**GM2M 21 SVQ in Hospitality Services at SCQF Level 4**

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| **To achieve this qualification candidates must complete seven units in total:****Three mandatory units and four optional units. All four optional units should be selected from either Group A or Group B or Group C.****If Group A is selected then candidates must complete the unit PPL2GEN4 Maintain Food Safety in a Kitchen Environment.****If Group B is selected then candidates must complete the unit PPL2GEN5 Maintain Food Safety in a Hospitality Environment.** |

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| **Mandatory units: all three units required** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| HK6J 04 | PPL1GEN1 | Maintain Health and Safety in Hospitality | 4 | 3 |
| HK6K 04 | PPL1GEN2 | Maintain Excellent Standards of Personal Behaviour in Hospitality | 4 | 2 |
| HL15 04 | PPL1GEN4 | Work Effectively as Part of a Hospitality Team | 4 | 2 |

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| **Group A: four units required, including PPL2GEN4 Maintain Food Safety in a Kitchen Environment.** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| **HL1C 04** | **PPL2GEN4** | **Maintain Food Safety in a Kitchen Environment** | 5 | 5 |
| HK7J 04 | PPL1GEN3 | Maintain Customer Care | 5 | 3 |
| HL16 04 | PPL1GEN5 | Clean and Store Crockery and Cutlery | 4 | 2 |
| HL2Y 04 | PPL1HK1 | Collect Linen and Make Beds | 3 | 3 |
| HL2X 04 | PPL1HK2 | Clean Windows from the Inside | 4 | 1 |
| HL2W 04 | PPL1HK3 | Help to Service Toilets and Bathrooms | 4 | 3 |
| HL2V 04 | PPL1HK4 | Help to Clean and Maintain Furnished Areas | 4 | 3 |
| HL2R 04 | PPL1HK5 | Work Individually and Follow Reporting Procedures in a Cleaning Environment | 4 | 2 |
| HL3R 04 | PPLFOH1 | Process Information for the Reception Function | 4 | 3 |
| HL3P 04 | PPL1FOH2 | Assist in Handling Mail | 4 | 2 |
| HL3N 04 | PPL1FOH3 | Communicate Information in a Business Environment | 5 | 4 |
| HL3M 04 | PPL1FOH4 | Make and Receive Telephone Calls | 4 | 3 |
| HL3L 04 | PPL1FOH5 | Receive, Move and Store Customer and Organisation Property | 4 | 2 |
| HL3K 04 | PPL1FOH6 | Service Public Areas at Front of House | 4 | 3 |
| HL3J 04 | PPL1FOH7 | Collect and Deliver Items for Customers and Staff | 5 | 3 |
| HL3H 04 | PPL1FOH8 | Prepare, Service and Clear Meeting and Conference Rooms | 4 | 2 |
| HL3G 04 | PPL1FOH9 | Use a Filing System | 4 | 3 |
| HL3F 04 | PPL1FOH10 | Contribute to Solving Business Problems | 6 | 3 |
| HL1K 04 | PPL2GEN5 | Maintain Food Safety in a Hospitality Environment | 5 | 3 |
| HL2E 04 | PPL1FBS1 | Prepare and Clear Areas for Food and Beverage Service | 4 | 3 |
| HL2D 04 | PPL1FBS2 | Provide a Food and Beverage Service | 5 | 4 |
| HL22 04 | PPL2FBS8 | Prepare and Serve Dispensed and Instant Hot Drinks | 5 | 3 |
| HL1G 04 | PPL1PRD1 | Prepare Hot and Cold Sandwiches | 5 | 3 |
| HL12 04 | PPL1PRD7 | Assemble Meals for Distribution Via Conveyor Belt | 4 | 3 |
| HL0A 04 | PPL1PC1 | Prepare Vegetables | 3 | 2 |
| HL06 04 | PPL1PC2 | Cook Vegetables | 3 | 2 |
| HL05 04 | PPL1PC3 | Prepare and Cook Fish | 4 | 3 |
| HL04 04 | PPL1PC4 | Prepare and Cook Meat and Poultry | 4 | 3 |
| HL03 04 | PPL1PC5 | Prepare and Finish Simple Salad and Fruit Dishes | 4 | 2 |
| HL02 04 | PPL1PC6 | Prepare and Cook Rice | 4 | 2 |
| HL01 04 | PPL1PC7 | Prepare and Cook Pasta | 4 | 3 |
| HL00 04 | PPL1PC8 | Prepare and Cook Pulses | 4 | 3 |
| HK9Y 04 | PPL1PC9 | Prepare and Cook Grain | 4 | 3 |
| HK9X 04 | PPL1PC10 | Prepare and Cook Vegetable Protein | 3 | 2 |
| HK9W 04 | PPL1PC11 | Prepare and Cook Eggs | 3 | 2 |
| HK9V 04 | PPL1PC12 | Cook and Finish Simple Bread and Dough Products | 4 | 3 |
| HK9T 04 | PPL1PC13 | Package Food for Delivery | 4 | 2 |

