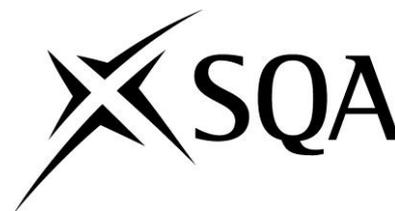
UNIT   Service of Food and Drink (Intermediate 2)

CODE   D04R 11

COURSE   Hospitality — General Operations (Intermediate 2)

SUMMARY

On successful completion of this Unit, the candidate will be competent in preparing, operating and maintaining a food and drink service area and working as part of a team.

OUTCOMES

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.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates will find it advantageous to have attained the following:

♦   a course or Units in Hospitality or Home Economics at Intermediate 1
♦   Standard Grade Home Economics at General level
♦   other appropriate Hospitality Units, or
♦   equivalent industrial experience

CREDIT VALUE

1 credit at Intermediate 2.

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.

Administrative Information

Superclass: NB

Publication date: June 2002

Source: Scottish Qualifications Authority

Version: 04

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Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre, telephone 0845 279 1000.   12

National Unit Specification: general information (cont)

UNIT   Service of Food and Drink (Intermediate 2)

CORE SKILLS

Core Skills for this qualification remain subject to confirmation and details will be available at a later date.

Additional information about Core Skills is published in the *Catalogue of Core Skills in National Qualifications* (SQA, 2001).

National Unit Specification: statement of standards

UNIT   Service of Food and Drink (Intermediate 2)

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

Prepare a food and drink service area.

Performance Criteria

(a)   The preparation of the service and all associated areas is appropriate to the items to be served and is in accordance with the organisation's procedures

(b)   The cleanliness of the service and all associated areas is maintained before, during and after service to the organisation's standards of performance.

Evidence Requirements

The evidence will be generated by candidates preparing ancillary areas on at least one occasion and preparing for a basic style of counter buffet style service on a total of one occasion. The candidate should check and record temperatures of food items and storage/holding equipment on at least one occasion. Equipment should be appropriate to the style of service.

For counter buffet style service this should include the use of:

♦   crockery and cutlery and/or disposable equivalents
♦   heated service counter or refrigerated service counter – if appropriate
♦   tea and coffee making equipment
♦   cash handling facility

Evidence can be in the form of a checklist.

National Unit Specification: statement of standards (cont)

UNIT   Service of Food and Drink (Intermediate 2)

OUTCOME 2

Provide a basic style of food and drink service.

Performance Criteria

(a)   Items are presented attractively and appropriately throughout service.
(b)   Food items are served using safe and hygienic practices.
(c)   Non-alcoholic beverages are prepared and served using safe and hygienic practices.
(d)   Service areas are cleared of used materials and debris promptly and efficiently.
(e)   Charges are calculated and financial transactions are carried out with complete accuracy.

Evidence Requirements

The evidence will be generated by candidates operating ancillary areas on at least one occasion and providing a basic style of counter buffet style service on a total of one occasion.
The candidate should check and record temperatures of food items and storage/holding equipment on at least one occasion. Equipment should be appropriate to the style of service.

For counter buffet style service this should include the use of:

♦   crockery and cutlery and/or disposable equivalents
♦   heated service counter or refrigerated service counter – if appropriate
♦   tea and coffee making equipment
♦   cash handling facility

Each candidate will also require to act as cashier on the least one occasion to satisfy PC (e).

Evidence can be in the form of a checklist.

National Unit Specification: statement of standards (cont)

UNIT   Service of Food and Drink (Intermediate 2)

OUTCOME 3

Create and maintain customer goodwill and anticipate customer needs.

Performance Criteria

(a)   A positive, friendly and professional attitude is evident at all times.
(b)   Advice and assistance are given as appropriate.
(c)   Customer comments and/or complaints are dealt with effectively.

Evidence Requirements

Evidence should be provided that the candidate has satisfied each performance criterion on at least one occasion. This evidence can be in the form of a checklist.

OUTCOME 4

Operate effectively as an individual and as part of a team.

