

Group Award Specification for:

**SQA Advanced Certificate in Hospitality Operations at
SCQF level 7**

Group Award code — GR3J 47

**SQA Advanced Diploma in Hospitality Management at
SCQF level 8**

Group Award code — GR3H 48

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1 Introduction

This document was previously known as the arrangements document. The purpose of this document is to:

- ◆ assist centres to implement, deliver, and manage the qualification
- ◆ provide a guide for new staff involved in offering the qualification
- ◆ inform course managers, teaching staff, assessors, learners, employers, and higher education institutions of the aims and purpose of the qualification
- ◆ provide details of the range of learners that the qualification is suitable for and the progression opportunities

The **SQA Advanced Certificate in Hospitality Operations** develops knowledge and skills core to all areas of hospitality operations and provides the opportunity to complete more specialist units in, for example, accommodation operations, front office management, specialist food and beverage services, events and conferences.

The **SQA Advanced Diploma in Hospitality Management** builds upon the areas covered in the SQA Advanced Certificate and brings in more managerial level topics including finance, accommodation management, managing food and beverage operations and managing human resources in a hospitality context. It also includes a period of practical work experience.

The SQA Advanced Certificates/Diplomas are suitable for a wide range of learners including:

- ◆ school leavers
- ◆ adult returners to education
- ◆ those in employment who wish to enhance their career prospects
- ◆ those who wish to extend their skills and knowledge to start their own business

1.1 Rationale

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 European Union (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. With a deficit in leadership and management skills often cited as an ongoing issue in the sector, the updated suite of SQA Advanced Certificates/Diplomas support learners who wish to pursue a supervisory/entry-level management career in the sector.

The SQA Advanced Certificate/Diploma forms part of a comprehensive framework of SQA qualifications in Hospitality from SCQF levels 4–8 supporting all stages of a learner's career.

For learners who wish to pursue a career in a professional kitchen, SQA also has a complementary suite of professional cookery qualifications.

2 Qualification structures

2.1 Structures

Structure of the SQA Advanced Certificate in Hospitality Operations

Learners will be awarded an SQA Advanced Certificate in Hospitality Operations on successful completion of all of the units in the mandatory section, and an appropriate combination of units from the options groups, up to a total of 96 SCQF credit points (12 SQA credits).

The SQA Advanced design principles require an SQA Advanced Certificate group award to incorporate at least 48 SCQF credit points at SCQF level 7. This requirement is met through the mandatory section.

The SQA Advanced Certificate Hospitality Operations mandatory section comprises 64 SCQF credit points (8 SQA credits) at SCQF level 7. Learners must also complete a further 32 SCQF points (4 SQA credits) from the options groups.

The following illustrates the composition of the framework detailing the SCQF level, rating and SQA credit value of each unit.

SQA Advanced Certificate Hospitality Operations Framework

Mandatory units: 64 SCQF credit points (8 SQA credits) required

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
J486	47	Hospitality Industry	1	8	7
J487	47	Hospitality Supervision	2	16	7
J488	47	Hospitality: Financial Control Systems	1	8	7
HP4M	47	Food Hygiene Intermediate	1	8	7
J483	47	Food and Beverage Operations	2	16	7
J477	47	Hospitality Operations: Graded Unit 1	1	8	7

SQA Advanced Certificate/Diploma**Options group 1: 16–32 SCQF credit points (2–4 SQA credits) required**

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
J481	47	Accommodation Operations	1	8	7
J485	47	Hospitality Front Office Procedures	1	8	7
J47E	48	Hospitality Front Office Sales Management	1	8	8
J48D	47	Legislative Requirements for Hospitality	1	8	7
J48A	47	Managing Human Resources in Hospitality	1	8	7
J47K	48	Managing Human Resources in Hospitality	1	8	8
J482	47	Alcoholic Beverages	1	8	7
J48C	47	Kitchen Operations for Hospitality Managers	2	16	7
J484	47	Understanding Hospitality Financial Accounting Statements	1	8	7
J489	47	Managing Hospitality Organisations	1	8	7
HP6M	47	Personal Development Planning	1	8	7
HP58	47	Applying Marketing Principles in Travel and Tourism	1	8	7
HP73	47	Creating a Culture of Customer Care	1	8	7
HT3A	47	Events Industry: An Introduction	2	16	7
HT3D	47	Conferences: An Introduction	1	8	7
HW92	47	Food and Beverage Events	1	8	7
HT3C	48	Managing an Event	2	16	8
HT36	47	Scottish Licensing Law	1	8	7
HP6L	47	Information Technology: Applications Software 1	1	8	7
HR0A	47	Using Software Applications Packages	1	8	7
HR81	47	Digital Culture: Online Communication	1	8	7
HT22	47	Internet: Introducing e-Commerce	1	8	7
HR1V	47	e-commerce: Publishing Websites	2	16	7
HY2G	47	Digital Marketing: Fundamentals	1	8	7
HP4X	47	Work Placement	1	8	7
J1NB	47	Research Skills	1	8	7

