

**GM2C 23 SVQ in Hospitality Supervision and Leadership at SCQF Level 7**

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| **To achieve this qualification candidates must complete eight units in total.**  **Four mandatory units and four optional units.** |

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| **Mandatory units: all four units required** | | | | |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| HK7N 04 | PPLHSL1 | Provide Leadership for Your Team | 6 | 4 |
| HK7M 04 | PPLHSL2 | Develop Productive Working Relationships with Colleagues | 7 | 5 |
| HK7L 04 | PPLHSL3 | Contribute to the Control of Resources | 8 | 6 |
| HK7K 04 | PPLHSL4 | Maintain the Health, Hygiene, Safety and Security of the Working Environment | 7 | 5 |

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| **Group A: four units required** | | | | |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| HK7H 04 | PPLHSL5 | Lead a Team to Improve Customer Service | 7 | 7 |
| HK7G 04 | PPLHSL6 | Contribute to Promoting Hospitality Services and Products | 6 | 6 |
| HK7F 04 | PPLHSL7 | Supervise Food Production Operations | 7 | 4 |
| HK7E 04 | PPLHSL8 | Supervise Functions | 7 | 6 |
| HK7D 04 | PPLHSL9 | Contribute to the Development of Recipes and Menus | 6 | 4 |
| HK7C 04 | PPLHSL10 | Supervise Food Services | 7 | 4 |
| HK7A 04 | PPLHSL11 | Supervise Drink Services | 7 | 4 |
| HK79 04 | PPLHSL12 | Supervise Off-Site Food Delivery Services | 7 | 4 |
| HK78 04 | PPLHSL13 | Supervise Cellar and Drink Storage Operations | 7 | 5 |
| HK77 04 | PPLHSL14 | Manage the Receipt, Storage or Dispatch of Goods | 6 | 6 |
| HK76 04 | PPLHSL15 | Supervise the Wine Store / Cellar and Dispense Counter | 7 | 5 |
| HK75 04 | PPLHSL16 | Supervise Vending Services | 7 | 4 |
| HK74 04 | PPLHSL17 | Supervise Housekeeping Services | 7 | 4 |
| HK73 04 | PPLHSL18 | Supervise Linen Services | 7 | 4 |
| HK72 04 | PPLHSL19 | Monitor and Solve Customer Service Problems | 6 | 5 |
| HK71 04 | PPLHSL20 | Supervise Portering and Concierge Services | 7 | 4 |
| HK70 04 | PPLHSL21 | Supervise Reception Services | 7 | 4 |
| HK6Y 04 | PPLHSL22 | Supervise Reservations and Booking Services | 7 | 4 |
| HK6X 04 | PPLHSL23 | Improve the Customer Relationship | 6 | 5 |
| HK6W 04 | PPLHSL24 | Provide Learning Opportunities for Colleagues | 8 | 8 |
| HK6V 04 | PPLHSL25 | Support the use of Technological Equipment in Hospitality Services | 6 | 5 |
| HK6T 04 | PPLHSL26 | Supervise Practices for Handling Payments | 6 | 5 |
| HK6R 04 | PPLHSL27 | Contribute to the Development of a Wine List | 6 | 6 |
| HK6P 04 | PPLHSL28 | Manage the Environmental Impact of Your Work | 7 | 4 |
| HK6N 04 | PPLHSL29 | Contribute to the Selection of Staff for Activities | 7 | 5 |
| HK6M 04 | PPLHSL30 | Ensure Food Safety Practices are Followed in the Preparation and Serving of Food and Drink | 7 | 5 |
| HK6L 04 | PPLHSL31 | Lead Meetings | 7 | 4 |