



Group Award Specification for:

**National Certificate in Hospitality Operations at
SCQF level 5**

**National Certificate in Hospitality Operations at
SCQF level 6**

**National Progression Award (NPA) in Hospitality at
SCQF level 5**

**National Progression Award (NPA) in Hospitality at
SCQF level 6**

**Group Award Codes: GP6X 45, GP6R 46, GP6Y 45,
GP6T 46**

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1 Introduction

The purpose of this document is to:

- ◆ Assist centres to implement, deliver and manage the qualifications.
- ◆ Provide a guide for new staff involved in offering the qualifications.
- ◆ Inform course managers teaching staff, assessors, learners, employers and HEIs of the aims and purpose of the qualifications.
- ◆ Provide details of the range of learners the qualifications are suitable for and progression opportunities.

1.1 Rationale

The hospitality sector as a whole is a key contributor to both the Scottish and UK economy with annual turnover of £9.8 billion and £130 billion respectively and employs approximately 275,000 in Scotland, representing 10% of the workforce (UK Hospitality figures 2018). It is truly national and international with opportunities in every area of the UK. It covers a wide range of businesses of all sizes from hotels, restaurants, cafes, pubs, serviced accommodation, conferences and events to commercial and more institutional settings such as hospitals, the armed services, contract catering, care homes and prisons.

The hospitality industry recruits a vast number of skilled and unskilled workers each year and the workforce continues to be heavily reliant upon young people aged 16–19 years. The well documented and acute skills shortages along with the uncertainties and challenges presented by Brexit including the potential loss of skilled EU staff and the pressure on margins because of increasing costs means it has never been more important to support the pipeline of talent coming into the sector. The suite of National Progression Awards (NPAs) and National Certificates (NCs) will help attract and support learners who wish to pursue a career in the sector.

The NPAs and NCs form part of a comprehensive framework of SQA qualifications in Hospitality from SCQF levels 4–8 supporting all stages of a learner's career. Appendix 1 illustrates this. SQA offers a complementary suite of qualifications in Professional Cookery for learners who wish to pursue various career paths in professional kitchens.

1.2 Target groups

The National Progression Awards (NPAs) in Hospitality at SCQF levels 5 and 6 provide learners with the skills and knowledge to progress onto college programmes such as the National Certificates (NC) in Hospitality Operations at SCQF level 5 and 6, or learners may seek employment in the hospitality industry in entry-level positions.

The NPAs are appropriate for learners who may be interested in pursuing a career in the sector but who do not necessarily have prior experience and may lack the experience to make an informed judgement on which course or career path to follow. On completion of the NPAs, learners will be able to make informed decisions on suitable progression routes that match their abilities, aspirations and goals. Additionally, adult learners who have no formal qualifications and/or have been out of the labour market for a period may benefit from undertaking an NPA at a level that reflects any prior experience.

Increasingly secondary schools are required by Curriculum for Excellence (CfE) to provide a more diverse range of courses for youngsters to study at S4, S5 and S6 and the NPAs fully embrace the four capacities of CfE.

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National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)

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National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

The National Certificates in Hospitality Operations are appropriate for learners who wish to pursue a career in the hospitality sector and provide a firm grounding in the key soft and transferable skills common to all customer-facing roles whilst allowing a degree of technical specialism in front of house/back of house activities.

They are typically offered as a one year full time programme in colleges. They are suitable for 16–19 age groups and adult returners. A further potential target group is migrants to the United Kingdom and learners whose first language is not English. These client groups have quite different characteristics and as such, present a range of challenges. Many recent school leavers seeking to study at this level have limited formal school attainment. Adult returners may also possess few formal qualifications. In some cases, they have valuable work and life experience, but often lack confidence in their ability to learn and adapt to a learning environment.

Where demand exists from learners whose first language is not English, there may be a need to develop the English language skills needed to become effective learners. In some cases, these learners may benefit from prior study in English before embarking upon the programmes. The SQA portfolio of ESOL courses would provide an appropriate entry point for such learners.

2 Qualifications structure

2.1 Structure

National Certificates

National Certificate in Hospitality Operations at SCQF level 5

Learners must complete 12 SQA credits (72 SCQF points): 8 SQA credits from the mandatory section and 4 SQA credits from the options section

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Mandatory section: 8 credits required					
J1NS	45	Working in the Hospitality Industry	2	12	5
J1NJ	45	Food Hygiene for the Hospitality Industry	1	6	5
J1NN	45	Health and Safety in Hospitality	1	6	5
J1NV	45	Developing Customer Care in Hospitality	1	6	5
J1NP	45	Food and Beverage Operations	2	12	5
J1NM	45	Hospitality Costing	1	6	5
Options section: 4 credits required					
Accommodation/Front of House					
J1WF	45	Accommodation Operations	1	6	5
J1WG	45	Hospitality Administration	1	6	5
J1WH	45	Hospitality Reception Skills	1	6	5
Food and Beverage Service					
J1SA	45	Alcoholic Beverages	1	6	5
J1S9	45	Non-alcoholic Beverages	1	6	5
J1WL	45	Barista Skills	1	6	5
J1SD	45	Food Service Styles	2	12	5
J1SE	45	Function Waiting	1	6	5

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National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Events					
F5A3	11	Event Organisation	1	6	5
FP61	11	Events Industry: An Overview	1	6	5
Professional Cookery					
J1S5	45	Professional Cookery: Practical	2	12	5
J1S6	45	Professional Cookery: Knowledge	2	12	5
Social Media/Digital Literacy					
DW7J	11	Social Software	1	6	5
H60D	45	Computing: Weblogs	1	6	5
F81P	10	Digital Culture: Social Software	1	6	4
Entrepreneurial Skills/Enterprise					
D36N	11	Enterprise Activity	1	6	5
DK2P	11	Starting in Business	1	6	5
FM99	11	Working for Yourself	1	6	5
Core Skills					
F3GB	11	Communication	1	6	5
F3GC	11	Information and Communication Technology	1	6	5
F3GF	11	Numeracy	1	6	5
F3GD	11	Problem Solving	1	6	5
F3GE	11	Working with Others	1	6	5
Learning and Study Skills					
ED4X	11	Using Learning Skills 3	0.5	3	5
HV9Y	46	Academic Study Skills	1	6	6

National Certificate in Hospitality Operations at SCQF level 6

Learners must complete 12 SQA credits (72 SCQF points): 8 SQA credits from the mandatory section and 4 SQA credits from the options section