Performance Criteria

(a)   Good personal appearance, hygiene and safety standards are maintained throughout the service period.
(b)   Required duties are agreed and allocated.
(c)   Co-operation with, and assistance to, other members of the team is given willingly and effectively.
(d)   Strengths and weaknesses in personal and team's performance are identified.
(e)   Strategies for improving personal and team's performance are devised.
(f)   Participates actively in a debriefing session from all individuals.

Evidence Requirements

Evidence should be provided that the candidate has satisfied each performance criterion on at least one occasion. This evidence can be in the form of a checklist.

National Unit Specification: support notes

UNIT   Service of Food and Drink (Intermediate 2)

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

The main function of this Unit is to give the candidate an opportunity to perform a basic style of food and drink service in a controlled environment.

The checking and recording of temperatures should be logged on official records and an entry made in the candidate's log to record the details of the activity eg 'Today I checked and recorded the stillroom fridge temperature as 3°C at 10.40 hours. This was witnessed by Mr/s X.' Debriefing sessions are strongly recommended as a tool for this.

Although not directly assessed, candidates should be aware of different methods of coffee making; infusible products; other methods of dispensing non-alcoholic cold drinks. This may be evidenced by operating a realistic food service which will include main meals, snacks and beverages.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

The candidate, through a structured learning approach, will be encouraged to operate within a team to plan, set up and provide food and drinks using a basic style of food service. All areas have to be reinstated according to the house standard at the end of each service session.

The following should be emphasised throughout the delivery of the Unit:

♦   operating effectively as a member of a team
♦   providing warm and friendly service for customers
♦   working safely and hygienically in all areas

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Wherever possible an integrated approach to assessment should be used.

A structured observation checklist with associated marking schedule can be used to record candidate attainment in the preparation activities for Outcome 1.

Similar instruments may be used to record attainment in carrying out the tasks for Outcomes 2, 3 and 4.

DISABLED CANDIDATES AND/OR THOSE WITH ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website **www.sqa.org.uk/assessmentarrangements**
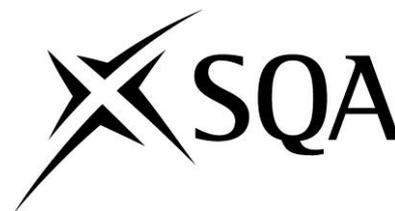
National Unit Specification: general information

UNIT   Meal Production and Design (SCQF level 5)

CODE   D281 11

COURSE   Hospitality General Operations (SCQF level 5)

SUMMARY

On successful completion of this Unit, the candidate will demonstrate an understanding of and the practical application of the rules to be considered for the creation of menus and the hygienic production of food.

OUTCOMES

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.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

CREDIT VALUE

1 credit at SCQF level 5 (6 SCQF credit points at SCQF level 5*)

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.

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre, telephone 0845 279 1000.   18

National Unit Specification: general information (cont)

UNIT   Meal Production and Design (SCQF level 5)

CORE SKILLS

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes of this Unit specification

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

National Unit Specification: statement of standards

UNIT   Meal Production and Design (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

Prepare menus which are suitable for a range of occasions.

Performance Criteria

(a)   The menu items chosen are suitable to the requirements of the customer.
(b)   The menu items chosen are appropriate to the occasion.
(c)   Each menu is designed to be correctly balanced regarding colour, flavour, texture and nutrition.
(d)   Each menu is designed to ensure that sequence of courses is correct.

OUTCOME 2

Prepare a range of menu dishes/items.

Performance Criteria

(a)   Recipe information and oral instructions are interpreted correctly.
(b)   Ingredients are prepared using appropriate equipment.
(c)   Food is presented at the correct temperature and to a commercially acceptable standard.

OUTCOME 3

Use safe and hygienic working procedures.

Performance Criteria

(a)   Safe working practices are followed.
(b)   Standards of personal presentation are appropriately maintained.
(c)   Work is carried out in a clean and tidy fashion.
(d)   Food is handled hygienically.
(e)   Equipment is used safely.

