Group Award Specification for:

Professional Development Award (PDA) in Hospitality Management at SCQF level 8

Group Award Code: GL7N 48

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Contents

1   Introduction

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 HEIs of the aims and purpose of the qualification
♦ provide details of the range of learners the qualification is suitable for and progression opportunities

The PDA in Hospitality Management at SCQF level 8 contains Units from the SVQ 4 in Hospitality Management Skills at SCQF level 8. The Units in the SVQ 4 in Hospitality Management Skills are based on the relevant National Occupational Standards (NOS). This PDA is designed to be a work-based qualification.

Rationale

This PDA is designed to support continuing professional development for individuals working in senior roles within the hospitality industry and also to help address the well documented and ongoing leadership and management skills gap in the sector.

The PDA in Hospitality Management at SCQF level 8 is suitable for those who:

♦ are currently employed in leadership and management roles within the hospitality industry but have no formal qualifications.
♦ wish to demonstrate their competence in both generic management skills and management of specific hospitality operations, such as kitchen, accommodation or food and beverage service.
♦ part complete a relevant level 4 SVQ and want recognition for the Units they have successfully completed.

Many managers in the sector have been promoted to senior positions on the basis of their experience but without qualifications. This PDA will allow them to confirm competence in practical and specialist skills at a high level along with certification for the level of work that they are performing. Appendix 1 illustrates the full SQA portfolio of hospitality qualifications and how this PDA sits within it. As the PDA comprises Units from the SVQ 4 in Hospitality Management Skills learners could progress directly to this qualification.

2   Qualification structure

Learners must successfully complete 5 SQA credits (minimum 29 — maximum 41 SCQF points) in total to achieve the PDA in Hospitality Management: 2 mandatory SQA credits and a further 3 SQA credits from the options.

2.1   Structure

Learners must achieve 5 SQA credits in total (minimum 29 — maximum 41 SCQF credit points); 2 SQA credits from the mandatory section and 3 SQA credits from the optional section.

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
Mandatory — 2 SQA credits required					
H2Y7	04	Manage the Performance of Teams and Individuals	1	6	8
H2Y9	04	Comply with Legislative Requirements in Hospitality	1	6	8
Optional Units — 3 SQA credits required					
H2YC	04	Manage Rotas for your Hospitality Team	1	6	8
H2YK	04	Maximise Sales and Profit	1	10	9
H2YD	04	Obtain, Analyse and Implement Customer Feedback	1	8	8
FM5F	04	Manage Physical Resources	1	9	8
FM58	04	Initiate and Follow Grievance Procedure	1	6	6
FM57	04	Initiate and Follow Disciplinary Procedure	1	6	6
H2YT	04	Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets	1	10	8
H30A	04	Manage Room Availability to Maximise Revenue Potential	1	5	8
H30G	04	Manage the Organisation of the Food and Beverage Service Area	1	6	8

3 Aims of the qualification

The principal aim of this PDA is to provide a qualification that supports the upskilling and continuing development of supervisors and managers in the hospitality sector.

3.1 General aims of the qualification

1   Provide recognition of existing skills for experienced staff.
2   Enable candidates to demonstrate problem solving skills.
3   Enable candidates to demonstrate planning and analysis skills.
4   Enhance career progression.
5   Enable progression to other qualifications within the SCQF.

3.2 Specific aims of the qualification

6   enable candidates to demonstrate management and leaderships skills.
7   enable candidates to apply knowledge and understanding of legal requirements in hospitality.
8   depending on the optional Units chosen:
    — application and integration of knowledge and skills across hospitality management areas; such as human resources, food and beverage service, financial and control systems, physical resources, accommodation, customer service.

4 Recommended entry to the qualification(s)

Entry to the PDA in Hospitality Management at SCQF level 8 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.

As the Units in this PDA are based on SVQ 4 Hospitality Management Units which are designed to be delivered in the workplace, candidates should be currently in a role that enables them to demonstrate the required competences.

