

National Unit Specification

General information

Unit title: Function Waiting (SCQF level 5)

Unit code: J1SE 45

Superclass: NB

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Source: Scottish Qualifications Authority

Version: 01

Unit purpose

This unit is designed to develop an understanding of the skills associated with function waiting. Learners will find out about the different types of function/event involving the service of food and beverages offered by organisations in the hospitality industry.

Learners will also participate in the organisation, running and evaluation of a small-scale function involving the provision of a food and beverage service.

This unit is also part of a progressive suite of units at SCQF levels 5, 6 and 7 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 different types of function that involve a food and beverage service element.
- 2 Contribute to the organisation and delivery of a function.
- 3 Participate in the review of a function.

Credit points and level

1 National Unit credit at SCQF level 5: (6 SCQF credit points at SCQF level 5)

National Unit specification: General information (cont)

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Recommended entry to the unit

At the discretion of the centre. However, it would be advantageous if the learner had food and beverage service skills, this could be evidenced by completion of the unit *Food and Beverage Operations* at SCQF level 5. Good communication and customer care skills would also be beneficial.

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the support notes for this unit specification.

There is no automatic certification of Core Skills or Core Skill components in this unit.

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.

Delivery of this unit should be based on a real or realistic 'live' brief for a function or event. Ideally the learners would have the opportunity to meet with a 'customer' who is requesting a function or small event (this could be a dinner, lunch, buffet, breakfast meeting, celebration of some sort, Burns Supper, etc) and should be delivered in an appropriate location such as a training restaurant. The function or event must include the service of food and beverages, and could include other elements such as entertainment, conference/meeting, presentations, etc.

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 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.

National Unit specification: Statement of standards

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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

Investigate different types of function that involve a food and beverage service element.

Performance criteria

- (a) Identify different types of function involving a food and beverage service element
- (b) Identify the facilities/services required to provide different types of function
- (c) Describe the key features and running order of different types of function

Outcome 2

Contribute to the organisation and delivery of a function.

Performance criteria

- (a) Participate in team briefing and agree allocation of tasks
- (b) Carry out allocated role effectively
- (c) Interact with those attending the function in a professional and helpful manner
- (d) Gather and record feedback from those attending the function
- (e) Comply with all legislative requirements as appropriate

Outcome 3

Participate in the review of a function.

Performance criteria

- (a) Participate in team debrief
- (b) Identify areas for improvement in the running of the function

National Unit specification: Statement of standards (cont)

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Evidence requirements for this unit

Evidence is required to demonstrate that learners have achieved all outcomes and Performance Criteria (PC). Both performance and knowledge (written/oral) evidence is required for this unit.

Outcome 1 — Written/oral evidence

Learners are required to:

- ◆ Identify three different types of function that involve a food and beverage service element
- ◆ Identify the facilities/services required to provide each of the functions identified
- ◆ Describe the key features and running orders for each function

Outcome 2 — Performance evidence

Learners are required to demonstrate that they can contribute to the organisation and delivery of a function which should include:

- ◆ Participation in team briefing and agreeing the allocation of tasks
- ◆ Arriving on time and dressed appropriately for their role for in the function
- ◆ Carrying out their role as agreed
- ◆ Interacting with those attending the function in a professional and helpful manner
- ◆ Gathering and recording feedback from those attending the function
- ◆ Complying with all legislative requirements as appropriate:
 - Food hygiene
 - Health and safety
 - Alcohol licensing
- ◆ Demonstrating effective team working skills

Outcome 3 — Performance and written/oral evidence

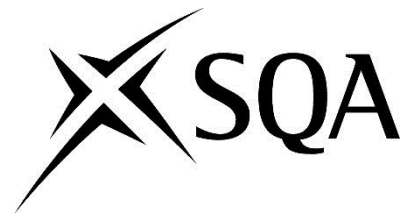
Learners are required to:

- ◆ Participate in the team debrief
- ◆ Take account of feedback from others as part of the review
- ◆ Identify the strengths and weakness of their own contribution on the how the function was run
- ◆ Identify areas that could have been improved in the running of the function

Performance evidence must be generated in a real or realistic working environment such as a training restaurant.

There should be evidence to show that each learner can work effectively as an individual and as part of a team.

An assessor observation checklist should be completed for each learner and retained as evidence of performance.



National Unit Support Notes

Unit title: Function Waiting (SCQF level 5)

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 should be based on a real or realistic 'live' brief for a function or event. Ideally, learners would have the opportunity to meet with a 'customer' who is requesting a function or small event (this could be a dinner, lunch, buffet, breakfast meeting, celebration of some sort, Burns Supper, etc) and should be delivered in an appropriate location such as a training restaurant. The function or event must include the service of food and beverages, and could include other elements such as entertainment, conference/meeting, presentations, etc.

The following should be covered for the whole unit:

Function

- ◆ Includes food and beverage services
- ◆ Should have at least 25 guests
- ◆ Could cover breakfast, lunch, dinner, buffet, afternoon tea, etc
- ◆ Could have a theme eg, Burns Supper, charity fund raising event, business breakfast, conference or seminar, etc

Range of facilities/services

- ◆ Space/rooms
- ◆ Furniture
- ◆ Personnel (waiting staff, hosts, co-ordinator)
- ◆ Food
- ◆ Beverages (alcoholic or non-alcoholic, hot or cold)
- ◆ Entertainment
- ◆ Public address (PA) systems
- ◆ Enhancements (flowers, decorations, theming resources, music, etc) as appropriate for the brief
- ◆ Other services (presentation facilities, PA systems, etc)

Agreed role

- ◆ Food and/or beverages service
- ◆ Dish washing
- ◆ Host/welcome/greeter/MC
- ◆ Set up and clear down
- ◆ Other roles as appropriate

National Unit Support Notes (cont)

Unit title: Function Waiting (SCQF level 5)

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 the learners. This unit lends itself to group work 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 delivery of the unit and will help the learners to put their learning into context.