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| **Group B: four units required, including PPL2GEN5 Maintain Food Safety in a Hospitality Environment.** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| **HL1K 04** | **PPL2GEN5** | **Maintain Food Safety in a Hospitality Environment** | **5** | **3** |
| HK7J 04 | PPL1GEN3 | Maintain Customer Care | 5 | 3 |
| HL16 04 | PPL1GEN5 | Clean and Store Crockery and Cutlery | 4 | 2 |
| HL2Y 04 | PPL1HK1 | Collect Linen and Make Beds | 3 | 3 |
| HL2X 04 | PPL1HK2 | Clean Windows from the Inside | 4 | 1 |
| HL2W 04 | PPL1HK3 | Help to Service Toilets and Bathrooms | 4 | 3 |
| HL2V 04 | PPL1HK4 | Help to Clean and Maintain Furnished Areas | 4 | 3 |
| HL2R 04 | PPL1HK5 | Work Individually and Follow Reporting Procedures in a Cleaning Environment | 4 | 2 |
| HL3R 04 | PPLFOH1 | Process Information for the Reception Function | 4 | 3 |
| HL3P 04 | PPL1FOH2 | Assist in Handling Mail | 4 | 2 |
| HL3N 04 | PPL1FOH3 | Communicate Information in a Business Environment | 5 | 4 |
| HL3M 04 | PPL1FOH4 | Make and Receive Telephone Calls | 4 | 3 |
| HL3L 04 | PPL1FOH5 | Receive, Move and Store Customer and Organisation Property | 4 | 2 |
| HL3K 04 | PPL1FOH6 | Service Public Areas at Front of House | 4 | 3 |
| HL3J 04 | PPL1FOH7 | Collect and Deliver Items for Customers and Staff | 5 | 3 |
| HL3H 04 | PPL1FOH8 | Prepare, Service and Clear Meeting and Conference Rooms | 4 | 2 |
| HL3G 04 | PPL1FOH9 | Use a Filing System | 4 | 3 |
| HL3F 04 | PPL1FOH10 | Contribute to Solving Business Problems | 6 | 3 |
| HL1C 04 | PPL2GEN4 | Maintain Food Safety in a Kitchen Environment | 5 | 5 |
| HL2E 04 | PPL1FBS1 | Prepare and Clear Areas for Food and Beverage Service | 4 | 3 |
| HL2D 04 | PPL1FBS2 | Provide a Food and Beverage Service | 5 | 4 |
| HL22 04 | PPL2FBS8 | Prepare and Serve Dispensed and Instant Hot Drinks | 5 | 3 |

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| **Group C: four units required** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| HK7J 04 | PPL1GEN3 | Maintain Customer Care | 5 | 3 |
| HL2Y 04 | PPL1HK1 | Collect Linen and Make Beds | 3 | 3 |
| HL2X 04 | PPL1HK2 | Clean Windows from the Inside | 4 | 1 |
| HL2W 04 | PPL1HK3 | Help to Service Toilets and Bathrooms | 4 | 3 |
| HL2V 04 | PPL1HK4 | Help to Clean and Maintain Furnished Areas | 4 | 3 |
| HL2R 04 | PPL1HK5 | Work Individually and Follow Reporting Procedures in a Cleaning Environment | 4 | 2 |
| HL3R 04 | PPLFOH1 | Process Information for the Reception Function | 4 | 3 |
| HL3P 04 | PPL1FOH2 | Assist in Handling Mail | 4 | 2 |
| HL3N 04 | PPL1FOH3 | Communicate Information in a Business Environment | 5 | 4 |
| HL3M 04 | PPL1FOH4 | Make and Receive Telephone Calls | 4 | 3 |
| HL3L 04 | PPL1FOH5 | Receive, Move and Store Customer and Organisation Property | 4 | 2 |
| HL3K 04 | PPL1FOH6 | Service Public Areas at Front of House | 4 | 3 |
| HL3J 04 | PPL1FOH7 | Collect and Deliver Items for Customers and Staff | 5 | 3 |
| HL3H 04 | PPL1FOH8 | Prepare, Service and Clear Meeting and Conference Rooms | 4 | 2 |
| HL3G 04 | PPL1FOH9 | Use a Filing System | 4 | 3 |
| HL3F 04 | PPL1FOH10 | Contribute to Solving Business Problems | 6 | 3 |