In addition candidates would benefit from having attained the skills, knowledge and understanding required by one or more of the following:

♦   current or prior experience working at supervisor, trainee manager, manager level
♦   relevant SVQ at SCQF level 7 or above, eg SVQ 3 Hospitality Supervision and Leadership
♦   Higher National Certificate in Hospitality at SCQF level 7
♦   Different combinations of relevant national or vocational qualifications and equivalent qualifications from other awarding bodies

4.1 Core Skills entry profile

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

Core Skill	Recommended SCQF entry profile	Associated assessment activities
Communication	6	Candidates are required use oral and written communication skills to demonstrate that they can allocate work to team members, agree objectives, and set out plans and methods of working. In addition they are required to monitor and evaluate the team's work and provide feedback to them on their performance. Candidates are also required to review legislation and regulations that hospitality businesses much comply with, ensure that they and their teams are compliant and produce reports for management. Candidates are also expected to deal with external people, such as inspection staff.
Numeracy	5	Candidates are required to interpret graphical information to be able to produce work plans and schedules for their team. Candidates are also required to apply a range of numerical skills to allocate work based activities and monitor and evaluate the team's performance.
Information and Communication Technology (ICT)	6	Candidates are expected to use ICT to access information on current regulatory and legislative requirements relating to their area of responsibility. They will also use ICT to maintain accurate records and produce reports for management.

Core Skill	Recommended SCQF entry profile	Associated assessment activities
Problem Solving	6	Candidates will need problem solving skills to be able to ensure achievement of organisational objectives, for example by allocating work, setting out plans and methods of working, monitoring and evaluating team performance. Candidates will also use problem solving skills to ensure personal and team compliance with regulatory and legislative requirements for their area of responsibility.
Working with Others	6	It is essential that candidates can work co-operatively with others to be able to set and agree objectives, allocate work activities, etc. Candidates must also be able monitor and evaluate performance and provide feedback to team members. In addition candidates will be required to work with management to identify areas for improvement. Candidates are also expected to deal with external people, such as inspection staff.

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 the more generic skill, known as Core Skills through doing this qualification.

5.1 Mapping of qualification aims to Units

Code	Unit title	Aims 1	2	3	4	5	6	7	8
H2Y7 04	Manage the Performance of Teams and Individuals	X	X	X	X	X	X		
H2Y9 04	Comply with Legislative Requirements in Hospitality	X	X	X	X	X		X	
H2YC 04	Manage Rotas for your Hospitality Team	X	X	X	X	X	X		X
H2YK 04	Maximise Sales and Profit	X	X	X	X	X			X
H2YD 04	Obtain, Analyse and Implement Customer Feedback	X	X	X	X	X	X		X
FM5F 04	Manage Physical Resources	X	X	X	X	X	X		
FM58 04	Initiate and Follow Grievance Procedure	X	X	X	X	X	X	X	
FM57 04	Initiate and Follow Disciplinary Procedure	X	X	X	X	X	X	X	
H2YT 04	Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets	X	X	X	X	X	X		X
H30A 04	Manage Room Availability to Maximise Revenue Potential	X	X	X	X	X	X		X
H30G 04	Manage the Organisation of the Food and Beverage Service Area	X	X	X	X	X	X		X

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

National Occupational Standards (NOS) describe the performance required of an individual for an occupation in the workplace, eg front of house manager. They are developed for employers by employers through the relevant Sector Skills Council, in this instance People 1st. 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 table below highlights how the Units in the Professional Development Award in Hospitality Management relate to the relevant NOS.

Code	Unit title	National Occupational Standard
H2Y7 04	Manage the Performance of Teams and Individuals	4GEN8
H2Y9 04	Comply with Legislative Requirements in Hospitality	4GEN17
H2YC 04	Manage Rotas for your Hospitality Team	4GEN4
H2YK 04	Maximise Sales and Profit	4GEN13
H2YD 04	Obtain, Analyse and Implement Customer Feedback	4GEN5
FM5F 04	Manage Physical Resources	4GEN18
FM58 04	Initiate and Follow Grievance Procedure	4GEN21
FM57 04	Initiate and Follow Disciplinary Procedure	4GEN22
H2YT 04	Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets	4KM33
H30A 04	Manage Room Availability to Maximise Revenue Potential	4HK53
H30G 04	Manage the Organisation of the Food and Beverage Service Area	4FB62

5.3 Mapping of Core Skills development opportunities across the qualification(s)

The table below signposts where the competencies described within each of the Units in the PDA may also provide evidence towards relevant Cores Skills. Where there is a relationship between the Units in the PDA and the Core Skills, the SCQF level of the Core Skill is indicated.

