Arrangements for:

National Certificate (NC) Group Award

in Hospitality at SCQF level 5

Group Award Code: G9FL 45

Validation date: June 2009

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Version: 4

Acknowledgement

History of changes

It is anticipated that changes will take place during the life of the qualification, and this section will record these changes. This document is the latest version and incorporates the changes summarised below.

Version number	Description	Date
4	***Revision of Unit:*** F7E7 11 Food and Health (finish date 31/07/2020) has been revised by HV8M 45 (Start date: 01/08/2017)	29/09/2017
3	Added *Cake Production* (D9GM 11) to optional section. Added *Cake Decorating* (DGL 11) to optional section. Removed *Pastry* (D0TC 11) from optional section. Removed finished Units *Organisation of Practical Skills 4* (D0T9 12), *Hospitality – General Options* (X049 11), *Hospitality – Professional Cookery* (X051 11), *Professional Patisserie* (X02L 12), *Hospitality – Professional Cookery* (X051 12), *Creative Cake Production* (X06E 11) *Replaced Unit *English for Speakers of Other Languages: Study Related Contexts* (DV36 11) with updated Unit *ESOL In Context* (H24L 75).	26/08/2015
2	**Revision of Unit**: D9GM 11 Cake Production *has been revised by H20F 75* Cake Baking *and will finish on* 31/07/2016.D9GL 11 Cake Decorating *has been revised by H20G 75* Cake Finishing *and will finish on* 31/07/2016. X738 75 Hospitality: Practical Cake Craft Course Assessment *has been added as an alternative to* X06E 11 Creative Cake Production Course Assessment.	12/06/2014

Contents

1 Introduction

This is the Arrangements Document for the new National Certificate (NC) Group Award in Hospitality at SCQF level 5. The document includes background information on the development of the Group Award, its aims, guidance on access, details of the award structure and guidance on delivery and assessment. This is the second National Certificate in Hospitality that has been developed as a result of a scoping exercise that was carried out in March 2006. The first National Certificate in Hospitality at SCQF level 4 has been available to centres from August 2008. Together the two awards will provide a new award structure in Hospitality below Higher National (HN) level.

The existing Scottish Group Award in Hospitality at Intermediate 2 finishes in 2010. The new NC is a 12 credit award as opposed to the 16 credit SGA. Within the new NC, external assessments are optional as opposed to mandatory. There is also no requirement to complete all 5 Core Skills to gain the overall award. Within the NC, Core Skills are both embedded and signposted.

Candidates completing the National Certificate in Hospitality (SCQF level 5) will have gained 12 credits, 7 mandatory and 5 optional. The 7 mandatory credits (8 Units) are all at SCQF level 5, but the remaining 5 credits may be at level 5 or 6, depending on the individual centre's choice.

The eight mandatory Units ensure that, on completion of the award, candidates will have all the necessary hard and soft skills required to work in the hospitality industry. For example, not only will they have gained skills in working front of house and in food preparation and cooking, they will also have organisational skills, be aware of working safely and of the importance of customer care in the hospitality and tourism industry. They will also be able to work independently and as a member of a team.

It is envisaged that on completion of the award candidates will undertake further study at NC level, access a suitable HNC Course or enter employment working front of house or as an assistant in a professional kitchen.

The NC in Hospitality at SCQF level 5 will provide progression to a number of SQA awards at SCQF level 7. These are: HNC Hospitality, HNC Professional Cookery, HND Hospitality Management, and HND Professional Cookery. (See Appendix 1).

2   Rationale for the development of the Group Award

Currently, no National Certificate Group Award exists in Hospitality at this level in Scotland. Several centres offer groups of nationally devised Units that provide access to a number of Higher National programmes. This new Certificate in Hospitality is designed as a stand-alone qualification to equip candidates with the knowledge, skills and understanding required for employment or for progression to further academic qualifications.