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Mandatory section: 8 credits required					
J1NT	46	Hospitality Industry	1	6	6
J1NJ	46	Food Hygiene for the Hospitality Industry	1	6	6
J1NW	46	Customer Care Excellence in Hospitality	1	6	6
J1NR	46	Costs and Control in Hospitality	1	6	6
J1NX	46	Leading a Hospitality Team	1	6	6
J1NP	46	Food and Beverage Operations	2	12	6
HF88	46	Work Placement	1	6	6
Options section: 4 credits required					
Accommodation/Front of House					
J1WF	45	Accommodation Operations	1	6	5
J1WG	45	Hospitality Administration	1	6	5
J1WH	45	Hospitality Reception Skills	1	6	5
J1WS	46	Reception and Concierge Services	1	6	6

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Food and Beverage Service					
J1SA	46	Alcoholic Beverages	1	6	6
J1S9	45	Non-alcoholic Beverages	1	6	5
J1WL	45	Barista Skills	1	6	5
J1SD	46	Food Service Styles	2	12	6
J1SE	45	Function Waiting	1	6	5
Events					
FP61	11	Events Industry: An Overview	1	6	5
F3PN	12	Event Organisation	1	6	6
HJ2X	46	Corporate Events: An Introduction	1	6	6
Professional Cookery					
J1S5	45	Professional Cookery: Practical	2	12	5
J1S6	45	Professional Cookery: Knowledge	2	12	5
Social Media/Digital Literacy					
DW7J	11	Social Software	1	6	5
H60D	45	Computing: Weblogs	1	6	5
Entrepreneurial Skills/Enterprise					
D36N	11	Enterprise Activity	1	6	5
DK2P	11	Starting in Business	1	6	5
FM99	11	Working for Yourself	1	6	5
Core Skills					
F3GB	12	Communication	1	6	6
F3GC	12	Information and Communication Technology	1	6	6
F3GF	12	Numeracy	1	6	6
F3GD	12	Problem Solving	1	6	6
F3GE	12	Working with Others	1	6	6
Learning and Study Skills					
HV9Y	46	Academic Study Skills	1	6	6

National Progression Awards

National Progression Award (NPA) in Hospitality at SCQF level 5

Learners must complete 4 SQA credits (24 SCQF points): 2 SQA credits from the mandatory section and 2 SQA credits from the options section

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Mandatory section: 2 credits required					
J1NS	45	Working in the Hospitality Industry	2	12	5
Options section: 2 credits required					
J1NJ	45	Food Hygiene for the Hospitality Industry	1	6	5
J1NN	45	Health and Safety in Hospitality	1	6	5
J1NV	45	Developing Customer Care in Hospitality	1	6	5
J1NM	45	Hospitality Costing	1	6	5

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4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
J1NP	45	Food and Beverage Operations	2	12	5
J1WF	45	Accommodation Operations	1	6	5
J1WG	45	Hospitality Administration	1	6	5
J1WH	45	Hospitality Reception Skills	1	6	5
J1SA	45	Alcoholic Beverages	1	6	5
J1S9	45	Non-alcoholic Beverages	1	6	5
J1WL	45	Barista Skills	1	6	5
J1SD	45	Food Service Styles	2	12	5
J1SE	45	Function Waiting	1	6	5

National Progression Award (NPA) in Hospitality at SCQF level 6

Learners must complete 4 SQA credits (24 SCQF points): 1 SQA credit from the mandatory section and 3 SQA credits from the options section

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Mandatory section: 1 credit required					
J1NW	46	Customer Care Excellence in Hospitality	1	6	6
Options section: 3 credits required. At least 2 credits must be at SCQF level 6					
J1NJ	46	Food Hygiene for the Hospitality Industry	1	6	6
J1NT	46	Hospitality Industry	1	6	6
J1NR	46	Costs and Control in Hospitality	1	6	6
J1NX	46	Leading a Hospitality Team	1	6	6
J1NP	46	Food and Beverage Operations	2	12	6
J1SD	46	Food Service Styles	2	12	6
J1WF	45	Accommodation Operations	1	6	5
J1WG	45	Hospitality Administration	1	6	5
J1WH	45	Hospitality Reception Skills	1	6	5
J1WS	46	Reception and Concierge Services	1	6	6
J1SA	46	Alcoholic Beverages	1	6	6
J1S9	45	Non-alcoholic Beverages	1	6	5
J1WL	45	Barista Skills	1	6	5
J1SE	45	Function Waiting	1	6	5

3 Aims of the qualifications

The main aim of the National Certificates (NCs) and National Progression Awards (NPAs) in Hospitality is to provide a flexible, progressive suite of qualifications that supports a broad range of learners wishing to enter or progress into entry-level employment in the hospitality sector or to progress to further and higher education.

3.1 General aims of the qualifications

- 1 Provide the learner with the practical skills and knowledge required to progress in employment, training and/or study
- 2 To enable progression within the SCQF
- 3 Develop the transferrable skills required to progress in employment
- 4 Provide opportunities for development in all five Core Skills
- 5 Motivate learners to develop a positive attitude to their own learning

3.2 Specific aims of the qualifications

National Certificates in Hospitality Operations

Specific aims of the qualifications at SCQF level 5

- 1 Develop awareness of the different sectors of the hospitality industry
- 2 Develop employability knowledge and skills for working the hospitality industry, eg, team working, customer care, legislative requirements, product knowledge
- 3 Develop knowledge and understanding of current trends in the hospitality industry
- 4 Introduce awareness of cost and control in the hospitality industry
- 5 Provide the opportunity to study units appropriate to specific sectors, eg, food and beverage, front of house, accommodation

Specific aims of the qualifications at SCQF level 6

- 6 Further develop employability knowledge and skills for working the hospitality industry, eg, customer care, legislative requirements, product knowledge
- 7 Provide further opportunity to study units appropriate to specific sectors, eg, food and beverage, front of house, accommodation
- 8 Develop knowledge and practical skills of food and beverage operations
- 9 Further develop knowledge and understanding of cost and control in hospitality
- 10 Develop team leadership skills

National Progression Awards in Hospitality

Specific aims of the qualification at SCQF level 5

- 1 Provide a small flexible qualification that introduces the learner to the scope of the hospitality sector and the career opportunities within it
- 2 Provide the opportunity to develop knowledge and skills in key areas of hospitality operations
- 3 Provide progression to the National Certificate in Hospitality Operations at SCQF level 5

Specific aims of the qualification at SCQF level 6

- 4 Provide a small flexible qualification that develops the knowledge and understanding of leading a team to provide excellent customer care and how this contributes to the success of hospitality organisations
- 5 Provide the opportunity to develop knowledge and skills in key areas of hospitality operations
- 6 Provide progression to the National Certificate in Hospitality Operations at SCQF level 6

4 Recommended entry to the qualifications

Entry to this qualification is at the discretion of the centre. The following information provides guidance only.

Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience:

National Certificate in Hospitality Operations at SCQF level 5:

Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience:

- ◆ NPA in Hospitality at SCQF level 5
- ◆ Relevant SVQs at SCQF level 4
- ◆ Relevant industrial experience
- ◆ Skills for Work Hospitality at SCQF level 5

National Certificate in Hospitality Operations at SCQF level 6:

Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience:

- ◆ NPA in Hospitality at SCQF level 6
- ◆ National Certificate in Hospitality at SCQF level 5
- ◆ Relevant SVQs at SCQF level 5
- ◆ Relevant industrial experience

National Progression Award in Hospitality at SCQF level 5:

Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience:

- ◆ Skills for Work Hospitality at SCQF level 4
- ◆ Relevant SVQs at SCQF level 4
- ◆ Relevant industrial experience

National Progression Award in Hospitality at SCQF level 6:

Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience:

- ◆ Skills for Work Hospitality at SCQF level 5
- ◆ Relevant SVQs at SCQF level 5
- ◆ Relevant industrial experience

4.1 Core Skills entry profile

The Core Skills entry profile provides a summary of the associated assessment activities that exemplify why a particular level has been recommended for this qualification. The information would be used to identify if additional learning support needs to be put in place for learners whose Core Skills profile is below the recommended entry level or whether learners should be encouraged to do an alternative level or learning programme.

National Certificate/National Progression Award in Hospitality Operations/Hospitality at SCQF 5

Core Skill	Recommended SCQF entry profile	Associated assessment activities
Communication	3	<ul style="list-style-type: none"> ◆ Communicating orally with others during practical activities, including customers, team members and supervisors ◆ Reading, understanding and following instructions and menus
Numeracy	3	<ul style="list-style-type: none"> ◆ Costing ingredients and calculating selling prices of menu items ◆ Calculating gross and net incomes ◆ Identifying elements of costs in food, beverages, labour and overheads ◆ Using temperature charts
Information and Communication Technology (ICT)	3	<ul style="list-style-type: none"> ◆ Using the internet to research current trends ◆ Using ICT packages to build a portfolio of evidence
Problem Solving	3	<ul style="list-style-type: none"> ◆ Preparing for practical activities ◆ Identifying faults and taking appropriate corrective action when producing product evidence ◆ Understanding and complying with legislative requirements ◆ Dealing with customer issues appropriately
Working with Others	3	<ul style="list-style-type: none"> ◆ Interacting cooperatively with others during practical activities

National Certificate/National Progression Award in Hospitality Operations/Hospitality at SCQF 6

Core Skill	Recommended SCQF entry profile	Associated assessment activities
Communication	4	<ul style="list-style-type: none"> ◆ Communicating orally with others during practical activities, including dealing with customers and giving instructions to team members ◆ Reading, understanding and following instructions ◆ Describing and promoting menus
Numeracy	4	<ul style="list-style-type: none"> ◆ Costing ingredients and calculating selling prices of complete menus using two different methodologies ◆ Calculating gross and net incomes ◆ Identifying elements of costs in food, beverages, labour and overheads ◆ Calculating break even points ◆ Interpreting stock control information ◆ Using temperature charts
Information and Communication Technology (ICT)	4	<ul style="list-style-type: none"> ◆ Using the internet to research current trends ◆ Using ICT packages to build a portfolio of evidence
Problem Solving	4	<ul style="list-style-type: none"> ◆ Preparing for practical activities ◆ Identifying issues and taking appropriate corrective action when producing product evidence ◆ Understanding and complying with legislative requirements ◆ Evaluating the effectiveness of the practical activities
Working with Others	4	<ul style="list-style-type: none"> ◆ Interacting cooperatively with others during practical activities ◆ Providing leadership to team members ◆ Dealing with customer service issues appropriately

5 Additional benefits of the qualification in meeting employer needs

The qualifications are designed to meet a specific purpose and what follows are details on how that purpose has been met through mapping of the units to the aims of the qualification. Through meeting the aims, additional value has been achieved by linking the unit standards with those defined in national occupational standards and/or trade/professional body requirements. In addition, significant opportunities exist for learners to develop the more generic skills, known as Core Skills through doing these qualifications.

5.1 Mapping of qualification aims to units

National Certificates

Unit title	SCQF level	General aims					Specific aims									
		1	2	3	4	5	1	2	3	4	5	6	7	8	9	10
Working in the Hospitality Industry	5	X	X	X	X	X	X	X	X							
Health and Safety in Hospitality	5	X	X					X				X				
Developing Customer Care in Hospitality	5	X	X	X				X				X				
Food and Beverage Operations	5 and 6	X	X	X						X	X			X		X
Hospitality Costing	5	X	X	X						X						
Hospitality Industry	6	X	X	X						X						
Food Hygiene for the Hospitality Industry	5 and 6	X	X					X				X				
Customer Care Excellence in Hospitality	6	X	X	X				X				X				X
Costs and Control in Hospitality	6	X	X	X											X	
Leading a Hospitality Team	6	X	X	X							X	X				X
Work Placement	6	X	X	X		X										
Accommodation Operations	5	X	X	X							X		X			
Hospitality Administration	5	X	X	X							X		X			
Hospitality Reception Skills	5	X	X	X							X		X			
Alcoholic Beverages	5 and 6	X	X	X							X	X	X	X		
Non-alcoholic Beverages	5	X	X	X							X	X	X	X		
Barista Skills	5	X	X	X							X		X	X		
Food Service Styles	5 and 6	X	X	X							X		X	X		
Function Waiting	5	X	X	X							X		X	X		
Reception and Concierge Services	6										X		X			
Event Organisation	5 and 6	X	X	X							X		X			X
Events Industry: An Overview	5	X	X	X				X			X		X			
Professional Cookery: Practice	5	X	X	X						X	X		X			

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National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

Unit title	SCQF level	General aims					Specific aims									
		1	2	3	4	5	1	2	3	4	5	6	7	8	9	10
Professional Cookery: Knowledge	5	X	X	X							X	X				
Social Software	5	X	X	X												
Computing: Weblogs	5	X	X	X												
Digital Culture: Social Software	4	X	X	X												
Enterprise Activity	5	X	X	X												
Starting in Business	5	X	X	X												
Working for Yourself	5	X	X	X												
Communication	5 and 6	X	X	X	X	X										
Information and Communication Technology	5 and 6	X	X	X	X	X										
Numeracy	5 and 6	X	X	X	X	X										
Problem Solving	5 and 6	X	X	X	X	X										
Working with Others	5 and 6	X	X	X	X	X										
Using Learning Skills 3	5	X	X	X	X	X										
Academic Study Skills	6	X	X	X	X	X										

