National Unit Specification

General information

Unit title: Working in The Hospitality Industry (SCQF level 5)

Unit code: J1NS 45

Superclass:	NA
Publication date:	May 2019
Source:	Scottish Qualifications Authority
Version:	02

Unit purpose

This unit is designed to introduce learners to the scope and breadth of the hospitality industry, including the wide variety of job roles and career pathways available. The unit will give learners the opportunity to research and explore a hospitality business in detail in order gain an appreciation of the diversity within the industry.

Learners will also undertake a work placement, which will help to develop both vocational and employability skills.

This unit is mandatory in the National Progression Award (NPA) in Hospitality at SCQF level 5 and the National Certificate (NC) in Hospitality at SCQF level 5. It can also be undertaken as a standalone unit.

This unit is also part of a progressive suite of units at SCQF levels 5, 6 and 7 that explore the hospitality industry. This unit is suitable for learners with no previous experience but who have an interest in pursuing a career in the hospitality industry.

Outcomes

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

1   Give an overview of the hospitality industry.
2   Describe a career structure within the hospitality industry.
3   Describe a specific hospitality business in detail.
4   Plan, complete and evaluate a period of work experience in the hospitality industry.

National Unit Specification: General information (cont)

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Credit points and level

2 National Unit credits at SCQF level 5 (12 SCQF credit points at SCQF level 5)

Recommended entry to the unit

Entry is at the discretion of the centre. However, good communication skills would be an advantage.

Core Skills

Achievement of this Unit gives automatic certification of the following:

Complete Core Skill   Problem Solving at SCQF level 4

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

Context for delivery

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

Equality and inclusion

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

Further advice can be found on our website **www.sqa.org.uk/assessmentarrangements**.

National Unit Specification: Statement of standards

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

Outcome 1

Give an overview of the hospitality industry.

Performance criteria

(a) Outline the hospitality industry's contribution to the Scottish economy, both nationally and in a local context
(b) Identify the various sectors of the hospitality industry
(c) Identify a range of hospitality establishments and the products/services they provide

Outcome 2

Describe a career structure within the hospitality industry.

Performance criteria

(a) Outline career opportunities across a range of sectors in the hospitality industry
(b) Identify and describe a career structure for a specific sector of the hospitality industry

Outcome 3

Describe a specific hospitality business in detail.

Performance criteria

(a) Outline size and nature of a specific hospitality business
(b) Describe the products and services offered by the business
(c) Outline training and employment opportunities provided by the business

Outcome 4

Plan, complete and evaluate a period of work experience in the hospitality industry.

Performance criteria

(a) Review own skills and aspirations in preparation for a hospitality work placement
(b) Make arrangements for a suitable work placement
(c) Complete the work placement
(d) Evaluate the work placement experience

National Unit Specification: Statement of standards (cont)

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Evidence requirements for this unit

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

Outcome 1, 2 and 3 — written/oral evidence

♦ An overview of the hospitality industry in Scotland in broad terms, to include:
  — The number of people employed in the industry, both nationally and in a specific local context
  — The income generated by the industry in Scotland, both nationally and in a specific local context
  — The various sectors of the industry
  — Identification a range of hospitality establishments and the products/services they provide
♦ A description of a career structure within the hospitality, which should include:
  — An overview of the career opportunities available across a range of sectors in the hospitality industry
  — Typical job roles in a specific sector (eg, housekeeping)
  — Point of entry into the sector
  — Skills, qualifications, experience requirements
  — Training and progression opportunities
♦ A detailed description of a specific hospitality business, which should include:
  — Name and location of business
  — Type, style and size of business
  — Services and products provided
  — Standard/quality
  — Main customer base
  — Career structure and employment opportunities
  — Training opportunities

The range of establishments should be wide enough to demonstrate an understanding of the breadth of the industry and must include one example from each of the commercial, contract and welfare sectors.

Evidence should be organised and clearly presented in an appropriate manner.

