



National Unit Specification: general information

UNIT Hospitality Events (Intermediate 2)

CODE F3J3 11

COURSE Hospitality Intermediate 2

SUMMARY

This Unit is a mandatory Unit of the Intermediate 2 Hospitality Course, but may be delivered as a free-standing Unit. It provides progression from the Unit *Hospitality: Introduction to Events (Intermediate 1)*, but it is also a suitable starting point for candidates who have no previous experience of hospitality events.

In this Unit candidates will be involved in planning, organising, running and evaluating a small scale hospitality event. Candidates will work as part of a team and participate in all the activities involved. Candidates will have the opportunity to use existing skills such as contributing constructively to group discussions, contributing to the provision of food and food service, and following food hygiene and health and safety procedures. They will also develop new skills such as planning and publicising hospitality events.

OUTCOMES

- 1 Plan a hospitality event to meet the needs of a specified brief while working as a member of a team.
- 2 Organise resources for the event while working as a member of a team.
- 3 Contribute to the implementation of the event while working as a member of a team.
- 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: May 2008

Source: Scottish Qualifications Authority

Version: 01

© Scottish Qualifications Authority 2008

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. Please contact the Customer Contact Centre, telephone 0845 279 1000.

National Unit Specification: general information (cont)

UNIT Hospitality Events (Intermediate 2)

CREDIT VALUE

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5*).

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

CORE SKILLS

Achievement of this Unit gives automatic certification of the following:

- ◆ Complete Core Skill Working with Others at SCQF level 5
- ◆ Core Skill Component(s) None

National Unit Specification: statement of standards

UNIT Hospitality Events (Intermediate 2)

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

OUTCOME 1

Plan a hospitality event to meet the needs of a specified brief while working as a member of a team.

Performance Criteria

- (a) Identify a range of hospitality events to meet the needs of the specified brief.
- (b) Agree a suitable event with members of the team.
- (c) Agree on a suitable venue for the event with members of the team.
- (d) Identify and agree essential resources required for the event.
- (e) Agree method of publicising the event.
- (f) Contribute constructively to team planning discussions throughout.

OUTCOME 2

Organise resources for the event while working as a member of a team.

Performance Criteria

- (a) Negotiate and agree appropriate roles and responsibilities for each member of the team.
- (b) In the agreed role, organise essential resources for the event.
- (c) In an agreed role contribute to publicising the event.
- (d) Co-operate with team members throughout.

OUTCOME 3

Contribute to the implementation of the event while working as a member of a team.

Performance Criteria

- (a) Arrive on time and dressed appropriately for own role in the event.
- (b) Carry out role as agreed with the members of the team.
- (c) Interact with those attending the event in an open, helpful, positive and welcoming manner.
- (d) Gather and record feedback from those attending during the event.
- (e) Adhere to all food hygiene and health and safety procedures throughout.

National Unit Specification: statement of standards (cont)

UNIT Hospitality Events (Intermediate 2)

OUTCOME 4

Review and evaluate own contribution to the event.

Performance Criteria

- (a) Review the effectiveness of own contribution to the planning and running of the event.
- (b) Take account of feedback from others as part of this review.
- (c) Identify strengths and weaknesses of own contribution to planning and running the event.
- (d) Identify areas for improvement in own contribution to planning and running events.

EVIDENCE REQUIREMENTS FOR THIS UNIT

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

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

- ◆ Written/oral evidence is required to show candidates' contribution to the planning of the event.
- ◆ Practical activities for this assessment should be carried out under supervision and should involve working with others in a team.

Outcome 1 — Written/Oral Evidence

Candidates will be required to produce evidence of their contribution to the planning of the event. This evidence will include:

- ◆ list of suitable events that the candidate has identified
- ◆ copy of the team plan
- ◆ an assessor observation checklist confirming that the candidate has agreed to:
 - a suitable event with members of the team
 - a suitable venue for the event with members of the team
 - essential resources required for the event
 - a method of publicising the event
 - having contributed constructively to team planning discussions throughout

Evidence should be gathered in supervised conditions at an appropriate point in the Unit.

Outcome 2 — Performance Evidence

Candidates will be required to participate as a member of a team to organise the resources for the event under supervision and at an appropriate point in the Unit. Performance evidence will be supported by an assessor observation checklist that the candidates have:

- ◆ negotiate and agreed appropriate roles and responsibilities for each member of the team
- ◆ in the agreed role, organised essential resources for the event
- ◆ in an agreed role contributed to publicising the event
- ◆ co-operated with team members throughout

National Unit Specification: statement of standards (cont)

UNIT Hospitality Events (Intermediate 2)

Outcome 3 — Performance Evidence

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

- ◆ arrive on time and dressed appropriately for own role in the event
- ◆ carry out role as agreed with the members of the team
- ◆ interact with those attending the event in an open, helpful, positive and welcoming manner
- ◆ gather and record feedback from those attending during the event
- ◆ adhere to all food hygiene and health and safety procedures throughout

An assessor observation checklist must be retained to provide evidence that the candidate has carried out the agreed tasks and contributed to the running of **one** hospitality event.

Outcome 4 — Written/Oral Evidence

Candidates will be required to produce evidence that they have:

- ◆ reviewed the effectiveness of own contribution to the planning and running of the event
- ◆ taken account of feedback from others as part of this review
- ◆ identified strengths and weaknesses of own contribution to planning and running the event
- ◆ identified areas for improvement in own contribution to planning and running events

Evidence should be gathered in supervised conditions.

