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| **Core Skills Signposting:** | HOSPITALITY NOS UNITS 2016 |
| **Sector:**  | Hospitality |
| **Qualification Titles:** | SVQ Beverage Service at SCQF level 5 SVQ Food and Beverage Service at SCQF level 5 SVQ Food Production at SCQF level 5 SVQ Hospitality Services at SCQF level 4 SVQ Hospitality Services at SCQF level 5 SVQ Hospitality Supervision and Leadership at SCQF level 7 SVQ Kitchen Services at SCQF level 5 SVQ Professional Cookery at SCQF level 4 SVQ Professional Cookery at SCQF level 5 SVQ Professional Cookery at SCQF level 6 SVQ Professional Cookery at SCQF level 7  |
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| **Developed by:**  | People 1st |
| **Approved by ACG:**  | 1 March 2017 |
| **Version:**  | 1 |

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| **HOSPITALITY NOS UNITS 2016 - Core Skills Signposting** |
|  | **Core Skills signposting** |
| **SSC CODE** | **NOS UNIT TITLE (2016)** | **Communication** | **Numeracy** | **ICT** | **Problem Solving** | **Working with others** |
| **Generic Units** |
| PPL1GEN1 | Maintain health and safety in hospitality | SCQF3 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL1GEN2 | Maintain excellent standards of personal behaviour in hospitality | SCQF3 |   | SCQF3 |   | SCQF3 |
| PPL1GEN3 | Maintain customer care | SCQF4 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL1GEN4 | Work effectively as part of a hospitality team | SCQF4 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL1GEN5 | Clean and store crockery and cutlery | SCQF3 | SCQF3 |   | SCQF3 |   |
| PPL2GEN1 | Impact of personal behaviour in hospitality | SCQF4 |   | SCQF3 | SCQF3 | SCQF4 |
| PPL2GEN2 | Order stock | SCQF4 | SCQF3 | SCQF3 | SCQF3 | SCQF4 |
| PPL2GEN3 | Maintain and handle knives | SCQF3 |   |   | SCQF3 | SCQF3 |
| PPL2GEN4 | Maintain food safety in a kitchen environment | SCQF4 | SCQF4 |   | SCQF4 | SCQF4 |
| PPL2GEN5 | Maintain food safety in a hospitality environment | SCQF4 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2GEN6 | Minimise the risk of allergens to customers | SCQF5 | SCQF4 |   | SCQF3 | SCQF4 |
| PPL2GEN7 | Resolve customer service problems | SCQF5 |   |   | SCQF4 | SCQF5 |
| PPL2GEN8 | Promote additional services or products to customers | SCQF4 |   | SCQF3 |   | SCQF4 |
| PPL2GEN9 | Deal with customers across a language divide | SCQF4 |   |   | SCQF3 | SCQF4 |
| PPL2GEN10 | Deal with customers across a cultural divide | SCQF4 |   |   | SCQF3 | SCQF4 |
| PPL2GEN11 | Maintain customer service through effective handover | SCQF4 |   |   | SCQF3 | SCQF4 |
| PPL2GEN12 | Maintain and deal with payments | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2GEN13 | Use social media in hospitality | SCQF4 |   | SCQF3 | SCQF3 | SCQF3 |
| PPL2GEN14 | Complete kitchen documentation | SCQF4 | SCQF4 | SCQF4 | SCQF3 |   |
| PPL2GEN15 | Set up and close kitchen | SCQF4 | SCQF4 | SCQF3 | SCQF3 | SCQF4 |
| **Front of House Reception Units** |
| PPL1FOH1 | Process information for the reception function | SCQF3 | SCQF3 | SCQF3 | SCQF3 | SCQF3 |
| PPL1FOH2 | Assist in handling mail | SCQF3 |   |   | SCQF3 | SCQF3 |
| PPL1FOH3 | Communicate information in a business environment | SCQF4 |   | SCQF3 | SCQF3 | SCQF4 |
| PPL1FOH4 | Make and receive telephone calls | SCQF3 |   |   | SCQF3 | SCQF3 |
| PPL1FOH5 | Receive, move and store customer and organisation property | SCQF3 | SCQF3 | SCQF3 | SCQF3 | SCQF3 |
| PPL1FOH6 | Service public areas at front of house | SCQF3 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL1FOH7 | Collect and deliver items for customers and staff | SCQF3 | SCQF3 | SCQF3 | SCQF3 | SCQF3 |
| PPL1FOH8 | Prepare, service and clear meeting and conference rooms | SCQF3 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL1FOH9 | Use a filing system | SCQF3 | SCQF3 | SCQF3 | SCQF3 |   |
| PPL1FOH10 | Contribute to solving business problems | SCQF4 |   |   | SCQF4 | SCQF4 |
| PPL2FOH1 | Deal with communications as part of the reception function | SCQF4 | SCQF3 | SCQF3 | SCQF3 | SCQF3 |
| PPL2FOH2 | Deal with the arrival of customers | SCQF3 | SCQF3 | SCQF3 | SCQF3 | SCQF3 |
| PPL2FOH3 | Deal with bookings | SCQF4 | SCQF3 | SCQF4 | SCQF3 | SCQF3 |
| PPL2FOH4 | Prepare customer accounts and deal with departures | SCQF3 | SCQF3 | SCQF4 | SCQF3 | SCQF3 |
| PPL2FOH5 | Produce documents in a business environment | SCQF3 | SCQF3 | SCQF3 |   |   |
| PPL2FOH6 | Use office equipment | SCQF3 |   | SCQF3 | SCQF3 |   |
| PPL2FOH7 | Communicate in a business environment | SCQF4 |   | SCQF3 | SCQF3 | SCQF4 |
| PPL2FOH8 | Handle customer communications and book external services | SCQF4 |   | SCQF3 | SCQF4 | SCQF4 |
| PPL2FOH9 | Provide reception services | SCQF4 |   | SCQF3 | SCQF3 | SCQF3 |
| PPL2FOH10 | Store and retrieve information | SCQF3 | SCQF3 | SCQF3 | SCQF3 |   |
| PPL2FOH11 | Provide tourism information services to customers | SCQF4 | SCQF3 | SCQF3 | SCQF3 | SCQF3 |
| **Accommodation / Housekeeping Units** |
