



Higher National Unit Specification

General information

Unit title: Food and Beverage: Specialised Service (SCQF level 7)

Unit code: J3VX 34

Superclass: NB

Publication date: January 2020

Source: Scottish Qualifications Authority

Version: 02

Unit purpose

This unit is designed to enable learners to develop an in-depth knowledge and understanding of current trends in specialised food and beverage service.

The unit will also provide learners with the practical skills needed prepare for and deliver specialised food and beverages services within a hospitality environment.

The unit is suitable for learners who are interested in pursuing a career managing food and beverage service operations in the hospitality industry.

This unit is available as an option in Higher National Diploma (HND) in Hospitality Management (HND) at SCQF level 8. It can also be undertaken as a standalone unit.

This unit is also part of a suite of units at SCQF levels 5–8 that explore food and beverage operations in the hospitality industry.

Outcomes

On successful completion of the unit the learner will be able to:

- 1 Investigate current industry trends in specialised food and beverage service.
- 2 Prepare for the delivery of specialised food and beverage services.
- 3 Deliver specialised food and beverage services within a hospitality environment.

Credit points and level

1 Higher National Unit credit at SCQF level 7 (8 SCQF credit points at SCQF level 8)

Higher National Unit Specification: General information (cont)

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Recommended entry to the unit

While entry is at the discretion of the centre, learners would benefit from having relevant experience in food and beverage service. It would also be beneficial if learners have achieved or be working towards the unit *Food and Beverage Operations* 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

Context for delivery

If this unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes.

This unit had been designed to develop the learner's skills and understanding of specialised service within an operational environment. Additional skills such as upselling and the importance of profit margins should also be included. Ideally, the unit should be delivered in a live or realistic environment.

Equality and inclusion

This unit specification 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 our website www.sqa.org.uk/assessmentarrangements.

Higher National Unit Specification: Statement of standards

Unit title: Food and Beverage: Specialised Services (SCQF level 7)

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.

Where evidence for outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Learners should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Investigate current industry trends in specialised food and beverage service.

Knowledge and/or skills

- ◆ Different types of specialised service
- ◆ Current trends in specialised service
- ◆ Specialist equipment requirements
- ◆ Legal requirements
- ◆ Advantages and disadvantages of providing a specialised food and beverage service

Outcome 2

Prepare for the delivery of specialised food and beverage services.

Knowledge and/or skills

- ◆ Resource requirements and requisitions
- ◆ Preparation and maintenance of service areas and specialist equipment
- ◆ Inter departmental communication

Outcome 3

Deliver specialised food and beverage services within a hospitality environment.

Knowledge and/or skills

- ◆ Delivery of specialised food and beverage services
- ◆ Control systems
- ◆ Team working skills
- ◆ Customer service skills
- ◆ Compliance with legal requirements
- ◆ Evaluation skills

Higher National Unit Specification: Statement of standards (cont)

Unit title: Food and Beverage: Specialised Services (SCQF level 7)

Evidence requirements for this unit

Learners will need to provide written/oral and performance evidence to demonstrate their knowledge and/or skills across all outcomes.

Outcome 1 (written/oral evidence), learners are required to:

- ◆ Identify and describe four current examples of specialised food/beverage service
- ◆ Identify and describe the specialised equipment required to deliver each of the four specialised services
- ◆ Identify the legal requirements that must be complied with when delivering a specialised food and beverage service
- ◆ Identify three advantages and three disadvantages of providing a specialised food and beverage service.