Unit code	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
H2Y7 04	Manage the Performance of Teams and Individuals	SCQF 6	SCQF 6	SCQF 6	SCQF 5	SCQF 5			SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6
H2Y9 04	Comply with Legislative Requirements in Hospitality	SCQF 6	SCQF 6	SCQF 6			SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6
H2YC 04	Manage Rotas for your Hospitality Team	SCQF 6	SCQF 6	SCQF 6	SCQF 5	SCQF 5						SCQF 5	SCQF 5
H2YK 04	Maximise Sales and Profit	SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6						SCQF 5	SCQF 5
H2YD 04	Obtain, Analyse and Implement Customer Feedback	SCQF 6	SCQF 6	SCQF 6					SCQF 5	SCQF 5	SCQF 5	SCQF 6	SCQF 6
FM5F 04	Manage Physical Resources	SCQF 5	SQCF 5	SCQF 5	SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6	SCQF 6
FM58 04	Initiate and Follow Grievance Procedure	SCQF 5	SQCF 5	SCQF 5					SCQF 5	SCQF 5	SCQF 5	SCQF 5	SCQF 5
FM57 04	Initiate and Follow Disciplinary Procedure	SCQF 5	SQCF 5	SCQF 5					SCQF 5	SCQF 5	SCQF 5	SCQF 5	SCQF 5
H2YT 04	Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets	SCQF 6	SCQF 6	SCQF 6	SCQF 5	SCQF 5	SCQF 6	SCQF 6	SCQF 5	SCQF 5	SCQF 5		
H30A 04	Manage Room Availability to Maximise Revenue Potential	SCQF 6	SCQF 6	SCQF 6	SCQF 5	SCQF 5			SCQF 5	SCQF 5	SCQF 5	SCQF 5	SCQF 5
H30G 04	Manage the Organisation of the Food and Beverage Service Area	SCQF 5	SCQF 5	SCQF 5								SCQF 5	SCQF 5

5.4 Assessment Strategy for the qualification

The Performance Criteria for all of the Units that make up the PDA in Hospitality Management can be assessed using a combination of observation, products of work, witness testimony, professional discussions and candidate statements. Knowledge and understanding can by assessed using a combination of oral and/or written questions, projects, reflective accounts, professional discussions and inferring knowledge and understanding through performance.

The table below details any additional requirements that must be covered in individual Units, eg in scope/range/behaviour.

Unit	Assessment
Manage the Performance of Teams and Individuals	N/A
Comply with Legislative Requirements in Hospitality	There must be performance evidence, gathered through evaluating candidate' work to confirm that they have reviewed **five** of the following regulatory and legislative requirements: ♦ Licensing (including weights and measures and licensing objectives relevant to the country they operate in) ♦ Health and Safety (eg COSHH, HACCP, risk assessments, Health and Safety at Work Act) ♦ Food safety ♦ Environmental health ♦ Fire regulations ♦ Data protection ♦ Trade descriptions ♦ Human resources (eg permission to work, working time regulations, night-time working, absence management)
Manage Rotas for your Hospitality Team	N/A
Maximise Sales and Profit	N/A

Unit	Assessment
Obtain, Analyse and Implement Customer Feedback	There must be performance evidence, gathered through evaluating candidates' work for: ♦ At least **three** forms of feedback from the following: — ad-hoc/face-to-face — systemized — customer complaints — external sources ♦ At least **two** from the following customer profiles: — age — gender — booking type (eg leisure, business) — social demographics
Manage Physical Resources	The assessor should be able to infer that the candidate has exhibited the appropriate behaviour through observing their performance or checking products of work. Professional discussion and/or witness testimony could also be used.
Initiate and Follow Grievance Procedure	The assessor should be able to infer that the candidate has exhibited the appropriate behaviour through observing their performance or checking products of work. Professional discussion and/or witness testimony could also be used.
Initiate and Follow Disciplinary Procedure	The assessor should be able to infer that the candidate has exhibited the appropriate behaviour through observing their performance or checking products of work. Professional discussion and/or witness testimony could also be used.