| PPL1HK1 | Collect linen and make beds | SCQF3 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL1HK2 | Clean windows from the inside | SCQF3 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL1HK3 | Help to service toilets and bathrooms | SCQF3 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL1HK4 | Help to clean and maintain furnished areas | SCQF3 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL1HK5 | Work individually and follow reporting procedures in a cleaning environment | SCQF4 | SCQF3 |   | SCQF3 |   |
| PPL2HK1 | Clean and service a range of areas | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2HK2 | Work using different chemicals, liquids and equipment | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2HK3 | Maintain housekeeping supplies | SCQF3 | SCQF3 | SCQF3 | SCQF4 | SCQF4 |
| PPL2HK4 | Clean, maintain and protect hard floors | SCQF3 | SCQF3 |   | SCQF4 | SCQF3 |
| PPL2HK5 | Clean and maintain soft floors and furnishings | SCQF3 | SCQF3 |   | SCQF4 | SCQF3 |
| PPL2HK6 | Provide a linen service | SCQF3 | SCQF3 | SCQF3 | SCQF4 | SCQF4 |
| PPL2HK7 | Carry out periodic room servicing and deep cleaning | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| **Food and Beverage Service Units** |
| PPL1FBS1 | Prepare and clear areas for food and beverage service | SCQF3 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL1FBS2 | Provide a food and beverage service | SCQF3 | SCQF3 |   | SCQF3 | SCQF3 |
| PPL2FBS1 | Prepare and clear the bar area | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS2 | Serve alcoholic and soft drinks | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS3 | Prepare and serve cocktails ( mixology ) | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS4 | Prepare and serve beer / cider | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS5 | Prepare and serve wine | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS6 | Maintain cellars and kegs | SCQF3 | SCQF3 |   | SCQF4 | SCQF3 |
| PPL2FBS7 | Clean drink dispense lines | SCQF3 | SCQF3 |   | SCQF4 | SCQF3 |
| PPL2FBS8 | Prepare and serve dispensed and instant hot drinks | SCQF3 | SCQF3 |   | SCQF4 | SCQF3 |
| PPL2FBS9 | Set up a specialist coffee station | SCQF3 | SCQF3 |   | SCQF4 |   |
| PPL2FBS10 | Prepare and serve beverages from a specialist coffee station | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS11 | Clean and close a specialist coffee station | SCQF3 | SCQF3 |   | SCQF4 |   |
| PPL2FBS12 | Receive, store and issue drinks stock | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS13 | Prepare and clear areas for table service | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS14 | Serve food at table ( formal dining ) | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS15 | Serve food at table ( casual dining ) | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS16 | Provide a silver service | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS17 | Provide a buffet service | SCQF3 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS18 | Convert an area for dining | SCQF4 | SCQF3 |   | SCQF4 | SCQF4 |
| PPL2FBS19 | Promote new menu items | SCQF4 |   |   |   | SCQF3 |
| **Food Production Units** |
| PPL1PRD1 | Prepare hot and cold sandwiches | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PRD2 | Produce basic egg dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL1PRD3 | Maintain an efficient use of resources in the kitchen | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PRD4 | Prepare meals for distribution | SCQF4 | SCQF4 | SCQF3 | SCQF4 | SCQF4 |
| PPL1PRD5 | Prepare meals to meet relevant nutritional standards set for school meals | SCQF4 | SCQF4 | SCQF3 | SCQF3 | SCQF4 |
| PPL1PRD6 | Present menu items according to brand / organisation standards | SCQF4 | SCQF4 |   | SCQF3 | SCQF4 |
| PPL1PRD7 | Assemble meals for distribution via conveyor belt | SCQF3 | SCQF3 |   | SCQF4 | SCQF3 |
| PPL2PRD1 | Produce basic fish dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD2 | Produce basic meat dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD3 | Produce basic poultry dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD4 | Produce basic vegetable dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD5 | Cook-chill food | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL2PRD6 | Cook-freeze food | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL2PRD7 | Produce basic hot sauces | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD8 | Produce basic cereal, pulse and grain dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD9 | Produce basic pasta dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD10 | Produce cold starters and salads | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL2PRD11 | Produce basic bread and dough products | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD12 | Produce basic pastry products | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD13 | Produce basic cakes, sponges and scones | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD14 | Produce basic cold and hot desserts | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD15 | Produce flour, dough and tray baked products | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL2PRD16 | Produce products from pre-mixed ingredients | SCQF3 | SCQF4 |   | SCQF4 |   |