National Unit Specification: Statement of standards (cont)

Unit title: Working in The Hospitality Industry (SCQF level 5)

Outcome 4 — performance and written/oral evidence

Learner must plan for and complete a period of work experience of at least 30 hours.

Learners must also produce a portfolio of evidence, which includes:

♦ A review of their career aspirations and abilities in preparation for a suitable work placement
♦ A detailed plan for the work placement which includes the following essential information:
— The name of organisation
— Location
— Contact details
— Hours of work
— Duties to be carried out
— Dress code
♦ An outline of what they hope to learn or develop through the work placement
♦ A log book, diary, or record of the duties carried out during the work placement
♦ A review* of their progress during the work placement, which covers:
— Carrying out allocated duties
— Working with others
— Time management
— Feedback from others
♦ An observation checklist** to show that they have carried out their allocated duties appropriately, ie:
— Adhered to health and safety requirements
— Carried out allocated tasks to the required standard
— Worked cooperatively with others
♦ Confirmation by the lecturer/teacher that the planned work placement has been completed
♦ Details of what has been learned as a result of the work placement
♦ A review of initial career aspirations and abilities, based on what has been learned
♦ Identification next steps. This should be based on what has been learned and the review of career aspirations and abilities

*This review should take place on one occasion during the work placement and be conducted by the lecturer/teacher with the learner and the placement provider.

**It is acceptable for the observation checklist to be completed by the work placement supervisor.

Ideally, portfolios will include a report from the placement provider.
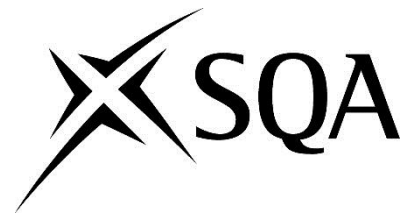
National Unit Support Notes

Unit title: Working in The Hospitality Industry (SCQF level 5)

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

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this unit

This unit is designed to introduce learners to the scope and breadth of the hospitality industry, including the wide variety of job roles and career pathways available. The unit will give learners the opportunity to research and explore a hospitality business in detail in order to gain an appreciation of the diversity within the industry.

It is not expected that learners have a detailed knowledge of the national or local economy, but rather gain an awareness of the importance of the hospitality industry terms of employment and national income compared with other sectors. For example, the industry accounts for approximately 8% of the national employment and is in the top 10 industries in terms of national income. The **Tourism in Scotland: the economic contribution of the sector** report is a useful reference resource.

The different sectors of the industry and the various establishments operating in these sectors should be discussed. However, it is important that lecturers/teachers emphasise the full and broad extent of the industry and do not focus on the populist 'hotel, restaurant, pub/club' elements but rather enable the learners to understand the full extent of the industry and its opportunities. This could include the following:

Hotels	Accommodation
Bed and Breakfast providers	Food and beverage service
Restaurants	Food productions and cookery
Pubs	Events/functions/conferences
Clubs	Entertainment/leisure activities
Cafés	Contract catering
Bistros	Welfare catering
Fast food outlets	Production catering
Hospitals	Specialist bespoke/private catering
Care establishments	
Schools	

Lecturers/teachers should encourage learners to undertake appropriate levels of research into the broad sectors of the hospitality industry and products/services provided by various hospitality establishments. Learners should carry out research into their given sectors, which may involve reading, researching using the internet, as well as visiting real workplace environments and perhaps interviewing/talking to people who work in the industry.

National Unit Support Notes (cont)

Unit title: Working in The Hospitality Industry (SCQF level 5)

Research should produce the following information about the industry:

- ♦ Accommodation
- ♦ Catering
- ♦ Business and leisure facilities
- ♦ Menus, tariffs/pricing
- ♦ Opening times
- ♦ Furnishings
- ♦ Standards:
    — Quality indicators
    — Grading systems
    — Etc

When investigating career structures learners could be encouraged to look at hospitality vacancies in the trade press as well as social media and Jobcentre Plus.

