Higher National Project-based Graded Unit Specification

General information

This graded unit has been validated as part of the HND in Hospitality Management at SCQF level 8. Centres are required to develop a project-based assessment in accordance with this validated specification.

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

Graded unit code: J3HE 35

Type of project: Case study

Publication date: October 2020

Source: Scottish Qualifications Authority

Version: 02

Graded unit purpose

This graded unit is designed to provide evidence that the learner has achieved the following principal aims of the HND in Hospitality Management at SCQF level 8:

♦   Developing planning and analysis skills.
♦   Developing problem solving skills.
♦   Developing study and research skills.
♦   Developing critical and evaluative thinking.
♦   Application and integration of knowledge and skills across hospitality management areas.
♦   Be prepared for progression to further studies in hospitality or related disciplines.

Credit points and level

2 Higher National Unit credits at SCQF level 8: (16 SCQF credit points at SCQF level 8)

Higher National Project-based Graded Unit Specification: General information (cont)

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

Recommended entry to the graded unit

It is recommended that the learner should have completed or be in the process of completing the following units relating to the above principal aims prior to undertaking this graded unit:

♦ *Managing Hospitality Organisations* at SCQF level 7
♦ *Managing Hospitality Organisations* at SCQF level 8
♦ *Managing Financial Resources in Hospitality* at SCQF level 8
♦ *Hospitality Management Accounting* at SCQF level 8
♦ *Management of Food and Beverage Operations* at SCQF level 8
♦ *Accommodation Management* at SCQF level 8
♦ *Managing Human Resources in Hospitality* at SCQF level 7
♦ *Managing Human Resources in Hospitality* at SCQF level 8
♦ *Work Placement* at SCQF level 7

Core Skills

Achievement of this Unit gives automatic certification of the following:

Complete Core Skill   Problem Solving at SCQF level 6

There are also opportunities to develop aspects of Core Skills which are highlighted in the support notes of this unit specification.

Assessment support pack

The Assessment Support Pack (ASP) for this unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable assessment. Centres wishing to develop their own assessments should refer to the ASP to ensure a comparable standard. A list of existing ASPs is available to download from SQA's website **(**http://www.sqa.org.uk/sqa/46233.2769.html**)**.

Equality and inclusion

This graded unit has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on SQA's website:
www.sqa.org.uk/assessmentarrangements

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

Assessment

This graded unit will be assessed by the use of a project-based case study. The project should provide the learner with the opportunity to produce evidence that demonstrates they have met the aims of this graded unit.

The project undertaken by the learner must be a complex task which involves:

♦ variables which are complex or unfamiliar
♦ relationships which need to be clarified
♦ a context which may be unfamiliar to the learner

The project must require the learner to:

♦ analyse the task and decide on a course of action for undertaking the project
♦ plan and organise work and carry it through to completion
♦ reflect on what has been done and draw conclusions for the future
♦ demonstrate underlying theories, concepts and principles of management practice
♦ understand the management skills required in planning, controlling and the decision making processes in the hospitality industry
♦ carry out a comprehensive evaluation

Conditions of assessment

The learner should be given a date for completion of the project. However, the instructions for the project should be distributed to allow the learner sufficient time to assimilate the details and carry out the project.

Reasonable assistance

Reasonable assistance is the term used by SQA to describe the difference between providing learners with some direction to generate the evidence for assessment and providing too much support which would compromise the integrity of the assessment. Reasonable assistance is part of all learning and teaching processes. In relation to the project, assessors may provide advice, clarification and guidance during the time between the distribution of the project instructions and the completion date, ie at each stage of the project.

Remediation

Remediation allows an assessor to clarify learner responses, either by requiring a written amendment or by oral questioning, where there is a minor shortfall or omission in evidence requirements. In either case, such instances must be formally noted by the assessor, either in writing or recording and be made available to the internal and external verifier.

Learners must be given the opportunity for remediation at each stage of the project.