National Progression Awards

Unit title	SCQF level	General aims					Specific aims						
		1	2	3	4	5	1	2	3	4	5	6	
Working in the Hospitality Industry	5	X	X	X	X	X	X	X	X			X	
Health and Safety in Hospitality	5	X	X						X	X			
Developing Customer Care in Hospitality	5	X	X	X					X	X			
Food and Beverage Operations	5 and 6	X	X	X					X	X			X
Hospitality Costing	5	X	X	X					X	X			
Hospitality Industry	6	X	X	X				X	X				X
Food Hygiene for the Hospitality Industry	5 and 6	X	X							X			X
Customer Care Excellence in Hospitality	6	X	X	X							X	X	X
Costs and Control in Hospitality	6	X	X	X								X	X
Leading a Hospitality Team	6	X	X	X								X	X

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National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

Unit title	SCQF level	General aims					Specific aims					
		1	2	3	4	5	1	2	3	4	5	6
Accommodation Operations	5	X	X	X				X	X			X
Hospitality Administration	5	X	X	X				X	X			
Hospitality Reception Skills	5	X	X	X				X	X			
Alcoholic Beverages	5 and 6	X	X	X				X	X			X
Non-alcoholic Beverages	5	X	X	X				X	X			
Barista Skills	5	X	X	X				X	X			
Food Service Styles	5 and 6	X	X	X				X	X		X	X
Function Waiting	5	X	X	X				X	X			
Reception and Concierge Services	6										X	X

5.2 Mapping of National Occupational Standards (NOS)

National Occupational Standards (NOS) describe the performance required of an individual for an occupation in the workplace. They are developed for employers by employers through the relevant standards setting body. NOS have different uses, and for example, employers can use them to develop job specifications or in house training programmes. One of the main applications of NOS is to inform the development and content of qualifications.

The content of the NPA/NCs broadly align to a range of the National Occupational Standards (NOS) in hospitality outlined below. The structure of the NOS is such that multiple NOS units relate to a broader topic/process based SQA units.

SSC code	NOS units
PPL1GEN1	Maintain Health and Safety in Hospitality
PPL1GEN2	Maintain Excellent Standards of Personal Behaviour in Hospitality
PPL1GEN3	Maintain Customer Care
PPL1GEN4	Work Effectively as Part of a Hospitality Team
PPL1GEN5	Clean and Store Crockery and Cutlery
PPL2GEN1	Impact of Personal Behaviour in Hospitality
PPL2GEN2	Order Stock
PPL2GEN5	Maintain Food Safety in a Hospitality Environment
PPL2GEN10	Deal with Customers Across a Cultural Divide

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SSC code	NOS units
PPL2GEN11	Maintain Customer Service Through Effective Handover
PPL2GEN12	Maintain and Deal with Payments
PPL1FOH1	Process Information for the Reception Function
PPL1FOH3	Communicate Information in a Business Environment
PPL1FOH4	Make and Receive Telephone Calls
PPL1FOH5	Receive, Move and Store Customer and Organisation Property
PPL1FOH6	Service Public Areas at Front of House
PPL1FOH7	Collect and Deliver Items for Customers and Staff
PPL1FOH8	Prepare, Service and Clear Meeting and Conference Rooms
PPL1FOH9	Use a Filing System
PPL2FOH1	Deal with Communications as Part of the Reception Function
PPL2FOH2	Deal with the Arrival of Customers
PPL2FOH3	Deal with Bookings
PPL2FOH4	Prepare Customer Accounts and Deal with Departures
PPL2FOH5	Produce Documents in a Business Environment
PPL2FOH6	Use Office Equipment
PPL2FOH7	Communicate in a Business Environment
PPL2FOH8	Handle Customer Communications and Book External Services
PPL2FOH9	Provide Reception Services
PPL2FOH10	Store and Retrieve Information
PPL1HK1	Collect Linen and Make Beds
PPL1HK3	Help to Service Toilets and Bathrooms
PPL1HK4	Help to Clean and Maintain Furnished Areas
PPL1HK5	Work Individually and Follow Reporting Procedures in a Cleaning Environment
PPL2HK1	Clean and Service a Range of Areas
PPL2HK2	Work Using Different Chemicals, Liquids and Equipment
PPL2HK3	Maintain Housekeeping Supplies
PPL2HK4	Clean, Maintain and Protect Hard Floors
PPL2HK5	Clean and Maintain Soft Floors and Furnishings
PPL2HK6	Provide a Linen Service
PPL2HK7	Carry Out Periodic Room Servicing and Deep Cleaning

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)

National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)

National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)

National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

SSC code	NOS units
PPL1FBS1	Prepare and Clear Areas for Food and Beverage Service
PPL1FBS2	Provide a Food and Beverage Service
PPL2FBS1	Prepare and Clear the Bar Area
PPL2FBS2	Serve Alcoholic and Soft Drinks
PPL2FBS3	Prepare and Serve Cocktails (Mixology)
PPL2FBS4	Prepare and Serve Beer/Cider
PPL2FBS5	Prepare and Serve Wine
PPL2FBS8	Prepare and Serve Dispensed and Instant Hot Drinks
PPL2FBS9	Set Up a Specialist Coffee Station
PPL2FBS10	Prepare and Serve Beverages from a Specialist Coffee Station
PPL2FBS11	Clean and Close a Specialist Coffee Station
PPL2FBS12	Receive, Store and Issue Drinks Stock
PPL2FBS13	Prepare and Clear Areas for Table Service
PPL2FBS14	Serve Food at Table (Formal Dining)
PPL2FBS15	Serve Food at Table (Casual Dining)
PPL2FBS16	Provide a Silver Service
PPL2FBS17	Provide a Buffet Service
PPL2FBS18	Convert an Area for Dining
PPL2FBS19	Promote New Menu Items

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)

National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)

National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)

