National Unit Specification

General information

Unit title: Hospitality Administration (SCQF level 5)

Unit code: J1WG 45

Superclass:	ND
Publication date:	April 2019
Source:	Scottish Qualifications Authority
Version:	01

Unit purpose

This unit aims to introduce and establish an awareness of some administrative procedures that are used within different hospitality establishments.

Learners will develop knowledge and skills to enable them to prepare various types of business correspondence; be able to control the stock within a hospitality department and operate a petty cash system.

This unit is available as an option in the National Progression Awards (NPA) in Hospitality at SCQF levels 5 and 6 and the National Certificates (NC) in Hospitality Operations at SCQF levels 5 and 6, but can also be delivered as a freestanding unit.

Outcomes

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

1 Prepare business correspondence electronically.
2 Identify procedures used for the control of stock within a hospitality department.
3 Operate a petty cash system.

Credit points and level

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

Recommended entry to the unit

While entry is at the discretion of the centre, learners will benefit from having good ICT and communication skills.

National Unit Specification: General information (cont)

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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.

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

Prepare business correspondence electronically.

Performance criteria

(a) E-mails are written using the correct etiquette
(b) A standard business document is prepared accurately
(c) A reply to an online message is written appropriately

Outcome 2

Identify procedures used for the control of stock within a hospitality department.

Performance criteria

(a) Procedures for completing a simple stock take within a specific hospitality department are correctly stated
(b) Procedures for ordering, receiving and storing stock items within a department are correctly identified
(c) Documentation supporting the stock control system is accurately prepared

Outcome 3

Operate a petty cash system.

Performance criteria

(a) Procedures for operating a petty cash system are correctly stated
(b) Petty cash vouchers are accurately prepared
(c) Petty cash transactions are correctly recorded on a petty cash summary sheet

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.

The evidence should be generated by the learner at appropriate points throughout the unit and will consist of performance and written/oral evidence.

Outcome 1 — Performance evidence

Learners are required to demonstrate their ability to produce:

♦   Two business e-mails written correctly using appropriate language
♦   A standard business document prepared accurately with no mistakes
♦   A reply to an online message written using appropriate language

Evidence should be gathered in supervised conditions at an appropriate point in the unit.

Outcome 2 — Written/oral evidence

Learners are required to:

♦   State the correct procedures for completing a simple stocktake within a specific hospitality department
♦   Identify the correct procedures for ordering, receiving and storing stock items
♦   Prepare a simple requisition form and stock sheet accurately

Evidence should be gathered in supervised conditions at an appropriate point in the unit.

Outcome 3 — Written/oral evidence

Learners are required to:

♦   State the correct procedures for operating a petty cash system
♦   Prepare four petty cash vouchers accurately
♦   Record petty cash transactions on a petty cash summary form correctly

Evidence should be gathered in supervised conditions at an appropriate point in the unit.

National Unit Support Notes

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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 provides the learners with skills and knowledge necessary to prepare business correspondence; operate stock control at a departmental level and deal with the operation of a petty cash system within a hospitality environment.

Learners will undertake a series of administrative tasks completed within a hospitality context. Technology can be used to complete these tasks, however some do not need the use of technology and this can be up to the discretion of the centre completing the unit.

Outcome 1

Learners should be introduced to the use of electronic correspondence within a hospitality environment. This could include e-mailing, social media correspondence and messaging. Learners should be able to write and send electronic correspondence ensuring that the correct language is used; the correspondence is sent to the correct recipients in the correct manner and that it conforms to online etiquette.

Learners should be able to prepare standard business documents used in hospitality establishments. They should be introduced to different types of business documents such as a guest welcome letter, a reservation confirmation letter, a daily menu, staff rota or an event information sheet using a word processing package. The overall layout of the document should reflect its usage and should be free from mistakes and use standard word processing functions.

Learners should identify where online messages can come from eg, social media such as Facebook, Twitter or other platforms such as the company's own website, third party sites such as TripAdvisor and other hospitality review sites and look at both positive and negative reviews. Learners should be shown how to compose replies to the feedback given using appropriate language and the correct format.

