

**HOSPITALITY**  
**Intermediate 1**

**First edition — April 2007**

## National Course Specification

### Hospitality (Intermediate 1)

**COURSE CODE**                      **C244 10**

#### COURSE STRUCTURE

This Course has four mandatory Units.

The mandatory Units are:

<i>F19E 10</i>	<i>Hospitality: Working in the Hospitality Industry</i>	<i>1 credit</i>	<i>(40 hours)</i>
<i>F19G 10</i>	<i>Hospitality: Working in the Professional Kitchen</i>	<i>1 credit</i>	<i>(40 hours)</i>
<i>F19J 10</i>	<i>Hospitality: Working Front of House</i>	<i>1 credit</i>	<i>(40 hours)</i>
<i>F19K 10</i>	<i>Hospitality: Introduction to Events</i>	<i>1 credit</i>	<i>(40 hours)</i>

To achieve the Course award the candidate must successfully achieve all the Units which make up the Course.

#### RECOMMENDED ENTRY

Entry is at the discretion of the centre.

#### PROGRESSION

This Course or its Units may provide progression to:

- ◆ Scottish Vocational Qualifications in Catering & Hospitality
- ◆ further/higher education
- ◆ training/employment

---

#### Administrative Information

**Publication date:** April 2007

**Source:** Scottish Qualifications Authority

**Version:** 01

© Scottish Qualifications Authority 2007

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this Specification (including Unit Specifications) can be purchased from the Scottish Qualifications Authority for £7.50. **Note:** Unit Specifications can be purchased individually for £2.50 (minimum order £5).

## National Course Specification: (cont)

**COURSE** Hospitality (Intermediate 1)

### CREDIT VALUE

The Intermediate 1 Course in Hospitality is allocated 24 SCQF credit points at SCQF level 4\*.

*\*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                      Working with Others at SCQF level 4

Core Skill component(s)                None

Opportunities for developing aspects of Core Skills are highlighted in the Support Notes of the Unit Specifications for this Course.

### LINKS TO NATIONAL OCCUPATIONAL STANDARDS

National Occupational Standards (NOS) are developed by the key employment sectors of the United Kingdom. These standards set the competences required for job roles within a particular employment sector. The Sector Skills Council for Hospitality is People 1st.

Aspects of the NOS from levels 1 and 2 are reflected in the Course. As a result, the competence, knowledge and understanding achieved by candidates broadly reflect these standards.

The Units of the Course have been linked to elements of the following:

- ◆ level 1 and 2 : Maintain a safe, hygienic and secure working environment
- ◆ level 1 and 2 : Contribute to effective teamwork
- ◆ level 1 and 2 : Maintain food safety when storing, preparing and cooking food
- ◆ level 1 and 2 : Give customers a positive impression of yourself and your organisation
- ◆ level 1: Prepare vegetables
- ◆ level 1: Cook vegetables
- ◆ level 1: Prepare and cook fish
- ◆ level 1: Prepare and cook meat and poultry
- ◆ level 1: Prepare and finish simple salad and fruit dishes
- ◆ level 1: Maintain customer care
- ◆ level 1: Prepare and clear areas for table/tray service
- ◆ level 1: Provide a table/tray service

In this Course, the areas where the above standards are reflected are:

- ◆ knowledge of and adherence to health and safety and food hygiene procedures
- ◆ establishing effective relationships with team members and customers
- ◆ developing basic practical skills in a hospitality environment
- ◆ reviewing own skills and abilities and setting targets for improvement

## National Course Specification: Course details (cont)

**COURSE** Hospitality (Intermediate 1)

### RATIONALE FOR SKILLS FOR WORK COURSES

Skills for Work Courses are designed to help candidates to develop:

- ◆ skills and knowledge in a broad vocational area
- ◆ Core Skills
- ◆ an understanding of the workplace
- ◆ positive attitudes to learning
- ◆ skills and attitudes for employability

A key feature of these Courses is the emphasis on *experiential learning*. This means learning through practical experience and learning by reflecting on experience.

#### Learning through practical experience

- ◆ Teaching/learning programmes should include some or all of the following:
  - learning in real or simulated workplace settings
  - learning through role play activities in vocational contexts
  - carrying out case study work
  - planning and carrying out practical tasks and assignments

#### Learning through reflecting at all stages of the experience

- ◆ Teaching/learning programmes should include some or all of the following:
  - preparing and planning for the experience
  - taking stock throughout the experience — reviewing and adapting as necessary
  - reflecting after the activity has been completed — evaluating and identifying learning points

The Skills for Work Courses are also designed to provide candidates with opportunities for developing *Core Skills* and enhancing skills and attitudes for *employability*.

#### Core Skills

The **five** Core Skills are:

- ◆ Communication
- ◆ Numeracy
- ◆ Information Technology
- ◆ Problem Solving
- ◆ Working with Others

## National Course Specification: Course details (cont)

### COURSE Hospitality (Intermediate 1)

#### Employability

The skills and attitudes for employability, including self-employment, are outlined below:

- ◆ *generic skills/attitudes valued by employers*
  - understanding of the workplace and the employee's responsibilities, for example time-keeping, appearance, customer care
  - self-evaluation skills
  - positive attitude to learning
  - flexible approaches to solving problems
  - adaptability and positive attitude to change
  - confidence to set goals, reflect and learn from experience
  
- ◆ *specific vocational skills/knowledge*
  - Course Specifications highlight the links to National Occupational Standards in the vocational area and identify progression opportunities

Opportunities for developing these skills and attitudes are highlighted in each of the Course and Unit Specifications. These opportunities include giving young people direct access to workplace experiences or, through partnership arrangements, providing different learning environments and experiences which simulate aspects of the workplace. These experiences might include visits, visiting speakers, role play and other practical activities.

*A Curriculum for Excellence* (Scottish Executive 2004) identifies aspirations for every young person. These are that they should become:

- ◆ successful learners
- ◆ confident individuals
- ◆ responsible citizens
- ◆ effective contributors

The learning environments, the focus on experiential learning and the opportunities to develop employability and Core Skills in these Courses contribute to meeting these aspirations.

## National Course Specification: Course details (cont)

### COURSE

#### RATIONALE FOR INTERMEDIATE 1 HOSPITALITY COURSE

This Intermediate 1 Hospitality Course has been designed to provide an introductory qualification in hospitality which reflects the initial skills required for the hospitality industry. The Course will enable candidates to develop general and practical skills, knowledge and understanding, together with employability skills and attitudes needed to work in the hospitality industry.

The primary target group for the Course is school pupils from third year in secondary education and above. It is anticipated that the Course will build on existing partnerships between schools, colleges of further education, employers and other training providers. Such partnerships will enable the Course to be delivered in a variety of appropriate learning environments with access to relevant teaching expertise. This Course may also be suitable for adult returners in a further education environment as a first step into vocationally related learning, and will give such candidates an introduction to the hospitality industry, build confidence and give the opportunity to develop a range of employability skills and Core Skills.

Hospitality is a well-established industry with qualifications ranging from National Qualifications and SVQs to Higher National Diplomas (HNDs). This Course fills an identified need for an introductory Course that is suitable for school candidates, meets the needs of industry, reflects National Occupational Standards and helps candidates to maximise their own potential.

The knowledge and experience acquired by candidates will not only enable candidates to work within the hospitality industry but will also develop transferable competencies.