National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

5.3 Mapping of Core Skills development opportunities across the qualifications

SCQF level	Unit title	Communication			Numeracy		ICT		Problem Solving			Working with Others	
		Written (Reading)	Written (Writing)	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
5	Working in the Hospitality Industry	X		X			X		X	X	X	X	
5 and 6	Food Hygiene for the Hospitality Industry	X		X	X	X	X		X	X		X	
5	Health and Safety in Hospitality	X		X			X		X	X	X	X	
5	Developing Customer Care in Hospitality			X					X	X	X	X	
5 and 6	Food and Beverage Operations	X		X			X		X	X	X	X	X
5	Hospitality Costing				X	X							
6	Hospitality Industry	X		X			X		X				
6	Customer Care Excellence in Hospitality	X		X					X	X	X	X	X
6	Costs and Control in Hospitality				X	X			X		X		
6	Leading a Hospitality Team	X		X					X	X	X	X	
6	Work Placement								E	E	E	E	E
5	Accommodation Operations	X			X		X		X	X	X		
5	Hospitality Administration	X	X	X	X	X	E	E	X				
5	Hospitality Reception Skills	X		X	X		X		X	X		X	
6	Reception and Concierge Services	X	X	X	X	X	X		X	X		X	
	Food and Beverage Service:												
5 and 6	Alcoholic Beverages	X		X	X		X		X	X		X	
5	Non-alcoholic Beverages	X		X	X		X		X	X		X	
5	Barista Skills	X		X	X		X		X	X		X	
5 and 6	Food Service Styles	X		X			X		X	X		X	
5	Function Waiting	X		X					X	X		X	
	Events:												
5	Events Industry: An Overview						X		E				
5	Event Organisation	X		X			X					E	E
6	Corporate Events: An Intro	X		X			X		E	X	X	X	X

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)

National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)

National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)

National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

SCQF level	Unit title	Communication			Numeracy		ICT		Problem Solving			Working with Others	
		Written (Reading)	Written (Writing)	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
	Professional Cookery:												
5	Professional Cookery: Practice	X		X	X	X	X		X	X	X	X	
5	Professional Cookery: Knowledge				X	X	X		X				
	Social Media/Digital Literacy:												
4	Social Software						X		X				
5	Computing: Weblogs						X		X	X			
	Entrepreneurial Skills/Enterprise:												
5	Enterprise Activity								X	X	X	X	X
5	Starting in Business						X		X		X		
5	Working for Yourself	X		X			X		X	X	X		
	Core Skills:												
5 and 6	Communication	X	X	X									
5 and 6	Information and Communication Technology						X	X					
5 and 6	Numeracy				X	X							
5 and 6	Problem Solving								X	X	X		
5 and 6	Working with Others											X	X
	Learning and Study Skills:												
5	Using Learning Skills 3								X	E	E		
6	Academic Study Skills	X		X					X	X			

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)

National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)

National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)

National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

5.4 Assessment strategy for the qualifications

The table below summarises the suggested assessment methods for the mandatory units across the NCs/NPAs in Hospitality Operations/Hospitality:

SCQF level	Unit title	Evidence requirements	Suggested instrument of assessment
5	Working in the Hospitality Industry	Knowledge and performance evidence	Portfolio building/report/presentation/practical activities
5	Health and Safety in Hospitality	Knowledge and performance evidence	Practical activities and knowledge testing
5	Developing Customer Care in Hospitality	Knowledge and performance evidence	Questioning/presentation/practical activities/observational checklists
5	Food and Beverage Operations	Knowledge and performance evidence	Questioning/presentation/portfolio building/practical activities/observational checklists
5	Hospitality Costing	Knowledge evidence	Costing exercises based on given scenarios
5	Food Hygiene for the Hospitality Industry	Knowledge and performance evidence	Questioning/practical activities/observational checklists
6	Hospitality Industry	Knowledge evidence	Questioning/report/presentation/portfolio building
6	Food Hygiene for the Hospitality Industry	Knowledge and performance evidence	Questioning/practical activities/observational checklists
6	Customer Care Excellence in Hospitality	Knowledge and performance evidence	Questioning/presentation/practical activities/observational checklists
6	Costs and Control in Hospitality	Knowledge evidence	Costing exercises based on given scenarios
6	Leading a Hospitality Team	Knowledge and performance evidence	Questioning/presentation/portfolio building/practical activities/observational checklists
6	Food and Beverage Operations	Knowledge and performance evidence	Questioning/presentation/portfolio building/practical activities/observational checklists
6	Work Placement	Knowledge and performance evidence	Practical activities, knowledge testing and portfolio building

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)

National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)

National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)

National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

6 Guidance on approaches to delivery and assessment

The nature of the hospitality industry, and therefore these awards, is that of an integrated and seamless set of related functions. The learners need to understand the full breadth and scope of the industry, how skills and knowledge are transferrable between each sector and how they relate to, and influence each other.

These awards are designed to enable the learner to develop skills and knowledge and to help prepare them for further more advanced levels of study.

The suggested approaches to delivery on the following pages illustrate many of the units can be delivered concurrently. This approach enables the relationships between the subjects to be clearly identified and developed. Delivery of these awards requires a holistic, and team approach, ensuring that the coherent nature of the award and the industry is clear.

Institutions delivering these awards must have appropriate, industry relevant facilities appropriate to the award content delivered. This may include: commercial grade kitchen and restaurant facilities with appropriate equipment; access to 'real' customers for service and development of customer care and communication skills; excellent links with industry to enable appropriate work experience, visits and visiting speakers; and appropriate classroom and ICT facilities to enable appropriate approaches to development of skills and knowledge (including research and digital skills).

In delivering these awards cognisance of current and developing trends in the industry must be explored and discussed to ensure the learners have the relevant skills and knowledge to effectively and quickly enter the hospitality industry in an appropriate role. The tutor should ensure that the learners have realistic expectations of their potential roles on graduation (many learners think they will leave and go immediately into senior roles - they should be able to progress more quickly into these roles, but experience is always required alongside the qualifications and learners need to have clear and realistic expectations).

Tutors should also develop (softer) skills for employment — communication, numeracy, ICT, problem solving, working with others, and the importance of 'work ethic'. Many of these will come from the tutor's demonstration of their own commitment, enthusiasm and passion for the industry, and their work with the learners. It is essential that the tutor has appropriate qualifications, experience of the industry, and can relate the learning and teaching to real and current industry examples.

Assessment, where possible, should be integrated and must be contextualised. Where there are exemplar assessment materials produced by SQA these could be used, however, a more integrated assessment approach, related to the delivery within the institution, may be far more relevant and appropriate than unit by unit assessment. Tutors should always practice the 'assessment is for learning' approach and use appropriate developmental feedback methods.

The delivery of the qualifications is at the discretion of the individual centre. Many centres offer a full-time programme of between 16–20 credits (including the 12 credits required for an NC) to learners over an academic session.