Research carried out by People 1st and SQA showed that there is demand from both industry and the Further Education sectors for named awards in Hospitality at SCQF levels 4 and 5. Consultations have evidenced a need for appropriate qualifications to satisfy the requirements of employers, full and part time college markets and to provide articulation to Further and Higher education. Some colleges, as a result of local employer demand, award successful candidates with a college certificate in hospitality related subjects. Most centres currently create their own programmes of study. Typically, candidates follow a programme comprising 17–20 Units which may consist of a mix of SQA provision and that of other examining and awarding bodies. Candidates choose from a menu of Units which centres often structure into designated frameworks which are, in turn, usually tailored towards specific Outcomes, such as preparation for entry into particular HN award.

A Qualification Development Team (QDT) was established in June 2008 with the remit to consider the next stage in the development of the NC provision in Hospitality and the decision was made to develop a further NC at SCQF level 5, but to include Units at SCQF level 6 in the optional section. The QDT was able to draw on the experiences and consultation processes carried out by the QDT for Hospitality at SCQF level 4 to provide an appropriate and robust award. Initially, the QDT gathered information on existing provision at levels 4–6 in order to clarify the nature of this provision. Scottish Group Awards (SGA) in Professional Cookery at Intermediate 2 (SCQF level 5) and Higher (SCQF level 6), General Operations at Intermediate 2 (SCQF level 5) and Professional Patisserie at Higher (SCQF level 6) are available but very few centres offer them. The main reason for this is that they are perceived as inappropriate for the needs of the learners who typically come into colleges for courses at these levels.

The research also demonstrated that what many colleges are offering are courses that are predominately kitchen based, rather than broader-based hospitality skills courses. In the design of both this award and the NC Hospitality (SCQF level 4), employer needs have been balanced with the need to provide candidates with the opportunity to maximise their potential to achieve a nationally recognised qualification, and to allow progression within the industry or to further academic study. Candidates would like a chance to widen their knowledge of hospitality and thus their employment opportunities. Employers also would prefer college leavers to be multi-skilled so that they can be employed in a variety of roles within the industry. Finally, because of the transferable skills gained, candidates would have the opportunity to progress to other qualifications as well as to other occupational areas.

Colleges identified that the current delivery success rate of core Units was a barrier to candidates receiving a final award. There were also concerns over the balance in some Units between theory and practical work with too much unnecessary emphasis on theory to the detriment of the typical candidate.

The target audience for this award is primarily school leavers and adult returnees to education. Both groups are currently studying hospitality subjects in colleges and in the main, colleges do not believe that the current provision is meeting their needs.

The qualification has been aligned to the National Occupational Standards for hospitality. It meets the need for the vocational competences and the specific occupational skills as identified by the People 1st.

Overall, the QDT felt that there was a requirement for a national award in Hospitality at SCQF level 5 which:

♦ leads to awards which would be recognised by employers and by educational institutions
♦ enables candidates to point to a significant measure of achievement
♦ retains the flexibility of existing arrangements including choice of options
♦ is compatible with successful local programmes
♦ provides multiple exit routes for candidates
♦ provides a progression route from the NC in Hospitality at SCQF level 4
♦ enables candidates to develop appropriate Core Skills and skills relevant to Hospitality and Professional Cookery
♦ matches the capabilities, expectations and interests of candidates enrolling for the awards

2.1   Establishing the level of the award

Current arrangements operated by centres are designed to meet the needs of learners at all three SCQF levels 4–6. This award is aimed at SCQF level 5 but provides opportunities for candidates to choose Units at SCQF level 6. This will allow candidates who wish to progress to further study with the opportunity to study at Higher level in preparation for embarking on a course at SCQF level 7. It will enhance the opportunities available to them at NC level. A national certificate at SCQF level 5 was chosen because this would suit the majority of learners presently undertaking NC programmes in Hospitality at college. There are several reasons for this:

♦ Current experience in centres suggests that 12 credits is an acceptable target which most learners could achieve.
♦ A focus on level 5 would make it possible for learners to acquire skills and capabilities which would be meaningful and valuable to employers.
♦ An appropriate mandatory and optional structure would enable candidates to accumulate sufficient Units at level 5 to demonstrate their suitability for an NC Hospitality at SCQF level 5. Alternatively, a structure combining sufficient Units at levels 5 and 6 could prepare candidates for, and allow them to demonstrate their suitability for, an HN programme.
♦ An award at this level fitted more closely with available information on current provision which would make transition to the new award easier and, therefore, encourage uptake by centres.