The general aims of this Course are to:

- ◆ provide candidates with a broad introduction to the hospitality industry
- ◆ allow candidates to experience vocationally related learning
- ◆ encourage candidates to develop a good work ethic
- ◆ encourage candidates to take responsibility for their own learning and development
- ◆ provide opportunities to develop a range of Core Skills
- ◆ facilitate progression to further education and/or training

The specific aims of this Course are to:

- ◆ prepare candidates for work in the hospitality industry
- ◆ develop team-working skills
- ◆ develop customer care skills
- ◆ begin to develop food preparation, cooking and presentation skills
- ◆ begin to develop food and drink service skills
- ◆ develop an awareness of relevant health and safety and food hygiene procedures
- ◆ develop personal presentation skills
- ◆ develop a positive and responsible attitude to work
- ◆ develop communication skills
- ◆ develop aspects of the Core Skill of Working with Others
- ◆ encourage skills in setting personal goals, reviewing and evaluating
- ◆ build candidates' confidence
- ◆ prepare candidates for further learning, study and training opportunities in the hospitality industry

## **National Course Specification: Course details (cont)**

### **COURSE Hospitality (Intermediate 1)**

#### **COURSE CONTENT**

##### **Summary of Course content**

The Course provides a broad experiential introduction to the hospitality industry. The focus is on experiencing the areas of the professional kitchen, food and drink service and customer care, hospitality events, and to learn about different roles and responsibilities. Practical experience of preparing, cooking and presenting food and serving food and drinks is incorporated. Candidates will be working as part of a team, communicating appropriately and undertaking aspects of problem solving, and numeracy. Vocational skills and knowledge will be developed at an introductory level. The Course places emphasis throughout all Units on the employability skills and attitudes which will help to prepare candidates for the workplace.

##### **Summary of Unit content**

- ◆ positive attitude to workplace and learning
- ◆ awareness of the importance of time-keeping and attendance
- ◆ appropriate appearance
- ◆ working cooperatively with others
- ◆ ability to work in a team
- ◆ customer care skills
- ◆ good verbal communication
- ◆ good listening skills
- ◆ self-respect and respect and consideration for others
- ◆ planning and preparing for work
- ◆ flexibility and adaptability
- ◆ following instructions
- ◆ awareness of food hygiene and health and safety procedures
- ◆ efficient use of time
- ◆ confidence to seek feedback
- ◆ self-review and evaluation

##### **Working in the Hospitality Industry (Intermediate 1)**

**(1 credit)**

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 and qualities required for the various job roles. Candidates will be able to identify career pathways and links.

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.

## National Course Specification: Course details (cont)

### **COURSE** Hospitality (Intermediate 1)

#### **Working in the Professional Kitchen (Intermediate 1) (1 credit)**

The focus of this Unit is practical and introduces candidates to the work of the professional kitchen. Candidates will learn about health and safety and food hygiene procedures, equipment, terminology, safe knife handling, and the preparing, cooking and presenting of a range of commodities. Candidates will participate in a number of activities which will help them to develop the skills identified in this Unit.

#### **Working Front of House (Intermediate 1) (1 credit)**

The focus of this Unit is practical and introduces the candidates to the work carried out front of house, and specifically the skills needed to undertake food and drink service in a variety of styles and establishments and customer care skills to aid a variety of front of house roles.

Candidates will learn about setting, serving and clearing tables, equipment, and terminology used, dealing with payments, and meeting and greeting customers. Candidates will participate in a number of activities which will help them to develop the skills identified in this Unit.

#### **Introduction to Events (Intermediate 1) (1 credit)**

The focus of this Unit is practical and introduces candidates to a range of events in the hospitality industry. It will also introduce aspects of event organisation when candidates will be involved in planning, preparing for and producing, with support, a meal for an occasion. Candidates will have an opportunity to use existing skills and develop new skills.

### **ASSESSMENT**

To achieve the Course award the candidate must successfully achieve all the Units which make up the Course.

#### **Assessment objectives**

Assessment across the Units of this Course will allow candidates to demonstrate:

- ◆ knowledge and skills in relation to working in the hospitality industry
- ◆ practical vocational skills
- ◆ communication and customer care skills
- ◆ awareness of health and safety and food hygiene procedures
- ◆ employability skills
- ◆ self-evaluation skills

Assessment in the Course is mainly through performance of practical activities supported by assessor observation checklists.



## National Course Specification: Course details (cont)

### COURSE Hospitality (Intermediate 1)

#### Unit assessment

#### **Working in the Hospitality Industry (Intermediate 1) (1 credit)**

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. Practical activities will be supported by an assessor observation checklist.
- ◆ Written/oral evidence is required which demonstrates knowledge and understanding of aspects of the hospitality industry.

#### **Working in the Professional Kitchen (Intermediate 1) (1 credit)**

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, realistic working environment or workplace, and should involve working with others in a team and provide opportunities to demonstrate good working practice. Practical activities will be supported by an assessor observation checklist.
- ◆ Written/oral evidence is required which demonstrates knowledge and understanding of risk assessment.

#### **Working Front of House (Intermediate 1) (1 credit)**

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

- ◆ Practical activities for this assessment should be carried out under supervision either in a training restaurant, realistic working environment or workplace, involve working with others in a team and provide opportunities to demonstrate good working practice. Practical activities will be supported by an assessor observation checklist.
- ◆ Written/oral evidence is required which demonstrates knowledge and understanding of the effects of good and poor customer care on the business.

#### **Introduction to Events (Intermediate 1) (1 credit)**

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/training restaurant, realistic working environment or real workplace, and should involve working with others in a team and provide opportunities to demonstrate good working practice. Practical activities will be supported by an assessor observation checklist.
- ◆ Written/oral evidence is required which demonstrates knowledge and understanding of events.

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 (Intermediate 1)

### QUALITY ASSURANCE

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

To assist centres, Senior Verifier reports are published on SQA's website [www.sqa.org.uk](http://www.sqa.org.uk).

### GUIDANCE ON LEARNING/TEACHING AND ASSESSMENT APPROACHES FOR THIS COURSE

#### Suggested order/sequence of delivery

Centres should ensure that an induction to the Course is given, which will enable candidates to understand fully what is required and the approaches to be adopted. It is important that employability skills, both generic and specific to the hospitality industry are stressed at this time.

While the sequence of delivery of the Units is for individual centres to decide, a suggested approach would be to introduce the Unit *Hospitality: Working in the Hospitality Industry* early in the Course in order that these skills are built upon during the delivery of the remaining Units and so that candidates can gather evidence over the duration of the Course. This Unit should be integrated with the other three Units in the Course. Opportunities to integrate evidence can be found in the activities undertaken in the Units *Hospitality: Working in the Professional Kitchen*, *Hospitality: Working Front of House* and *Hospitality: Introduction to Events*.

In order for candidates to achieve the Unit *Hospitality: Introduction to Events*, they should be building on the practical skills already experienced in Units *Hospitality: Working in the Professional Kitchen* and *Hospitality: Working Front of House* and the investigations already carried out in the Unit *Hospitality: Working in the Hospitality Industry*. Therefore this Unit should be delivered after these Units.

#### Learning and Teaching

The main approaches to learning in this Course should be experiential, practical and candidate centred. Candidates should have the opportunity to learn and develop practical skills in a realistic work environment where they will experience workplace conditions, deal with customers, learn how to work with others in a team and develop good working practices.