National Unit Specification: statement of standards (cont)

UNIT   Meal Production and Design (SCQF level 5)

EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence must be produced to demonstrate that all outcomes and performance criteria have been met.

Written/oral and performance evidence is required for this Unit.

♦   Written/oral evidence is required which demonstrates knowledge and understanding of the rules to be considered for creating a range of menus.
♦   Practical activities for this unit should be carried out under supervision in a realistic working environment and should provide opportunities to demonstrate good working practice.

Outcome 1 — Written/oral evidence

Candidates are required to demonstrate that they can:

♦   Choose menu items which are suitable to the requirements of the customer.
♦   Choose menu items which are appropriate to the occasion.
♦   Design each menu ensuring that they are correctly balanced regarding colour, flavour, texture and nutrition.
♦   Design each menu ensuring that the sequence of courses is correct.

Candidates should create the following menus on one occasion:

♦   limited choice breakfast menu including six items
♦   two course lunch menu
♦   three course dinner menu

Tea and coffee are additional and should not be included as a course.

Candidates should justify their choice of dishes.

This assessment could be completed by the use of a pro forma and should be conducted in open-book supervised conditions.

Outcomes 2 and 3 — Performance evidence

Candidates will be required to demonstrate by practical activity that they are able to:

♦   Correctly interpret recipe information and oral instructions.
♦   Prepare ingredients using appropriate equipment.
♦   Present food at the correct temperature and to a commercially acceptable standard.
♦   Follow safe working practices.
♦   Maintain standards of personal presentation.
♦   Work in a clean and tidy fashion.
♦   Handle food hygienically.
♦   Use equipment safely.

National Unit Specification: statement of standards (cont)

UNIT   Meal Production and Design (SCQF level 5)

Candidates must prepare a range of menu dishes/items suitable for food service. Candidates should be involved in the preparation and production of a minimum of:

♦   two starters
♦   two main courses
♦   two sweets
♦   two snacks
♦   two varieties of sandwiches
♦   two call order items

The practical activities should be carried out in a professional kitchen, realistic working environment or workplace, in supervised conditions, and an assessor observation checklist must be retained as evidence of performance.

The NAB provided for this Unit illustrates the standard that should be applied. It includes an assessment for Outcome 1 and assessor observation checklists. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

UNIT   Meal Production and Design (SCQF level 5)

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 candidates to the planning and preparation of a variety of menu items.
The following should be emphasised throughout the delivery of the Unit:

♦   creating well balanced menus suitable for the client's requirements and appropriate to the occasion
♦   working safely and hygienically

Menu planning and the needs of customers will require to be covered in detail. Balance in terms of nutritive value, flavour, colour, texture, seasonal availability, costs of food will be explored and understood.

A wide range of menu types should be available for candidates to use as reference material.

Modern trends of menu planning should feature prominently throughout this Unit and candidates should be encouraged to collect menus, recipes and food booklets for use in menu planning exercises.

Candidates will prepare and present foods suitable for food service. Emphasis should be placed on correct working methods throughout the practical sessions, with care in presentation of all foods to ensure that they are of a commercially acceptable standard.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Learning and teaching approaches should allow Outcomes to be achieved in a candidate centred, participative and practical manner.

Practical activities should be teacher led in that all equipment, techniques and processes should be explained, demonstrated and thoroughly understood before the commencement of practical activities. Demonstrations should be clear and logically sequenced to ensure that candidates understand each process before proceeding to the next.

Practical activities should be carried out either on an individual basis, or, where appropriate, by working as part of a team. Carefully structured worksheets related to each process, describing and evaluating the techniques involved, should be completed before each practical exercise.

Relevant aspects of theory should be dealt with before, or during practical exercises as appropriate. Assessment at this point should be formative, and candidates should be encouraged to assess their own work wherever possible.

Demonstrations to reinforce the key techniques and processes should take place on a regular basis.

National Unit Specification: support notes (cont)

UNIT Meal Production and Design (SCQF level 5)

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit candidates will be weighing and measuring. Therefore, there will be opportunities to develop aspects of the Core Skill of *Numeracy*.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The evidence requirements are fully expressed in the mandatory section of this Unit Specification. Assessor observation checklists and other assessment records should be maintained and kept up-to-date to keep track of candidate progress and provide evidence for internal and external verification purposes.