This will allow centres to develop the qualifications to suit their own unique circumstances while still meeting the requirements of the NCs.

The NCs can also provide flexible part time delivery and may include NPAs at SCQF level 5 or 6 within the larger NC programme.

Assessment will be by observation during practical activities (some of which may relate to more than one unit), and oral or written work. There is scope for the use of e-learning and e-assessment for theoretical components of each of the units.

The practical focus of the qualifications is designed to promote learner development and confidence and enhance the positive contribution that learners who complete the course can offer to society as a whole. This promotes values such as citizenship, confidence and positive contribution through the following:

- ◆ Positive attitude to workplace and learning
- ◆ The importance of time-keeping and attendance
- ◆ The importance of good verbal communication
- ◆ The importance of good listening skills
- ◆ How to work co-operatively with others as a member of a team
- ◆ Self-respect and showing respect and consideration for others
- ◆ Adaptability and flexibility
- ◆ Application of appropriate legislation, eg, health and safety and food hygiene procedures
- ◆ Planning and preparing
- ◆ Confidence to seek feedback
- ◆ Confidence to give feedback
- ◆ Self-review and evaluation

6.1 Sequencing/integration of units

The structures of the qualifications are flexible to allow centres to devise programmes that are appropriate to local needs and allow learners to choose the appropriate route depending upon their career aspirations. Illustrations of different approaches are provided in suggested delivery schedules on the following pages.

Suggested delivery schedule, NC in Hospitality Operations at SCQF level 5

Based on 36 weeks with three teaching blocks, each of 12 weeks duration and assuming 12 credits for the GA are delivered as the mandatory 8 credits plus 4 optional units. (Delivery weeks for units in each block are shaded). Guidance notes on delivery and assessment are provided after the table.

Unit title	SQA credit value	Block 1 12 weeks	Block 2 12 weeks	Block 3 12 weeks
Mandatory section				
Working in the Hospitality Industry	2			
Food Hygiene for the Hospitality Industry	1			
Health and Safety in Hospitality	1			
Developing Customer Care in Hospitality	1			
Food and Beverage Operations	2			
Hospitality Costing	1			
Options section				
Non-alcoholic Beverages	1			
Barista Skills	1			
Food Service Styles	2			

	8 credits @ 40 hours = 320hr/35 weeks = 9 hours per week
	4 credits @ 40 hours = 160hr/12 weeks = 6 hours per week

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National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

Suggested delivery schedule, NC in Hospitality Operations at SCQF level 6

Based on 36 weeks with three teaching blocks, each of 12 weeks duration and assuming 12 credits for the GA are delivered plus 5 optional units. (Delivery weeks for units in each block are shaded). Guidance notes on delivery and assessment are provided after the table.

Unit title	SQA credit value	Block 1 12 weeks	Block 2 12 weeks	Block 3 12 weeks
Mandatory section				
Hospitality Industry	1			
Food Hygiene for the Hospitality Industry	1			
Customer Care Excellence in Hospitality	1			
Cost and Control in Hospitality	1			
Leading a Hospitality Team	1			
Food and Beverage Operations	2			
Work Placement	1			
Options section				
Alcoholic Beverages	1			
Food Service Styles	2			
Function/Banqueting Waiting	1			

	8 credits @ 40 hours = 320hr/35 weeks = 9 hours per week
	4 credits @ 40 hours = 160hr/12 weeks = 5 hours per week

Suggested delivery schedule, NPA in Hospitality at SCQF level 5

Based on 24 weeks with two teaching blocks of 12 weeks. Guidance notes on delivery and assessment are provided after the table.

Unit title	SQA credit value	Block 1 12 weeks	Block 2 12 weeks	Block 3 12 weeks
Mandatory section				
Working in the Hospitality Industry	2			
Options section				
Food Hygiene for the Hospitality Industry	1			
Health and Safety in Hospitality	1			

	4 credits @ 40 hours = 160 hours/24 weeks = 6.6 hours per week
--	--

This award could be delivered to eg, schools groups, or to those in industry seeking qualifications on a traditional 'day release' type model. An integrated or holistic approach is essential in order to fully convey the nature of the hospitality industry. It would be important that the award is delivered by tutors who have current and relevant qualifications and experience in order to provide appropriate context and content for the award.

Award content should be selected based on the needs of local industry and the learner in order to best prepare them, and develop appropriate skills and knowledge, for their preferred industry needs.

Assessment could be delivered using SQA developed assessment materials however, a more integrated and holistic approach to assessment developed by the institution based on their delivery model and content may be more appropriate.

Suggested delivery schedule, NPA in Hospitality at SCQF level 6

Based on 24 weeks with two teaching blocks of 12 weeks. Guidance notes on delivery and assessment are provided after the table.

Unit title	SQA credit value	Block 1 12 weeks	Block 2 12 weeks	Block 3 12 weeks
Mandatory section				
Customer Care Excellence in Hospitality	1			
Options section				
Leading a Hospitality Team	1			
Food and Beverage Operations	2			

4 credits @ 40hours = 160 hours/24 weeks = 6.6 hours per week

This award could be delivered to, eg, schools groups, or to those in industry seeking qualifications on a traditional 'day release' type model. An integrated or holistic approach is essential in order to fully convey the nature of the hospitality industry. It would be important that the award is delivered by tutors who have current and relevant qualifications and experience in order to provide appropriate context and content for the award.

Award content should be selected based on the needs of local industry and the learner in order to best prepare them, and develop appropriate skills and knowledge, for their preferred industry needs.

Assessment could be delivered using SQA developed assessment materials however, a more integrated and holistic approach to assessment developed by the institution based on their delivery model and content may be more appropriate.

6.2 Recognition of prior learning

SQA recognises that learners gain knowledge and skills acquired through formal, non-formal and informal learning contexts.

In some instances, a full group award may be achieved through the recognition of prior learning. However, it is unlikely that a learner would have the appropriate prior learning and experience to meet all the requirements of a full group award.

The recognition of prior learning may **not** be used as a method of assessing in the following types of units and assessments:

- ◆ Course and/or external assessments
- ◆ Other integrative assessment units (which may or not be graded)
- ◆ Certain types of assessment instruments where the standard may be compromised by not using the same assessment method outlined in the unit
- ◆ Where there is an existing requirement for a licence to practice
- ◆ Where there are specific health and safety requirements
- ◆ Where there are regulatory, professional or other statutory requirements
- ◆ Where otherwise specified in an assessment strategy

More information and guidance on the *Recognition of Prior Learning* (RPL) may be found on our website www.sqa.org.uk.