In this way the new award would provide progression both into employment or further study depending on the wishes of the candidate.

3 Aims of the award

The main aim of the Group Award is to provide a practical, flexible programme which will enable candidates to acquire and develop the skills and knowledge needed to access a higher SCQF level of study in Hospitality or Professional Cookery, or to move into the employment market in the hospitality industry. The provision of multiple exit routes provides candidates with achievable choices and will put them in a stronger position to move to the next stage of their study or career development and should increase their chances of doing this successfully.

3.1 Principal aims of the Group Award

The principal aims of the NC Hospitality at SCQF level 5 are:

1 Give candidates a background in hospitality which will enable them to reflect on their present situation in a hospitality context.

2 Enable candidates to consider the various options open to them and to make informed career choices for their future.

3 Prepare candidates for entry into further qualifications such as Professional Cookery or Professional Patisserie at SCQF level 6 or directly into an HN.

4 Provide candidates with specific hospitality related skills and the transferable skills demanded by employers.

5 Provide candidates with relevant Core Skills for hospitality related occupations and for further study in hospitality.

6 To allow candidates to be formally certificated by SQA for Group Award attainment.

The award will meet these principal aims through a robust, hospitality focused mandatory core which will ensure that all candidates will acquire and develop key knowledge, understanding and skills relevant to further study and to employment in a hospitality environment.

The table below references the above aims into the individual eight mandatory Units (7 credits):

Unit code	Unit title	Reference to aims of the award
DV3A 11	Customer Care for the Hospitality and Tourism Industry	1,3,4,5
D11N 11	Working Safely	1,3,4,5
F7DH 11	Organisation of Practical Skills for Hospitality	1,3,4,5
D04R 11	Service of Food and Drink	1,2,3,4,5
F792 11	Food Hygiene for the Hospitality Industry	1,3,4,5
F7DL 11	Local Hospitality Provision	1,2,3,4,5
F7DP 11	Food Preparation Techniques	1,2,3,4,5
F7DS 11	Cookery Processes	1,2,3,4,5

3.2 General aims of the Group Award

The general aim of the NC Hospitality at SQCF level 5 is to provide candidates with a practically focused award, which delivers robust development of knowledge, understanding and skills relevant to the hospitality industry, with a high degree of emphasis upon transferable skills, employability and personal development. The practical focus and nature of the Units is consistent with the needs and demands of candidates, employers and centres as well as other key stakeholders such as HMIE and the Scottish Government. This is achieved by:

♦ ensuring that candidates acquire and develop appropriate knowledge, understanding and skills for the hospitality industry.
♦ providing the opportunity for candidates to take optional Units at SCQF level 5 and SCQF level 6.
♦ producing specialist Assessment Support Packs/National Assessment Bank items for all Units in the mandatory section to enable generic Units to be delivered in a hospitality context and to ensure that assessment instruments are valid and reliable to reflect the hospitality industry environment.
♦ providing an award which will be sufficiently flexible to allow for a number of different modes of delivery.
♦ provide the candidate with a recognised, relevant and up-to-date Group Award in Hospitality