The NAB provided for this Unit illustrates the standard that should be applied. It includes assessor observation checklists and an assessment for Outcome 1. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

DISABLED CANDIDATES AND/OR THOSE WITH ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website **www.sqa.org.uk/assessmentarrangements**.

National Unit Specification: general information

UNIT   Food Hygiene for the Hospitality Industry (SCQF level 5)

CODE   F792 11

COURSE   Hospitality: General Operations (SCQF level 5)

SUMMARY

On successful completion of this Unit, the candidate should demonstrate an understanding of the principles of elementary food hygiene.

This Unit will provide the knowledge equivalent to that required for REHIS Elementary Food Hygiene Certificate and successful candidates can be given dual certification. For details and guidance on how to enter candidates for REHIS dual certification, contact SQA's Customer Contact Centre on 0845 213 5900.

OUTCOMES

1   Demonstrate an understanding of food safety management systems based on HACCP principles, the dangers of food contamination, the main causes of food related illnesses and their prevention.
2   Demonstrate an understanding of food poisoning and food borne diseases, non-bacterial food poisoning and food allergens.
3   Demonstrate an understanding of and use appropriate measures to prevent food poisoning.
4   Demonstrate an understanding of the current food safety legislation.

Administrative Information

Superclass: NH

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National Unit Specification: general information (cont)

UNIT   Food Hygiene for the Hospitality Industry (SCQF level 5)

RECOMMENDED ENTRY

Whilst entry is at the discretion of the centre, candidates would normally be expected to have attained one of the following:

♦ Food Hygiene for the Hospitality Industry: Intermediate 1
♦ Standard Grade Home Economics at General level
♦ A Course or Units in Hospitality or Home Economics at Intermediate 1
♦ Other appropriate Hospitality Units
♦ REHIS Introduction to Food Hygiene Certificate

The Unit is also suitable for adult returners with appropriate prior experience.

CREDIT VALUE

0.5 credits at SCQF level 5 (3 SCQF credit points at SCQF level 5*).

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

Opportunities to develop aspects of Core Skills are highlighted in the support notes of this Unit specification.

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

National Unit Specification: statement of standards

UNIT   Food Hygiene for the Hospitality Industry (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 the Scottish Qualification Authority.

OUTCOME 1

Demonstrate an understanding of food safety management systems based on HACCP principles, the dangers of food contamination, the main causes of food related illnesses and their prevention.

Performance Criteria

a)   The importance of food safety management systems based on HACCP principles is correctly identified.
b)   The dangers of contamination of food are correctly identified.
c)   The characteristics of bacteria are correctly identified.
d)   The main conditions which influence the growth and destruction of micro-organisms are identified.
e)   The general effects of food preservation methods on bacterial growth are correctly identified.
f)   The importance of good stock control is correctly identified.

OUTCOME 2

Demonstrate an understanding of food poisoning and food borne diseases, non-bacterial food poisoning and food allergens.

Performance Criteria

a)   The sources, vehicles, routes of transmission, symptoms, foods normally involved in and control measures for the most common types of food poisoning, and food borne infection are correctly identified.
b)   The main differences between food poisoning and food borne infection are correctly identified.
c)   The non-bacterial types of food poisoning are correctly identified.
d)   Actions required to prevent food poisoning are correctly identified.
e)   The sources and effects of food allergens are correctly identified.

OUTCOME 3

Demonstrate an understanding of and use appropriate measures to prevent food poisoning.

Performance Criteria

a)   High standards of personal hygiene and food handling practices are demonstrated and identified.
b)   Procedures for cleaning, disinfection, waste disposal and pest control are correctly identified.
c)   Procedures for food storage and temperature control are correctly identified.

National Unit Specification: statement of standards (cont)

UNIT   Food Hygiene for the Hospitality Industry (SCQF level 5)

OUTCOME 4

Demonstrate an understanding of the current food safety legislation.