SQA Advanced Certificate/Diploma**Options group 2: 0–16 SCQF credit points (0–2 SQA credits) required**

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
HR1C	46	Workplace Communication in English	1	8	6
HR2J	46	Communication in French: Basic Operational Reading and Writing Skills	1	8	6
HR2E	46	Communication in French: Basic Operational Speaking and Listening Skills	1	8	6
HT39	46	Communication in Gaelic: Basic Operational Reading and Writing Skills	1	8	6
HT37	46	Communication in Gaelic: Basic Operational Speaking and Listening Skills	1	8	6
HR2K	46	Communication in German: Basic Operational Reading and Writing Skills	1	8	6
HR2F	46	Communication in German: Basic Operational Speaking and Listening Skills	1	8	6
HR2L	46	Communication in Italian: Basic Operational Reading and Writing Skills	1	8	6
HR2G	46	Communication in Italian: Basic Operational Speaking and Listening Skills	1	8	6
HR2M	46	Communication in Spanish: Basic Operational Reading and Writing Skills	1	8	6
HR2H	46	Communication in Spanish: Basic Operational Speaking and Listening Skills	1	8	6

Structure of the SQA Advanced Diploma in Hospitality Management

Learners will be awarded an SQA Advanced Diploma in Hospitality Management on successful completion of all of the units in the mandatory section, and an appropriate combination of units from the options groups up to a total of 240 SCQF credit points (30 SQA credits).

The SQA Advanced design principles require an SQA Advanced Diploma group award to incorporate at least 64 SCQF credit points (8 SQA credits) at SCQF level 8. This requirement is met within the mandatory section.

The SQA Advanced Diploma in Hospitality Management mandatory section comprises 168 SCQF credit points

(21 SQA credits). Learners must complete a further 72 SCQF points (9 SQA credits) from the options groups.

The following illustrates the composition of the framework detailing the SCQF level rating and SQA credit value of each unit.

SQA Advanced Diploma in Hospitality Management framework

Mandatory units: 168 SCQF credit points (21 SQA credits) required

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
J486	47	Hospitality Industry	1	8	7
J487	47	Hospitality Supervision	2	16	7
J488	47	Hospitality: Financial Control Systems	1	8	7
HP4M	47	Food Hygiene Intermediate	1	8	7
J483	47	Food and Beverage Operations	2	16	7
J47F	48	Hospitality Management Accounting	1	8	8
J47G	48	Management of Food and Beverage Operations	3	24	8
J47D	48	Accommodation Management	1	8	8
J489	47	Managing Hospitality Organisations	1	8	7
J47J	48	Managing Hospitality Organisations	1	8	8
J47H	48	Managing Financial Resources in Hospitality	1	8	8
HP4X	47	Work Placement	1	8	7
J48A	47	Managing Human Resources in Hospitality	1	8	7
J47K	48	Managing Human Resources in Hospitality	1	8	8
J477	47	Hospitality Operations: Graded Unit 1	1	8	7
J478	48	Hospitality Management: Graded Unit 2	2	16	8

SQA Advanced Certificate/Diploma**Options group 1: 48–72 SCQF credit points (6–9 SQA credits) required**

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
J48D	47	Legislative Requirements for Hospitality	1	8	7
J481	47	Accommodation Operations	1	8	7
J485	47	Hospitality Front Office Procedures	1	8	7
J47E	48	Hospitality Front Office Sales Management	1	8	7
J482	47	Alcoholic Beverages	1	8	8
J48C	47	Kitchen Operations for Hospitality Managers	2	16	7
J48B	47	Food and Beverage: Specialised Services	1	8	7
J47L	48	Gastronomy	2	16	8
J484	47	Understanding Hospitality Financial Accounting Statements	1	8	7
HP6L	47	Information Technology: Applications Software 1	1	8	7
HR0A	47	Using Software Applications Packages	1	8	7
HR81	47	Digital Culture: Online Communication	1	8	7
HT22	47	Internet: Introducing e-Commerce	1	8	7
HR1V	47	e-commerce: Publishing Websites	2	16	7
HP73	47	Creating a Culture of Customer Care	1	8	7
HR19	47	Preparing a Formal Business Plan	2	16	7
HR18	48	Managing Information Systems to Develop a Small Business	2	16	8
J461	47	Economic Issues: An Introduction	1	8	7
HR1P	47	Health and Safety Legislation: An Introduction	1	8	7
HT36	47	Scottish Licensing Law	1	8	7
HY2G	47	Digital Marketing: Fundamentals	1	8	7
HT3E	48	Marketing Analysis and Planning	1	8	8
HP56	48	Marketing Planning in Travel and Tourism	1	8	8
HP0F	47	Marketing Research Theory	1	8	7
HW93	48	Marketing Research Applications	1	8	8