| PPL2PRD17 | Modify dishes to meet the specific nutritional needs of individuals | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD18 | Prepare, operate and clean specialist equipment | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PRD19 | Maintain an efficient use of food resources | SCQF4 | SCQF3 |   | SCQF4 |   |
| PPL2PRD20 | Liaise with care team to ensure that individuals’ nutritional needs are met | SCQF4 | SCQF4 | SCQF3 | SCQF3 | SCQF4 |
| **Professional Cookery Units** |
| PPL1PC1 | Prepare vegetables | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC2 | Cook vegetables | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC3 | Prepare and cook fish | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC4 | Prepare and cook meat and poultry | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC5 | Prepare and finish simple salad and fruit dishes | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC6 | Prepare and cook rice | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC7 | Prepare and cook pasta | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC8 | Prepare and cook pulses | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC9 | Prepare and cook grain | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC10 | Prepare and cook vegetable protein | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC11 | Prepare and cook eggs | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC12 | Cook and finish simple bread and dough products | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL1PC13 | Package food for delivery | SCQF4 | SCQF4 |   | SCQF3 |   |
| PPL2PC1 | Prepare vegetables for basic dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC2 | Cook and finish basic vegetable dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC3 | Prepare fish for basic dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC4 | Cook and finish basic fish dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC5 | Prepare shellfish for basic dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC6 | Cook and finish basic shellfish dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC7 | Prepare meat for basic dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC8 | Cook and finish basic meat dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC9 | Prepare poultry for basic dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC10 | Cook and finish basic poultry dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC11 | Prepare game for basic dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC12 | Cook and finish basic game dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC13 | Prepare offal for basic dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC14 | Cook and finish basic offal dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC15 | Make basic stocks | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC16 | Prepare, cook and finish basic hot sauces | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC17 | Prepare, cook and finish basic soups | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC18 | Prepare, cook and finish basic rice dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC19 | Prepare, cook and finish basic pasta dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC20 | Prepare, cook and finish basic pulse dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC21 | Prepare, cook and finish basic vegetable protein dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC22 | Prepare, cook and finish basic egg dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC23 | Prepare, cook and finish basic bread and dough droducts | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC24 | Prepare, cook and finish basic pastry products | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC25 | Prepare, cook and finish basic cakes, sponges, biscuits and scones | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC26 | Prepare, cook and finish basic grain dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC27 | Prepare, cook and finish basic cold and hot desserts | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC28 | Prepare and present food for cold presentation | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC29 | Prepare, cook and finish dim sum | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC30 | Prepare, cook and finish noodle dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC31 | Prepare and cook food using a tandoor | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC32 | Process dried ingredients prior to cooking | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC33 | Prepare and mix spice and herb blends | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL2PC34 | Contribute to sustainable practice in kitchens | SCQF3 | SCQF3 |   | SCQF4 |   |