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners (cont)

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

Evidence requirements for this graded unit

The project undertaken by learners will consist of three stages: planning; developing; and evaluating. The following table specifies the minimum evidence required to pass each stage.

Project stage	Minimum evidence requirements	% mark allocation
Stage 1 — Planning	A portfolio of evidence which includes: ♦ The learner's interpretation of the case study, an overview of their role and a summary of the issues ♦ Identification of key topics for which research will be undertaken ♦ A description of the methodology used including primary and secondary sources of research. ♦ Analysis and interpretation of the results of the research undertaken ♦ Compilation of an action plan indicating timelines and research, including references and other sources of information that reflects current industry practices or issues ♦ Justification of approach used to compile the action plan	20%
	*The learner **must** achieve all of the minimum evidence specified above in order to pass the Planning stage.*	

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners (cont)

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

Project stage	Minimum evidence requirements	% mark allocation
Stage 2 — Developing	A portfolio of evidence containing a realistic proposed plan for carrying out the case study requirements which reflects current industry practice and includes: ♦ Identification of SMART strategic and operational objectives in relation to the case study ♦ Identification and description of the constraints which may impact of the achievement of both the strategic and operational objectives ♦ A description of proposed strategies that could be used to meet all objectives ♦ A description of current legislative requirements that need to be adhered to for the learners' proposals ♦ Justification of the recommendations made *The learner **must** achieve all of the minimum evidence specified above in order to pass the Developing stage.*	60%
Project stage	**Minimum evidence requirements**	**% mark allocation**
Stage 3 — Evaluating	A portfolio of evidence which concludes with an evaluation which should: ♦ Provide an overview of the approach taken during the planning and developing stages ♦ Identify and describe areas of the plan that were changed during the Developing stage, eg task list, timeframes, sources of research ♦ Provide an analysis of the effectiveness of the research methods used ♦ Provide an assessment of strengths and weaknesses identified while undertaking the project ♦ Identify any knowledge and skills that have been gained or developed in undertaking the project *The learner **must** achieve all of the minimum evidence specified above in order to pass the Evaluating stage.*	20%

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners (cont)

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

Assessing and grading learners

The overall project will be marked out of **100**. Only whole marks should be used.

The percentage of marks allocated to each stage of the project is outlined in the **Evidence Requirements**.

It is a requirement that learners must meet the minimum *evidence requirements* for the *planning* stage *before progressing to the developing stage before progressing to the evaluating* stage. Learners may produce evidence over and above that specified in the minimum *evidence requirements* and deserve more than half the available marks for that stage. Assessors should use the grade related criteria outlined below to judge learner performance.

Learners are required to work independently to meet the evidence requirements of the graded unit. At the same time, learners need appropriate support. At the end of each stage there should be opportunities for remediation and re-assessment of learners for that particular stage. This includes the final *evaluation* stage.

Higher National Project-based Graded Unit Specification: Designing the project and assessing learners (cont)

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

Grade Related Criteria	
Grade A	**Grade C**
Is a seamless, coherent piece of work which:	Is a co-ordinated piece of work which:
- has sufficient evidence for the three essential stages of the project, is produced to a high standard, and is comprehensive, integrated and logical - demonstrates an accurate and insightful interpretation of the project brief - demonstrates a highly focused, planned and systematic approach to the brief - provides extensive evidence of research and linking facts/findings in a coherent manner and meets the requirements of the project brief - is clear and well-structured throughout and language used is of a high standard in terms of level, accuracy and technical content as it relates to the hospitality industry - effectively consolidates and integrates required knowledge and skills - effectively justifies each stage of the project and decisions made in a logical and coherent manner - provides a critical evaluation of how concepts, information, issues and research have been used to inform and influence the learner's work - identifies and describes actions that would improve outcomes in meeting the project brief objectives - demonstrates the learner's ability to work autonomously	- has sufficient evidence for the three essential stages of the project, and is produced to an adequate standard - demonstrates an acceptable interpretation of the project brief - demonstrates an adequately focused and planned approach to the brief - provides clear evidence of research and linking facts/findings in a coherent manner and meets the requirements of the project brief - is satisfactorily structured and language used is adequate in terms of level, accuracy and technical content as it relates to the hospitality industry - consolidates and integrates knowledge and skills but this may lack some continuity and consistency - adequately justifies each stage of the project and decisions made - demonstrates an understanding of how concepts, information, issues and research have been used to inform and influence the learner's work - identifies and describes where improvements could have been in meeting the project brief objectives - demonstrates independent learning with minimum support and revision during project