Learners should be directed to look at a wide range of job roles within different sectors of the hospitality industry from entry level to management roles. In addition, the entry requirements and progression opportunities for different roles should be discussed, this could include:

- ♦ Job roles and titles, for example:
    — Chef (chef de partie, sous chef, head chef, executive chef)
    — Waiter
    — Receptionist
    — Room attendant
    — Supervisor/team leader
    — Department manager
    — General manager
- ♦ Entry requirements for different job roles:
    — Qualifications
    — Experience
    — Personal attributes
    — Employability skills
- ♦ Progression opportunities:
    — In-house training
    — Promotion
    — Graduate training schemes
    — Management training programmes

The employability skills identified by employers as being the most important in the hospitality industry should be covered, this could include:

- ♦ Time keeping
- ♦ Personal presentation, such as:
    — Wearing the correct clean and tidy uniform
    — Complying with establishments dress standards
- ♦ Positive attitude
- ♦ Customer care
- ♦ Team working
- ♦ Problem solving
- ♦ Awareness of the impact of personal behaviour (both on the business and online)

National Unit Support Notes (cont)

Unit title: Working in The Hospitality Industry (SCQF level 5)

The detailed description of a specific hospitality business should include:

♦   Name and location of business
♦   Type, style and size of business
♦   Services and products provided
♦   Standard/quality
♦   Main customer base
♦   Career structure and employment opportunities within the business
♦   Training/progression opportunities

Learners should be provided with support to identity a work placement that is appropriate for their abilities and career aspirations.

Guidance on approaches to delivery of this unit

Outcomes 1, 2, and 3 could be delivered in a number of ways to suit the pace and most appropriate learning style of the learner, which could include:

♦   Lecturer/teacher lead discussions
♦   Online research
♦   Group work
♦   A variety of resources, such as:
    —   Trade press
    —   Marketing material
    —   **Scottish Tourism Alliance**
♦   Professional bodies
    —   **HIT Scotland**
    —   **UKHospitality**
    —   **Institute of Hospitality**

The work experience element for Outcome 4 should be for a duration of at least 30 hours. An appropriate work placement is one that is suitable for the learners' abilities and will help them to progress their career aspirations.

Ideally, the work placement will be undertaken in an industry-based establishment, however if it is not possible to secure a suitable placement, then a realistic work environment such as a college training restaurant could be used. In this situation the learner should include details of their attempts to source an industry based placement, and explain why this was not possible

Learners could be provided with a template/proforma to help them build their portfolios. Portfolios should provide evidence of how the learner planned and organised their work placement and include their evaluation the experience. Ideally, placement providers will provide a report of the learner's performance during the placement that can be added to the portfolio.

National Unit Support Notes (cont)

Unit title: Working in The Hospitality Industry (SCQF level 5)

Guidance on approaches to assessment of this unit

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

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

Written/oral evidence is required to demonstrate knowledge and understanding of the hospitality industry in Scotland.

A single instrument of assessment could be used for Outcomes 1, 2 and 3; this could be in the form of a report, presentation, or portfolio of evidence.

For Outcome 4 lectures/teachers should complete an observational checklist to assess each learner's performance during the work placement. In addition lecturers/teachers should assess learners' portfolios of evidence to confirm at they have met all of the evidence requirements for the planning, organising and evaluating elements of this outcome.

Opportunities for e-assessment

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

Opportunities for developing Core and other essential skills

Communication: Oral Communication at SCQF level 4

For Outcome 4 learners are required to plan for and complete a period work experience, which will require them to interact with at least two other people (their lecturer and work placement supervisor). They will also carry out instructions in relation to work tasks and activities. Therefore, they will be demonstrating the Core Skill component of Oral Communication at SCQF level 4.

