

**GR3N 24 SVQ in Hospitality Management Skills SCQF at level 8 – Structure**

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| **To achieve the qualification candidates are required to complete 10 units in total. This comprises:*** **All three mandatory units**
* **At least two units from Group A**
* **The remaining five units can come from either Group A or Group B**
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| **Mandatory Units** |
| **SQA Ref** | **SSC Ref** | **Title** | **SCQF Level** | **SCQF Points** |
| H2Y7 04 | PPL4GEN8 | Manage the Performance of Teams and Individuals | 8 | 6 |
| J4BN 04 | 4PPL4GEN17 | Comply with the Relevant Legislative and Regulatory Requirements in Hospitality | 8 | 6 |
| J198 04 | CFAMLA2 | Manage Your Own Resources and Professional Development | 7 | 8 |

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| **Group A: Optional Units – minimum 2 – maximum 7 units required** |
| **SQA Ref** | **SSC Ref** | **Title** | **SCQF Level** | **SCQF Points** |
| H2YA 04 | PPL4GEN2 | Manage Purchasing Costs in Hospitality | 8 | 9 |
| H2YB 04 | PPL4GEN3 | Manage Payroll Costs for Your Team | 8 | 8 |
| H2YC 04 | PPL4GEN4 | Manage Rotas for Your Hospitality Team | 8 | 6 |
| H2YD 04 | PPL4GEN5 | Obtain, Analyse and Implement Customer Feedback | 8 | 8 |
| H2YE 04 | PPL4GEN6 | Lead, Manage and Follow Up the Meeting Process | 7 | 3 |
| J4BR 04 | PPL4GEN7 | Recruit and Select Hospitality Staff | 8 | 8 |
| H2Y8 04 | PPL4GEN9 | Contribute to the Strategic Goals of the Organisation’s Leadership Team | 8 | 6 |
| H2YG 04 | PPL4GEN10 | Devise and Implement Training and Development Plans for Your Hospitality Teams | 8 | 7 |
| H2YH 04 | PPL4GEN11 | Manage the Use of the Organisation's Systems to Meet Operational Needs | 8 | 11 |
| H2YJ 04 | PPL4GEN12 | Determine Market Opportunities and Plan theFuture Provision of Services | 9 | 11 |
| H2YK 04 | PPL4GEN13 | Maximise Sales and Profit | 9 | 10 |
| H2YM 04 | PPL4GEN14 | Manage Operational Aspects of Refurbishment Programmes | 8 | 9 |
| H2YN 04 | PPL4GEN15 | Initiate and Manage Supplier Contracts | 8 | 7 |
| H2YP 04 | PPL4GEN16 | Manage a Function | 8 | 8 |
| FM5F 04 | CFAMLE8 | Manage Physical Resources | 8 | 9 |
| FM4X 04 | CFAMLC6 | Implement Change | 8 | 11 |
| FM58 04 | CFAMLD15 | Initiate and Follow Grievance Procedure | 6 | 6 |
| FM57 04 | CFAMLD14 | Initiate and Follow Disciplinary Procedure | 6 | 6 |
| DR5T 04 | CFAMLE2 | Manage Finance for Your Area of Responsibility | 8 | 14 |
| H9YH 04 | CFACSC8 | Handle Referred Customer Complaints | 8 | 10 |
| H9XX 04 | CFACS14 | Use Customer Service as a Competitive Tool | 7 | 8 |
| FE2X 04 | CFACSA15 | Organise the Promotion of Additional Services or Products to Customers | 6 | 7 |
| FE3L 04 | CFACSB14 | Review the Quality of Customer Service | 8 | 8 |
| H7CD 04 | CFAM&LEB4 | Manage the Environmental and Social Impacts of Your Work | 8 | 4 |
| H69C 04 | CFAM& LBA7 | Promote Equality of Opportunity, Diversity and Inclusion | 8 | 9 |
| H69F 04 | CFAM& LDC5 | Help Individuals Address Problems Affecting Their Performance | 6 | 5 |
| H41M 04 | CFAM& LDA3 | Induct Individuals into Their Roles | 6 | 4 |
| H41P 04 | CFAM& LDB9 | Promote Staff Wellbeing | 6 | 5 |
| H41X 04 | CFAM& LDC3 | Mentor Individuals | 6 | 5 |