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 pro forma for planning and review and evaluation. 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 Events (Intermediate 2)

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

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

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

Where this Unit is taken as part of the Intermediate 2 Hospitality Course the Unit could integrate the skills and knowledge already developed in the following Units:

- ◆ *Hospitality: Developing Skills for Working in Hospitality (Intermediate 2)*
- ◆ *Hospitality: Developing Skills for the Professional Kitchen (Intermediate 2)*
- ◆ *Hospitality: Front of House Operations (Intermediate 2)*

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

Outcome 1

Candidates should work as one team or in smaller groups to use a range of information to identify the types of small hospitality events that they could organise. The briefs could be based on the following examples:

- ◆ Celebration (eg prize giving)
- ◆ Parents' evening
- ◆ Charity fundraising event

Candidates should be aware of various issues when choosing a suitable event. These issues could include:

- ◆ available resources
- ◆ venue
- ◆ number and type of people involved
- ◆ health and safety
- ◆ food hygiene implications
- ◆ involvement of others, eg suppliers
- ◆ who has to be notified about the event
- ◆ other events on at same time
- ◆ deadlines and time constraints
- ◆ publicising the event
- ◆ customer feedback

Once they have agreed and decided on the event, they can then progress to identifying and agreeing on a venue and then preparing a plan for the event. A series of pro forma could be used to facilitate this. Candidates will also need to identify resources and how to source them. They will need to take into account the quality and standard, types, costs and delivery implications.

National Unit Specification: support notes (cont)

UNIT Hospitality Events (Intermediate 2)

Outcome 2

Candidates will be required to work as a member of a team and participate in organising the resources for the event. They need to negotiate and agree roles and responsibilities for each member of the team, identify what is required by way of resources (for example, tables, chairs, crockery, cutlery, food and drinks, decorations), and how to ensure that these are available for the event. Checklists could be drawn up to facilitate this. The team members will also have to consider how they are going to publicise their event and how they are going to capture customer feedback in order to inform their review and evaluation of the event.

Outcome 3

Candidates should work in their teams on the day of their event and each member of the team should carry out their role as agreed at the planning stage. In their role they should ensure that all resources and equipment identified at the planning stage are ready for the event. Candidates should set-up the venue to the standard agreed and adhere to food hygiene and health and safety procedures. As a team, candidates will run the event with the support of their teacher/lecturer. Candidates should interact positively with team members and customers and gather and record feedback from customers.

Outcome 4

Candidates should review the effectiveness of their own contribution to planning and implementing the event. This should be completed using feedback from customers and others and will form the basis for identifying strengths and weaknesses and then reviewing how their contribution could have been improved. This evidence could be the basis for one of the reviews required for *Hospitality: Developing Skills for Working in Hospitality (Intermediate 2)*.

Employability Skills

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

- ◆ positive attitude to workplace and learning
- ◆ understand the importance of time keeping and attendance*
- ◆ appropriate appearance*
- ◆ good verbal communication
- ◆ good listening skills
- ◆ work cooperatively with others*
- ◆ ability to work in a team*
- ◆ self respect and showing respect and consideration for others
- ◆ following instructions
- ◆ adaptability and flexibility
- ◆ application of food hygiene and health and safety procedures*
- ◆ planning and preparing for work*
- ◆ confidence to seek feedback*
- ◆ confidence to give feedback

National Unit Specification: support notes (cont)

UNIT Hospitality Events (Intermediate 2)

- ◆ self-review and evaluation*
- ◆ customer care skills*
- ◆ efficient use of time and resources
- ◆ understanding roles and responsibilities in the workplace*

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 briefs for the event, and the possible types of event that could be organised. The use of case studies, handouts, reference books and research on the internet could be used to let candidates explore the range of possibilities.

Candidates could be taken on a visit to an establishment whose business includes events or visiting speakers could be invited to talk to candidates in order to provide up to date information which meets industry standards and practices. Candidates should be encouraged to collect materials such as event menus, drinks lists and room layouts. These materials and others such as industry related DVDs, CD Roms and videos may also provide valuable information for candidates.

When the candidates come to organise their event it will be necessary for teachers/lecturers to provide guidance and support. This will include providing guidance regarding the considerations involved in organising events, planning tasks, marketing, equipment, menu, beverages, staffing, decorations/theme, and entertainment.

Candidates should be encouraged to work in a team to plan and carry out the event and to review their individual contribution to 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

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit candidates will be involved in:

- ◆ discussions
- ◆ planning as a member of a team
- ◆ carrying out practical activities as a member of a team

National Unit Specification: support notes (cont)

UNIT Hospitality Events (Intermediate 2)

These are good opportunities for developing aspects of the following Core Skills:

- ◆ Working with Others
- ◆ Communication
- ◆ Problem Solving

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 2 Hospitality Course, performance evidence for Outcome 3 of this Unit could be integrated with *Hospitality: Developing Skills for Working in Hospitality (Intermediate 2)*. This would provide candidates with a sound basis for completing the self-evaluation activities and assessment required in *Hospitality: Developing Skills for Working in Hospitality (Intermediate 2)*. 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.

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, pro forma for planning and review and evaluation. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)* and *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

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).