Performance Criteria

a)   The main requirements of the Food Safety Act are correctly identified.
b)   The main requirements of the Food Hygiene (Scotland) Regulations/Regulation (EC) 852/2004 are correctly identified.
c)   The main requirements of the General Food Regulations 2004 are correctly identified.
d)   The role of the Authorised Officer is correctly identified.

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.

Outcomes 1, 2, 3 PCs (b) and (c), and Outcome 4 — written/oral evidence

Candidates will be required to demonstrate they can:

♦   Identify the importance of food safety management systems based on HACCP principles
♦   Identify the dangers of contamination of food
♦   Identify the characteristics of bacteria
♦   Identify the main conditions which influence the growth and destruction of micro-organisms
♦   Identify the general effects of food preservation methods on bacterial growth
♦   Identify the importance of good stock control
♦   Identify the sources, vehicles, routes of transmission, symptoms, foods normally involved in and control measures for the most common types of food poisoning and food borne infection
♦   Identify the main differences between food poisoning and food borne infection
♦   Identify the non-bacterial types of food poisoning
♦   Identify actions required to prevent food poisoning
♦   Identify the sources and effects of food allergens
♦   Identify the procedures for cleaning, disinfection, waste disposal and pest control
♦   Identify the procedures for food storage and temperature control
♦   Identify the main requirements of the Food Safety Act
♦   Identify the main requirements of the Food Hygiene (Scotland) Regulations/Regulation (EC) 852/2004
♦   Identify the main requirements of the General Food Regulations 2004
♦   Identify the role of the Authorised Officer

National Unit Specification: statement of standards (cont)

UNIT   Food Hygiene for the Hospitality Industry (SCQF level 5)

Outcome 3 (a) — Performance Evidence

Candidates must demonstrate by practical activity on a minimum of one occasion that they have high standards of personal hygiene and food handling practices.

Personal hygiene: personal habits, hand washing, protective clothing.

Food handling: separation of raw and cooked foods, clean as you go, avoidance of cross-contamination.

The activity must be carried out under supervised conditions and an assessor observation checklist must be retained as evidence of performance.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

UNIT   Food Hygiene for the Hospitality Industry (SCQF level 5)

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 20 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

Outcome 1

♦ The incidence of food poisoning in Scotland over the past 10 years
♦ The advantages and disadvantages of high/poor standards of hygiene
♦ Definition of 'food hygiene'
♦ Those most at risk from food poisoning
♦ Physical contamination
♦ Where bacteria are to be found
♦ Sources and methods of reproduction of food poisoning bacteria
♦ Main differences between 'pathogenic' and 'spoilage' organisms (bacteria, moulds and yeasts)
♦ Main conditions: time, temperature, moisture, food, pH and with or without oxygen
♦ Formation of spores and their function
♦ The definition and examples of 'high-risk' foods: cooked high protein foods, fish and cooked rice
♦ Significance of the danger zone
♦ Temperatures: hot holding, re-heating, cooking, deep freezing and refrigeration
♦ Destruction of bacteria
♦ Types of food preservation: high temperatures (pasteurisation, sterilisation, UHT and canning), low temperatures (refrigeration and deep freezing), dehydration, chemicals (vinegar, salt and sugar), vacuum packaging and CAP, and physical (smoking)
♦ Stock control and the meaning and importance of 'use-by' and 'best before' dates on food
♦ Definition of HACCP
♦ Advantages of food safety management systems based on HACCP principles

Outcome 2

♦ Definitions of 'food poisoning' and 'food contamination'
♦ The general structure, size and shape of bacteria
♦ Food poisoning bacteria: Salmonella, Clostridium perfringens, Staphylococcus aureus, Bacillus cereus, Clostridium Botulinum
♦ Food borne diseases: Listeria, Campylobacter, Ecoli 0157, Dysentery and Typhoid
♦ Main differences between food poisoning bacteria and food borne infections
♦ Definitions of the terms 'carriers' and 'case' and why they should not be handling food
♦ Non-bacterial food poisoning: chemicals, metals, viruses, poisonous plants, and fish
♦ Illness caused by food poisoning bacteria or the toxins produced by the bacteria
♦ Definition of food allergens and food allergies
♦ The four food safety hazards: microbiological, physical, chemical, and allergenic

