**Core Skills Signposting**

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| **Sector** | **Hospitality** |
| **Qualification Title** | **SVQ in Hospitality Management Skills at SCQF Level 8** |
| **Developed by** | **People 1st International** |
| **Approved by ACG** | **26 May 2020** |
| **Version** | **2** |

The following document identifies where the competencies described within each of the units, may also provide evidence towards relevant Core Skills. Where there is a relationship between the standard and the Core Skills, the SCQF Level for the Core Skill is indicated.

The approach for the signposting has been one where a judgement has been made as to whether a candidate may realistically be able to gather evidence towards either part or all of the relevant Core Skill. For example, in regards to Communication, most of the units have some level of coverage, however this is in terms of presenting an opportunity for communicating when reporting problems to the management team or a line manager etc. The five Core Skills are:

* Communication
* Numeracy
* Information and Communication Technology
* Working with others
* Problem Solving

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| **Ref no.** | **Title** | **Communication** | **Numeracy** | **Information and Communication Technology** | **Working with Others** | **Problem Solving** |
|  |  |  | - | - |  |  |
| 4GEN2 | Manage purchasing costs in hospitality | SCQF 6 | SCQF 6 | SCQF 6 | - | - |
| 4GEN3 | Manage payroll costs for your team | SCQF 6 | SCQF 6 | - | - | - |
| 4GEN4 | Manage rotas for your hospitality team | SCQF 6 | SCQF 5 | - | SCQF 5 | - |
| 4GEN5 | Obtain, analyse and implement customer feedback | SCQF 6 | - | - | SCQF 6 | SCQF 5 |
| 4GEN6 | Lead, manage and follow up the meeting process | SCQF 6 | - | - | SCQF 6 | - |
| 4GEN7 | Recruit and select hospitality staff | SCQF 6 | - | - | SCQF 6 | - |
| 4GEN8 | Manage the performance of teams and individuals | SCQF 6 | SCQF 5 | - | SCQF 6 | SCQF 6 |
| 4GEN9 | Contribute to the strategic goals of the organisation’s leadership team | SCQF 6 | - | SCQF 5 | SCQF 6 | SCQF 6 |
| 4GEN10 | Devise and implement training and development plans for your hospitality teams | SCQF 6 | - | \_ | SCQF 6 | SCQF 6 |
| 4GEN11 | Manage the use of the organisation's systems to meet operational needs | SCQF 6 | - | SCQF 6 | - | - |
| 4GEN12 | Determine market opportunities and plan the future provision of services | SCQF 6 | SCQF 5 | SCQF 6 | - | - |
| 4GEN13 | Maximise sales and profit | SCQF 6 | SCQF 6 | \_ | SCQF 5 | - |
| 4GEN14 | Manage operational aspects of refurbishment programmes | SCQF 6 | - | SCQF 5 | SCQF 6 | SCQF 5 |
| 4GEN15 | Initiate and manage supplier contracts | SCQF 6 | SCQF 6 | SCQF 5 | SCQF 6 | SCQF 5 |
| 4GEN16 | Manage a function | SCQF 6 | - | - | SCQF 6 | SCQF 5 |
| 4GEN17 | Comply with the relevant legislative and regulatory requirements in hospitality | SCQF 6 | - | SCQF 6 | SCQF 6 | SCQF 6 |
| **Kitchen Management Units** | | | | | | |
| 4KM31 | Participate in the design, implementation and monitoring of a kitchen food safety management system | SCQF 6 | - | - | SCQF 5 | SCQF 6 |
| 4KM32 | Develop and evolve dishes and recipes showing innovation and creativity | SCQF 6 | SCQF 5 | SCQF 6 | - | - |
| 4KM33 | Develop and deliver a menu which meets organisational standards and financial targets | SCQF 6 | SCQF 5 | SCQF 6 | - | SCQF 5 |
| 4KM34 | Manage the presentation and portion size of dishes in accordance with organisational standards | SCQF 5 | - | - | SCQF 5 | - |
| 4KM35 | Manage a team to prepare, cook and present food to organisational standards | SCQF 6 | - | - | SCQF 6 | SCQF 5 |
| 4KM36 | Investigate and apply current methodologies to food preparation and production | SCQF 6 | - | SCQF 6 | - | - |
| 4KM37 | Plan and design operational areas | SCQF 6 | - | SCQF 5 | - | SCQF 5 |
| 4GEN1 | Manage food safety in a professional kitchen | SCQF 6 |  |  | SCQF 5 | SCQF 5 |
| 4PC1 | Source fresh produce sustainably for use in a professional kitchen | SCQF 5 | - | - | - | SCQF 5 |
| 4PC2 | Design and produce complex innovative dishes in a professional kitchen | SCQF 5 | SCQF 5 | - | - | SCQF 6 |
| **Front of House Reception Units** | | | | | | |
| 4FOH41 | Manage customer profiles and recognition | SCQF 6 | SCQF 6 | SCQF 6 | - | - |
| 4FOH42 | Ensure statutory fire and other security procedures are in place and followed [team and whole establishment] | SCQF 6 | - | - | - | SCQF 6 |
| 4FOH43 | Manage arrivals and departures to deliver and maximise revenue potential | SCQF 6 | - | - | SCQF 5 | SCQF 5 |
| 4FOH44 | Manage billing and payment processes | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 5 | SCQF 5 |
| 4FOH45 | Manage front of house and guest relation services | SCQF 6 | - | - | SCQF 6 | SCQF 5 |
| 4FOH46 | Manage reservations systems | SCQF 6 | SCQF 6 | SCQF 6 | - | SCQF 5 |
| **Accommodation Management Units** | | | | | | |
| 4HK51 | Implement and manage housekeeping procedures | SCQF 6 | - | - | SCQF 6 | SCQF 5 |
| 4HK52 | Manage guest security and privacy in accordance with legislative and organisational procedures | SCQF 6 | - | SCQF 6 | SCQF 6 | SCQF 5 |
| 4HK53 | Manage room availability to maximise revenue potential | SCQF 6 | SCQF 5 | - | SCQF 5 | SCQF 5 |
| 4HK54 | Liaise with others to manage maintenance and repair work | SCQF 5 | SCQF 5 | - | - | SCQF 5 |
| 4HK55 | Manage additional services throughout the establishment | SCQF 6 | SCQF 5 | SCQF 5 | SCQF 6 | SCQF 5 |
| 4HK56 | Manage linen service to deliver a high-quality provision | SCQF 6 | - | - | - | - |
| 4HK57 | Manage the supply of uniforms and housekeeping of staff areas | SCQF 6 | - | - | - | - |
| **Food and Beverage Service Units** | | | | | | |
| 4FB61 | Ensure food and beverages are served to organisational standards | SCQF 6 | - | - | - | SCQF 5 |
| 4FB62 | Manage the organisation of the food and beverage service area | SCQF 5 | - | - | SCQF 5 | - |
| 4FB63 | Develop beverage lists to complement the menu | SCQF 6 | SCQF 5 | SCQF 6 | - | - |
| 4FB64 | Participate in the production and presentation of the menu | SCQF 6 | - | - | - | - |
| 4FB65 | Manage cellar operations | SCQF 6 | SCQF 5 | - | SCQF 6 | - |
| 4FB66 | Develop a team to provide enhanced levels of food and beverage service | SCQF 6 | - | - | SCQF 6 | SCQF 5 |

