

## National Unit Specification

### General information

**Unit title:** Hospitality Industry (SCQF level 6)

**Unit code:** J1NT 46

**Superclass:** NA

**Publication date:** May 2019

**Source:** Scottish Qualifications Authority

**Version:** 02

### Unit purpose

This unit is designed to develop learners' knowledge and understanding of how businesses in the hospitality industry operate. In particular, this unit focuses on:

- ◆ Current trends and how the industry is adapting to meet the ever-changing demands of customers
- ◆ The key legislative requirements that hospitality businesses must comply with to operate legally (excluding food hygiene regulations)

This unit is mandatory in the National Progression Award (NPA) in Hospitality at SCQF level 6 and the National Certificate (NC) in Hospitality at SCQF level 6. It can also be undertaken as a standalone unit.

This unit is also part of a progressive suite of units at SCQF levels 5, 6 and 7 that explore the hospitality industry. This unit is suitable for learners with no previous experience but who have an interest in pursuing a career in the hospitality industry.

### Outcomes

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

- 1 Identify current industry trends and describe the impact they have on hospitality businesses.
- 2 Demonstrate an understanding of the key legislative requirements that affect the operation of hospitality businesses (excluding food hygiene regulations).

## **National Unit Specification: General information (cont)**

**Unit title:** Hospitality Industry (SCQF level 6)

### **Credit points and level**

1 National Unit credit at SCQF level 6 (6 SCQF credit points at SCQF level 6)

### **Recommended entry to the unit**

Entry is at the discretion of the centre. However, good communication skills would be an advantage.

### **Core Skills**

Achievement of this Unit gives automatic certification of the following Core Skills component:

Core Skill component                      Critical Thinking at SCQF level 5

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

### **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.

### **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](http://www.sqa.org.uk/assessmentarrangements).

## **National Unit Specification: Statement of standards**

**Unit title:** Hospitality Industry (SCQF level 6)

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**

Identify current industry trends and describe the impact they have on hospitality businesses.

#### **Performance criteria**

- (a) Identify current sociological, economic and technological trends that affect the hospitality industry
- (b) Describe the impact these trends have on hospitality businesses
- (c) Explain how hospitality businesses can adapt to meet changing demands

### **Outcome 2**

Demonstrate an understanding of the key legislative requirements that affect the operation of hospitality businesses (excluding food hygiene regulations).

#### **Performance criteria**

- (a) Outline the key legislation/regulations that hospitality businesses operate under (excluding food hygiene regulations)
- (b) Describe how legislative requirements affect the operation of hospitality businesses
- (c) Describe measures hospitality businesses can take to ensure compliance with legislative requirements

## **National Unit Specification: Statement of standards (cont)**

**Unit title:** Hospitality Industry (SCQF level 6)

### **Evidence requirements for this unit**

Evidence is required to demonstrate that learners have achieved all outcomes and performance criteria.

#### **Outcome 1**

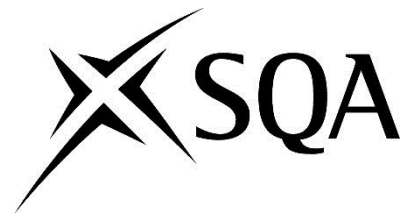
Written/oral evidence is required to demonstrate the learners' knowledge and understanding of the affect that current trends have on the hospitality industry, this should include:

- ◆ A description of a sociological trend and how this impacts on a hospitality business
- ◆ A description of an economic trend and how this impacts on a hospitality business
- ◆ A description of a technological trend and how this impacts on a hospitality business
- ◆ Explain how a hospitality business can adapt to meet changing demands

#### **Outcome 2**

Written/oral evidence is required to demonstrate the learner's knowledge and understanding of the key legislative requirements (excluding food hygiene regulations) that businesses in the hospitality industry must operate under. This should include:

- ◆ An overview of the requirements of the following legislation/regulations:
  - Alcohol licensing
  - Data protection
  - Health and safety
  - Fire regulations
  - COSHH (Control of Substances Hazardous to Health) regulations
  - Stewarding regulations
  - Regulations relating to playing music, films and television in a public place
- ◆ A description of the impact these legislative requirements have on a hospitality business
- ◆ A description of measures a hospitality business can take to ensure compliance with legislative requirements



## National Unit Support Notes

**Unit title:** Hospitality Industry (SCQF level 6)

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

When introducing this unit, lecturers/teachers should provide an overview of the hospitality industry to raise learners' awareness of the importance of the industry terms of employment and national income compared with other sectors. For example, the industry accounts for approximately 8% of the national employment and is in the top 10 industries in terms of national income. The **Tourism in Scotland: the economic contribution of the sector** report is a useful reference resource.

The different sectors of the industry and the various establishments operating in these sectors could be highlighted, for example:

Hotels	Accommodation
Bed and breakfast providers	Food and beverage service
Restaurants	Food productions and cookery
Pubs	Events/functions/conferences
Clubs	Entertainment/leisure activities
Cafés	Contract catering
Bistros	Welfare catering
Fast food outlets	Production catering
Hospitals	Specialist bespoke/private catering
Care establishments	
Schools	

However, the focus of this unit is to develop learners' knowledge and understanding of how businesses in the hospitality industry operate. In particular, this unit focuses on:

- ◆ Current trends and how the industry is adapting to meet the ever-changing demands of customers
- ◆ The key legislative requirements that hospitality businesses must comply with to operate legally (excluding food hygiene regulations)

## National Unit Support Notes (cont)

**Unit title:** Hospitality Industry (SCQF level 6)

Lecturers/teachers should ensure that they maintain their industry knowledge in order to be able to fully explore the trends affecting the industry. A varied range of trends should be discussed, not just food, this could include trends in:

- ◆ Both alcoholic and non-alcoholic drinks
- ◆ Accommodation
- ◆ Use of social media and other technology based communications
- ◆ Employment and employee expectations, for example:
  - Work/life balance
  - Career aspirations
  - Remuneration

Examples of sociological trends could include:

- ◆ Increased awareness of health and wellbeing
- ◆ Social responsibility (ethically produced products, sustainability)

Examples of economic trends could include:

- ◆ Employment levels/workforce availability
- ◆ Cost of resources
- ◆ Customer's disposable income

Examples of technological trends could include:

- ◆ Virtual reality
- ◆ Service automation (customer journey starts and ends online)
- ◆ Guest apps

When exploring the key legislative requirements, the emphasis should be on the importance for business to understand their responsibilities under the legislation to be able to operate legally.