National Unit Specification: support notes (cont)

UNIT   Food Hygiene for the Hospitality Industry (SCQF level 5)

Outcome 3

♦ The law regarding the food handler
♦ Suitable clean, protective clothing and facilities for storage of outdoor clothing
♦ When and how to wash hands
♦ The use and type of waterproof dressings
♦ The law regarding an infected wound or skin condition and smoking in a food area
♦ Jewellery, strong perfumes and nail varnish
♦ Handling: separation of raw and cooked food, clean as you go, avoidance of cross-contamination
♦ Temperature control: cooking, cooling, hot holding, cold holding, defrosting and re-heating
♦ Design, maintenance and construction of food premises
♦ Design and maintenance of equipment for food handling
♦ The need for and use of different washing facilities for hands, food, equipment and utensils
♦ Definitions of the following terms: cleaning, detergent, disinfection, disinfectant, and sanitiser/bactericidal detergent.
♦ Steps for effective cleaning of equipment, utensils, working surfaces and premises (including two sink methods of washing equipment, etc)
♦ Acceptable methods of waste disposal
♦ The dangers of common food pests (rodents, insects and birds), their habitat, signs of infestation and methods of control and eradication

Outcome 4

The following related to the law should be covered in very general terms:

♦ Prevention of the sale of unfit food
♦ Regulations regarding:
   — the construction and maintenance of food rooms and equipment
   — analysis of food hazards associated with the food business operation
   — the regulations regarding food handlers
   — the training of food handlers
   — temperatures — hot holding and re-heating of food
   — food safety management systems based on HACCP principles
♦ The role of Authorised Officers, including:
   — powers of entry
   — Hygiene Improvement Notice
   — Hygiene Emergency Prohibition Notice
   — Hygiene Emergency Prohibition Order
   — defence of Due Diligence

National Unit Specification: support notes (cont)

UNIT   Food Hygiene for the Hospitality Industry (SCQF level 5)

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Outcomes 1–4 should be delivered in a manner that encourages the use of learning and teaching approaches in which the Outcomes can be achieved in a candidate-centred, participative and practical way.

Outcome 3, PC (a) can be undertaken during practical activities and can be integrated alongside other practical-based National Units.

Reference can be made to the following resources:
The Food Hygiene Handbook, The Royal Environmental Health Institute of Scotland
A Question of Food Hygiene, The Royal Environmental Health Institute of Scotland

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Outcome 1 will be assessed by 12 multiple choice questions based on the PCs. The candidates must achieve at least 75% to pass. A bank of at least three question papers will ensure a good coverage of the PCs.

Outcome 2 will be assessed by 8 multiple choice questions based on the PCs. The candidates must achieve at least 75% to pass. A bank of at least three question papers will ensure a good coverage of the PCs.

Outcome 3

Performance Criteria (a) will be assessed by means of a checklist completed by the teacher/lecturer on at least one separate occasion, recording evidence of good personal hygiene and food handling practices to be gathered from direct observation of the candidates when working in a food production/food service area.

PC (a), (b) and (c) evidence will be provided by 12 multiple choice question paper based on the PCs. The candidates must achieve at least 75% to pass. A bank of at least three question papers will ensure a good coverage of the PCs.

Outcome 4 will be assessed by 8 multiple choice questions based on the PCs. The candidates must achieve at least 75% to pass. A bank of at least three question papers will ensure a good coverage of the PCs.

The Outcomes, which can be assessed by written and/or recorded oral evidence, should ideally be assessed at the conclusion of the Unit in a single assessment item constructed in the manner outlined above.

It is not intended that all the content for this Unit be assessed at any given time although all the range is assessable and must be covered in the teaching.