Higher National Project-based Graded unit Specification: Designing the project and assessing learners (cont)

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

The marks allocated to each stage will then be aggregated to arrive at an overall mark for the project. Assessors will then assign an overall grade to the learner for this graded unit based on the following grade boundaries.

A = 70%–100%
B = 60%–69%
C = 50%–59%

These grade boundaries are fixed and should **not** be amended.

Reassessment

The evidence for a project is generated over time and involves three distinct stages, each of which has to be achieved before the next is undertaken. This means that any reassessment of stages must be undertaken before proceeding to the next stage. The overall grade is derived from the total number of marks *across all* sections, and should reflect the ability of the learner to work autonomously and the amount of support required. In relation to project-based graded units, learners who have failed any stage of the project and have been unable to provide the necessary evidence through remediation must be given the opportunity for reassessment of that stage.

Any learner who has failed their graded unit or wishes to upgrade their award must be given a reassessment opportunity, or in exceptional circumstances, two reassessment opportunities. In the case of project-based graded units, this must be done using a substantially different project.

Final learner grade

The final grading given must reflect the quality of the learner's evidence *at the time of the completion* of the graded unit. Learners must be awarded the highest grade achieved — whether through first submission or through any reassessment, remediation and/or reasonable assistance provided.

Higher National Project-based Graded Unit Support Notes

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

Guidance on approaches to delivery and assessment of this graded unit

Learners should be provided with information about the graded unit as early as possible but centres must ensure that learners have all the required knowledge and skills as laid out at the beginning of this graded unit specification. Learners must work independently but must also be supported throughout the process and effective tools such as progress logs or diaries should be used to motivate and monitor the learners' work. An appointment system for progress interviews with learners should be identified at an early stage of the project.

Projects should be assessed at each stage against minimum evidence requirements and learners should only progress to the next stage when they have met the minimum evidence requirements of the previous stage. Learners should be given a date for submission of each stage. At the end of each stage there should be opportunities for remediation and re-assessment on that particular stage.

If a learner fails the project overall or wishes to upgrade, then this must be done using a *substantially different* project, ie all stages should be undertaken using a new project brief/case study. In this case, a learner's grade should be based on the achievement in the new project, if this results in a higher grade. It should be noted that the nature of a project-based graded unit may not provide the opportunity for learners to undertake a substantially different project within the same academic year.

Where appropriate, portfolios of evidence should include the following:

♦   Contents page
♦   Industrial contacts
♦   Acknowledgement of sources and references
♦   Research undertaken

And demonstrate learners':

♦   Knowledge of the hospitality industry and industry standards
♦   Subject knowledge
♦   Understanding of the role of a manager
♦   Presentation skills

Higher National Project-based Graded Unit Support Notes (cont)

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

Opportunities for developing Core and other essential skills

This unit has the Core Skill of *Problem Solving* at SCQF level 6 embedded in it. This means that when learners achieve the unit, their Core Skills profile will also be updated to show they have achieved Problem Solving at SCQF level 6.