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HP58	47	Applying Marketing Principles in Travel and Tourism	1	8	7
HT2E	47	Providing Information on the Scottish Tourism Product	2	16	7
HT2C	47	Role of History, Culture and Genealogy in Scottish Tourism	1	8	7
HT3A	47	Events Industry: An Introduction	2	16	7
HT3D	47	Conferences: An Introduction	1	8	7
HW92	47	Food and Beverage Events	1	8	7
HT3C	48	Managing an Event	2	16	8
HP6M	47	Personal Development Planning	1	8	7
HR13	47	Developing the Individual within a Team	1	8	7
J1NB	47	Research Skills	1	8	7
J4DB	48	Essential Academic Skills	1	8	8

Options group 2: 0–24 SCQF credit points (0–3 SQA credits) required

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
HR1C	46	Workplace Communication in English	1	8	6
HR2J	46	Communication in French: Basic Operational Reading and Writing Skills	1	8	6
HR2E	46	Communication in French: Basic Operational Speaking and Listening Skills	1	8	6
HR22	46	French for Work: Basic Operational	3	24	6
HR23	46	French for Work: Intermediate Operational	3	24	6
HR27	47	French for Work: Advanced Operational	3	23	7
HT39	46	Communication in Gaelic: Basic Operational Reading and Writing Skills	1	8	6
HT37	46	Communication in Gaelic: Basic Operational Speaking and Listening Skills	1	8	6
HT3F	46	Gaelic for Work: Basic Operational	3	24	6
HT3G	46	Gaelic for Work: Intermediate Operational	3	24	6
HT3H	47	Gaelic for Work: Advanced Operational	3	24	7
HR2K	46	Communication in German: Basic Operational Reading and Writing Skills	1	8	6
HR2F	46	Communication in German: Basic Operational Speaking and Listening Skills	1	8	6
HR21	46	German for Work: Basic Operational	3	24	6

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HR24	46	German for Work: Intermediate Operational	3	24	6
HR28	47	German for Work: Advanced Operational	3	24	7
HR2L	46	Communication in Italian: Basic Operational Reading and Writing Skills	1	8	6
HR2G	46	Communication in Italian: Basic Operational Speaking and Listening Skills	1	8	6
HR20	46	Italian for Work: Basic Operational	3	24	6
HR25	46	Italian for Work: Intermediate Operational	3	24	6
HR29	47	Italian for Work: Advanced Operational	3	24	7
HR2M	46	Communication in Spanish: Basic Operational Reading and Writing Skills	1	8	6
HR2H	46	Communication in Spanish: Basic Operational Speaking and Listening Skills	1	8	6
HR1Y	46	Spanish for Work: Basic Operational	3	24	6
HR26	46	Spanish for Work: Intermediate Operational	3	24	6
HR2A	47	Spanish for Work: Advanced Operational	3	24	7

3 Aims of the qualifications

The main aim of the SQA Advanced Certificate/Diploma is to provide a flexible, progressive suite of qualifications that supports a broad range of learners wishing to progress into supervisory or entry-level managerial positions in a wide range of hospitality operations or to progress to further study in higher education.

3.1 General aims of the qualifications

All SQA Advanced Certificates and SQA Advanced Diplomas have a range of broad aims that are generally applicable, eg:

1. Developing planning and analysis skills.
2. Developing problem solving skills.
3. Developing the ability to be flexible and to work co-operatively with others.
4. Developing study and research skills.
5. Developing critical and evaluative thinking.
6. Enabling progression within the SCQF.
7. Developing employment skills and enhancing learners' employment prospects.
8. Providing opportunities for career planning and enhancing learners' employment prospects.

3.2 Specific aims of the qualifications

The SQA Advanced Certificate in Hospitality Operations and SQA Advanced Diploma in Hospitality Management are closely linked. This makes it inevitable that they should have similar objectives.

The qualifications should enable learners to:

9. Be prepared for employment within the hospitality industry in a team leading/supervisory level post.
10. Gain leadership skills and a customer focused attitude through an understanding of the roles of a team leader/supervisor.
11. Gain an understanding of the structure and organisation of the industry and the influence of the industry on the economy.
12. Develop knowledge and skills in the main operational areas, such as, food and beverage service styles and techniques, food hygiene and control systems.
13. Apply and integrate knowledge and skills across hospitality operational areas.
14. Undertake options to permit an element of vocational specialism, for example in the areas of food production and service, accommodation services, front office, alcoholic beverages.
15. Be prepared for progression to further studies in hospitality or related disciplines.

The SQA Advanced Diploma in Hospitality Management can be distinguished from the SQA Advanced Certificate in Hospitality Operations in terms of:

16. The wider range of competences and expanded knowledge which a learner can achieve, eg the management of accommodation, accounting, human resource management,

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management of hospitality organisations and the opportunity to plan and manage a food and beverage operation.

17. Application and integration of knowledge and skills across hospitality management areas.
18. The likely entry point to an organisation.
19. The speed of progression within an organisation.
20. The level of entry to further academic qualifications.
21. Significant optional units to allow development in other areas relevant to future (or current) employment or progression within higher education.

3.3 Graded units

The purpose of the graded units in the qualifications is to assess the learner's ability to integrate and apply the knowledge and/or skills gained in the individual units in order to demonstrate that they have achieved the principal aims of the qualifications. A graded unit is assessed and a grade of A, B or C awarded to learners who successfully achieve the unit.