3.3 Target client groups

Earlier scoping undertaken by SQA indicates that there are three main client groups for current provision at this level. The NC Hospitality at SCQF level 5 is aimed at meeting the demand from these same client groups. They are:
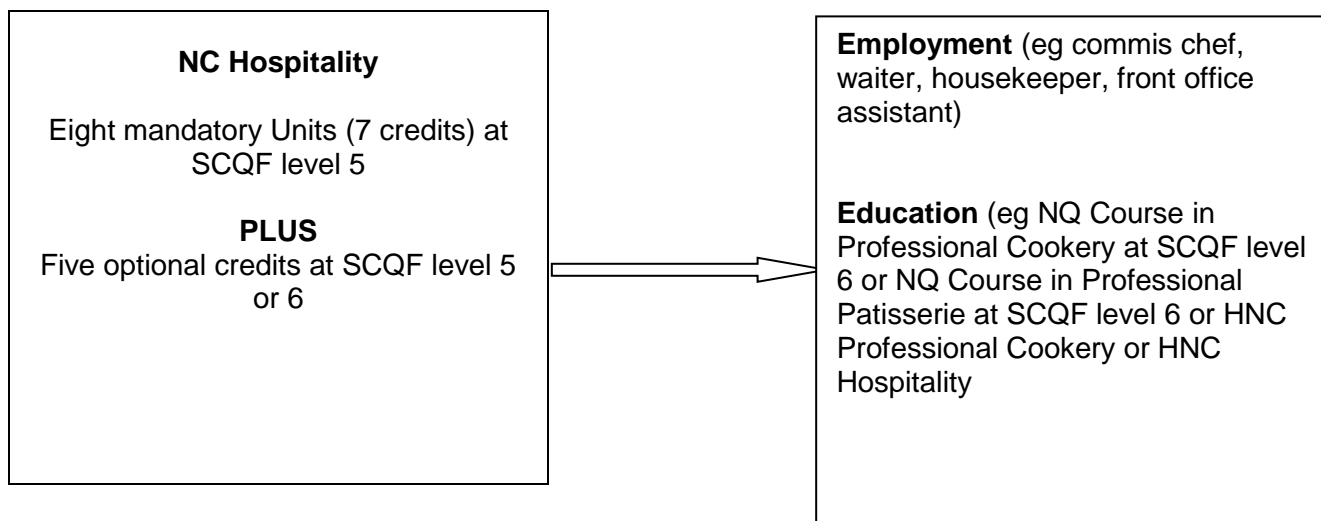
♦ young people who have left school in the relatively recent past
♦ mature 'adult returners' who have decided to re-enter the educational system
♦ migrants to the United Kingdom and candidates whose first language is not English

These client groups have quite different characteristics and as such, present a range of challenges. Many recent school leavers seeking to study at this level have limited formal school attainment. In many cases, the absence of formal attainment for that candidate is accompanied by a perceived negative experience of the educational system and its value and applicability to the individual. Adult returners may also possess few formal qualifications. In some cases they have valuable work and life experience, but often lack confidence in their ability to learn and adapt to a learning environment and may be classed as fragile learners. Where demand exists from candidates whose first language is not English, there may be a need to develop English language skills needed to become effective learners. In some cases, these candidates may benefit from prior study in English before embarking upon an NC Hospitality at SCQF level 5. The SQA portfolio of ESOL courses would provide an appropriate entry point for such candidates though others may possess sufficient English language skills, particularly in terms of English speaking, to embark directly on the NC Hospitality at SCQF level 5.

3.4   Progression routes

The NC in Hospitality at SCQF level 5 provides multiple exit routes and offers candidates progression both into the employment market or further study depending upon the wishes of the candidate.

The diagram illustrates how the award can lead to progression into employment or further study.

NC Hospitality Eight mandatory Units (7 credits) at SCQF level 5 **PLUS** Five optional credits at SCQF level 5 or 6	→	**Employment** (eg commis chef, waiter, housekeeper, front office assistant) **Education** (eg NQ Course in Professional Cookery at SCQF level 6 or NQ Course in Professional Patisserie at SCQF level 6 or HNC Professional Cookery or HNC Hospitality)

It should be noted that candidates wishing to progress to study at SCQF level 7 should be encouraged to choose Units at SCQF level 6 in order to help them bridge the gap between SCQF level 5 and SCQF level 7. Their choice of optional Units is likely to depend upon their preferred HNC programme. Candidates wishing to enter employment may find it beneficial to complete the Group Award with optional Units at SCQF level 5. It is likely also that candidates will complete more credits than the 12 required to attain the Group Award. The additional number of Units traditionally made available by colleges and how colleges choose to utilise those Units may also influence possible progression routes.

