



QCF Unit and Assessment Specification

Unit title	Marine Vessel Hospitality Supervision
Ofqual Unit code	J/504/8988
SQA Unit code	H5KN 69
SSC Ref	Unit 97

History of changes

Publication date: October 2013

Version: 01

Version number	Date	Description	Authorised by

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QCF Unit specification

Title	Marine Vessel Hospitality Supervision		
Level	3		
Credit value	10		
Learning Outcomes		Assessment Criteria	
The learner will:		The learner can:	
1	Know how to manage a department on board the vessel. (10 hours)	1.1	Identify the roles and responsibilities of a department manager.
		1.2	Identify the processes involved in delegation and supervision of others.
		1.3	Identify the processes involved in effective planning and the subsequent monitoring of plans.
		1.4	Explain the role of effective communications between colleagues on board and vessel guests.
2	Be able to manage a range of guest table service styles on board a vessel. (24 hours)	2.1	Supervise the following operations: <ul style="list-style-type: none"> ◆ Table service for Plated, Silver and Platter
		2.2	Carry out the following guest service tasks at the table: <ul style="list-style-type: none"> ◆ Filleting, Carving, Gueridon, Caviar service
3	Know how to manage a professional and efficient housekeeping and valet service on board a vessel. (18 hours)	3.1	Identify problems and explain the corrective actions required in the care of a range of interior fabrics and furnishings, including guest's personal clothing.
		3.2	Explain the supervision required for: <ul style="list-style-type: none"> ◆ Cabin preparation before and during guest's stay. ◆ Care of guest's personal clothing and effects.

Learning Outcomes		Assessment Criteria	
The learner will:		The learner can:	
4	Know how to organise and manage event services on board a vessel and ashore. (10 hours)	4.1	<p>Explain the processes required to plan, organise and manage:</p> <ul style="list-style-type: none"> ◆ BBQ's ◆ Classic cocktail party ◆ Themed parties ◆ Dinner parties ◆ Black tie parties
5	Know how to organise and manage guest support services on board and ashore. (6 hours)	5.1	<p>Explain the processes required to plan, organise and manage:</p> <ul style="list-style-type: none"> ◆ Shopping assistance ◆ Children's chaperone ◆ Owners support during the day and evening ◆ Tour guide
6	Know how to manage the financial processes for guest support services. (16 hours)	6.1	Create a department budget for a range of service events over a period of one week guest stay.
		6.2	Explain the processes require to arrange crew wages, and cash handling for crew and guest within a multi-currency environment.
		6.3	Explain the processes required to supervise record keeping on board through internal audits.

Additional information about the Unit
Unit purpose and aim(s)
To provide the learner with the practical skills and procedures required to undertake duties as a Customer/Client service on board a merchant vessel, yacht or pleasure craft.
Unit expiry date
31/03/2018
Details of the relationship between the Unit and relevant national occupational standards (if appropriate)
N/A
Details of the relationship between the Unit and other standards or curricula (if appropriate)
Comparable to the Professional Yacht Association Interior Management Unit
Assessment requirements specified by a sector or regulatory body (if appropriate)
N/A
Endorsement of the Unit by a sector or other appropriate body (if required)
Professional Yacht Association (PYA)
Location of the Unit within the subject/sector classification system
4.3 Transportation Operations and Maintenance
Name of the organisation submitting the Unit
Skills for Logistics
Availability for use
Shared
Availability for delivery
September 2013
Guided Learning Hours
84

QCF Assessment specification

Assessment (evidence) Requirements

The following evidence is required to demonstrate that learners have the appropriate level of knowledge to undertake Marine Vessel Hospitality Supervision. All Learning Outcomes and Assessment Criteria must be achieved.

Written and/or recorded oral evidence produced either on or off-the-job is required for the following:

Learning Outcomes 1, 3, 4, 5 and 6

Performance evidence in the workplace or in an appropriate simulated environment is required for the following:

Learning Outcome 2

This could be achieved through the observation of learners undertaking practical exercises. An approved Maritime Skills Alliance (MSA) approved Training Record Book (TRB) should be used to record evidence of achievement.

Guidance on Methods/Instruments of Assessment

Performance evidence can be generated using practical exercises in a simulated environment.

Short answer written questions and/or oral interview could be used for the other Learning Outcomes and Assessment Criteria.