Information and Communication Technology: Accessing Information at SCQF level 4

Learners are likely to use the internet to investigate the scope and breadth of the hospitality industry, including the different sectors of the industry and the establishments that operate within them. Learners may also use online sources to research the variety job roles and career opportunities in the industry; therefore, they will be demonstrating the Core Skill component of Accessing Information level 4.

National Unit Support Notes (cont)

Unit title: Working in The Hospitality Industry (SCQF level 5)

Information and Communication Technology: Providing/Creating Information at SCQF level 4

For Outcomes 1, 2 and 3, learners are likely to use ICT independently and effectively to gather and present information on the scope and breadth of the hospitality industry, including the different sectors of the industry, the establishments that operate within them and variety job roles and career opportunities available. In addition, for Outcome 4, learners are required to build a portfolio of evidence for the planning and evaluation elements of their work placement. In doing so, they will be demonstrating the Core Skill component of Providing and Creating Information level 4.

Problem Solving: Critical Thinking at SCQF level 4

For all outcomes, learners are required to gather and present information on the scope and breadth of the hospitality industry, including the different sectors of the industry, the establishments that operate within them and variety job roles and career opportunities available. In addition, for Outcome 4, learners are required to arrange, plan for and take part in a period of work experience. They will also build a portfolio of evidence for the planning and evaluation elements of their work placement. In doing these tasks learners will be demonstrating the Core Skill component of Critical Thinking at SCQF level 4

Problem Solving: Planning and Organising at SCQF level 4

For Outcome 4, learners are required to arrange, plan for and take part in a period of work experience; therefore they will demonstrating the Core Skill component of Planning and Organising at SCQF level 4

Problem Solving: Reviewing and Evaluating at SCQF level 4

For Outcome 4, as learners are required to review and evaluation their work experience and identify next steps they will demonstrating the Core Skill component of Reviewing and Evaluating at SCQF level

Working with Others: Working Co-operatively with Others at SCQF level 4

For Outcome 4 as learners will interact with at least two other people (their lecturer and work placement supervisor) when they are planning for and taking part in their work placement, including carrying out instructions in relation to work tasks and activities, they will be demonstrating the Core Skill component of Working Co-operatively with Others at SCQF level 4.

This Unit has the Core Skill of Problem Solving SCQF level 4 is embedded in this unit. When a learner achieves the unit, their Core Skills profile will also be updated to include this Core Skill.

History of changes to unit

Version	Description of change	Date
02	Core Skill Problem Solving at SCQF level 4 embedded.	17/5/19

General information for learners

Unit title: Working in The Hospitality Industry (SCQF level 5)

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

This unit is designed to introduce you to the scope and breadth of the hospitality industry and its' contribution to the Scottish economy, including the wide variety of job roles and career pathways available. The unit will give you the opportunity to research and explore a hospitality business in detail in order gain an appreciation of the diversity within the industry.

You will also undertake a work placement, which will help to develop both vocational and employability skills.

You do not have to have any previous experience to be able to undertake this unit.

The assessments for this unit will test your understanding of the hospitality industry as a whole and its' importance terms of employment and national income. Your lecturer/teacher will assess your performance during your work placement; in addition, you will build a portfolio of evidence to show how you prepared the work placement and your evaluation of the experience.

Completion of this unit will also enable you to develop the following Core Skills:

♦ *Communication*: Oral Communication at SCQF level 4
♦ *Information and Communication Technology*: Accessing Information at SCQF level 4
♦ *Information and Communication Technology*: Providing/Creating Information at SCQF level 4
♦ *Problem Solving*: Critical Thinking at SCQF level 4
♦ *Problem Solving*: Planning and Organising at SCQF level 4
♦ *Problem Solving*: Reviewing and Evaluating at SCQF level 4
♦ *Working with Others*: Working Co-operatively with Others at SCQF level 4

On completion of this unit will you will be able to progress to other units/qualifications within the hospitality suite.

This Unit has the Core Skill of Problem Solving SCQF level 4 is embedded in this unit. When a learner achieves the unit, their Core Skills profile will also be updated to include this Core Skill.