4   Access to Group Award

There are no specific recommended entry requirements for this award. Entry will be at the discretion of the centre. However, centres may ask that potential candidates have achieved relevant Standard Grades at General level or the NC in Hospitality at SCQF level 4.

All Unit specifications state that entry is at the discretion of the centre, although some of the optional Units at SCQF level 6 may state that it is recommended that the candidate has achieved some prior qualification at SCQF level 5.

5   Group Award structure

The National Certificate in Hospitability at SCQF level 5 will be awarded to candidates who achieve 72 SCQF points at level 5 or above.

This will be made up as follows:

♦   42 SCQF points at level 5 from the mandatory Units in the award
♦   30 SCQF points at levels 5 and 6 from the optional Units in the award

5.1 Framework

To meet the requirements of the award, candidates must complete the eight mandatory Units (7 credits) plus 5 credits chosen from the specified list of options.

Mandatory Units

Unit code	Unit title	SCQF credit points	SCQF level	Credit
DV3A 11	Customer Care for the Hospitality and Tourism Industry	3	5	0.5
D11N 11	Working Safely	3	5	0.5
F7DH 11	Hospitality: Organisation of Practical Skills	6	5	1
D04R 11	Service of Food and Drink	6	5	1
F792 11	Food Hygiene for the Hospitality Industry	3	5	0.5
F7DL 11	Local Hospitality Provision	3	5	0.5
F7DP 11	Food Preparation Techniques	6	5	1
F7DS 11	Cookery Processes	12	5	2

Optional Units

Unit code	Unit title	SCQF credit points	SCQF level	Credit
Professional Cookery Units				
*HV8M 45	Food and Health	6	5	1
F7DV 11	Integrated Production Cookery	6	5	1
D281 11	Meal Production and Design	6	5	1
F7DX 11	Stocks and Sauces	6	5	1
F7E0 11	Cold Preparation	6	5	1
DE2M 12	Food Production and Presentation Skills	6	6	2
D289 12	Food Product Knowledge	6	6	1
D9NN 12	Restaurant Food Production and Menu Planning	6	6	1
F792 12	Food Hygiene for the Hospitality Industry	6	6	1
Professional Patisserie Units				
DE2L 12	Patisserie	12	6	2
D0T9 12	Organisation of Practical Skills 4	6	6	1
Food and Drink Service Units				
F7E4 11	Alcoholic Beverages: An Introduction	6	5	1
F7E6 11	Non Alcoholic Beverages	6	5	1
D280 12	Service of Food and Drink – Table	12	6	2
D297 12	Beverage Product Knowledge	6	6	1
Accommodation and Front Office Units				
F7E2 11	Hospitality Front Office Skills	6	5	1
D294 11	Hospitality Administration	6	5	1
F7E3 11	Accommodation and Facilities Servicing	6	5	1

Optional Units (continued)

Unit code	Unit title	SCQF credit points	SCQF level	Credit
Skills for Work Units				
F3J0 11	Hospitality: Developing Skills for Working in Hospitality	6	5	1
F3J1 11	Hospitality: Developing Skills for Working in the Professional Kitchen	6	5	1
F3J2 11	Hospitality: Front of House Operations	6	5	1
F3J3 11	Hospitality Events	6	5	1
Creative Cake Production Units				
D9GM 11	Cake Production	6	5	1
D9GL 11	Cake Decorating	6	5	1
*H20F 75	Cake Baking	6	5	1
*H20G 75	Cake Finishing	6	5	1
D9GN 11	Creative Cake Production: Organisation of Practical Skills	6	5	1
Events				
F3PN 12	Event Organisation	6	6	1
Generic Units				
D670 11	Hospitality Costing	6	5	1
F3PJ 11	Selling Skills	6	5	1
ESOL				
* H24L 75	ESOL in Context	9	5	1.5

*refer to history of changes for revision details

5.2 Mapping information

The structure of the NC in Hospitality meets the aims and requirements of the award in a number of ways which can be summarised as follows:

♦ It provides skills, knowledge and capabilities needed for employment
♦ It provides multiple progression routes
♦ It retains the benefits of existing provision at this level but provides the credibility of a nationally accredited named award
♦ It consists of Units which are practical and will engage the interest of learners
♦ It is compatible with the existing arrangements currently adopted by centres
♦ It provides the flexibility which learners and centres value
♦ It provides an opportunity for learners to develop Core Skills
♦ It provides opportunities for learners to gain other awards while completing an NC in Hospitality at SCQF level 5

The flexibility of the structure is a particularly important aspect of the award. This flexibility has several dimensions and contributes significantly to the way in which the structure meets the requirements for a new award. The flexibility of the award is further enhanced as the structure takes into account that centres are likely to offer the NC in Hospitality as the central part of programmes of 17–20 Units. The new award is, therefore, compatible with existing arrangements, especially since the choice of Units was influenced by those currently provided by centres.

The content of both the mandatory and optional sections within the framework for the NC Hospitality at SCQF level 5 is a mixture of existing, revised and new Units. Well established Units that have the merit of being tried and tested and are known to be suitable for learners at this level. Where new Units have been produced and existing Units revised, the main aim was to ensure that valid, up-to-date practical Units could be delivered and assessed and would enable learners to acquire and develop knowledge, understanding and skills relevant to the hospitality industry.

The content of the mandatory section of the award has been chosen to sample fundamental principles and functions within the hospitality industry which will enable the award to reflect the needs and demands of learners, employers and centres. The Units *Customer Care for the Hospitality and Tourism Industry*, *Working Safely* and *Food Hygiene for the Hospitality Industry* will provide the learner with contextualised knowledge and skills of these important areas within the hospitality industry. The Unit *Organisation of Practical skills* will raise awareness of the importance of planning in the context of hospitality.

The mandatory section of the framework also includes study of two of the primary functional areas of the hospitality industry, Service of Food and Drink and Professional Cookery.

The mandatory section places a high degree of emphasis upon employability and transferable skills. The practical focus of the award is designed to promote learner development and confidence and enhance the positive contribution that candidates who complete the course can offer to society as a whole. This promotes values such as citizenship, confidence and positive contribution through the following:

♦ Positive attitude to workplace and learning
♦ The importance of time-keeping and attendance
♦ The importance of good verbal communication
♦ The importance of good listening skills
♦ How to work co-operatively with others as a member of a team
♦ Self-respect and showing respect and consideration for others
♦ Adaptability and flexibility
♦ Application of appropriate legislation, eg health and safety and food hygiene procedures
♦ Planning and preparing
♦ Confidence to seek feedback
♦ Confidence to give feedback
♦ Self-review and evaluation
♦ Customer care skills

The structure is flexible for learners who wish to pursue a range of routes depending upon their interests, objectives and their development as learners. Centres that deliver the award have opportunities to provide a flexible programme which it can use to accommodate the needs of a range of different learners.

6   Core Skills

The NC in Hospitality at SCQF level 5 provides opportunities for candidates to obtain some Core Skills and opportunities to work toward other Core Skills. These are based upon the principle that Core Skills development is more meaningful for learners and provides more benefit to employers if it is undertaken in the context of hospitality.

Within the mandatory section, embedded Core Skills/Core Skill Components have been identified in the following Units.

Unit code	Unit title	Core Skill/Core Skill component
D04R 11	Service of Food and Drink	Working Co-operatively with Others Intermediate 1 Reviewing Co-operative Contribution Intermediate 1
F7DL 11	Local Hospitality Provision	Problem Solving Intermediate 2
F7DP 11	Food Preparation Techniques	Planning and Organising Intermediate 1
F7DS 11	Cookery Processes	Planning and Organising Intermediate 1

Within the optional section, embedded Core Skills/Core Skills components have been identified in the following Units:

Unit code	Unit title	Core Skill/Core Skill component
D9NN 12	Restaurant Food Production and Menu Planning	Critical Thinking Intermediate 2
D280 12	Service of Food and Drink – Table	Critical Thinking Intermediate 2 Working Co-operatively with Others Intermediate 1 Reviewing Co-operative Contribution Intermediate 1
F3J3 11	Hospitality Events	Working Co-operatively with Others Intermediate 2 Reviewing Co-operative Contribution Intermediate 2