In addition, this unit provides opportunities to develop the following Core Skills:

***Communication*: Written Communication (Reading) and Written Communication (Writing) at SCQF level 6**

Learners are required to read, understand and evaluate a range of complex information. Firstly, they have to read and understand the case study scenario, then identify information that they need to research, including technical legislative data. Learners will also produce detailed information to support their proposal for a new business venture. Learners are expected to present all information in a well-structured format, using spelling, vocabulary and technical langue accurately.

***Numeracy*: Using Number at SCQF level 5**

Learners are required to calculate costing involved in a new business venture, including forecasting and budgeting, calculating gross and net prices, calculating staffing requirements and creating rotas, etc.

***Information and Communication Technology (ICT)*: Accessing Information and Providing and Creating Information at SQCF level 5**

Learners are required to access a wide range of information that will mainly be through use of online sources. They will also undertake research that will involve the use of online research tools. Learners will build a portfolio of evidence to support their proposals and maintain a log/diary — it is extremely likely that this will be in a digital format.

The Core Skill of Problem Solving at SCQF level 6 is embedded in this unit. When a learner achieves the unit, their Core Skills profile will also be updated to include this Core Skill.

History of changes to graded unit

Version	Description of change	Date
02	Core Skill Problem Solving at SCQF level 6 embedded.	06/10/20

General information for learners

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

This unit will give you the opportunity to demonstrate your ability to integrate, evaluate and apply the knowledge and skills you have gained from a range of units from the HND in Hospitality Management, and should therefore be completed toward the end of your course.

You will be allocated a grade of A, B or C on successful completion of the project.

Typically the graded unit assessment is a project which takes the form of a case study describing a fictitious scenario, in which you will be expected to assume the role of a general manager/new business owner/project manager/consultant.

The graded unit project is in three stages, planning, developing and evaluating. The work you produce for each stage of the project will form a portfolio of evidence. The requirements for each stage must be met before you will be allowed to progress to the next. You will be given a deadline for the completion of each stage, please note that late submissions could affect your grade.

The first stage is the planning stage. You will have to read the case study scenario and think about what you know and you will have carry out research on the things you don't know about. You will identify the key tasks of the project and compile an action plan indicating timelines, references and sources of information.

The next stage is the developing stage and is when you will detail your proposal for meeting the project brief. Your proposal should identify constraints, include a realistic plan for carrying out the project brief and consider legislative requirements.

The final stage is the evaluating stage. For this stage you have to look back and comment on your approach to the project, how the planning went, how the developing went and comment on how this experience was in terms of the decisions you made, positive aspects of the process and what improvements you would make should you undertake a project again.

Where appropriate, your portfolio should also include the following:

♦ Contents page
♦ Industrial contacts
♦ Acknowledgement of sources and references
♦ Research undertaken

Your portfolio should also enable you to demonstrate your:

♦ Knowledge of the hospitality industry and industry standards
♦ Subject knowledge
♦ Understanding of the role of a manager/business owner/project manager
♦ Presentation skills

Remember that a grade will not be given until the final stage is complete and your work can be viewed as a whole. Grades are subject to external verification by SQA.

General information for learners (cont)

Graded unit title: Hospitality Management: Graded Unit 2 (SCQF level 8)

You will be given the opportunity during tutorials and/or progress interviews to discuss your progress. Feedback will be ongoing as part of the process and you will be encouraged to use a logbook which you should maintain throughout your project and take to tutorials and/or progress interviews. This is your opportunity to discuss the work you have undertaken and agree next steps.

In undertaking this project you are required to display your ability to work independently to meet the standards required. At the same time, however, you will be under supervision and may need some support from your tutor.

Arrangements for remediation and re-assessment will be in line with your centre's policy, however, if for any reason you were to be unsuccessful in the project overall, re-assessment must be on a substantially different project. It should be noted that your centre may not be able to provide the opportunity to undertake a substantially different project within the same academic year.

The Core Skill of Problem Solving SCQF at level 6 is embedded in this unit. When a learner achieves the unit, their Core Skills profile will also be updated to include this Core Skill.