For the SQA Advanced Certificate, one single credit graded unit at SCQF level 7 must be achieved. For the SQA Advanced Diploma one double credit graded unit at SCQF level 8 in addition to the SCQF level 7 graded unit is required.

Project-based graded units assess the application of knowledge and skills in the planning and evaluation of a given task, while an examination assesses theoretical knowledge and understanding under invigilated conditions.

For both SQA Advanced Certificate and SQA Advanced Diploma a project-based case study was selected as the most appropriate model. The skills developed via the case study, ie gathering, interpreting and analysing information, decision-making and planning for action meet the principal aims.

4 Recommended entry to the qualifications

Entry to this qualification is at the discretion of the centre. The following information on prior knowledge, skills, experience, or qualifications that provide suitable preparation for this qualification has been provided by the Qualification Design Team as 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:

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- ◆ National Certificates in Hospitality Operations at SCQF levels 5 or 6
- ◆ appropriate groupings of National Units
- ◆ any other relevant National Certificates at SCQF levels 5 or 6
- ◆ any two National Qualifications at Higher together with three National 5 passes at 3 or above
- ◆ an SVQ at SCQF level 5 or above
- ◆ different combinations of relevant National Qualifications, vocational qualifications and/or equivalent qualifications from other awarding bodies may also be acceptable
- ◆ relevant work experience
- ◆ for learners where English is not their first language it is recommended that they possess English for Speakers of other Languages (ESOL) at SCQF level 5 or a score of 5.5 in IELTS

4.1 Core Skills entry profile

The Core Skill 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 whether additional learning support needs should 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.

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 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 co-operatively 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

This qualification was 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 more generic skills, known as Core Skills, through this qualification.

5.1 Mapping of qualification aims to units

SCQF level	Unit title	General aims								Specific aims													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	
7	Hospitality: Financial Control Systems	✓	✓	✓	✓	✓	✓	✓	✓				✓										
7	Food Hygiene Intermediate	✓	✓	✓	✓	✓	✓	✓	✓				✓										
7	Hospitality Supervision	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓												
7	Hospitality Industry	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓											
7	Food and Beverage Operations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓										
8	Hospitality Management Accounting	✓	✓	✓	✓	✓	✓	✓	✓								✓		✓	✓			
8	Management of Food and Beverage Operations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓			✓	✓	✓	✓			
8	Accommodation Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓				✓						
7 and 8	Managing Hospitality Organisations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						✓		✓	✓			
8	Managing Financial Resources in Hospitality	✓	✓	✓	✓	✓	✓	✓	✓								✓						
7	Work Placement	✓	✓	✓	✓	✓	✓	✓	✓			✓											
7 and 8	Managing Human Resources in Hospitality	✓	✓	✓	✓	✓	✓	✓	✓								✓						
7	Hospitality Operations: Graded Unit 1	✓	✓	✓	✓	✓	✓	✓	✓					✓		✓							
8	Hospitality Management: Graded Unit 2	✓	✓	✓	✓	✓	✓	✓	✓					✓		✓	✓	✓	✓	✓	✓	✓	✓
7	Legislative Requirements for Hospitality	✓	✓	✓	✓	✓	✓	✓	✓														

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7	Accommodation Operations	✓	✓	✓	✓	✓	✓	✓	✓				✓		✓						✓
7	Hospitality Front Office Procedures	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓						✓
7	Hospitality Front Office Sales Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓		✓				✓
7	Alcoholic Beverages	✓	✓	✓	✓	✓	✓	✓	✓				✓		✓						
7	Kitchen Operations for Hospitality Managers	✓	✓	✓	✓	✓	✓	✓	✓				✓		✓						
7	Food and Beverage: Specialised Services	✓	✓	✓	✓	✓	✓	✓	✓				✓		✓						
8	Gastronomy	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓					✓	✓		
7	Understanding Hospitality Financial Accounting	✓	✓	✓	✓	✓	✓	✓	✓								✓				
7	Creating a Culture of Customer Care	✓	✓	✓	✓	✓	✓	✓	✓												
7	Preparing a Formal Business Plan	✓	✓	✓	✓	✓	✓	✓	✓												
8	Managing Information Systems to Develop a Small Business	✓	✓	✓	✓	✓	✓	✓	✓								✓		✓	✓	
7	Economic Issues: An Introduction	✓	✓	✓	✓	✓	✓	✓	✓			✓									✓
7	Health and Safety Legislation: An Introduction	✓	✓	✓	✓	✓	✓	✓	✓												
7	Scottish Licensing Law	✓	✓	✓	✓	✓	✓	✓	✓												
7	Digital Marketing: Fundamentals	✓	✓	✓	✓	✓	✓	✓	✓							✓					
8	Marketing Analysis and Planning	✓	✓	✓	✓	✓	✓	✓	✓												
8	Marketing Planning in Travel and Tourism	✓	✓	✓	✓	✓	✓	✓	✓												
7	Marketing Research Theory	✓	✓	✓	✓	✓	✓	✓	✓										✓	✓	

5.2 Mapping of National Occupational Standards (NOS) and/or trade standards

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 SQA Advanced Certificate/Diploma broadly aligns 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 broader topic/process based SQA units.