Centres should ensure that an induction to each Unit within the Course is given, which will enable candidates to fully understand what is required and the approaches to be adopted.

Candidates should have the opportunity to develop relevant practical vocational skills, as well as a variety of employability skills, for hospitality professions. Some of these will be generic employability skills required in the wider workplace, while others are specific employability skills required for the hospitality industry.

It is important to ensure that candidates are provided with advice and guidance on what is expected of them when they are working in the hospitality industry. Candidates must be given clear information with regards to appearance, uniform, attitude, behaviour, interacting with customers and working in a team.

## National Course Specification: Course details (cont)

### **COURSE** Hospitality (Intermediate 1)

Due to the practical nature of the Course, each part of teaching/learning should incorporate both theory and practice, to facilitate learning. Candidates will therefore understand the relevance of the knowledge and understanding more easily as they experience the practical application. The learning and teaching should arise naturally throughout the practical activities and opportunities for contextualising Core Skills should be identified.

#### **Visiting speakers/visits to Hospitality organisations**

It may be possible for centres to organise visits to hospitality establishments as part of the candidates' learning experience, in order to help candidates to build their vocational knowledge and understanding. Centres are encouraged to establish links with industry representatives, who may be willing to offer support in the form of visits from a member of staff to give candidates a realistic view of jobs and conditions in the hospitality industry. Group fact finding could also be arranged so that candidates can share information about a wide range of possible career routes and job roles.

#### **Health and Safety**

Opportunities should be taken within the Course to integrate the required knowledge of current health and safety and food hygiene legislation in a real context. Legislation could be related to equipment being used and foods being prepared and cooked in the professional kitchen, and served in the restaurant. This will ensure that the legislation is relevant and more easily understood by the candidates. Candidates working in groups should carry out simple risk assessments in the professional kitchen and restaurant and report back to the class. The emphasis should always be on the practice of working safely and hygienically and the extent of knowledge required by the candidates must be clearly defined and appropriate to Intermediate 1 level.

#### **Approaches to assessment**

The Evidence Requirements for Units within the Intermediate 1 Hospitality Course are fully expressed in the mandatory section of each Unit Specification.

Units have been designed so that assessment evidence can be gathered holistically where possible. A variety of approaches are used for gathering evidence, reflecting the variety of learning experiences offered across the Course. Checklists should be used where appropriate to gather evidence and the National Assessment Bank (NAB) provides examples.

The Unit *Hospitality: Working in the Hospitality Industry* should be integrated with the other three Units in the Course. Opportunities to integrate evidence can be found in the activities undertaken in the Units *Hospitality: Working in the Professional Kitchen*, *Hospitality: Working Front of House* and *Hospitality: Introduction to Events*. Suggested approaches to gathering evidence are highlighted in the Section *Guidance on Approaches to Assessment* of the Unit *Hospitality: Working in the Hospitality Industry*.

### **CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for this Course. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).

## National Course Specification: Course details

### COURSE Hospitality (Intermediate 1)

#### Appendix: Employability Skills Profile

In addition to the specific, vocational skills developed and assessed in this Course, employability skills are addressed as detailed in the table below. For the purposes of the table, the Units are referred to as A, B, C and D as indicated.

<b>Hospitality: Working in the Hospitality Industry</b>	<b>= A</b>
<b>Hospitality: Introduction to Events</b>	<b>= B</b>
<b>Hospitality: Working in the Professional Kitchen</b>	<b>= C</b>
<b>Hospitality: Working Front of House</b>	<b>= D</b>

<b>Employability skill/attitude</b>	<b>Evidence</b>
◆ positive attitude to workplace and learning	A, B, C, D
◆ awareness of the importance of good timekeeping and attendance	A, B, C, D
◆ appropriate appearance	B, C, D
◆ good communication skills — listening and talking	A, B, C, D
◆ ability to work in a team	B, C, D
◆ working co-operatively with others	B, C, D
◆ self-respect and showing respect and consideration for others	A, B, C, D
◆ ability to follow instructions	A, B, C, D
◆ awareness of food hygiene and health and safety procedures	B, C, D
◆ planning and preparing for work	B, C, D
◆ confidence to seek feedback	A, B, C, D
◆ self-review and evaluation	A, B, C, D
◆ customer care skills	B, D
◆ efficient use of time	B, C, D
◆ flexibility and adaptability	B, C, D

#### Assessment evidence in all Units:

Practical performance supported by assessor observation checklists, and candidate self-evaluation reviews

## National Unit Specification: general information

<b>UNIT</b>	Hospitality: Working in the Hospitality Industry (Intermediate 1)
<b>CODE</b>	F19E 10
<b>COURSE</b>	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

<b>Superclass:</b>	NA
<b>Publication date:</b>	April 2007
<b>Source:</b>	Scottish Qualifications Authority
<b>Version:</b>	01

© Scottish Qualifications Authority 2007

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. The cost for each Unit Specification is £2.50. (A handling charge of £1.95 will apply to all orders for priced items.)

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

**UNIT** Hospitality: Working in the Hospitality Industry (Intermediate 1)

### **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**

### **UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)**

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)**

### **UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)**

#### **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)**

### **UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)**

#### **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

### UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)

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.

## **National Unit Specification: support notes (cont)**

### **UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)**

The Unit gives candidates the opportunity to take responsibility for improving their performance by identifying areas where personal development is required through self evaluation, taking feedback from others, setting goals for improvement, reflecting and evaluating. These skills are transferable to other vocational areas and will in general enhance candidates' employability.

#### **Outcomes 2, 3 and 4**

These Outcomes should be integrated with the practical activities in the other Units in the Course. Achievement of the employability skills listed below will be clearly identified as a result of the evidence generated through the assessment activities for this Unit.

- ◆ positive attitude to workplace and learning
- ◆ awareness of the importance of time-keeping and attendance
- ◆ appropriate appearance
- ◆ working cooperatively with others
- ◆ ability to work in a team
- ◆ customer care skills
- ◆ good verbal communication
- ◆ good listening skills
- ◆ self-respect and respect and consideration for others
- ◆ planning and preparing for work
- ◆ flexibility and adaptability
- ◆ following instructions
- ◆ awareness of food hygiene and health and safety procedures
- ◆ efficient use of time
- ◆ confidence to seek feedback
- ◆ self-review and evaluation.

#### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

Candidates should be encouraged to use a variety of methods to find out information required for Outcome 1. Ideally, initial teaching methods should communicate all of the possible opportunities that exist in the hospitality industry. Group discussion may be a useful way to disseminate experience of any of the industries, for example, some candidates may have part-time work as waiters or they may have relatives who work in the industry. The Sector Skills Council for the hospitality industry is People 1st and they have internet resources that candidates could be directed towards. Trade publications also have very good up-to-date information about careers and jobs in the industry.

