National Unit Specification: general information

UNIT   Local Hospitality Provision (SCQF level 5)

CODE   F7DL 11

COURSE   Hospitality General Operations (SCQF level 5)

SUMMARY

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

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

OUTCOMES

1   Plan an investigation into a local hospitality establishment.
2   Carry out the investigation into a local hospitality establishment and present your findings.
3   Review and evaluate the investigation into a local hospitality establishment.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

CREDIT VALUE

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

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

Administrative Information

Superclass: NA

Publication date: November 2009

Source: Scottish Qualifications Authority

Version: 01

© Scottish Qualifications Authority 2009

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.   1

National Unit Specification: general information (cont)

UNIT   Local Hospitality Provision (SCQF level 5)

CORE SKILLS

Achievement of this Unit gives automatic certification of the following:

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

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

National Unit Specification: statement of standards

UNIT   Local Hospitality Provision (SCQF level 5)

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

OUTCOME 1

Plan an investigation into a local hospitality establishment.

Performance Criteria

(a)   Select a local hospitality establishment from a given range.
(b)   Identify the establishment's operational areas and select one to investigate.
(c)   Identify the sources of information to be used during the investigation.

OUTCOME 2

Carry out the investigation into a local hospitality establishment and present your findings.

Performance Criteria

(a)   Utilise the sources of information identified for use during the investigation.
(b)   Describe the local hospitality establishment.
(c)   Describe the facilities and services provided by the operational area.
(d)   Present the findings of the investigation in an appropriate format.

OUTCOME 3

Review and evaluate the investigation into a local hospitality establishment.

Performance Criteria

(a)   Assess the effectiveness of the sources of information that were used to carry out the investigation.
(b)   Identify the knowledge and skills developed by carrying out the investigation.
(c)   Identify and evaluate what was done well.
(d)   Review areas for improvement.

National Unit Specification: statement of standards (cont)

UNIT   Local Hospitality Provision (SCQF level 5)

EVIDENCE REQUIREMENTS FOR THIS UNIT

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

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

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

- Select a local hospitality establishment for investigation from a given range (hotel, restaurant, fast food outlet, events venue, contract catering, pub, club or any other appropriate hospitality venue).
- Identify the operational areas in the establishment and select one to investigate.
- Identify a minimum of two sources of information to be used during the investigation.

Establishments: hotel, restaurant, fast food outlet, events venue, contract catering, pub, club or any other appropriate hospitality venue.

Operational areas: restaurant, kitchen, accommodation and front of house.

Outcome 2 — Written/oral evidence that demonstrates that the candidate can:

- Utilise the sources of information identified to gather the required information.
- The local hospitality establishment is described. The following must be included in their findings:
  — establishment name
  — establishment type, eg hotel, restaurant, event venue, pub/club
  — ownership
  — classification if appropriate
  — establishment location
  — main customer groups
- The facilities and services provided by the operational area are described. (This will be dependent on the area selected, eg restaurant candidate would briefly describe opening hours, menu(s), menu price(s), style of service, drink service, décor, facilities for customers with special needs)
- The findings of the investigation are presented in an appropriate format.

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

- Assess the effectiveness of the sources of information that were used to carry out the investigation.
- Identify the knowledge and skills developed by carrying out the investigation.
- Identify and evaluate what was done well.
- Review areas for improvement.

National Unit Specification: support notes

UNIT   Local Hospitality Provision (SCQF level 5)

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

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

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

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

Candidates should be introduced to the different type of hospitality operations and the facilities and services provided within. They should be aware of the different sources of information available to enable them to carry out the investigation effectively and subsequently present their findings.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

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

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

Outcome 1

Candidates will identify different types of hospitality operations and the areas, services and facilities found within them. This may include hotels, restaurants, fast food outlets, events venues, contract catering organisations, pubs, clubs and university accommodation. From this candidates should be able to select an appropriate hospitality establishment for investigation.

Once candidates have selected an appropriate hospitality establishment they should consider how they will research the establishment. The various sources of information available to facilitate the investigation should be discussed. This could include internet research, e-mail contact, brochures and printed materials, observation, work experience and interviews of employees and or customers of the establishment.

Outcome 2

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

Candidates will require the support and advice of the lecturer in preparing and undertaking the practical activities associated with the investigation and presentation of their findings.

National Unit Specification: support notes (cont)

UNIT   Local Hospitality Provision (SCQF level 5)

Outcome 3

Having presented their findings, candidates should carry out a review of their investigation. This review requires the candidates to assess the sources of information used and comment on their effectiveness, identify knowledge and skills they have developed as a result of carrying out the investigation and comment on what they felt they did well and what they would do differently in subsequent investigations.

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

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

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

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

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

For Outcome 1 — Candidates will complete a form that specifies the following, the type of hospitality establishment, its name, the area to be investigated, the facilities and services within the area of investigation and identifies a minimum of two sources of information which will be used in undertaking learning outcome 2.

This form must be completed prior to the candidate undertaking the tasks and activities associated with outcome 2.

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

For Outcome 3 — A form should be completed that requires the candidates to assess the sources of information used and make comment on their effectiveness, identify the knowledge and skills they have developed and comment on what they feel they did well and what they would do differently in subsequent investigations.

Opportunities for the use of e-assessment

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

National Unit Specification: support notes (cont)

UNIT   Local Hospitality Provision (SCQF level 5)

DISABLED CANDIDATES AND/OR THOSE WITH ADDITIONAL SUPPORT NEEDS

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