Outcomes 2 and 3 (written/oral and performance evidence), learners are required to prepare for and deliver each of the four specialised services identified in Outcome 1, this must include:

- ◆ Identifying the resources required to deliver each of the four specialised services
- ◆ Completing order forms for all resources required to deliver each of the four specialised services, should include:
 - Specialist equipment
 - Food and/or beverages
 - Accompaniments
- ◆ Submitting orders to the appropriate person/department within an acceptable timeframe
- ◆ Ensuring service areas and equipment are ready for service
- ◆ Delivering each of the four specialised services to the required standard
- ◆ Following control systems throughout
- ◆ Demonstrating excellent customer service
- ◆ Complying with all legal requirements
- ◆ Clearing, closing down and re-instating service areas to the required standard
- ◆ Evaluating the preparation and delivery of each specialised service and highlighting areas for improvement



Higher National Unit Support Notes

Unit title: Food and Beverage: Specialised Services (SCQF level 7)

Unit support notes are offered as guidance and are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this unit

This unit will give learners an opportunity to understand and develop the skills to deliver specialised food and beverage services within the hospitality industry. The learner will also have a greater understanding of current trends in specialised food and beverage services and the impact they can have on a hospitality operation.

It is not required that learners have any prior knowledge or practical experience of specialised services although previous experience of food and beverage service would be beneficial.

Outcome 1 explores current trends in specialised food and beverage service and the specialist equipment required for delivery.

Current trends could include:

- ◆ Mixology
- ◆ Specialised hot drink service
- ◆ Flambé work
- ◆ Lamp work
- ◆ Carving or filleting
- ◆ Cold food preparation

The range of specialist equipment could include:

- ◆ Specialised trollies and carts
- ◆ Butane and spirit lamps
- ◆ Blazer pans
- ◆ Chafing dishes
- ◆ Specialised cutlery
- ◆ Carving tools
- ◆ Hotplate

Investigation of advantages and disadvantages should include the resources required to deliver the service. This will include implication of staffing, materials and equipment required as well as legal requirements and customer expectations.

Higher National Unit Support Notes (cont)

Unit title: Food and Beverage: Specialised Services (SCQF level 7)

For Outcomes 2 and 3 learners will prepare for and deliver four different specialised services while self-evaluating the level of performance.

Learners should work individually and be given the opportunity to practice each individual specialised service before being assessed. This will ensure they are confident on the delivery. Delivery and assessment should take place in a live or simulated environment ensuring it is realistic as possible.

Delivery of four specialised services to the required standards should include:

- ◆ Preparation of both room and equipment to required standard
- ◆ Ensuring control systems are in place and followed
- ◆ Compliance of all legal requirements
- ◆ Presenting a professional image
- ◆ Following appropriate order of service
- ◆ Using appropriate techniques and styles
- ◆ Using appropriate accompaniments
- ◆ Clearing, closing down and reinstating service areas to the required standard
- ◆ Review and evaluation of personal performance
- ◆ Identification of personal strengths and weaknesses
- ◆ Recommendations for improvements for future delivery of specialised services

Guidance on approaches to delivery of this unit

Teacher/lecturers should draw on not only their own knowledge and expertise when delivering this unit, but also the experiences of learners. This unit presents opportunities to develop skills in research, problem solving, presentations and communication including the appropriate use of ICT.

It is recommended that learners get the opportunity to undertake industry visits and attend lectures from guest speakers as this will provide valuable elements in the delivery of the unit and will help learners to put their learning into context.

The unit requires that learners plan, organise, deliver and evaluate the delivery of four different specialised services. The evaluation of performance is designed to develop learners' skills for life, such as on giving and receiving constructive feedback as would be common in a workplace, and to develop an appropriate level of self-reflection

As this unit involves an element of practical work it is recommended that this unit is delivered in a systematic order, outcome by outcome. This will ensure the learner is fully prepared to deliver the specialised services.

Guidance on approaches to assessment of this unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

Higher National Unit Support Notes (cont)

Unit title: Food and Beverage: Specialised Services (SCQF level 7)

Outcome 1 — Written/oral evidence. Evidence for this outcome could be presented within a written or e-portfolio. Alternatively, learners could produce a presentation of their findings and could work in groups of two or three to present these findings. Although learners may work groups, there must clear individual input to ensure all criteria has been reached.