It is strongly recommended that candidates are taken on a visit to at least one of the industries and to experience the environment for themselves. Candidates could also be given the opportunity to discuss job roles with someone who works in the industry. This may be possible during the visit or at another time, for example, through visiting speakers. It may be useful to help candidates to draw up a list of pertinent questions that would be suitable to use in an interview or discussion. These questions could be prepared through group discussion prior to the visits taking place.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)

Where this Unit is taken as part of the Intermediate 1 Hospitality Course, it is recommended that delivery is integrated with the other Units in the Course. It is important that those responsible for the delivery of this Unit as part of the above Course specify and identify where opportunities arise to develop and assess employability skills. This should be undertaken during induction to the Unit. It is important to ensure that candidates taking this Unit are provided with advice and guidance on what is expected of them when they are working in the hospitality industry. Industry involvement at this stage will reinforce the value that employers place on employability skills. Candidates must be given clear information regarding:

- ◆ appearance (eg specific uniform requirements for kitchen and restaurant, hygiene, hair, make-up, jewellery)
- ◆ attitude (eg willingness to learn through participation/willingness to cooperate, interest in food production, food service and commitment)
- ◆ behaviour (eg time-keeping, respect and consideration for others, awareness of health and safety and food hygiene procedures)
- ◆ customer care (eg dealing with customers, communication)
- ◆ working in a team (eg good verbal communication, good listening skills, ability to follow instructions).

It is also important that candidates get support and feedback from an assessor on their self-evaluation and progress. Feedback should highlight aspects where candidates did well and areas for improvement. Discussion with candidates, using the feedback, will help candidates to identify action points for improvement.

#### Core Skills

In this Unit, candidates will develop skills valued by employers. Candidates will carry out an investigation and organise and present information. Candidates will also be encouraged to take responsibility for improving their own performance through self-evaluation, take feedback from others, set goals for improvement, reflect and evaluate. These are good opportunities for developing aspects of Core Skills in:

- ◆ Communication
- ◆ Using Information Technology
- ◆ Problem Solving

The opportunity could be taken during this Unit to emphasise that the employability skills and the relevant Core Skills indicated above, are skills that apply to a wide range of situations both in everyday life and in employment.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Working in the Hospitality Industry (Intermediate 1)

#### GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

For Outcome 1, a folio of evidence should be produced by each candidate. The evidence should be gathered during the first half of the Unit and the presentation of their findings should occur towards the end of the Unit. Assessors, where possible, should give candidates the choice as to their preferred method. Candidates should be encouraged to be as imaginative as possible. They could:

- ◆ present a written report with supporting evidence
- ◆ present a video diary
- ◆ present an electronic slide show
- ◆ set up a display
- ◆ present a folio.

It is recommended that, when this Unit is being taken as part of the Intermediate 1 Hospitality Course, assessment for Outcomes 2, 3 and 4 is integrated with practical activities throughout the Course. This means that the evidence can be gathered at appropriate points during the Course rather than in a restricted 40-hour block.

Opportunities to gather evidence can be found in the activities undertaken in the following Units:

- ◆ *Hospitality: Working in the Professional Kitchen*
- ◆ *Hospitality: Working Front of House*
- ◆ *Hospitality: Introduction to Events*

Written and /or oral evidence for Outcome 4 of this Unit should be gathered over a period of time, with the first review undertaken during induction to the Course, the second review undertaken half-way through the Course, the third review undertaken three-quarters of the way through the Course and the final review undertaken at the end of the Course. This will allow the setting of goals after each of the reviews and progress to be noted at the following review.

Assessor observation checklists and other assessment records should be maintained and kept up-to-date to track candidate progress and provide evidence for internal and external verification purposes.

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.

#### CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).

## National Unit Specification: general information

**UNIT** Hospitality: Working in the Professional Kitchen  
(Intermediate 1)

**CODE** F19G 10

**COURSE** Hospitality (Intermediate 1)

### SUMMARY

This Unit is a mandatory Unit of the Intermediate 1 Hospitality Course, but can be taken as a free-standing Unit. It is suitable for candidates who have no previous experience.

The Unit introduces candidates to the work of the professional kitchen. Candidates will learn about basic food hygiene, health and safety issues, equipment, terminology, safe knife handling, and preparing, cooking and presenting a range of commodities.

Candidates will participate in a number of activities which will help them to develop the skills identified within this Unit.

### OUTCOMES

- 1 Carry out a risk assessment of a kitchen area.
- 2 Carry out a range of simple food preparation techniques while working as a member of a team.
- 3 Undertake a range of cookery processes while working as a member of a team.
- 4 Present and store a range of finished dishes while working as a member of a team.

### RECOMMENDED ENTRY

Entry is at the discretion of the centre.

---

#### Administrative Information

**Superclass:** NA

**Publication date:** April 2007

**Source:** Scottish Qualifications Authority

**Version:** 01

© Scottish Qualifications Authority 2007

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. The cost for each Unit Specification is £2.50. (A handling charge of £1.95 will apply to all orders for priced items.)

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

**UNIT** Hospitality: Working in the Professional Kitchen (Intermediate 1)

### **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**

### **UNIT Hospitality: Working in the Professional Kitchen (Intermediate 1)**

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**

Carry out a risk assessment of a kitchen area.

##### **Performance Criteria**

- (a) Identify the main hazards in a given area.
- (b) Identify the associated risks to health and safety in a given area.
- (c) Briefly identify controls in place to minimise risk.

#### **OUTCOME 2**

Carry out a range of simple food preparation techniques while working as a member of a team.

##### **Performance Criteria**

- (a) Select and use correctly a range of equipment appropriate to each preparation technique.
- (b) Apply each food preparation technique to a range of foods.
- (c) Weigh and measure foodstuffs accurately.
- (d) Carry out each activity using the correct health and safety and food hygiene procedures.
- (e) Co-operate positively with others in all activities.

#### **OUTCOME 3**

Undertake a range of cookery processes while working as a member of a team.

##### **Performance Criteria**

- (a) Correctly identify suitable foods and equipment for each process.
- (b) Correctly apply each cookery process to a range of foods.
- (c) Regularly monitor the cookery process.
- (d) Use appropriate techniques to check food for readiness.
- (e) Carry out each activity using the correct health and safety and food hygiene procedures.
- (f) Co-operate positively with others in all activities.



## **National Unit Specification: statement of standards (cont)**

### **UNIT Hospitality: Working in the Professional Kitchen (Intermediate 1)**

#### **OUTCOME 4**

Present and store a range of finished dishes while working as a member of a team.

#### **Performance Criteria**

- (a) Use an appropriate range of garnishes and decorations to present the finished dish.
- (b) Complete the finished dishes to a commercially acceptable standard.
- (c) Complete the finished dishes using the correct health and safety and food hygiene procedures.
- (d) Store the finished dishes at the correct holding temperature.
- (e) Co-operate positively with others in all activities.

#### **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, 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 risk assessment.

#### **Outcome 1 — Written/Oral Evidence**

Candidates will be required to carry out a straightforward risk assessment of a specified area in the kitchen.

A completed record of the risk assessment should be retained as evidence that the candidate is able to:

- ◆ identify the main hazards in a given area
- ◆ identify the associated risks to health and safety in a given area
- ◆ briefly identify the controls in place to minimise risk

The risk assessment must be carried out under supervised, open-book conditions.

#### **Outcome 2 — Performance Evidence**

Candidates will be required to demonstrate by practical activity while working as a member of a team that they are able to:

- ◆ select and use correctly a range of equipment appropriate to each preparation technique
- ◆ apply each food preparation technique to a range of foods
- ◆ weigh and measure foodstuffs accurately
- ◆ carry out each activity using the correct health and safety and food hygiene procedures
- ◆ co-operate positively with others in all activities.

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

### UNIT Hospitality: Working in the Professional Kitchen (Intermediate 1)

**Preparation techniques:** peel, cut, slice, grate, mix, whisk, cream, fold. Each preparation technique must be used at least once.

