



National Unit Specification: general information

UNIT Working Safely in the Hospitality Industry (SCQF level 4)

CODE F4SK 10

SUMMARY

This Unit will provide candidates with an awareness of health and safety issues in the hospitality industry. On completion of the Unit candidates will be able to identify common hazards in the workplace, identify controls to minimise risks in the workplace and demonstrate safe working practices through practical activities.

This Unit is suitable for candidates with no prior knowledge or experience of the hospitality industry.

OUTCOMES

- 1 Identify common hazards in a hospitality workplace.
- 2 Identify the controls which should be in place to minimise risks in a hospitality workplace
- 3 Demonstrate safe working practices in specified practical activities.

RECOMMENDED ENTRY

Entry is at the discretion of the centre. However having good communication skills will be an advantage.

CREDIT VALUE

0.5 credit at Intermediate 1 (3 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

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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 Teaching and Learning Approaches*.

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

Identify common hazards in a hospitality workplace.

Performance Criteria

- (a) Identify causes of accidents and injuries in a hospitality workplace.
- (b) Identify potential dangers involved in lifting and carrying.
- (c) Identify a potential risk from operating machinery.

OUTCOME 2

Identify the controls which should be in place to minimise risks in a hospitality workplace.

Performance Criteria

- (a) Identify controls necessary to minimise accidents and injuries.
- (b) Identify controls necessary to minimise dangers involved in lifting and carrying.
- (c) Identify controls necessary to minimise a risk from operating machinery.

OUTCOME 3

Demonstrate safe working practices in specified practical activities.

Performance Criteria

- (a) Carry out an allocated task in a safe manner.
- (b) Carry out the task in a hygienic manner.
- (c) Dress appropriately according to the workplace standard.

National Unit Specification: statement of standards (cont)

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EVIDENCE REQUIREMENTS FOR THIS UNIT

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

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

- ◆ written/oral evidence is required which demonstrates knowledge and understanding of common hazards in the workplace
- ◆ practical activities for this assessment should be carried out under supervision either in a simulated environment, realistic working environment or workplace, and should provide opportunities to demonstrate good working practices

Outcome 1 and 2 — Written/oral evidence

Evidence for these Outcomes should be delivered in closed-book supervised conditions. Candidates should identify common hazards in the workplace and the controls that should be in place to minimise risk. The evidence should be gathered at suitable points throughout the Unit.

Candidates should demonstrate that they can identify:

- ◆ causes of accidents and injuries in a hospitality workplace
- ◆ potential dangers involved in lifting and carrying
- ◆ a potential risk from operating machinery
- ◆ controls necessary to minimise accidents and injuries
- ◆ controls necessary to minimise dangers involved in lifting and carrying
- ◆ controls necessary to minimise a risk from operating machinery

Candidates should identify the causes and controls necessary for a minimum of two accidents and two injuries. Identify two dangers in lifting and carrying and the controls necessary to minimise the dangers. Identify a potential risk from operating machinery and the control necessary to minimise the risk.

Outcome 3 — Performance evidence

Candidates will be required to demonstrate by practical activity on at least one occasion that they are able to:

- ◆ carry out an allocated task in a safe manner
- ◆ carry out the task in a hygienic manner
- ◆ dress appropriately and according to the workplace standard

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

The Assessment Support Pack provided for this Unit illustrates the standard that should be applied. It includes an example of an assessment to test knowledge and understanding and an assessor checklist for Outcome 3. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

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

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

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This Unit is a mandatory Unit of the National Certificate Group Award in Hospitality at Intermediate 1. It can also be taken as a free-standing Unit.

This Unit is designed to introduce the candidates to Health and Safety, as it applies to the hospitality industry. Health and Safety in the hospitality industry is important for workers and employers as well as customers.

Candidates should be taught about the following types of controls and hazards:

Outcome 1 — common hazards found in the workplace

Accidents and injuries may include the following:

- ◆ poor knife skills causing cuts
- ◆ using equipment incorrectly eg dropping food into fats/boiling liquids causing burns and scalds
- ◆ poor working practices eg not cleaning and clearing as you go causing slips and falls
- ◆ ignoring instruction eg using/storing chemicals inappropriately causing possible poisoning

Dangers in lifting and carrying may include the following:

- ◆ poor/inappropriate lifting/carrying technique which may result in strains/sprains or more seriously broken bones
- ◆ attempting to lift or carry objects which may be too heavy resulting in letting the object drop/fall causing injury/damage
- ◆ stretching above head height to handle goods/objects causing possible strain and/or danger of contents falling out and causing injury/damage

Risks from operating machinery may include the following:

- ◆ electrical machinery causing shock, electrocution
- ◆ ovens and stoves explosion causing burns/scalds

Outcome 2 — controls which should be in place to minimise risk

Controls necessary to minimise accidents and injuries:

- ◆ training in the safe use of knives and equipment
- ◆ induction on safe working practices
- ◆ information on COSHH

National Unit Specification: support notes (cont)

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Controls necessary to minimise dangers involved in lifting and carrying:

- ◆ training in manual handling

Controls necessary to minimise risks from operating machinery:

- ◆ training prior to operating machinery
- ◆ checking machinery prior to use

Outcome 3 is a practical task which will allow candidates to demonstrate safe working practices. All allocated tasks should be carried out in a safe and hygienic manner and candidates should be dressed appropriately according to the workplace standard.

Practical activities for this Unit should be carried out either in a training restaurant, realistic working environment or the workplace.

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 safely.

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

The development of correct working practices should 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. Candidates should be encouraged to identify hazards/risks by walking round the workplace. A structured candidate worksheet could be used to facilitate this.

If this Unit is being delivered as part of the NC in Hospitality (SCQF level 4) this Unit could be delivered and integrated with any Unit which includes a practical activity.

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

- ◆ tutor demonstrations
- ◆ practical activities
- ◆ a variety of resource materials
- ◆ structured worksheets

National Unit Specification: support notes (cont)

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OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit candidates will be involved identifying hazards and risks in the workplace and identifying controls. There will therefore be opportunities to develop aspects of the following Core Skills:

- ◆ Problem Solving
- ◆ Communication

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Opportunities for the use of e-assessment

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

Outcomes 1 and 2 will test candidates' ability to identify hazards in the workplace and the controls necessary to minimise risk. Outcomes 1 and 2 should be integrated and could be assessed by short answer questions. Outcome 3 tests candidates' ability to carry out a task in a safe and hygienic manner. Evidence will be performance based and assessment should be recorded using an assessor observation checklist. *Any example of practical activities would be helpful here.*

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

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

The Assessment Support Pack provided for this Unit illustrates the standard that should be applied. It includes an example of an assessment to test knowledge and understanding and an assessor checklist for Outcome 3. 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).