Imported Units

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| **Ref no.** | **Title** | **Communication** | **Numeracy** | **Information and Communication Technology** | **Working with Others** | **Problem Solving** |
| 4GEN18 | Manage physical resources (CfA M&LE8) | SCQF 5 | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 6 |
| 4GEN19 | Implement change (CfA M&LC6) | SCQF 6 | SCQF 5 | - | SCQF 6 | SCQF 6 |
| 4GEN20 | Manage your own resources and professional development (CfA M&LA2) | SCQF 5 | SCQF 5 | - | SCQF 5 | SCQF 5 |
| 4GEN21 | Initiate and follow grievance procedure (CfA M&LD15) | SCQF 5 | - | - | SCQF 5 | SCQF 5 |
| 4GEN22 | Initiate and follow disciplinary procedure (CfA M&LD14) | SCQF 5 | - | - | SCQF 5 | SCQF 5 |
| 4GEN23 | Manage finance for your area of responsibility (CfA M&LE2) | SCQF 6 | SCQF 6 | - | SCQF 6 | SCQF 6 |
| 4GEN24 | Handle referred customer complaints (CfA C8) | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 6 |
| 4GEN25 | Use customer service as a competitive tool (CfA A14) | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 6 |
| 4GEN26 | Organise the promotion of additional services or products to customers (CfA A15) | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 6 |
| 4GEN27 | Review the quality of customer service (CfA B14) | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 6 | SCQF 6 |
| CFAM& LBA7 | Promote equality of opportunity, diversity and inclusion | SCQF 5 | SCQF 5 | - | SCQF 5 | SCQF 5 |
| CFAM& LDC5 | Help individuals address problems affecting their performance | SCQF 4 | - | - | SCQF 5 | SCQF 4 |
| CFAM&LEB4 | Manage the environmental and social impacts of your work | SCQF 5 | - | - | SCQF 5 | SCQF 5 |
| CFAM& LDA3 | Induct individuals into their roles | SCQF 6 | SCQF 5 | - | SCQF 6 | SCQF 6 |
| CFAM& LDB9 | Promote staff wellbeing | SCQF 5 | - | - | SCQF 6 | SCQF 6 |
| CFAM& LDC3 | Mentor individuals | SCQF 5 | - | - | SCQF 5 | SCQF 5 |