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

#### Outcome 3 — Performance Evidence

Candidates will be required to demonstrate by practical activity while working as a member of a team that they are able to:

- ◆ correctly identify suitable foods and equipment for each process
- ◆ correctly apply each cookery process to a range of foods
- ◆ regularly monitor the cookery process
- ◆ use appropriate techniques to check food for readiness
- ◆ carry out each activity using the correct health and safety and food hygiene procedures
- ◆ co-operate positively with others in all activities.

**Cookery processes:** boiling, baking, grilling, shallow frying. Each cookery process must be used at least once.

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

#### Outcome 4 — Performance Evidence

Candidates will be required to demonstrate by practical activity while working as a member of a team that they are able to:

- ◆ use an appropriate range of garnishes and decorations to present the finished dish
- ◆ complete the finished dishes to a commercially acceptable standard
- ◆ complete the finished dishes using the correct health and safety and food hygiene procedures
- ◆ store the completed dishes at the correct holding temperature
- ◆ co-operate positively with others in all activities.

The activity must be carried out in 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 and a risk assessment template. 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 Hospitality: Working in the Professional Kitchen (Intermediate 1)

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

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

The focus of this Unit is practical vocational training. The Unit will introduce candidates to team work and the skills required to carry out simple food preparation techniques, cookery processes and finishing techniques in the professional kitchen. It will also introduce them to a range of equipment used in the professional kitchen.

It should enable candidates to acquire a range of skills that with subsequent practice would allow progression to practical cookery Units at Intermediate 2 or SVQ Food Preparation and Cooking Units at Level 2.

It is essential that relevant aspects of current health and safety and food hygiene legislation are explained and adhered to throughout the practical activities of this Unit. Candidates will have the opportunity to carry out practical risk assessment in the kitchen. This will help to raise awareness of hazards, risks and the controls which are in place to minimise risk.

For Outcomes 2, 3, and 4 the practical activities of this Unit could be based on simple dishes/recipes such as:

- ◆ basic soups
- ◆ baked goods
- ◆ pasta dishes
- ◆ grilled foods
- ◆ shallow fried fish/vegetables.

Throughout the Outcomes key areas of knowledge are:

- ◆ working as a member of a team
- ◆ working safely
- ◆ working hygienically
- ◆ cleaning effectively
- ◆ preventing food contamination
- ◆ using simple food preparation techniques
- ◆ using equipment
- ◆ using cookery processes
- ◆ using a food probe to test readiness of finished dishes
- ◆ tasting food to check seasoning
- ◆ using simple garnishes and decorations to enhance the appearance of finished dishes
- ◆ carrying out self-evaluation
- ◆ responding appropriately to others.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Working in the Professional Kitchen (Intermediate 1)

#### Employability Skills

In addition to the vocational content, candidates should be encouraged to develop a positive approach to the employability skills identified by employers. These should be taught as an integral part of the Unit. Opportunities will arise while working in the professional kitchen to highlight the value of a positive attitude, good timekeeping, appropriate protective clothing and appearance, listening skills, working in a team, following instructions, a good sense of time and an awareness of food hygiene and health and safety legislation.

During this Unit, in addition to the specific vocational skills developed and assessed, candidates will have opportunities to develop the following employability skills:

- ◆ appropriate appearance\*
- ◆ ability to work in a team\*
- ◆ ability to follow instructions\*
- ◆ awareness of health and safety and food hygiene procedures\*
- ◆ confidence to seek feedback\*
- ◆ showing respect and consideration for others\*
- ◆ good listening skills\*
- ◆ showing a positive attitude including:
  - a willingness to learn
  - an interest in working in the professional kitchen
- ◆ good time-keeping.

Achievement in a number of these employability skills (those marked with an asterisk\*) will be clearly identified as a result of the evidence generated through the assessment activities for this Unit. There are opportunities in the Unit to develop the remaining skills.

The focus of the Unit is practical, and is based upon the candidate developing practical skills while interacting positively with colleagues.

Communication skills involved in colleague interaction will be developed and will include oral, verbal and non verbal methods.

In addition there will be opportunities during the Unit to discuss and develop the importance of positive attitudes, appropriate appearance, and the necessary employment skills required for working in the hospitality industry.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Working in the Professional Kitchen (Intermediate 1)

#### 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. The main approach to learning and teaching should be practical and experiential. Candidates should be encouraged to learn through a variety of activities which are designed to enhance their awareness of the work of the professional kitchen while working as part of a team. Each part of teaching/learning should incorporate both theory and practice to facilitate learning, and all Outcomes should be integrated so that the candidate's experience is of a completed dish on each occasion.

Opportunities should be taken to integrate the required knowledge of food hygiene and health and safety in a real context. In this way, the food hygiene and health and safety legislation will not only be more relevant but will be more easily understood and remembered. The emphasis should always be on the practice of working safely and hygienically.

All new techniques, cookery processes and equipment should be demonstrated by the teacher/lecturer prior to the candidates undertaking the preparation technique/cookery process. The development of correct working practices must be emphasised. The safe use of knives should be demonstrated and reinforced throughout.

Candidates should be given clear instructions for each task to ensure that they are fully aware of what is expected of them and candidates should be encouraged to follow standard recipes when carrying out the practical tasks.

It is strongly recommended that where candidates are taking the Unit as part of the Intermediate 1 Hospitality Course they should complete a log book, diary or structured worksheet to track the practical activities in which they have participated. This will provide them with a sound basis for completing the self-evaluation activities and assessment required in the Unit *Hospitality: Working in the Hospitality Industry*. Where this Unit is taken on a free-standing basis, this would also be good practice, which would encourage candidates to reflect on their performance in the workplace.

Common basic culinary terms associated with food preparation techniques and cookery processes should be explained and candidates should be encouraged to use them appropriately during practical activities.

The teacher/lecturer should encourage candidates to monitor the cookery process with regard to temperature, time, and the cooking medium and to use techniques demonstrated to check food for readiness. Candidates should be encouraged to use their senses to check the foods throughout the cookery process, specifically smell, touch, sight and taste.

Candidates should experience workplace conditions and should be encouraged to perform tasks and conduct themselves in a manner appropriate to the workplace. It is important that candidates evaluate their own work and progress throughout the Unit and they should be encouraged to seek feedback/advice and set themselves goals to build competence and confidence.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Working in the Professional Kitchen (Intermediate 1)

The Unit, therefore, should incorporate a variety of approaches to teaching and learning, including:

- ◆ teacher/lecturer demonstrations
- ◆ practical activities
- ◆ a variety of resources
- ◆ reflection and evaluation
- ◆ structured worksheets.

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

#### Core Skills

In this Unit candidates will be working as a member of a team and will learn how important it is to work cooperatively with others, and to communicate appropriately. They will also be involved with weighing and measuring. Therefore, aspects of the following Core Skills will be developed:

- ◆ Working with others
- ◆ Communication
- ◆ Numeracy

The opportunity could be taken during this Unit to emphasise that employability skills developed and the relevant Core Skills indicated above, are skills that apply to a wide range of situations both in everyday life and in employment.

#### GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The Evidence Requirements are fully expressed in the mandatory section of this Unit Specification.