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| **Group B: Optional Units – up to 5 units may be selected from this group** |
| **SQA Ref** | **SSC Ref** | **Title** | **SCQF Level** | **SCQF Points** |
| J4BS 04 | PPL4GEN1 | Manage Food Safety in a Professional Kitchen | 8 | 10 |
| H2YR 04 | PPL4KM31 | Participate in the Design, Implementation and Monitoring of a Kitchen Food Safety Management System | 8 | 7 |
| H2YS 04 | PPL4KM32 | Develop and Evolve Dishes and Recipes Showing Innovation and Creativity | 8 | 11 |
| H2YT 04 | PPL4KM33 | Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets | 8 | 10 |
| H2YV 04 | PPL4KM34 | Manage the Presentation and Portion Size of Dishes in Accordance with Organisational Standards | 7 | 7 |
| H2YW 04 | PPL4KM35 | Manage a Team to Prepare, Cook and Present Food to Organisational Standards  | 8 | 12 |
| J4BT 04 | PPL4KM36 | Investigate and Apply Current Methodologies to Food Preparation and Production | 8 | 10 |
| H2YY 04 | PPL4KM37 | Plan and Design Operational Areas | 8 | 5 |
| J4BV 04 | PPL4PC1 | Source Fresh Produce Sustainably for Use in a Professional Kitchen | 8 | 5 |
| J4BW 04 | PPL4PC2 | Design and Produce Complex Innovative Dishes in a Professional Kitchen | 9 | 10 |
| H300 04 | PPL4FOH41 | Manage Customer Profiles and Recognition | 8 | 11 |
| H301 04 | PPL4FOH42 | Ensure Statutory Fire and Other SecurityProcedures Are In Place and Followed (Teamand Whole Establishment) | 8 | 9 |
| H302 04 | PPL4FOH43 | Manage Arrivals and Departures to Deliver and Maximise Revenue Potential | 8 | 9 |
| J4BX 04 | PPL4FOH44 | Manage Billing and Payment Processes | 8 | 10 |
| H304 04 | PPL4FOH45 | Manage Front of House and Guest RelationServices | 8 | 10 |
| H305 04 | PPL4FOH46 | Manage Reservations Systems | 7 | 7 |
| H307 04 | PPL4HK51 | Implement and Manage Housekeeping Procedures | 8 | 8 |
| H309 04 | PPL4HK52 | Manage Guest Security and Privacy in Accordance with Legislative and Organisational Procedures | 8 | 4 |
| H30A 04 | PPL4HK53 | Manage Room Availability to Maximise Revenue Potential | 8 | 5 |
| H30B 04 | PPL4HK54 | Liaise with Others to Manage Maintenance and Repair Work | 8 | 6 |
| H30C 04 | PPL4HK55 | Manage Additional Services Throughout theEstablishment | 8 | 4 |
| H30D 04 | PPL4HK56 | Manage Linen Service to Deliver a High Quality Provision | 8 | 4 |
| H30E 04 | PPL4HK57 | Manage the Supply of Uniforms and Housekeeping of Staff Areas | 8 | 4 |
| H30F 04 | PPL4FB61 | Ensure Food and Beverages are Served toOrganisational Standards | 8 | 7 |
| H30G 04 | PPL4FB62 | Manage the Organisation of the Food and Beverage Service Area | 8 | 6 |
| H30H 04 | PPL4FB63 | Develop Beverage Lists to Complement the Menu | 8 | 6 |
| H30J 04 | PPL4FB64 | Participate in the Production and Presentation of the Menu | 8 | 6 |
| H30K 04 | PPL4FB65 | Manage Cellar Operations | 8 | 7 |
| H30L 04 | PPL4FB66 | Develop a Team to Provide Enhanced Levels of Food and Beverage Service | 8 | 7 |