Unit	Assessment
Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: ♦ At least **four** of the following types of menu: — breakfast — lunch — dinner — afternoon snack — functions/special events menus ♦ Taken account of at least **four** types of diet considerations: — nutritional balance — medical — allergens — religious — vegan/vegetarian — cultural ♦ At least **two** from the following function menus: — conferences — weddings — fine dining events ♦ At least **three** from the following cost (information) considerations: — cost-to-profit rations — revenue figures — energy costs — staffing costs

Unit	Assessment
Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets (cont)	♦ At least **five** from the following resources: — staff — equipment — supplies — facilities — time — money — waste management
Manage Room Availability to Maximise Revenue Potential	N/A
Manage the Organisation of the Food and Beverage Service Area	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: ♦ Organisation of at least **one** of the following in relations to the food and beverage service area: — reservations — table seating — phases of service ♦ At least **two** of the following in relation to future planning: — seasonal activities — special events or functions — variations in projected business activity

6   Guidance on approaches to delivery and assessment

As the PDA in Hospitality Management contains SVQ Units, centres should ensure the requirements of the Sector Assessment Strategy for Competence Based Qualifications in Hospitality, Leisure and Tourism are met:

http://www.sqa.org.uk/sqa/files_ccc/Appenidx%203-P1st%20Assessment%20Strategy.pdf

This PDA is a workplace award and candidates will complete Units by gathering evidence of their competence while carrying out everyday tasks as a manager and compiling the evidence into a portfolio for assessment.

6.1   Sequencing/integration of Units

There is no prescribed order in which the Units must be delivered however a holistic approach is strongly recommended.

When planning assessment occasions assessors should make the most of opportunities to integrate assessment, eg planning to assess an activity which draws on the content of different Units.

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:

♦   HN 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 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**.

The following sub-sections outline how existing SQA Unit(s) 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

As the Units in this PDA also contribute to the SVQ 4 in Hospitality Management Skills, candidates could progress to this qualification.

6.3 Opportunities for e-assessment

It is anticipated that evidence of assessment will come from a mix of directly observed performance in practical activities within a hospitality organisation and assessment of underpinning knowledge. Therefore, there is scope to use online portfolio building tools as a means for candidates to gather evidence for some assessments. In addition, testing of some areas of underpinning knowledge would lend themselves to online testing, for example knowledge of legislative requirements in the hospitality industry.

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 Resource requirements

Centres should be able to meet the requirements of the Sector Assessment Strategy for Competence Based Qualifications in Hospitality, Leisure and Tourism. In particular, if evidence is generated in a Realistic Working Environment (RWE), the criteria outlined in the assessment strategy must be met:

http://www.sqa.org.uk/sqa/files_ccc/Appenidx%203-P1st%20Assessment%20Strategy.pdf

7 General information for centres

Equality and inclusion

The Units 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 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

Signposted Core Skills: refers to opportunities to develop Core Skills arise during delivery of a Unit but are not automatically certificated.

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

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)

SQA credit value: The credit value allocated to a Unit gives an indication of the contribution the Unit makes to an SQA Group Award.

SCQF: The Scottish Credit and Qualification Framework (SCQF) is the national common framework for describing the size and level of 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.

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. PDAs are available at SCQF levels 6-12.

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 candidates 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 candidates

This section will help you decide whether this is the qualification for you by explaining what the 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.

The PDA in Hospitality Management is a workplace qualification. The Units that make up the PDA are based on National Occupational Standards (NOS) which describe the performance required of an individual for an occupation in the workplace, eg front of house manager. Therefore, you should currently be in a role that enables you to demonstrate the required competences for your job.