When delivering this Unit as part of the Intermediate 1 Hospitality Course, performance evidence for all Outcomes of this Unit could be integrated with the Unit *Hospitality: Working in the Hospitality Industry*. This would provide candidates with a sound basis for completing the self evaluation activities and assessment required in the Unit *Hospitality: Working in the Hospitality Industry*.

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

## **National Unit Specification: support notes (cont)**

**UNIT** Hospitality: Working in the Professional Kitchen (Intermediate 1)

### **CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).

## National Unit Specification: general information

**UNIT** Hospitality: Working Front of House (Intermediate 1)

**CODE** F19J 10

**COURSE** Hospitality (Intermediate 1)

### SUMMARY

This Unit is a mandatory Unit of the Intermediate 1 Hospitality Course, but may be delivered as a free-standing Unit and it is suitable for candidates who have no previous experience.

The Unit introduces the candidate to the work undertaken by front of house staff, specifically the skills needed to undertake food and drink service in a variety of styles and establishments, and the customer care skills necessary for a variety of front of house roles.

Candidates will participate in a number of activities which will help them to develop the skills identified within this Unit.

### OUTCOMES

- 1 Carry out a range of table settings for specified styles of service while working as a member of a team.
- 2 Carry out a range of selected service styles while working as a member of a team.
- 3 Demonstrate effective customer care practices in front of house operations.
- 4 Identify the importance of customer care.

### RECOMMENDED ENTRY

Entry is at the discretion of the centre.

### 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.*

---

### Administrative Information

**Superclass:** NA

**Publication date:** April 2007

**Source:** Scottish Qualifications Authority

**Version:** 01

© Scottish Qualifications Authority 2007

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. The cost for each Unit Specification is £2.50. (A handling charge of £1.95 will apply to all orders for priced items.)



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

### **UNIT** Hospitality: Working Front of House (Intermediate 1)

#### **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**

### **UNIT Hospitality: Working Front of House (Intermediate 1)**

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**

Carry out a range of table settings for specified styles of service while working as a member of a team.

##### **Performance Criteria**

- (a) Select all equipment required to correctly undertake specific place settings.
- (b) Correctly carry out the specified setting for the given number of customers.
- (c) Co-operate with others in the team to complete specified settings.
- (d) Complete the activity complying with current health and safety and food hygiene procedures.

#### **OUTCOME 2**

Carry out a range of selected service styles while working as a member of a team.

##### **Performance Criteria**

- (a) Serve a range of food and drink items for a variety of food and drink styles.
- (b) Carry out service with an open and positive attitude.
- (c) Collaborate with others in a team to achieve effective service.
- (d) Clear crockery, cutlery and glassware correctly and appropriately to the style of service.
- (e) Carry out a cash transaction and calculate change.

#### **OUTCOME 3**

Demonstrate effective customer care practices in front of house operations.

##### **Performance Criteria**

- (a) Identify customers' needs correctly.
- (b) Respond to customers' needs effectively.
- (c) Interact with customers in an open, helpful, positive and welcoming manner.

#### **OUTCOME 4**

Identify the importance of customer care.

##### **Performance Criteria**

- (a) Identify the effects of poor customer care to the business.
- (b) Identify the benefits of good customer care to the business.

## **National Unit Specification: statement of standards (cont)**

### **UNIT Hospitality: Working Front of House (Intermediate 1)**

#### **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 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 the effects of good and poor customer care to the business.

#### **Outcome 1 — Performance Evidence**

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

- ◆ select all equipment required to undertake specific place settings
- ◆ correctly carry out the specified setting for the numbers given
- ◆ co-operate with others in the team to complete specified settings
- ◆ complete the activity complying with current health and safety and food hygiene procedures

**Styles of Service:** Buffet style service, one-course seated meal, plated or tray service (counter service) for food and drink.

Candidates will be required to identify and select the correct crockery, cutlery and glassware for the place settings for each type of service on at least one occasion.

An assessor observation checklist must be retained to provide evidence of performance.

#### **Outcome 2 — Performance Evidence**

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

- ◆ serve a range of items for different food and drink service styles
- ◆ carry out service with an open and positive attitude
- ◆ collaborate with others in the team to achieve effective service
- ◆ clear crockery, cutlery and glassware correctly appropriate to the style of service
- ◆ carry out a cash transaction and calculate change.

**Styles of service:** Buffet-style service, one-course plated meal, plated or tray service (counter service) for food and drink.

Candidates will be required to carry out each of the three styles of service on at least one occasion.

Candidates will be required to carry out a cash transaction and calculate change on one occasion.

An assessor observation checklist must be used to provide evidence of performance.

## **National Unit Specification: statement of standards (cont)**

### **UNIT Hospitality: Working Front of House (Intermediate 1)**

#### **Outcome 3 — Performance Evidence**

Candidates will be required to demonstrate that they are able to:

- ◆ identify customers needs correctly
- ◆ respond to customer needs effectively
- ◆ interact with customers in an open, helpful, positive and welcoming manner.

Candidates will be required to participate in at least two customer interactions, one of which should relate to working in reception or reservations.

An assessor observation checklist must be used to provide evidence of performance.

#### **Outcome 4 — Written/oral evidence**

Evidence for this Outcome should be delivered in supervised, open-book conditions. Candidate responses should demonstrate that they have knowledge and understanding of the effects of good and poor customer care to a business.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1, 2, and 3, and an example of an assessment to test knowledge and understanding. 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 Hospitality: Working Front of House (Intermediate 1)

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

Practical activities for this Unit should be carried out either in a training restaurant, realistic working environment or the workplace, and should involve working with others in a team and provide opportunities to develop good working practice.

The focus of this Unit is practical vocational training. The Unit will introduce candidates to team work and the skills required for working front of house, including the importance of good customer care. It will also introduce them to a range of equipment used in the restaurant. It will enable candidates to acquire a range of skills that, with subsequent practice, would allow progression to practical food service Units at Intermediate 2 and food and drink SVQ Units at level 2.

The practical activities of this Unit should be relatively basic activities such as: buffet, assisted, and plated or tray service styles. Activities could be delivered through a range of contexts to include: reception, reservations and food and drink service, in order to introduce candidates to the wider range of job roles that can be carried out front of house.

It is essential that relevant aspects of health and safety and food hygiene procedures are explained and adhered to as part of the work of this Unit.

Key areas of knowledge and skills development are:

- ◆ working as a member of a team in the restaurant
- ◆ working safely
- ◆ working hygienically
- ◆ cleaning effectively
- ◆ using equipment to set tables
- ◆ carrying out the service of food and drink
- ◆ carrying out cash transactions and calculating change
- ◆ basic reception skills
- ◆ effective communication
- ◆ carrying out self-evaluation
- ◆ responding appropriately to others.

In addition to the vocational content, candidates should be encouraged to develop a positive approach to the employability skills identified by employers. These should be taught as an integral part of the Unit. Opportunities will arise while working front of house to highlight the importance of a positive attitude, good timekeeping, appropriate protective clothing, appearance, good listening skills, good customer care, working in a team, following instructions, and an awareness of health and safety and food hygiene procedures.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Working Front of House (Intermediate 1)

#### Employability Skills

During this Unit, in addition to the specific vocational skills developed and assessed, candidates will have opportunities to develop the following employability skills:

- ◆ appropriate appearance\*
- ◆ customer care skills\*
- ◆ good verbal communication\*
- ◆ ability to work in a team\*
- ◆ ability to follow instructions\*
- ◆ awareness of health and safety and food hygiene procedures\*
- ◆ confidence to seek feedback\*
- ◆ good listening skills\*
- ◆ showing respect and consideration for others\*
- ◆ showing a positive attitude including:
  - a willingness to learn
  - an interest in working front of house
- ◆ good time-keeping.