SSC code	NOS unit title	SCQF level
PPL2GEN6	Minimise the Risk of Allergens to Customers	6
PPL2GEN7	Resolve Customer Service Problems	6
PPL2GEN8	Promote Additional Services or Products to Customers	6
PPL2GEN9	Deal with Customers Across a Language Divide	6
PPL2GEN13	Use Social Media in Hospitality	6
PPL1FOH10	Contribute to Solving Business Problems	6
PPLHSL1	Provide Leadership for Your Team	6
PPLHSL2	Develop Productive Working Relationships with Colleagues	7
PPLHSL3	Contribute to the Control of Resources	8
PPLHSL4	Maintain the Health, Hygiene, Safety and Security of the Working Environment	7

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PPLHSL5	Lead a Team to Improve Customer Service	7
PPLHSL6	Contribute to Promoting Hospitality Services and Products	6
PPLHSL7	Supervise Food Production Operations	7
PPLHSL8	Supervise Functions	7
PPLHSL9	Contribute to the Development of Recipes and Menus	6
PPLHSL10	Supervise Food Services	7
PPLHSL11	Supervise Drink Services	7
PPLHSL12	Supervise Off-Site Food Delivery Services	7
PPLHSL13	Supervise Cellar and Drink Storage Operations	7
PPLHSL14	Manage the Receipt, Storage or Dispatch of Goods	6

5.3 Mapping of Core Skills development opportunities across the qualifications

Unit code	Unit title	Communication			Numeracy		ICT			Problem solving			Working with others	
		Written (reading)	Written (writing)	Oral	Using number	Using graphical	Accessing information	Providing/creating information	Critical thinking	Planning and organising	Reviewing and evaluating	Working co-operatively with others	Reviewing co-operative contribution	
7	Hospitality Industry	S@6	S@6				S5	S@4	S@6					
7	Hospitality Supervision	S@5	S@5		S@5	S@5	S@5	S@5	S@5	S@5	S@5	S@5		
7	Hospitality: Financial Control Systems				E@5			S@4	S@6					
7	Food and Beverage Operations	S@6	S@6	S@6			S@5	S@5	E@5	S@5	S@5	E@5	E@5	
7	Accommodation Operations						S@5		S@5					
7	Hospitality Front of House Procedures						S@5	S@5	S@5					
7	Hospitality Front Office Sales Management						S@6		E@6					
7	Legislative Requirements for Hospitality								S@6					
7	Alcoholic Beverages						S@5	S@5	E@5					
7	Kitchen Operations for Hospitality Managers				S@5			S@5	S@6	S@6		S@5		
7	Understanding Financial Accounting Statements				E@5				E@5		S@6			
7	Managing Hospitality Organisations	S@6							S@6		S@6			
8	Managing Hospitality Organisations	S@6							S@6		S@6			
7	Managing Human Resources in Hospitality	S@5	S@5				S@5	S@5	E@5	E@5				

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Unit code	Unit title	Communication			Numeracy		ICT		Problem solving			Working with others	
		Written (reading)	Written (writing)	Oral	Using number	Using graphical	Accessing information	Providing/creating information	Critical thinking	Planning and organising	Reviewing and evaluating	Working co-operatively with others	Reviewing co-operative contribution
8	Managing Human Resources in Hospitality	S@5	S@5				S@5	S@5	S@6	S@6	S@6		
8	Management of Food and Beverage Operations	S@6	S@6				S@5	S@5	S@6	S@6	S@6	S@6	
8	Hospitality Management Accounting				S@6				E@6		S@6		
8	Accommodation Management								S@6				
8	Managing Financial Resources in Hospitality				S@6				S@6		S@6		
7	Hospitality Operations: Graded Unit 1	S@5	S@5				S@5	S@5	E@5	E@5	E@5		
8	Hospitality Management: Graded Unit 2	S@6	S@6				S@6	S@6	E@6	E@6	E@6		
7	Food and Beverage: Specialised Services		S@6						S@6	S@6	S@6		
8	Gastronomy						S@6	S@6	S@6	S@6	S@6		
7	Creating a Culture of Customer Care	S@6	S@6	S@6					S@6		S@6		
7	Events Industry: An Introduction	S@5							S@5	S@5	S@5		
7	Conferences: An Introduction		S@5						S@5			S@5	
7	Food and Beverage Events		S@5						E@5	E@5		S@5	
8	Managing an Event		S@6						E@6	E@6	E@6	E@6	E@6
7	Information Technology: Applications Software 1						E@6	E@6					