Outcome 2 — Written/oral evidence. Learners should be presented with a clear brief defining timings and any restrictions for the practical activity. Assessors can design documentation or use in-house systems. The evidence should be collated and include documentation such as food and equipment orders. The teacher/lecturer should assess the food/beverage/equipment orders prior to final assessment to provide the learner every opportunity to be successful while delivering the practical activities

Outcome 3 — Performance and written/oral evidence. Video evidence could be used to provide performance evidence, alternatively an observation checklist could be used to cover the knowledge/skills that have to be demonstrated by the learner when delivering each of the specialised services. Evidence for the evaluation of the practical activity could be generated using a report or through a brief interview with the assessor. A set of questions and range of appropriate responses could be developed to ensure all Evidence Requirements are discussed during the interviews.

Opportunities for 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 Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the evidence requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Opportunities for developing Core and other essential skills

Completion of this unit may provide opportunities to develop aspects of the following Core Skills:

Communication: Written Communication (Reading) at SCQF level 6

This Core Skills component will be developed in the work for Outcome 1. Written communication (reading) at SCQF level 6 involves identifying significant information, ideas and supporting details in complex written communication of non-fiction. This would fit with the requirements for Outcome 1 where learners will read, understand and evaluate complex written information, using a variety of text books, journals and on-line sources in order to investigate current trends within specialised food and beverage services and produce a report or presentation detailing their findings.

Higher National Unit Support Notes (cont)

Unit title: Food and Beverage: Specialised Services (SCQF level 7)

Problem Solving: Critical Thinking at SCQF level 6

For all outcomes, learners will be demonstrating the Core Skill component of Critical Thinking at SCQF level 6 in order to meet the evidence requirements for this unit. This will include:

- ◆ Investigating industry trends in specialised food and beverages services
- ◆ Preparing for the delivery of a range of specialised services by identifying resource requirements
- ◆ Identifying relevant legislation and ensuring compliance
- ◆ Demonstrating safe and hygienic working practices

Problem Solving: Planning and Organising at SCQF level 6

For Outcome 2, learners will be demonstrating the Core Skill component of Planning and Organising at SCQF level 6, when they plan for and deliver four different specialised food/beverage services. This will include:

- ◆ Identifying resource requirements for each service
- ◆ Ordering resources within an appropriate timeframe for each service
- ◆ Ensuring service areas and equipment are ready for each service
- ◆ Delivering each of the specialised services to the required standard
- ◆ Following control systems

Problem Solving: Reviewing and Evaluating at SCQF level 6

For Outcomes 3, learners will be demonstrating the Core Skill component of Reviewing and Evaluating at SCQF level 6, when they evaluate the specialised food and beverage services they have delivered and highlight areas for improvement.

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 unit

Version	Description of change	Date
02	Core Skill Problem Solving at SCQF level 6 embedded.	27/02/20

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General information for learners

Unit title: Food and Beverage: Specialised Services (SCQF level 7)

The purpose of this unit is to enable you to investigate the current trends in specialised food and beverage services and to gain an understanding of advantages and disadvantages of delivering specialised services within hospitality establishments.

You will have the opportunity to take part in practical activities to allow you to gain hands on experience of planning for and delivering a specialised service. You will also carry out an evaluation of the specialised service you were involved in and make recommendations for improvements.

No prior knowledge or practical experience of **specialised** food and beverage services is required, although previous experience of food and beverage service would be beneficial.'

Completion of this unit will also enable you to develop the following Core Skills:

- ◆ *Communication*: Written Communication (Reading) at SCQF level 6
- ◆ *Problem Solving*: Critical Thinking at SCQF level 6
- ◆ *Problem Solving*: Planning and Organisation at SCQF level 6
- ◆ *Problem Solving*: Reviewing and Evaluating at SCQF level 6

On completion of this unit, you could progress to other qualifications in Hospitality Management at SCQF level 8 or above and/or seek employment in the industry.

This unit is also part of a suite of units at SCQF levels 5–8 that explore food and beverage operations in the hospitality industry.

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.