Achievement in a number of these employability skills (those marked with an asterisk\*) will be clearly identified as a result of the evidence generated through the assessment activities for this Unit. There are opportunities in the Unit to develop the remaining skills.

The focus of the Unit is practical, and is based upon the candidate developing practical skills while interacting positively with customers and colleagues.

Knowledge and understanding elements will be developed by carrying out practical activities in the setting and clearing of tables, handling payments and reception or reservations tasks carried out.

Communication skills involved in customer and colleague interaction will be developed and will include oral, verbal and non-verbal methods.

In addition there will be opportunities during the Unit to discuss and develop the importance of positive attitudes, appropriate appearance and the necessary employment skills required to work in the hospitality industry.

#### **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. The main approach to learning and teaching should be practical and experiential. Candidates should be encouraged to learn through a variety of activities which are designed to enhance their awareness of the work and skills involved in working front of house.

Each part of teaching/learning should incorporate both theory and practice to facilitate learning, and all Outcomes should be integrated so that the candidate experience is holistic.

The development of correct working practices must be demonstrated and emphasised. Candidates should be given clear instructions for each task to ensure that they are fully aware of what is expected of them.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Working Front of House (Intermediate 1)

It is strongly recommended that where candidates are taking the Unit as part of the Intermediate 1 Hospitality Course they should complete a log book, diary or structured worksheet to track the practical activities which they have participated in. This will provide them with a sound basis for completing the self-evaluation activities and assessment required in the Unit *Hospitality: Working in the Hospitality Industry*. Where this Unit is taken on a freestanding basis, this would also be good practice, which would encourage candidates to reflect on their performance in the workplace.

Common basic hospitality terms associated with the practical exercise should be explained and practised by the candidates. Opportunities should be taken to integrate the required knowledge of food hygiene and health and safety procedures in a real context. In this way, the food hygiene and health and safety legislation will not only be more relevant but will be more easily understood and remembered. The emphasis should always be on the practice of working safely and hygienically.

Candidates should experience workplace conditions and should be encouraged to perform tasks and conduct themselves in a manner appropriate to the workplace. It is important to encourage candidates throughout the Unit to evaluate their own work and progress. They should be encouraged to seek advice and set themselves goals to build competence and confidence.

The Unit, therefore, should incorporate a variety of approaches to teaching and learning and may include:

- ◆ tutor demonstrations
- ◆ role play
- ◆ practical activities
- ◆ a variety of resource materials
- ◆ reflection and evaluation
- ◆ structured worksheets.

Practical activities should be carried out either in a realistic working environment or the workplace. This will involve working with others in a team and will develop skills and good working practices.

#### Core Skills

In this Unit candidates will be working as a member of a team and will learn how important it is to work cooperatively with others. They will also be involved in communicating with customers and handling payments. Aspects of the following Core Skills will be developed:

- ◆ Working with Others
- ◆ Communication
- ◆ Numeracy

Opportunities should be taken during this Unit to emphasise that employability skills developed and the relevant Core Skills indicated above are skills that apply to a wide range of situations both in everyday life and in employment.

## **National Unit Specification: support notes (cont)**

### **UNIT Hospitality: Working Front of House (Intermediate 1)**

#### **GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT**

The Evidence Requirements are fully expressed in the mandatory section of this Unit Specification.

When delivering this Unit as part of the Intermediate 1 Hospitality Course, performance evidence for all Outcomes of this Unit could be integrated with the Unit *Hospitality: Working in the Hospitality Industry*. This would provide candidates with a sound basis for completing the self-evaluation activities and assessment required in the Unit *Hospitality: Working in the Hospitality Industry*. Where this Unit is taken on a freestanding basis this would also be good practice, which would encourage candidates to reflect on their performance in the workplace.

Assessor observation checklists and other assessment records should be maintained and kept up to date to track candidate progress and provide evidence for internal and external verification purposes.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1, 2, and 3, and an example of an assessment to test knowledge and understanding. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

#### **CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).



## National Unit Specification: general information

**UNIT** Hospitality: Introduction to Events (Intermediate 1)

**CODE** F19K 10

**COURSE** Hospitality (Intermediate 1)

### SUMMARY

This Unit is a mandatory Unit of the Intermediate 1 Hospitality Course, but may be delivered as a free-standing Unit. However, the Unit builds on skills developed in the two practical Units in the Intermediate 1 Hospitality Course. These Units are *Hospitality: Working Front of House* and *Hospitality: Working in the Professional Kitchen*

It is suitable for candidates who have no previous experience.

The Unit will introduce candidates to a range of events in the hospitality industry. It will also introduce aspects of event organisation when they will be involved in planning, preparing for and producing with support, a meal for an occasion. Candidates will have an opportunity to use existing skills and develop new skills.

### OUTCOMES

- 1 Investigate a range of hospitality events.
- 2 Working as a member of a team, plan and organise resources for a specified hospitality event to a given brief.
- 3 Working as a member of a team, contribute to the implementation of the event.
- 4 Review and evaluate own contribution to the event.

### RECOMMENDED ENTRY

Entry is at the discretion of the centre.

---

#### Administrative Information

**Superclass:** NA

**Publication date:** April 2007

**Source:** Scottish Qualifications Authority

**Version:** 01

© Scottish Qualifications Authority 2007

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. The cost for each Unit Specification is £2.50. (A handling charge of £1.95 will apply to all orders for priced items.)

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

### **UNIT** Hospitality: Introduction to Events (Intermediate 1)

#### **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**

Achievement of this Unit gives automatic certification of the following:

Complete Core Skill                      Working with Others at SCQF level 4

Core Skill components(s)              None

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**

### **UNIT Hospitality: Introduction to Events (Intermediate 1)**

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 a range of hospitality events.

##### **Performance Criteria**

- (a) Gather information on different types of hospitality events.
- (b) Gather information on suitable venues for different types of hospitality events.
- (c) Gather information on appropriate styles of food and drink service for different types of hospitality events.

#### **OUTCOME 2**

Working as a member of a team, plan and organise resources for a specified hospitality event to a given brief.

##### **Performance Criteria**

- (a) Agree roles and responsibilities for each member of the team.
- (b) Contribute constructively to group planning discussions.
- (c) Agree on a suitable venue for the specified event.
- (d) In an agreed role, contribute to the production of a plan which meets the given brief.
- (e) In an agreed role, contribute to the organisation of essential resources for the event.

#### **OUTCOME 3**

Working as a member of a team, contribute to the implementation of the event.

##### **Performance Criteria**

- (a) In an agreed role, contribute to the preparation of food and refreshments for the event.
- (b) In an agreed role, contribute to the preparation of the service area for the event.
- (c) Adhere to all health and safety and food hygiene procedures throughout the event.

#### **OUTCOME 4**

Review and evaluate own contribution to the event.

##### **Performance Criteria**

- (a) Review own contribution to the event, taking account of feedback from others.
- (b) Identify strengths of own contribution to the event.
- (c) Identify areas for improvement in own contribution to the event.

## **National Unit Specification: statement of standards (cont)**

### **UNIT Hospitality: Introduction to Events (Intermediate 1)**

#### **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 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 events.