It is not intended that learners have an in depth knowledge of each item of legislation/regulation that relates to hospitality businesses, but they should know about the key aspects of the legislation/regulation and the impact this has on the operation of the business.

The impact of legislation; how businesses can adapt and the consequences of non-compliance should be considered, for example:

- ◆ Requirement to make structural changes
- ◆ Costs to the business in terms of licences, etc
- ◆ Availability of appropriate resources
- ◆ Staffing requirements
- ◆ Staff training and development requirements
- ◆ Fines, reputational risk, etc from non-compliance

## **National Unit Support Notes (cont)**

**Unit title:** Hospitality Industry (SCQF level 6)

### **Guidance on approaches to delivery of this unit**

Lecturers/teachers should not only draw on their own knowledge and expertise of the hospitality industry when delivering this unit, but also the experiences of the learners.

This unit lends itself to research (in teams, groups, or individually) and presents opportunities to develop skills in research, working with others, problem solving, presentations and communication including the appropriate use of ICT.

Visits to industry, visiting speakers and guest lecturers will enhance the delivery of the unit and will help to put the learning into context.

### **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.

For Outcome 1, written/oral evidence is required to demonstrate the learners' knowledge and understanding of the affect that current trends have on the hospitality industry.

Assessment of this outcome could take the form of a research report, presentation or portfolio of evidence based on an individual business, a variety of business in a given area, or on trends as reported, for example, in trade press.

For Outcome 2, written/oral evidence is required to demonstrate the learners' knowledge and understanding the impact of the range of legislation/regulation affecting the industry.

Assessment of this outcome could take the form of a case study that requires the learner to compile a report, presentation, or portfolio of evidence covering an overview of the relevant items of legislation/regulation, how this affects a hospitality business and measures that can be taken to ensure compliance.

The evidence requirements are not looking for the legislation/regulation to be 'copied and pasted' into a report, instead demonstration, for example through a case study, of how each piece of legislation/regulation impacts on the business operation in general terms of compliance, training and staff development requirements, availability of appropriate resources, consequences of non-compliance, etc.

## **National Unit Support Notes (cont)**

**Unit title:** Hospitality Industry (SCQF level 6)

### **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](http://www.sqa.org.uk/e-assessment).

### **Opportunities for developing Core and other essential skills**

#### ***Information and Communication Technology: Accessing Information at SCQF level 4***

Learners are likely to use the internet to investigate the current trends in the hospitality industry and how they impact on business operations. Learners may also use online sources to research key legislative requirements that relate to the industry and the measures business can take to ensure compliance; therefore, they will be demonstrating the Core Skill component of Accessing Information level 4.

#### ***Information and Communication Technology: Providing/Creating Information at SCQF level 4***

Learners are likely to use ICT independently and effectively to gather and present information on both the trends that impact on hospitality businesses as well as the key legislative requirements that the hospitality industry operates under. In doing so, they will be demonstrating the Core Skill component of Providing and Creating Information level 4.

#### ***Problem Solving: Critical Thinking at SCQF level 5***

For both outcomes, learners are required to gather and present information on current trends, describe the impact of these on hospitality businesses and explain how businesses can adapt to changing demands. In addition, learners are required to review a range of complex legislative requirements, describe the impact the legislation and measures that businesses can take to ensure compliance. In doing these tasks learners will be demonstrating the Core Skill component of Critical Thinking at SCQF level 4.

The Critical Thinking component of Problem Solving at SCQF level 5 is embedded in this unit. When a learner achieves the unit, their Core Skills profile will also be updated to include this component.



## History of changes to unit

Version	Description of change	Date
02	Core Skills Component Critical Thinking at SCQF level 5 embedded.	17/5/19

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## General information for learners

### Unit title: Hospitality Industry (SCQF level 6)

This section will help you decide whether this is the unit for you by explaining what the unit is about, what you should know or be able to do before you start, what you will need to do during the unit and opportunities for further learning and employment.

This unit is designed to develop your knowledge and understanding of how businesses in the hospitality industry operate. In particular, this unit focuses on:

- ◆ Current trends and how the industry is adapting to meet the ever-changing demands of customers
- ◆ The key legislative requirements that hospitality businesses must comply with to operate legally (this excluding food hygiene regulations)

You do not have to have any previous experience to be able to undertake this unit.

The assessments for this unit will test your knowledge and understanding of the impact of current trends and legislative requirements on how businesses within the hospitality industry operate. The assessments are likely to take the form of reports and presentations of portfolios of evidence.

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

- ◆ *Information and Communication Technology: Accessing Information* at SCQF level 4
- ◆ *Information and Communication Technology: Providing/Creating Information* at SCQF level 4
- ◆ *Problem Solving: Critical Thinking* at SCQF level 5

On completion of this unit you will be able to progress to other units/qualifications within the hospitality suite.

The Critical Thinking component of Problem Solving at SCQF level 5 is embedded in this unit. When a learner achieves the unit, their Core Skills profile will also be updated to include this component.