6.2.1 Articulation and/or progression

Appendix 1 identifies possible qualification progression opportunities for the suite of SQA hospitality qualifications. They also provide multiple exit points for entering into employment.

6.2.2 Transitional arrangements and credit transfer

The NPAs and NCs are normally completed within a single academic year so it is likely that existing learners would comfortably be able to finish their qualification within the completion periods allowed for the units.

NPAs in Hospitality at SCQF level 5 and 6 and NC in Hospitality at SCQF level 6

These are new qualifications so there are no credit transfer issues.

NC in Hospitality Operations at SCQF level 5

The revised framework includes updated mandatory units, therefore centres are advised, for existing learners, to complete the programme they started on. For returning learners in future years, centres should take into account the currency of the skills and knowledge the learner has maintained or acquired over the period in question.

Guidance on possible credit transfer is provided below:

Old unit(s)	SCQF level	New unit(s)	SCQF level	Credit transfer comment
Food Hygiene for the Hospitality Industry	5	Food Hygiene for the Hospitality Industry	5	Partial transfer depending on currency
Hospitality Costing	5	Hospitality Costing	5	Partial transfer
Working safely	5	Health and Safety in Hospitality	5	Partial transfer
Customer Care for the Hospitality and Tourism Industry	5	Developing Customer Care in Hospitality	5	Partial transfer
Service of Food and Drink	5	Food and Beverage Operations	5	Partial transfer
Accommodation and Facilities Servicing	5	Accommodation Operations	5	Partial transfer
Hospitality Administration	5	Hospitality Administration	5	Partial transfer
Hospitality Front Office Skills		Hospitality Reception Skills	5	Partial transfer
Alcoholic Beverages: An introduction	5	Alcoholic Beverages	5	Partial transfer
Non-alcoholic Beverages	5	Non-alcoholic Beverages	5	Full transfer
Service of Food and Drink — Table	6	Food Service Styles	5 and 6	Partial transfer
Hospitality: Organisation of Practical Skills, Working Safely, Integrated Production Cookery, Meat Poultry and Game 1, Cookery Processes, Food Preparation Techniques, Meal Production and Design, Control of Cookery Processes, Fish and Shellfish,	5	Professional Cookery: Practical Professional Cookery: Knowledge	5	Partial transfer
Meat and Poultry 2, Food Product Knowledge, Food Production and Presentation Skills, Organisation of Practical Skills 4, Menu Planning, Restaurant Food Production and Menu Planning	6	Professional Cookery: Practical Professional Cookery: Knowledge Professional Cookery: Kitchen Operations	6	Partial transfer

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6.3 Opportunities for e-assessment

The design for some units requires evidence of knowledge and understanding of key concepts, processes and terminology and is therefore amenable to on-line assessment (or e-assessment) and centres are encouraged to adopt this approach wherever possible. E-portfolios, blogs, wikis, social media, video diaries, etc, can be used for the reflective, evaluative and contextual outcomes. In cases where performance and product evidence is required, the usual checklists and pro forma could be substituted by electronic versions with a learner's product(s) and progress reports stored in the form of an e-portfolio supported with video and digital photographic evidence. As this technology develops centres are encouraged to adopt any such arrangements that SQA may put in place for securing and authenticating this evidence.

6.4 Support materials

A list of existing Assessment Support Packs (ASP) is available to view on SQA's website.

6.5 Resource requirements

Industry relevant facilities appropriate to the award content delivered. This may include:

- ◆ Commercial grade kitchen and restaurant facilities with appropriate equipment
- ◆ Access to 'real' customers for service and development of customer care and communication skills
- ◆ Excellent links with industry to enable appropriate work experience, visits and visiting speakers
- ◆ Appropriate classroom and ICT facilities to enable appropriate approaches to development of skills and knowledge (including research, and digital skills). This may include specialist software to support accommodation and front of house specialisms

7 General information for centres

Equality and inclusion

The unit specifications making up this group award have been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners will 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.

Internal and external verification

All assessments used within this/these qualification(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment* (www.sqa.org.uk/GuideToAssessment).

8 Glossary of terms

CfE: Curriculum for Excellence

Embedded Core Skills: is where the assessment evidence for the unit also includes full evidence for complete Core Skill or Core Skill components. A learner successfully completing the unit will be automatically certificated for the Core Skill. (This depends on the unit having been successfully audited and validated for Core Skills certification.)

E-portfolio: E-portfolios offer benefits for learners, centres and SQA. They provide an electronic environment where centres can introduce more creative approaches to assessment and where learners can store and organise their learning and assessment evidence, in a range of media formats. For centres, this also means no longer having to print, copy and store paper-based portfolios. For SQA, e-portfolios provide a secure and flexible way to access assessment evidence and internal verification materials.

Finish date: The end of a group award's lapsing period is known as the finish date. After the finish date, the group award will no longer be live and the following applies:

- ◆ Learners may not be entered for the group award
- ◆ The group award will continue to exist only as an archive record on the Awards Processing System (APS)

Lapsing date: When a group award is entered into its lapsing period, the following will apply:

- ◆ The group award will be deleted from the relevant catalogue
- ◆ The group award specification will remain until the qualification reaches its finish date at which point it will be removed from SQA's website and archived
- ◆ No new centres may be approved to offer the group award
- ◆ Centres should only enter learners whom they expect to complete the group award during the defined lapsing period

SQA credit value: The credit value allocated to a unit gives an indication of the contribution the unit makes to an SQA group award. An SQA credit value of 1 given to an SQA unit represents approximately 40 hours of programmed learning, teaching and assessment.

SCQF: The Scottish Credit and Qualification Framework (SCQF) provides the national common framework for describing all relevant programmes of learning and qualifications in Scotland. SCQF terminology is used throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk.

SCQF credit points: SCQF credit points provide a means of describing and comparing the amount of learning that is required to complete a qualification at a given level of the Framework. One National Unit credit is equivalent to 6 SCQF credit points. One National Unit credit at Advanced Higher and one Higher National Unit credit (irrespective of level) is equivalent to 8 SCQF credit points.

SCQF levels: The level a qualification is assigned within the framework is an indication of how hard it is to achieve. The SCQF covers 12 levels of learning. HNCs and HNDs are available at SCQF levels 7 and 8 respectively. Higher National Units will normally be at levels 6–9 and graded units will be at level 7 and 8. National Qualification Group Awards are available at SCQF levels 2–6 and will normally be made up of National Units which are available from SCQF levels 2–7.