#### **Outcome 1 — Written/Oral Evidence**

Candidates will be required to produce evidence arising from their investigation that they have:

- ◆ identified three events common in the hospitality industry
- ◆ identified a suitable venue for each event
- ◆ identified an appropriate style of food and drink service for each event.

Evidence should be gathered in supervised open-book conditions.

#### **Outcome 2 — Performance and Written/Oral Evidence**

Candidates will be required to participate as part of a team to produce a plan which will meet the given brief and identify:

- ◆ the event, venue and roles for each member of the team
- ◆ a food order for the production of food and refreshments for the event.

Evidence should be gathered in supervised, open-book conditions.

An assessment observation checklist must be retained to demonstrate that candidates have:

- ◆ contributed to the production of the plan
- ◆ contributed constructively to group planning discussions
- ◆ contributed to the organising of essential resources.

#### **Outcome 3 — Performance Evidence**

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

- ◆ prepare the food and refreshments for the event as part of a team
- ◆ prepare the service area for the event as part of a team
- ◆ carry out the event with regard to health and safety and food hygiene procedures.

An assessor observation checklist must be retained to provide evidence that the candidate has carried out the agreed tasks and contributed to the event on one occasion.

## **National Unit Specification: statement of standards (cont)**

### **UNIT Hospitality: Introduction to Events (Intermediate 1)**

#### **Outcome 4 — Written/Oral Evidence**

Candidates will be required to produce evidence that they have:

- ◆ reviewed own contribution to the event, taking account of feedback from others
- ◆ identified strengths of own contribution to the event
- ◆ identified areas for improvement in own contribution to the event.

Evidence should be gathered in supervised, open-book conditions.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes a pro forma for investigation findings, a planning brief, a pro forma for review and evaluation and an assessor observation checklist.

## National Unit Specification: support notes

### UNIT Hospitality: Introduction to Events (Intermediate 1)

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

Where this Unit is taken as part of the Intermediate 1 Hospitality Course the Unit should integrate the skills and knowledge already developed in the following Units:

- ◆ *Hospitality: Working in the Professional Kitchen*
- ◆ *Hospitality: Working Front of House*
- ◆ *Hospitality: Working in the Hospitality Industry*

It should therefore be delivered towards the end of the Course and should culminate in the running of the chosen event. Where the Unit is taken on a freestanding basis the selection of the type of event should be based on the level of practical skills and experience of the candidates involved.

#### Outcome 1

Candidates will explore with teacher/lecturer support different types of events. These might include:

- ◆ Conferences
- ◆ Weddings
- ◆ Birthday parties
- ◆ St Andrews Day celebration
- ◆ Christmas party nights
- ◆ Christmas lunch
- ◆ New Year celebrations
- ◆ Burns supper
- ◆ Mother's Day high tea

Where this Unit is taken as part of the Intermediate 1 Hospitality Course candidates will be able to use the knowledge gained during the investigations carried out for the Unit *Hospitality: Working in the Hospitality Industry* (Outcome 1) in order to identify types of events common in the hospitality industry, the venues that would host them and appropriate styles of food and drink service.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Introduction to Events (Intermediate 1)

#### Outcomes 2 and 3

Candidates should work as a member of a team to plan and carry out an event with the help and support of teacher/lecturers. This could take the form of a simple meal or coffee morning, prepared, cooked and served in the college training restaurant or the school refectory and could be for parents, colleagues, teaching staff and invited guests from the Hospitality Industry.

Where this Unit is taken as part of the Intermediate 1 Hospitality Course, the candidate should build on the experience gained in the Units *Hospitality: Working in the Professional Kitchen* and *Hospitality: Working Front of House*.

#### Outcome 4

Candidates will review their contribution to the event. This should be completed using feedback from others and will form the basis for identifying strengths and then reviewing how their contribution could have been improved. This evidence could be the basis for one of the reviews required for the Unit *Hospitality: Working in the Hospitality Industry*.

#### Employability Skills

On completion of this Unit, the candidate will have had the opportunity to develop the following employability skills:

- ◆ appropriate appearance\*
- ◆ customer care skills\*
- ◆ good verbal communication\*
- ◆ ability to work in a team\*
- ◆ ability to follow instructions\*
- ◆ awareness of food hygiene and health and safety procedures\*
- ◆ confidence to seek feedback\*
- ◆ good listening skills\*
- ◆ showing respect and consideration for others\*
- ◆ showing a positive attitude:
  - a willingness to learn
  - an interest in events
- ◆ good time-keeping
- ◆ self-review and evaluation.

## **National Unit Specification: support notes (cont)**

### **UNIT Hospitality: Introduction to Events (Intermediate 1)**

Achievement in a number of these employability skills (those marked with an asterisk\*) will be clearly identified as a result of the evidence generated through the assessment activities for this Unit. There are opportunities in the Unit to develop the remaining skills.

#### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

Initial teaching methods should include discussing the possible types of events that are common in the Hospitality Industry.

Group discussion may be a useful way to disseminate experience, for example, some candidates may work part-time in the Hospitality Industry or they may have relatives who work in the Industry. The Sector Skills Council for the Hospitality Industry is People 1st and they have internet resources that candidates could be directed towards. Industry related CD ROMs, DVDs and videos may also provide valuable information, as would events marketing materials from establishments.

Candidates could be taken on a visit to an establishment whose business includes events. Candidates could also be given the opportunity to discuss the most appropriate types of food and drink service for events. This may be possible during visits, or through visiting speakers or through research.

When the candidates come to organise the one group event it will be necessary for teachers/lecturers to provide guidance and support. This will include providing guidance regarding the type of event, appropriate venue, appropriate food and refreshments, staffing, who should be invited and calculating quantities in order to complete the food and refreshments order.

Candidates should be encouraged to work as a group to plan and carry out the event and to review their individual contribution to the success or otherwise of the event.

The Unit, therefore, should incorporate a variety of approaches to teaching and learning, including:

- ◆ group discussion
- ◆ practical activities
- ◆ a variety of resources
- ◆ reflection and evaluation
- ◆ structured worksheets.



## National Unit Specification: support notes (cont)

### UNIT Hospitality: Introduction to Events (Intermediate 1)

Practical activities should be carried out either in a realistic working environment or a real workplace. This will involve working with others in a team and will develop skills and good working practices.

#### Core Skills

In this Unit candidates will be involved in:

- ◆ investigating
- ◆ planning as a member of a group
- ◆ gathering and sharing information as a member of the group
- ◆ carrying out practical activities as a member of a group.

These are good opportunities for developing aspects of:

- ◆ Working with Others
- ◆ Communication(written and oral)
- ◆ Problem Solving
- ◆ Using Information Technology
- ◆ Numeracy

#### GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The Evidence Requirements are fully expressed in the mandatory section of this Unit Specification

Where this Unit is taken as part of the Intermediate 1 Hospitality Course, there are opportunities for the practical assessments in this Unit to be integrated with the Unit *Hospitality: Working in the Hospitality Industry*. In particular the review and evaluation assessment would be a useful basis for the broader evaluation activities and assessments in that Unit

Assessor observation checklists and other assessment records should be maintained and kept up to date to track candidate progress and provide evidence for internal and external verification purposes.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes a pro forma for investigation findings, a planning brief, a pro forma for review and evaluation and an assessor observation checklist.

#### CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).