



Approval Requirements for Hospitality Qualifications at SCQF Levels 5-8

- National Progression Award (NPA) in Hospitality at SCQF Level 5
- National Certificate (NC) in Hospitality Operations at SCQF Level 5
- National Progression Award (NPA) in Hospitality at SCQF Level 6
- National Certificate (NC) in Hospitality Operations at SCQF Level 6
- Higher National Certificate (HNC) in Hospitality Operations at SCQF Level 7
- Higher National Diploma (HND) in Hospitality Management at SCQF Level 8

All Levels/Qualifications

The NPA, NC and HN qualifications in Hospitality are intended to develop the skills and knowledge required for those who wish to pursue a career in hospitality.

If your centre is applying for approval to offer any of these qualifications, please note that the practical activities must be delivered and assessed in a commercially equipped hospitality environment*. They are not suited to being delivered and assessed in non-commercial restaurant/front of house/back of house environments, as learners need to experience how to interact with real customers to develop the technical skills required to meet occupational standards.

It is essential that teachers/lecturers have appropriate qualifications and experience of the hospitality industry and can relate the learning and teaching to real and current industry examples. This should be maintained by undertaking appropriate CPD to ensure that they keep up to date with industry practice.

*** Criteria for a hospitality training environment:**

- The type of work tasks being represented must mirror the relevant setting, e.g. restaurant, housekeeping department, front office, reception, reservations.

- The range and volume of commercial equipment, furnishings and resources that replicate the settings and activities being undertaken must be used, e.g. tables, chairs, service equipment, linens, tableware, crockery, glass ware, menus, promotional material, uniforms/aprons/PPE, and reservation, billing and inventory systems/technology.
- The hospitality training environment must be operated in the same way as in a real work situation, eg customers are not prompted to behave in a particular manner, and customer feedback is gathered and acted on.
- There should be evidence of planning, e.g. product/service plans, staffing/rotas, costing, promotions.
- Learners should carry out tasks in line with business expectations, e.g. within timescales and budget, minimising wastage.
- Legislative regulations must be adhered to, e.g. food safety, health and safety.
- Consumer information must be provided on products and services, e.g. allergy advice on food products.

It is recommended that learners are timetabled to spend full days in the hospitality environment to develop and apply their knowledge and skills in realistic situations and to build up their skills proficiency. Assuming six hours per day is timetabled, then each unit credit would require a minimum of six days to deliver/assess.

In addition to the information provided above, specific delivery and assessment conditions must be followed for the following key units at SCQF Levels 5 and 6.

Working in the Hospitality Industry at SCQF Level 5 (NPA and NC):

- learners must plan for and complete at least 30 hours of work experience with a commercial hospitality establishment.

Food Hygiene for the Hospitality Industry at SCQF Levels 5 and 6 (NPA and NC):

- teaching staff delivering this unit should have a good understanding of legislation relating to food hygiene and allergens. In addition, it is recommended that staff possess an Advanced Diploma in Food Hygiene or equivalent.

Developing Customer Care in Hospitality at SCQF Level 5 (NPA and NC):

- learners must demonstrate their application of customer care skills in a real or realistic hospitality working environment, and in different customer care scenarios.

Food and Beverage Operations at SCQF Level 5 (NPA and NC):

- learners must complete all practical activities in a real or realistic working environment that reflects a typical restaurant operation on at least three occasions. Professional hospitality conventions of service must be followed with each learner servicing a table of at least four covers.

Customer Care Excellence in Hospitality at SCQF Level 6 (NPA and NC):

- for delivery and assessment of this unit in a training restaurant environment, learners must lead a team of at least two other team members to deliver a food and beverage service to 25 customers, across six tables, deal with three identified dietary needs, and promote one special item not printed in the menu. Copies of menus, seating plans, etc should be included as appropriate.

Food and Beverage Operations at SCQF Level 6 (NPA and NC):

- learners must complete all practical activities in a real or realistic working environment that reflects a typical restaurant operation – this will need to take place over a number of occasions to cover all performance criteria. Professional hospitality conventions of service should be followed with learners leading a team of at least two other team members to provide a food and beverage service to at least four tables of customers, each with a minimum of two covers.

Specific delivery and assessment conditions must be followed for the following key units at SCQF levels 7 and 8:

Hospitality Supervision at SCQF Level 7 (HNC and HNC)

- supervise a team with a minimum of three members to undertake an activity in a commercial hospitality training environment or real hospitality workplace.

Food Hygiene Intermediate at SCQF Level 7 (HNC and HND):

- teaching staff responsible for the delivery of this unit should be suitably qualified, preferably with a Diploma in Advanced Food Hygiene and with knowledge of HACCP.

Food and Beverage Operations at SCQF Level 7 (HNC and HND):

- learners are required to lead a team of at least three other team members for the delivery and evaluation of a food and beverage service event, eg a lunch, dinner, or special occasion event
- the service must be a live event with paying customers in a commercial hospitality training environment or real hospitality workplace.

Management of Food and Beverage Operations at SCQF Level 8 (HND):

- learners must develop, implement and evaluate an operational plan for a food and beverage service for a minimum of 30 covers.

Applying for Approval

Centres considering seeking approval to deliver any of the qualifications included in this information sheet should review all the relevant unit specifications and assessment support packs (ASP) for feasibility of the delivery and assessment requirements prior to making an approval application.

It is recommended that centres applying for approval create a file containing the following information to support their application:

- up to date unit specifications and associated ASPs or instruments of assessment if there are no ASPs
- information on the delivery and assessment environments and equipment
- description of the restaurant, including how many customers can be accommodated at any one time, service times and duration
 - number of learners and when and for how long on each occasion they will have access to the facility and equipment
 - list of equipment, type and quantity or photographic evidence if a visit cannot take place

- details of staff qualifications and/or experience and relevant CPD
- commitment of budget allocation to cover the cost of the consumables required for service
- teaching materials to be used, e.g. handouts, videos/YouTube links
- detailed lesson plans should:
 - include different service styles, menus items and accompaniments, beverage items
 - range of ingredients, dietary needs and allergens
 - personal presentation, customer service, health and safety standards
- internal verification (IV) of assessment materials, for example, pre-delivery checklists, IV forms and resulting registers are standard and ensure the team are meeting on a regular basis
- records of standardisation arrangements for the team to meet on a regular basis to ensure consistency
- partnership agreement (if applicable), e.g. with a further education college or industry detailing the relationship/role between the centre and any other assessors/establishments used for the delivery and assessment of the qualification.

Our [Business Development and Customer Support Team](#) can provide guidance to centres on the approval process.