Signposted Core Skills: Refers to opportunities to develop Core Skills arise in learning and teaching but are not automatically certificated.

History of changes

It is anticipated that changes will take place during the life of the qualification and this section will record these changes. This document is the latest version and incorporates the changes summarised below. Centres are advised to check SQA's APS Navigator to confirm they are using the up to date qualification structure.

NOTE: Where a unit is revised by another unit:

- ◆ No new centres may be approved to offer the unit which has been revised.
- ◆ Centres should only enter learners for the unit which has been revised where they are expected to complete the unit before its finish date.

Version Number	Description	Date

Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of this qualification.

9 General information for learners

This section will help you decide whether these qualifications are for you by explaining what each qualification is about, what you should know or be able to do before you start, what you will need to do during the qualification and opportunities for further learning and employment.

Hospitality is a key sector of the Scottish economy. Job opportunities are many and varied. The sector includes a wide range of types of business, from small rural hotels, hostels, halls of residence to international hotel chains, resorts, restaurants, cafes, visitor attractions, etc.

The National Certificates (NCs) and National Progression Awards (NPAs) develop the skills and knowledge that will help you work in front of house, food and beverage, reception and accommodation servicing roles across the hospitality sector. There is a complementary suite of NCs and NPAs in Professional Cookery for those interested in a range of roles in professional kitchens.

National Progression Award in Hospitality at SCQF level 5

This small introductory level qualification contains four units. The core double credit unit allows you to discover the scope of the industry, the career paths and job roles within it and the employability skills that underpin them. It will also involve a period of work experience. The remaining options include a range of units in, food and beverage service, reception and accommodation servicing.

National Progression Award in Hospitality at SCQF level 6

This small flexible qualification provides a more advanced treatment of the topics in the NPA at level 5. The key mandatory unit is about developing excellence in customer care, which lies at the heart of all successful hospitality businesses. The options again cover more specialist units in food and beverage service, reception and accommodation servicing.

The NPAs at SCQF level 5 and 6 are designed to provide progression onto the National Certificates in Hospitality Operations. They are typically offered in colleges or via school/college partnerships.

For entry to the NPAs in Hospitality, it would be an advantage to have appropriate experience or qualifications, such as:

- ◆ Skills for Work Hospitality 4/5
- ◆ Relevant industrial experience
- ◆ Relevant SVQs at SCQF level 4

National Certificates in Hospitality Operations at SCQF level 5 and 6

The National Certificates in Hospitality Operations at SCQF level 5 and 6 are broad based qualifications that provide a platform for you to either progress to further study or pursue employment opportunities.

The NC in Hospitality Operations at SCQF level 5 comprises 8 mandatory credits and a further 4 must be selected from the options. The mandatory units include an element of work experience, customer care skills, health and safety, food hygiene, food and beverage service, and an awareness of costs and revenue. The options include more specialist units in food and beverage service, reception and accommodation servicing and other, more general

units, such as using social media. The options also include some professional cookery units but if you wish to pursue a career in a professional kitchen, you should consider the National Certificates in Professional Cookery.

On completion of the NC in Hospitality Operations at level 5, you may opt to progress to the NC at SCQF level 6.

The NC in Hospitality Operations at SCQF level 6 also comprises 8 mandatory credits with a further 4 selected from the options. The units mirror those in the level 5 NC but at a more advanced level and have a particular focus on leading a small hospitality team.

The NC in Hospitality Operations at level 6 can provide progression on to the HNC in Hospitality Operations at SCQF level 7, to a modern apprenticeship or to employment.

For entry to the National Certificate in Hospitality Operations at SCQF level 5, it would be an advantage to have appropriate experience in the industry or a lower level qualification such as:

- ◆ NPA in Hospitality at SCQF level 5
- ◆ Relevant industrial experience
- ◆ Relevant SVQs at SCQF level 4
- ◆ Skills for Work Hospitality 4/5

For entry to the National Certificate in Hospitality Operations at SCQF level 6, it would be an advantage to have appropriate experience in the industry or a lower level qualification, such as:

- ◆ NPA in Hospitality at SCQF level 6
- ◆ NC in Hospitality Operations at SCQF level 5
- ◆ Relevant SVQs at SCQF level 5
- ◆ Relevant industrial experience

You can discuss your particular situation with college staff, who will be pleased to offer you guidance, support and advice on how the course can be of help to you.

Appendix 1 SQA qualifications in Hospitality and possible progression pathways

	Pre-employment	Pre-employment and Development	Workforce Development	
SCQF	SQA National Courses and Group Awards	Higher Education	Safe and Legal	Occupational/CPD
8		HND <ul style="list-style-type: none"> ◆ Hospitality Management 		PDA <ul style="list-style-type: none"> ◆ Accommodation Management ◆ Hospitality Management SVQ <ul style="list-style-type: none"> ◆ Hospitality Management Skills
7		HNC <ul style="list-style-type: none"> ◆ Hospitality Operations 	HN Food Hygiene <ul style="list-style-type: none"> ◆ Food Hygiene Intermediate 	PDA <ul style="list-style-type: none"> ◆ Hospitality SVQ <ul style="list-style-type: none"> ◆ Hospitality Supervision and Leadership
6	National Certificate <ul style="list-style-type: none"> ◆ Hospitality Operations National Progression Award <ul style="list-style-type: none"> ◆ Hospitality 		Alcohol Licensing Qualifications <ul style="list-style-type: none"> ◆ Scottish Certificate for Personal Licence Holders ◆ Scottish Certificate for Personal Licence Holders (Refresher) Food Safety <ul style="list-style-type: none"> ◆ Food Hygiene for the Hospitality Industry 	

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)

National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)

National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)

National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)

	Pre-employment	Pre-employment and Development	Workforce Development	
SCQF	SQA National Courses and Group Awards	Higher Education	Safe and Legal	Occupational/CPD
5	National 5 ♦ Hospitality Skills for Work National Certificate ♦ Hospitality Operations National Progression Award ♦ Hospitality Award ♦ Customer Service: Principles and Practice		Alcohol Licensing Qualifications ♦ Scottish Certificate for Safe Sale and Service of Alcohol Food Safety ♦ Food Hygiene for the Hospitality Industry	SVQ ♦ Beverage Service ♦ Food and Beverage Service ♦ Hospitality Services
4	National 4 ♦ Hospitality Skills for Work		Food Safety ♦ Food Hygiene for the Hospitality Industry	SVQ ♦ Hospitality Services
3			Food Safety ♦ Food Hygiene for the Hospitality Industry	

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)

National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)

National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)

National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)