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Outcome 2

Learners should be consider how stock is managed and controlled in a departmental context. They could consider the stock in a restaurant, kitchen, bar, housekeeping, or reception area. Learners will need to know the stages in the stocktaking process and what system the department uses for stocktaking ie, weekly, monthly. They should be aware of the different ways to issue stock eg, requisition, set amount, topping up, clean for dirty and that the system should be appropriate to the stock items issued. When receiving the items, learners must know what to check for, in terms of what they have ordered ie, quality, quantity and correct brands. Then they need to know how to store the items to make sure that they are effectively and efficiently utilised eg, Last In First Out (LIFO)/First In First Out (FIFO). Learners should be able to complete the documentation required for the control of stock such as requisitions, stock cards, and stocktaking sheets. It would be advantageous if learners were to practically see a stocktaking system in action such as in their training restaurant in respect of crockery, cutlery and glassware, in a bar considering beverages or in a kitchen looking at food stocktaking.

Outcome 3

Learners should be aware of the reasons for having a petty cash system in a hospitality business and the procedures to use that allow the system to be effective including recording petty cash transactions. They should know what items petty cash is normally used for; the ceiling limits for petty cash purchases and who is allowed to authorise petty cash within the department. Learners should be able complete petty cash vouchers accurately and record correctly any petty cash transactions in a petty cash summary sheet for a period of time.

Guidance on approaches to delivery of this unit

The learning and teaching approaches should allow outcomes to be achieved in a learner-centered, participative and practical manner. Theoretical aspects should be covered before any practical activities.

Theoretical aspects of the unit may be delivered through discussions, question and answer sessions, pictorial and diagrammatical illustrations, e-learning, internet research, audio visual aids, textbooks, or any other appropriate teaching material. It would be advantageous for learners to have industry speakers and visits to provide knowledge of current practices and to see the relevance of the subject matter to the hospitality industry.

The practical exercises should be teacher/lecturer-led and should be clearly explained, demonstrated and thoroughly understood before the commencement of the exercise. Practical activities could be carried in the centres' training restaurants, kitchens or other practical areas so that learners can see such aspects as electronic correspondence and responses, business documents, stocktaking and petty cash systems actually being used.

Practical work may be carried out individually or in groups. However, learners must be able to generate their own evidence. Activities undertaken should allow the learners to integrate theoretical knowledge with practical exercises. Practical aspects of the unit such as completion of documents can be done either manually or using software packages such as word processing and spreadsheet packages. In some cases technology must be used but in others it is not necessary.

National Unit Support Notes

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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.

Outcome 1

As this is a practical assessment, an evidence folio could be created of learners' work. This could be paper based or an e-portfolio of the e-mails written, the business document created and the reply to social media communication. This should be completed under open-book supervised conditions.

Outcomes 2 and 3

In both these outcomes, structured questions could be used to state or identify procedures for stocktaking and petty cash systems as well as the completion of the documents required for these procedures. Other forms of assessment such as restricted responses questions, multiple-response questions, and multiple-choice questions could also be used. This should be completed under open-book supervised conditions.

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

For Outcome 1, as learners are required to produce business e-mails, prepare electronic business documents with accuracy, and respond to online communications using appropriate language, they will be demonstrating the following Core Skills components:

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

In addition, for Outcomes 2 and 3, as learners are required to identify stocktaking procedures, operate a petty cash system and complete relevant documentation, they will be demonstrating the *Problem Solving*: Critical Thinking at SCQF level 4.

Learners will also enhance their employability skills by being able to undertake common administrative tasks as utilised in all hospitality establishments to industry standards.

History of changes to unit

Version	Description of change	Date

General information for learners

Unit title: Hospitality Administration (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 looks at administrative tasks that you may undertake if you work in a hospitality establishment. You require no prior knowledge of this subject but the knowledge and skills gained will help you in any hospitality position you may undertake in the future, as these skills are used in every area of the hospitality industry.

You will develop knowledge and skills to enable you to prepare various types of business correspondence, respond to online messages; be able to control the stock within a hospitality department and operate a petty cash system.

You will be expected to complete three assessments for this unit; these will be completed at various points through the unit. There will be one practical assessment looking at electronic correspondence and two assessments of structured questions involving stocktaking and petty cash systems where you will answer questions and complete related documents.

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

♦ *Communication*: Written Communication at SCQF level 4
♦ *Information and Communication Technology*: Providing/Creating Information at SCQF level 4
♦ *Problem Solving*: Critical Thinking at SCQF level 4
♦ *Working with Others*: Working Co-operatively with Others at SCQF level 4

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