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Unit code	Unit title	Communication			Numeracy		ICT		Problem solving			Working with others	
		Written (reading)	Written (writing)	Oral	Using number	Using graphical	Accessing information	Providing/creating information	Critical thinking	Planning and organising	Reviewing and evaluating	Working co-operatively with others	Reviewing co-operative contribution
7	Using Software Applications Packages						E@5	E@5					
8	Managing Information Systems to Develop a Small Business	S@6	S@6	S@6					S@6	S@6	S@6		
7	Preparing a Formal Business Plan		S@5		S@5	S@5	S@5	S@5	S@5	S@5	S@5		
7	Economic Issues: An Introduction	S@6	S@6						S@5				
7	Scottish Licensing Law	S@5	S@5						S@5				
7	Work Placement								E@6	E@6	E@6	E@6	E@6
7	Digital Marketing: Fundamentals		S@5										
8	Marketing Analysis and Planning		S@6	S@6					E@6	E@6		S@6	
7	Marketing Research Theory		S@5		S@5		S@5	S@5	S@5	S@5			
8	Marketing Research Applications		S@6	S@6	S@6	S@6	S@6	S@6	E@6	E@6	E@6		
7	Applying Marketing Principles in Travel and Tourism	S@6	S@6				S@5	S@5	S@5				
7	Developing the Individual within a Team											E@6	E@6
7	Research Skills	S@6	S@6	S@6	S@5	S@5	S@6	S@6	E@6	E@6	E@6		
8	Essential Academic Skills		S@6				S@6	S@6	E@6				

5.4 Assessment strategy for the qualifications

The table below summarises the suggested assessment methods for the mandatory units across the SQA Advanced Cert/Diploma in Hospitality.

SCQF level	Unit title	Evidence requirements	Suggested instrument of assessment
7	Hospitality Industry	Knowledge evidence	Questioning/report/presentation/portfolio building
7	Hospitality Supervision	Knowledge and performance evidence	Mix practical activities, knowledge testing and portfolio building
7	Hospitality: Financial and Control Systems	Knowledge evidence	Costing exercises/questioning/portfolio building
7	Food Hygiene Intermediate	Knowledge evidence	Questioning
7	Food and Beverage Operations	Knowledge and performance evidence	Mix of practical activities, knowledge testing and portfolio building
8	Hospitality Management Accounting	Knowledge evidence	Case study
8	Management of Food and Beverage Operations	Knowledge and performance evidence, including planning and organisational skills	Mix of practical activities, knowledge testing and portfolio building
8	Accommodation Management	Knowledge evidence	Case studies/report/presentation
7	Managing Hospitality Organisations	Knowledge evidence	Case studies/report
8	Managing Hospitality Organisations	Knowledge evidence	Case studies/report
8	Managing Human Resources in Hospitality	Knowledge evidence	Report/presentation/portfolio building/questioning
7	Work Placement	Knowledge and performance evidence, including planning and organisational skills	Mixture of practical activities, knowledge testing and portfolio building

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7	Managing Human Resources in Hospitality	Knowledge evidence	Report/presentation/portfolio building/questioning
7	Managing Human Resources in Hospitality	Knowledge evidence	Report/presentation/portfolio building/questioning
7	Hospitality Operations: Graded Unit 1	Knowledge evidence	Case study
8	Hospitality Management: Graded Unit 2	Knowledge evidence	Case study

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 and how the skills and knowledge required are transferrable between each sector, and how they are related to, and impact on each other.

These awards are designed to enable the learner to develop the skills and knowledge required for a future career in supervision or management in the hospitality industry. Optional units should reflect their needs and aspirations, and of both local and national potential employers.

The suggested approaches to delivery on the following pages show many of the units being concurrently delivered. 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.

This will 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 and approaches).

In delivering these awards cognisance of current and developing trends in the industry should be explored and discussed with learners. This can help ensure they have the appropriate skills and knowledge to enter the hospitality industry in an appropriate role. As part of the *Hospitality Industry* unit (and all unit) delivery, the tutor should ensure that the learners have realistic expectations of their potential roles on graduation (many think they will leave and go immediately into (senior) management 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.

In delivery of these awards tutors should also develop (softer) skills for employment — *Communication, Numeracy, Information and Communication Technology (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. In all delivery it is essential that the tutor has appropriate qualifications and 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 ensure the use of appropriate developmental feedback methods.

Individual unit specifications provide detail on any particular approaches or requirements for example the *Food Hygiene Intermediate* unit outlines the requirement that tutors responsible for

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the delivery of this unit should be suitably qualified, preferably with a Diploma in Advanced Food Hygiene and with knowledge of HACCP. Guest speakers may be considered, eg an Environmental Health Officer for input into relevant aspects of legislation.

Theoretical aspects of units should be set in meaningful contexts, for example, scenarios set in a range of the businesses representative of the sector.

6.1 Sequencing/integration of units

The graded units should be introduced towards the middle or end of either block 2 (If delivery model is over three blocks) to allow learners time to prepare. (See example delivery for SQA Advanced Certificate/Diploma below.)

Project-based graded units are designed to test the application and integration of knowledge and skills in the planning, execution, and evaluation of a given task. In carrying out a given task, learners are required to display the ability to work independently to meet the evidence requirements and standards set out in the graded unit specifications. At the same time, learners need appropriate support to enable them to complete the project-based graded unit.