| PPL3PC1 | Cook and finish complex vegetarian dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC2 | Prepare fish for complex dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC3 | Cook and finish complex fish dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC4 | Prepare shellfish for complex dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC5 | Cook and finish complex shellfish dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC6 | Prepare meat for complex dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC7 | Cook and finish complex meat dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC8 | Prepare poultry for complex dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC9 | Cook and finish complex poultry dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC10 | Prepare game for complex dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC11 | Cook and finish complex game dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC12 | Prepare, cook and finish complex hot sauces | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC13 | Prepare, cook and finish complex soups | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC14 | Prepare, cook and finish fresh pasta dishes | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC15 | Prepare, cook and finish complex bread and dough products | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC16 | Prepare, cook and finish complex cakes, sponges, biscuits and scones | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC17 | Prepare, cook and finish complex pastry products | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC18 | Prepare, process and finish complex chocolate products | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC19 | Prepare, process and finish marzipan, pastillage and sugar products | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC20 | Prepare, cook and present complex cold products | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC21 | Prepare, finish and present canapés and cocktail products | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC22 | Prepare, cook and finish complex dressings and cold sauces | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC23 | Prepare, cook and finish complex hot desserts | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC24 | Prepare, cook and finish complex cold desserts | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC25 | Produce sauces, fillings and coatings for complex desserts | SCQF4 | SCQF4 |   | SCQF4 |   |
| PPL3PC26 | Maintain sustainable practice in commercial kitchens | SCQF5 | SCQF4 |   | SCQF5 | SCQF5 |
| **Hospitality Supervision and Leadership Units** |
| PPLHSL1 | Provide leadership for your team | SCQF5 |   |   | SCQF5 | SCQF6 |
| PPLHSL2 | Develop productive working relationships with colleagues | SCQF5 |   |   | SCQF5 | SCQF6 |
| PPLHSL3 | Contribute to the control of resources | SCQF6 | SCQF5 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL4 | Maintain the health, hygiene, safety and security of the working environment | SCQF6 |   |   | SCQF6 | SCQF6 |
| PPLHSL5 | Lead a team to improve customer service | SCQF5 |   |   | SCQF6 | SCQF6 |
| PPLHSL6 | Contribute to promoting hospitality services and products | SCQF6 | SCQF5 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL7 | Supervise food production operations | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL8 | Supervise functions | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL9 | Contribute to the development of recipes and menus | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL10 | Supervise food services | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL11 | Supervise drink services | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL12 | Supervise off-site food delivery services | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL13 | Supervise cellar and drink storage operations | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL14 | Manage the receipt, storage or dispatch of goods | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF5 |
| PPLHSL15 | Supervise the wine store / cellar and dispense counter | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL16 | Supervise vending services | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL17 | Supervise housekeeping services | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL18 | Supervise linen services | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL19 | Monitor and solve customer service problems | SCQF6 | SCQF5 |   | SCQF6 | SCQF6 |
| PPLHSL20 | Supervise portering and concierge services | SCQF6 | SCQF4 | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL21 | Supervise reception services | SCQF6 | SCQF4 | SCQF6 | SCQF6 | SCQF6 |
| PPLHSL22 | Supervise reservations and booking services | SCQF6 | SCQF4 | SCQF6 | SCQF6 | SCQF6 |
| PPLHSL23 | Improve the customer relationship | SCQF6 | SCQF4 |   | SCQF6 | SCQF6 |
| PPLHSL24 | Provide learning opportunities for colleagues | SCQF6 |   | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL25 | Support the use of technological equipment in hospitality services | SCQF6 | SCQF5 | SCQF6 | SCQF6 | SCQF6 |
| PPLHSL26 | Supervise practices for handling payments | SCQF5 | SCQF4 | SCQF5 | SCQF6 | SCQF6 |
| PPLHSL27 | Contribute to the development of a wine list | SCQF6 | SCQF4 | SCQF4 | SCQF5 | SCQF5 |
| PPLHSL28 | Manage the environmental impact of your work | SCQF6 |   | SCQF4 | SCQF6 | SCQF6 |
| PPLHSL29 | Contribute to the selection of staff for activities | SCQF6 | SCQF5 | SCQF4 | SCQF6 | SCQF5 |
| PPLHSL30 | Ensure food safety practices are followed in the preparation and serving of food and drink | SCQF6 | SCQF4 | SCQF5 | SCQF6 | SCQF6 |
| PPLHSL31 | Lead Meetings | SCQF5 |   |   |   | SCQF5 |