The unit requires that learners work in groups to organise and run a function or small event. They are also required to evaluate their own contribution and that of their team. This evaluation of performance is designed to develop the learner's skills on giving and receiving constructive feedback, as would be common in a workplace, and to develop an appropriate level of self-reflection.

The brief given to the group could be a tutor developed brief, a realistic 'live' brief where the tutor (or another appropriate person) acts as the client/customer requesting the function or small event, or could be a live brief where the learner group meets with a 'live' customer.

Care needs to be exercised by the tutor to ensure that the brief meets the performance criteria and evidence requirements of the unit, but is also achievable within the skill level of the learners and the resources available or that can readily be sourced.

Tutors should support the learners to develop the appropriate skills and knowledge in order to meet a request from a client/customer. Tutors may need to explain how different types of function/event are serviced (eg, running order of a wedding, Burns Supper, etc).

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.

Outcome 1 — Written/oral evidence. This could take the form of a portfolio of evidence or a presentation.

Outcome 2 — Performance evidence. This should be generated in a real, realistic working or training environment. Evidence of performance could be recorded using an assessor observation checklist for each learner.

Outcome 3 — Performance and written/oral evidence. This could be generated using questioning, through tutor observation and recording of team discussions, by learner reflective account included within a portfolio of evidence, or through a presentation by the learner(s).

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.

National Unit Support Notes (cont)

Unit title: Function Waiting (SCQF level 5)

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

Communication: Oral Communication at SCQF level 4

For Outcomes 2 and 3, learners are required to work as part of a team to prepare for and run a hospitality function. They will work together to plan the running order of the function and allocate tasks. They will also interact with customers during the running of the event and gather and record feedback. Therefore, they will be demonstrating the Core Skill component of Oral Communication at SCQF level 4.

Information and Communication Technology: Accessing Information at SCQF level 4

Learners are likely to use the internet to investigate different types of function/small events offered by a range of hospitality businesses. Therefore, they will be demonstrating the Core Skill component of Accessing Information level 4.

Problem Solving: Critical Thinking at SCQF level 5

For all outcomes, learners are required to investigate the specific requirements for three different private functions. They will then apply their knowledge during practical activities to prepare for and run a function (eg, planning the running order of the function, allocating tasks, carrying out allocated tasks, etc). Learners will also need to comply with legislation (eg, food hygiene, health and safety, alcohol licensing). In completing the tasks for this unit, learners will be demonstrating the Core Skill component of Critical Thinking at SCQF level 5.

Problem Solving: Planning and Organising at SCQF level 5

For Outcome 2, learners are required to prepare for and deliver a hospitality function (eg, planning the running order, agreeing and allocation tasks, etc); therefore, they will be demonstrating the Core Skill component of Planning and Organising at SCQF level 5.

National Unit Support Notes (cont)

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Problem Solving: Reviewing and Evaluating at SCQF level 5

For Outcome 2, learners are required to gather and record feedback from customers, Then for Outcome 3, they will take account of feedback from others, identify their own strengths and weaknesses and identify areas for improvement in running of a function. Therefore, they will demonstrating the Core Skill component of Planning and Organising at SCQF level 5.

Working with Others: Working Co-operatively with Others at SCQF level 5

For Outcomes 2 and 3, as learners are required to work as a member a team to prepare for and run a function they will be demonstrating the Core Skill component of Working Co-operatively with Others at SCQF level 5. The will participate in a team briefing to agree the allocation of tasks; they will also interact with customers during the running of a function. Finally they will participate in a team debrief and take account of feedback from others in order to identify areas for improvement.

History of changes to unit

Version	Description of change	Date

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General information for learners

Unit title: Function Waiting (SCQF level 5)

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 understanding of the skills associated with function waiting. You will find out about the different types of function/event involving the service of food and beverages offered by organisations in the hospitality industry.

You will also participate in the organisation, running and evaluation of a small-scale function involving the provision of a food and beverage service. You will work as part of a team and participate in all of the elements of a function or event. You will have the opportunity to develop skills such as contributing constructively to group discussions, contributing to the provision of food and beverage service, and following legislative requirements such as food hygiene, health and safety, and licencing laws as appropriate.

It would be beneficial if you have completed the unit *Food and Beverage Operations at SCQF level 5* or have relevant experience before undertaking this unit. Good communication and customer care skills would also be beneficial.

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

- ◆ *Communication: Oral Communication at SCQF level 4*
- ◆ *Information and Communication Technology: Accessing Information at SCQF level 4*
- ◆ *Problem Solving: Critical Thinking at SCQF level 5*
- ◆ *Problem Solving: Planning and Organising at SCQF level 5*
- ◆ *Problem Solving: Reviewing and Evaluating at SCQF level 5*
- ◆ *Working with Others: Working Co-operatively with Others at SCQF level 5*

On completion of this unit, you could progress to other units in hospitality at SCQF levels 5/6 and/or seek employment in the industry.