Centres are encouraged to set parameters at the start of the project giving details of the submission dates for first draft and final material. This is essential so all learners are aware of the deadlines. How and when this is implemented will vary with each centre but the following advice is provided:

- ◆ Projects are started as early as possible, but centres must ensure that learners have all the required knowledge and skills (ie from key SQA Advanced Units) as laid out in the graded unit specification.
- ◆ Learners are given sufficient time to carry out their work independently, with appropriate tutor support.
- ◆ Effective tools such as progress logs or diaries are used to motivate and monitor learners' work.
- ◆ An appointment system for progress interviews with learners is set in the early stages of the project.

A project-based graded unit introduction for learners should contain at least the following:

- ◆ an introduction to the purpose or aims of the graded unit
- ◆ a list of the key units which learners should have achieved, or be in the process of achieving, before starting their project
- ◆ the task instructions or brief, including an outline of each of the stages of the project, their purpose and how they might be achieved
- ◆ an explanation of the grading process and the main factors that will influence grade, eg technical content, autonomous working, etc
- ◆ an outline of the percentage weighting of total marks for each stage and an explanation of how these marks relate to the quantity and quality of evidence
- ◆ an explanation of the need (and reasons) to pass each stage before progressing to the next stage
- ◆ identification of deadlines and completion dates

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- ◆ information on the system for monitoring progress and providing support on the project — including tutor input, venues for meetings, and any necessary resources required
- ◆ information on group work for projects (provided that the graded unit specification allows for this) which must make clear that each learner must provide evidence that he/she has individually met the evidence requirements
- ◆ a clear indication that learners will not normally be working under close supervision, the degree of autonomy expected of the learner, and the level of support that will be given to the learner
- ◆ arrangements for remediation and re-assessment should also be considered along with any upgrading opportunities as early as possible and learners should be made aware of these arrangements, as necessary

It would be useful to give this information to learners as an oral presentation and in document form, and to build in time for a thorough discussion of the points so that learners can ask questions and seek clarification on any point.

There is no prescribed order in which the units must be delivered and centres may develop their delivery plans to meet the needs of learners. Examples of the order in which units could be delivered is provided in the following sample delivery schedules.

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Suggested delivery schedule, SQA Advanced Certificate in Hospitality Operations at SCQF level 7

Example only:

Based on 36 weeks with three teaching blocks, each of 12 weeks duration and assuming 12 credits for the group award are delivered, ie. 8 mandatory credits plus 4 credits from the options section (or 7 credits for candidates progressing to SQA Advanced Diploma). Delivery weeks for units in each block are shaded.

Mandatory section — 8 credits required	SQA credit value	Block 1 12 weeks	Block 2 12 weeks	Block 3 12 weeks
Hospitality Industry`	1			
Hospitality Supervision	2			
Hospitality: Financial and Control Systems	1			
Food Hygiene Intermediate	1			
Food and Beverage Operations	2			
Hospitality Operations: Graded Unit 1	1			
Options section — 4 credits required (plus 3 for progression to SQA Advanced Diploma)				
Accommodation Operations	1			
Hospitality Front Office Procedures	1			
Alcoholic Beverages	1			
Managing Human Resources in Hospitality (L7)	1			
Legislative Requirements for Hospitality	1			
Kitchen Operations for Hospitality Managers	2			

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Key to shading

	1 credit at 40 hours	= 40 hours/12 weeks	= 3.3 hours per week
	8 credits at 40 hours	= 320 hours/36 weeks	= 8.8 hours per week
	1 credit at 40 hours	= 40 hours/12 weeks	= 3.3 hours per week
	1 credit at 40 hours	= 40 hours/18 weeks	= 2.2 hours per week
	2 credits at 40 hours	= 80 hours/24 weeks	= 3.3 hours per week
	2 credits at 40 hours	= 80 hours/36 weeks	= 2.2 hours per week

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Suggested delivery schedule, SQA Advanced Diploma in Hospitality Management at SCQF level 8

Example only:

Based on 36 weeks with three teaching blocks, each of 12 weeks duration and assuming 15 credits (plus 15 credits from SQA Advanced Certificate year 1). Delivery weeks for units in each block are shaded.

Mandatory section — 21 credits required (12 plus 9 from SQA Advanced Certificate)	SQA credit value	Block 1 12 weeks	Block 2 12 weeks	Block 3 12 weeks
Hospitality Management Accounting	1			
Management of Food and Beverage Operations	3			
Accommodation Management	1			
Managing Hospitality Operations (L7)	1			
Managing Hospitality Operations (L8)	1			
Managing Financial Resources in Hospitality	1			
Managing Human Resources in Hospitality (L8)	1			
Work Placement	1			
Hospitality Management: Graded Unit 2	2			
Options section — 9 credits required (3 plus 6 from SQA Advanced Certificate)				
Hospitality Front Office Sales Management	1			
Food and Beverage: Specialised Services	1			
Understanding Hospitality Financial Accounting	1			

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Key to shading

	3 credits at 40 hours	= 120 hours/36 weeks	= 3.3 hours per week
	7 credits at 40 hours	= 280 hours/36 weeks	= 7.8 hours per week
	2 credits at 40 hours	= 80 hours/36 weeks	= 3.3 hours per week
	1 credit at 40 hours	= 40 hours/36 weeks	= 1.1 hours per week
	2 credits at 40 hours	= 80 hours/24 weeks	= 3.3 hours per week

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:

- ◆ SQA Advanced graded units
- ◆ 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 license 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 may be found on our website: www.sqa.org.uk.

