

Group Award Title: Diploma for Hospitality Team Member at SCQF Level 5

Group Award Code: GV70 45

SCQF overall credit: Minimum: 39 Maximum: 64

To attain the qualification, candidates must complete 10 units. This consists of:

* Three mandatory units
* A minimum of four up to a maximum of five units from Group A
* A minimum of two up to a maximum of three units from Group B

Please note the table below shows the SSC identification codes listed alongside the corresponding SQA unit codes. It is important that SQA unit codes are used in all your recording documentation, and when your results are communicated to SQA.

# Mandatory units: Candidates must complete all three units

| **SQA code** | **SSC code /**  **SDS code** | **Title** | **SCQF**  **level** | **SCQF**  **Credit points** | **SQA**  **Unit credits** |
| --- | --- | --- | --- | --- | --- |
| J8D6 45 | SDS0461 | Working as Part of a Team | 5 | 5 | 1 |
| J8DE 45 | SDS0452 | Providing Customer Service | 5 | 5 | 1 |
| J86E 45 | US0434 | Developing Meta-skills and Personal Practice | 5 | 9 | 1 |

# Group A Hospitality Services: a minimum of 4 up to a maximum of 5 units required

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF**  **level** | **SCQF**  **Credit points** | **SQA**  **Unit credits** |
| --- | --- | --- | --- | --- | --- |
| J8HE 04 | PPL1FBS1 | Prepare and Clear Areas for Food and Beverage Service | 4 | 3 | 1 |
| J8LD 45 | SDS0446 | Preparing Hot and Cold Drinks | 5 | 5 | 1 |
| J8LE 45 | SDS0442 | Delivering Barista Services | 5 | 5 | 1 |
| J8LF 45 | SDS0457 | Serving Food and Drink | 5 | 5 | 1 |
| J8HG 04 | PPL2FBS6 | Maintain Cellars and Kegs | 5 | 2 | 1 |
| J8HH 04 | PPL1PC4 | Prepare and Cook Meat and Poultry | 4 | 3 | 1 |
| J8HJ 04 | PPL1PRD1 | Prepare Hot and Cold Sandwiches | 5 | 3 | 1 |
| J8LG 44 | SDS0445 | Preparing and Cooking Simple Food Dishes | 4 | 4 | 1 |
| J8HK 04 | PPL2GEN14 | Complete Kitchen Records | 5 | 2 | 1 |
| J8HL 04 | PPL2GEN6 | Minimise the Risk of Allergens to Customers | 6 | 4 | 1 |
| J8HM 04 | PPL1GEN9 | Provide Basic Advice on Allergens to Customers | 5 | 4 | 1 |
| J8HN 04 | PPL2GEN5 | Maintain Food Safety in a Hospitality Environment | 5 | 3 | 1 |
| J8LH 45 | SDS0447 | Processing Bookings and Reservations | 5 | 5 | 1 |
| J8DN 45 | SDS0453 | Providing Reception Services | 5 | 4 | 1 |
| J8DF 46 | SDS0441 | Creating Customer Records | 6 | 7 | 1 |
| J8LJ 45 | SDS0440 | Contributing to Event Delivery | 5 | 5 | 1 |
| J8HP 04 | PPL1HSL6 | Contribute to Promoting Hospitality Services and Products | 6 | 6 | 1 |
| J8LK 45 | SDS0480 | Carrying Out Deep Cleaning | 5 | 3 | 1 |
| J8HR 04 | PPL2HK5 | Clean and Maintain Soft Floors and Furnishings | 5 | 4 | 1 |
| J8HT 04 | PPL2HK4 | Clean, Maintain and Protect Hard Floors | 5 | 4 | 1 |
| J8LL 45 | SDS0436 | Cleaning Equipment | 5 | 4 | 1 |
| J8E9 45 | SDS0435 | Cleaning Areas | 5 | 4 | 1 |
| J8HV 04 | PPL1HK1 | Collect Linen and Make Beds | 3 | 3 | 1 |
| J8LM 45 | SDS0456 | Servicing Rooms | 5 | 4 | 1 |
| J8HW 04 | PPL2HK6 | Provide a Linen Service | 5 | 3 | 1 |

# Group B Generic Hospitality: a minimum of 2 up to a maximum of 3 units required

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF**  **level** | **SCQF**  **Credit points** | **SQA**  **Unit credits** |
| --- | --- | --- | --- | --- | --- |
| J8LN 45 | SDS0460 | Welcoming Customers | 5 | 4 | 1 |
| J8DH 46 | SDS0451 | Providing Customer Focused Information and Advice | 6 | 6 | 1 |
| J8HX 04 | PPL2GEN9 | Deal with Customers Across a Language Divide | 5 | 8 | 1 |
| J8D7 46 | SDS0455 | Selling Products and Services | 6 | 7 | 1 |
| J8DP 45 | SDS0449 | Processing Customer Payments | 5 | 5 | 1 |
| J8DR 46 | SDS0450 | Processing Returns, Refunds and Exchanges | 6 | 6 | 1 |
| J8DG 45 | SDS0444 | Maintaining Customer Records | 5 | 5 | 1 |
| J8DJ 46 | SDS0448 | Processing Customer Feedback | 6 | 6 | 1 |
| J8LP 47 | SDS0458 | Resolving Customer Service Problems | 7 | 7 | 1 |
| J8DM 46 | SDS0484 | Handling Customer Complaints | 6 | 5 | 1 |
| J8E8 04 | PPL2GEN2 | Order Stock | 5 | 3 | 1 |
| J8DA 45 | SDS0438 | Receiving Stock | 5 | 6 | 1 |
| J8DC 45 | SDS0454 | Replenishing Stock | 5 | 5 | 1 |
| J8EA 45 | SDS0437 | Setting Up Promotional Displays | 5 | 4 | 1 |
| J8LR 46 | SDS0443 | Delivering Service Briefings | 6 | 4 | 1 |
| J8DD 46 | SDS0439 | Leading Meeting Agenda Items | 6 | 4 | 1 |
| J8DK 45 | SDS0481 | Using Social Media to Engage with Customers | 5 | 4 | 1 |
| J8D8 45 | SDS0485 | Planning and Monitoring Own Workload | 5 | 4 | 1 |
| J8D4 04 | PPLTT59 | Undertake Your Duties in a Sustainable Way in Your Workplace | 4 | 4 | 1 |
| J865 45 | US0203 | Maintaining Health, Safety and Security | 5 | 7 | 1 |