National Unit Specification: support notes (cont)

UNIT Food Hygiene for the Hospitality Industry (SCQF level 5)

Opportunities for the use of 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 e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003), SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

Opportunities for developing aspects of Core Skills should be incorporated where they arise naturally in the learning and teaching process. In this Unit candidates will be identifying the causes and sources of food poisoning and how to prevent them. This may provide opportunities to develop aspects of the Core Skill of *Problem Solving*.

DISABLED CANDIDATES AND/OR THOSE WITH ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website: **www.sqa.org.uk/assessmentarrangements**.

National Unit Specification: general information

UNIT	Local Hospitality Provision (SCQF level 5)
CODE	F7DL 11
COURSE	Hospitality General Operations (SCQF level 5)

SUMMARY

This is a mandatory Unit in *Hospitality General Operations* at SCQF level 5 and the NC in Hospitality at SCQF level 5.

This Unit introduces candidates to a variety of hospitality operations and enables them to undertake an investigation into a hospitality establishment of their choice.

OUTCOMES

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.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

CREDIT VALUE

0.5 credit at SCQF level 5 (3 SCQF credit points at SCQF level 5*).

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.

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre, telephone 0845 279 1000.

National Unit Specification: general information (cont)

UNIT   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
Core Skill component   None

There are opportunities to develop aspects of Core Skills which are highlighted in the Support Notes of this Unit specification.

National Unit Specification: statement of standards

UNIT   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   Local Hospitality Provision (SCQF level 5)

EVIDENCE REQUIREMENTS FOR THIS UNIT

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

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

Outcome 1 — Written/oral evidence that demonstrates that the candidate can:

♦   Select a local hospitality establishment for investigation from a given range (hotel, restaurant, fast food outlet, events venue, contract catering, pub, club or any other appropriate hospitality venue).
♦   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 that demonstrates that the candidate can:

♦   Utilise the sources of information identified to gather the required information.
♦   The local hospitality establishment is described. The following must be included in their 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. (This will be dependent on the area selected, eg restaurant candidate would briefly describe opening hours, menu(s), menu price(s), style of service, drink service, décor, facilities for customers with special needs)
♦   The findings of the investigation are presented in an appropriate format.

Outcome 3 — Written/oral evidence that demonstrates that the candidate can:

♦   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 Specification: support notes

UNIT Local Hospitality Provision (SCQF level 5)

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 20 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

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

Candidates 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 LEARNING AND TEACHING APPROACHES FOR THIS UNIT

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

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

Outcome 1

Candidates 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 candidates should be able to select an appropriate hospitality establishment for investigation.

Once candidates 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, e-mail contact, brochures and printed materials, observation, work experience and interviews of employees and or customers of the establishment.

Outcome 2

Candidates will be required to undertake the practical activities associated with their investigation. This investigation should be carried out within the hours allocated for the Unit. On completion of the practical activities the candidates will be required to present their findings.

Candidates 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.

National Unit Specification: support notes (cont)

UNIT Local Hospitality Provision (SCQF level 5)

Outcome 3

Having presented their findings, candidates should carry out a review of their investigation. This review requires the candidates 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.

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit candidates will be investigating a local hospitality establishment. There will therefore be opportunities to develop aspects of the following Core Skills:

♦ *Problem Solving*
♦ *Information and Communication Technology*

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The evidence requirements are fully expressed in the mandatory section of this Unit Specification. Assessor checklists and other assessment records should be maintained and kept up-to-date to keep track of candidate progress and provide evidence for internal and external verification purposes.

For Outcome 1 — Candidates will 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 must be completed prior to the candidate undertaking the tasks and activities associated with outcome 2.

For Outcome 2 — Candidates will present the findings of their investigation. Findings may be presented orally or in writing. An assessor's checklist should be used to ensure all required areas of the investigation have been covered.

For Outcome 3 — A form should be completed that requires the candidates 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.

Opportunities for the use of 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 Communications Technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003), SQA Guidelines on e-assessment for Schools (BD2625, June 2005).*

National Unit Specification: support notes (cont)

UNIT   Local Hospitality Provision (SCQF level 5)

DISABLED CANDIDATES AND/OR THOSE WITH ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website: **www.sqa.org.uk/assessmentarrangements**.