The following sub-sections outline how existing SQA units may contribute to this group award. Additionally, they also outline how this group award may be recognised for professional and articulation purposes.

6.2.1 Articulation and/or progression

Degrees

The SQA Advanced group awards provide learners with the relevant mix of competencies to enable immediate entry to employment while at the same time allowing them an articulation route to degree level study. A number of related degree programmes are offered at a range of institutions throughout Scotland. The SQA Advanced Certificate/Diplomas provide entry variously into 2nd and 3rd year of degree programmes.

6.2.2 Professional recognition

The Royal Environmental Health Institute of Scotland (REHIS) recognises the mandatory *Food Hygiene* unit. On completion, learners can apply to REHIS and receive certification for the REHIS Food Hygiene Intermediate course.

6.3 Opportunities for e-assessment

The design for some units in the award requires that evidence of knowledge and understanding of key concepts, processes and terminology and is therefore amenable to online 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 of the qualification. In cases where performance and product evidence

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is required, the usual checklists and pro forma could be substituted by electronic versions with a learner's products 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.

The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

6.4 Supporting materials

A **list of exiting ASPs** 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 instruments of assessment used within these group awards 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).

8 Glossary of terms

Embedded Core Skills: 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.)

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:

- ◆ Candidates 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).

Graded unit: Graded units assess learners' ability to integrate what they have learned while working towards the units of the group award. Their purpose is to add value to the group award, making it more than the sum of its parts, and to encourage learners to retain and adapt their skills and knowledge.

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 candidates 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 SQA Advanced unit credit (irrespective of level) is equivalent to 8 SCQF credit points.

SCQF levels: The level a qualification assigned within the framework is an indication of how hard it is to achieve. The SCQF covers 12 levels of learning. SQA Advanced Certificates and SQA Advanced Diplomas are available at SCQF levels 7 and 8, respectively. SQA Advanced 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.

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Subject unit: These contain vocational/subject content and are designed to test a specific set of knowledge and skills.

Signposted Core Skills: These refer to opportunities to develop Core Skills in learning and teaching, but are not automatically certificated.

9 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 Connect to confirm that they are using the most 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 candidates for the unit which has been revised where they are expected to complete the unit before its finish date.

Version number	Description	Date

Acknowledgements

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

Further information

Call SQA's Customer Contact Centre on 44 (0) 141 500 5030 or 0345 279 1000. Alternatively, complete our Centre Feedback Form.

10 General information for learners

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

SQA Advanced Certificate in Hospitality Operations and SQA Advanced Diploma in Hospitality Management

These qualifications are designed to enable you obtain the key competences required for entry into operational, supervisory and management positions in a wide range of hospitality businesses.

The hospitality industry is truly international. It is an important and growing sector in Scotland and the UK and career opportunities are wide and varied both at home and abroad. The SQA Advanced Certificate/Diploma have a heavy emphasis on practical skills and developing the personal and interpersonal skills crucial in the customer centred world of hospitality.

The assessments in the awards are varied with much project work, investigative activity and practical activity involved.

The SQA Advanced Certificate Hospitality Operations will allow you to:

- ◆ gain leadership skills and a customer focused attitude through an understanding of the role of a team leader/supervisor.
- ◆ gain an understanding of the structure and organisation of the industry and the influence it has on the economy.
- ◆ develop knowledge and skills in main operational areas, such as, food and beverage service styles and techniques, food hygiene and control systems.
- ◆ progress to further studies or prepare for employment in the hospitality industry.

If you go on to complete the SQA Advanced Diploma in Hospitality Management you will:

- ◆ develop a wider range and depth of knowledge and skills in areas such as accommodation management, accounting, human resource management and management of hospitality organisations.
- ◆ gain the opportunity to plan and manage a food and beverage operation.
- ◆ progress to further studies within higher education or prepare for employment in supervisory/management level posts.

It would be beneficial if you have one or more of the following before starting the SQA Advanced Certificate/Diploma:

- ◆ National Certificates in Hospitality Operations at SCQF levels 5 or 6
- ◆ appropriate groupings of National Units
- ◆ any other relevant National Certificates at SCQF levels 5 or 6
- ◆ any two National Qualifications at Higher together with three National 5 passes at 3 or above
- ◆ an SVQ at SCQF level 5 or above

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- ◆ different combinations of relevant National Qualifications, Vocational Qualifications and equivalent qualifications from other awarding bodies may also be acceptable
- ◆ relevant work experience