Unit code	Unit title	Core Skill/Core Skill component
F3J0 11	Hospitality: Developing Skills for Working in Hospitality	Oral Communication Intermediate 2
F3PN 12	Event Organisation	Problem Solving Intermediate 2

7 Approaches to delivery and assessment

The delivery of the award is at the discretion of individual centres. As already noted, most centres currently offer a full-time programme of 17–20 Units to learners at NC level over an academic session. The NC Hospitality at SCQF level 5 has been designed to be compatible with these arrangements. It would be expected, therefore, that centres would continue to offer a programme of Units, but that this will include the eight mandatory Units (7 credits) and at least **5** optional credits from the framework of the NC Hospitality.

The flexibility of the award means that centres can design the programmes that they offer to suit their own particular circumstances. Centres could, for example, provide supplementary Units which would assist candidates who wish to progress to particular NC programmes. Centres may choose to provide learners with the opportunity to gain further certification — in qualifications at SCQF levels 5 and 6 by for example, including the external assessments for Higher Professional Cookery, Intermediate 2 General Operations and Higher Professional Patisserie or offering the suite of Skills for Work Units.

The Units chosen for NC Hospitality are ones which lend themselves to practical methods of delivery and of assessment. Specific learning and teaching methods will vary between and within Units, but there is a common thread of presenting them in a way which will engage the interest of learners.

It is envisaged that most centres that will be offering the NC Hospitality will do so as a full-time course, over the full academic year, incorporating a total of 17–20 Units. Some may decide to offer the Course is as an 'Access to HNC', commencing in January, and only covering the required 12 credits. Alternatively, some centres may decide to offer the 12 credit Course on a part-time basis.

While the sequence of delivery of the Units is for individual centres to decide, a suggested approach would be to introduce the *Food Hygiene and Working Safely* early so that the knowledge developed in these can be built upon during the delivery of the more practical Units.

There are opportunities for integration in the delivery and assessment of the Units. For example, *Food Preparation Techniques*, *Cookery Processes* and *Organisation of Practical Skills* work well together. The practical aspects of *Food Hygiene for the Hospitality Industry* and *Working Safely* can be integrated with either the practical cookery Units or food service Unit and *Customer Care for the Hospitality and Tourism Industry* could be integrated with *Service of Food and Drink.*

E-assessment such as e-testing, the use of e-portfolios or e-checklists may be appropriate for some assessments in Units. 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.

Assessment Support Packs/National Assessment Bank Items will be available for all mandatory Units to reinforce the practical aspect of the Unit specification as well as reinforcing a common standard across centres. They play a critical role in ensuring the delivery of Units is linked to and contextualised for the hospitality industry. This will help to ensure that a hospitality focus is maintained as much as possible in the delivery and assessment of the Units.

8   General information for centres

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**.

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment and Quality Assurance for Colleges of Further Education* (**www.sqa.org.uk**).

9   General information for candidates

The NC in Hospitality at SCQF level 5 is designed to enable you to acquire and develop knowledge, understanding and skills for working in the hospitality industry. It will enable you to focus upon key skills such as professional cookery, service of food and drink and customer care as well as providing you with information regarding working safely and food hygiene procedures.

Depending upon your preferences, the NC in Hospitality at SCQF level 5 will give you a platform which will enable you to progress through further education or pursue employment opportunities. There is the opportunity for choice in the optional section that will help you focus upon subjects such as accommodation and front office procedures, Skills for Work, cake production, and a range of Units at SCQF level 6. This will allow you to acquire and develop additional skills that will increase you confidence and employability in hospitality. You may be able to combine options for different purposes.

The NC in Hospitality at SCQF level 5 contains eight mandatory Units (7credits). In addition, you must choose five more credits from the list of options. Together, the mandatory and optional sections make up the twelve credits you need to successfully complete the NC Hospitality at SCQF level 5.