As well as being in a relevant job role, it would also be beneficial if you had one or more of the following:

♦   current or prior experience working at supervisor or junior/trainee manager level
♦   relevant SVQ at SCQF level 7 or above, eg SVQ 3 Hospitality Supervision and Leadership
♦   Higher National Certificate in Hospitality at SCQF level 7
♦   different combinations of relevant national or vocational qualifications and equivalent qualifications from other awarding bodies

To achieve the PDA in Hospitality Management you will need to successfully complete two mandatory Units:

♦   *Manage the Performance of Teams and Individuals*
♦   *Comply with Legislative Requirements in Hospitality*

And three Units from the following:

♦   *Manage Rotas for your Hospitality Team*
♦   *Maximise Sales and Profit*
♦   *Obtain, Analyse and Implement Customer Feedback*
♦   *Manage Physical Resources*
♦   *Initiate and Follow Grievance Procedure*
♦   *Initiate and Follow Disciplinary Procedure*
♦   *Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets*
♦   *Manage Room Availability to Maximise Revenue Potential*
♦   *Manage the Organisation of the Food and Beverage Service Area*

Assessment of the Units in this PDA will involve you carrying out practical activities to demonstrate your competence in the required skills and techniques and collating a portfolio of evidence and/or answering questions to demonstrate your knowledge and understanding.

While undertaking this PDA you will have the opportunity to develop the following Core Skills:

♦   *Communication*
♦   *Numeracy*
♦   *Information and Communication Technology (ICT)*
♦   *Problem Solving*
♦   *Working with Others*

Successful completion of this PDA will provide you with a qualification that confirms your competence in both generic management skills and, depending on the optional Units you complete, management of specific hospitality areas, such as kitchen, accommodation or food and beverage service

The Units that make up this PDA also contribute to the SVQ 4 in Hospitality Management Skills at SCQF level 8.

Appendix 1: SQA qualifications in Hospitality and possible progression pathways

SCQF	Pre-employment	Pre-employment and Development	Workforce Development		SCQF
	SQA National Courses and Group Awards	Higher Education	Safe and Legal	Occupational/CPD	
8		**HND** ♦ Hospitality Management ♦ Professional Cookery ♦ Events Management		**PDA** ♦ Accommodation Management ♦ Hospitality Management **SVQ 4** ♦ Hospitality Management Skills	8
7		**HNC** ♦ Hospitality ♦ Professional Cookery ♦ Events	**HN Food Hygiene** ♦ Food Hygiene Intermediate	**SVQ 3** ♦ Hospitality Supervision and Leadership **PDA** ♦ Events ♦ Events Operations ♦ Professional Cookery ♦ Professional Patisserie ♦ Hospitality	7
6	**Higher** ♦ Professional Cookery **National Certificate** ♦ Professional Cookery		**Alcohol Licensing Qualifications** ♦ Scottish Certificate for Personal Licence Holders ♦ Scottish Certificate for Personal Licence Holders (Refresher) **Food Safety:** ♦ Food Hygiene for the Hospitality Industry	**SVQ 3** ♦ Professional Cookery ♦ Professional Cookery (Preparation & Cooking) ♦ Professional Cookery (Patisserie & Confectionery)	6
5	**National 5** ♦ Creative Cake Production ♦ Hospitality: General Operations ♦ Hospitality: Practical Cookery ♦ Hospitality: Professional Cookery ♦ Hospitality Skills for Work **National Certificate** ♦ Hospitality ♦ Professional Cookery ♦ Events Co-ordination ♦ Bakery **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 2** ♦ Professional Cookery ♦ Professional Cookery (Preparation & Cooking) ♦ Food and Beverage Service ♦ Food Service ♦ Beverage Service ♦ Front of House Reception ♦ Housekeeping ♦ Food Production and Cooking ♦ Hospitality Services ♦ Kitchen Services	5
4	**National 4** ♦ Hospitality Practical Cookery ♦ Hospitality Skills for Work **National Certificate** ♦ Hospitality **National Progression Award** ♦ Bakery ♦ Professional Cookery		**Food Safety** ♦ Food Hygiene for the Hospitality Industry	**SVQ 1** ♦ Accommodation Services ♦ Food Prep and Cooking ♦ Food and Beverage Service ♦ Hospitality Services **Award:** Culinary Ability: Food Preparation Award	4
3	**National 3** ♦ Hospitality Practical Cookery **National Progression Award** ♦ Professional Cookery		**Food Safety** ♦ Food Hygiene for the Hospitality Industry		3