The mandatory Units are designed in order that you can gain experience and skills in the following areas:

♦   Give you a background in hospitality which will enable you to reflect on your present situation in a hospitality context
♦   Enable you to consider the various options open to you and to make informed career choices for your future
♦   Prepare you for entry into further qualifications such as Professional Cookery or Professional Patisserie at SCQF level 6 or directly into an HN
♦   Provide you with specific hospitality related skills and transferable skills demanded by employers
♦   Provide you with relevant Core Skills for hospitality related occupations and for further study in hospitality subject

The mandatory Units will equip you with skills such as:

♦   Skills and knowledge for working in the professional kitchen
♦   Service of food and drink
♦   Customer care practices
♦   Working safely
♦   Food hygiene procedures
♦   Organisational skills
♦   Employability skills
♦   Positive attitude to workplace and learning
♦   The importance of time-keeping and attendance
♦   The importance of good verbal communication
♦   The importance of good listening skills
♦   How to work co-operatively with others as a member of a team
♦   Self-respect and showing respect and consideration for others
♦   Adaptability and flexibility

- ♦ Application of appropriate legislation, eg health and safety and food hygiene procedures
- ♦ Planning and Preparing
- ♦ Confidence to seek feedback
- ♦ Confidence to give feedback
- ♦ Self-review and evaluation
- ♦ Customer care skills

As many of the Units are practical, assessment will take the form of assessor observation checklists. There is also a requirement to compile a folio for the Local Hospitality Provision Unit. All mandatory Units will have an Assessment Support Packs or National Assessment Bank item. The *Working Safely* Unit will have a contextualised assessment.

There will be opportunity for you to work with in a commercial type kitchen.

There are no specific entry requirements for the NC in Hospitality at SCQF level 5. However, for some Units, you may be able to bring some basic ideas about the subject if you have previously studied that subject in school or worked in the hospitality industry.

You can discuss your particular situation with college staff, who will be pleased to offer you guidance, support and advice on how the course can be of help to you.

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at **www.scqf.org.uk**

SCQF credit points: One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2–6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

SCQF levels: The SCQF covers 12 levels of learning. National Qualification Group Awards are available at SCQF levels 2-6 and will normally be made up of National Units which are available from SCQF levels 2–7.

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the National Certificate/National Progression Award from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised National Certificates/National Progression Awards are those developments or revisions undertaken by a group of centres in partnership with SQA.

10   Appendices

Appendix 1: SQA qualifications in Hospitality and possible progression pathways

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SCQF	SQA National Courses and Group Awards	Higher Education	Scottish Vocational Qualifications (SVQs)	SCQF
8		**HND** ♦ Hospitality Management ♦ Professional Cookery		8
7		**HNC** ♦ Hospitality ♦ Professional Cookery	**SVQ level 3** ♦ Hospitality Supervision ♦ Professional Cookery: Patisserie and Confectionery ♦ Professional Cookery ♦ Professional Cookery: Preparation and Cooking ♦ Customer Service	7
6	**Higher** ♦ Professional Cookery ♦ Professional Patisserie			6
5	**Intermediate 2** ♦ Hospitality Practical Cookery ♦ Hospitality Skills for Work ♦ Hospitality: General Operations ♦ Professional Cookery ♦ Creative Cake Production ♦ National Certificate Hospitality		**SVQ level 2** ♦ Professional Cookery ♦ Professional Cookery: Preparation and Cooking ♦ Food and Drink Service ♦ Food and Drink Service: Food Service only ♦ Food and Drink Service: Drink Service only ♦ Front Office ♦ Housekeeping ♦ Multi-skilled Hospitality Services ♦ Cleaning and Support Services (Food Premises) ♦ Food Processing and Cooking ♦ Customer Service	5
4	**Intermediate 1** ♦ National Certificate in Hospitality ♦ Hospitality Practical Cookery ♦ Hospitality Skills for Work		**SVQ level 1** ♦ Food Prep and Cooking ♦ Food and Drink Service ♦ Front Office ♦ Housekeeping ♦ Quick Service ♦ Multi-skilled ♦ Cleaning and Support Services	4
3	**Access 3** ♦ Hospitality Practical Cookery			3