

# Evidence requirements for competence-based units in:

GV70 45: Diploma for Hospitality Team Member at SCQF level 5

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## Introduction

The purpose of this document is to inform centre staff involved in the assessment of the [Diploma in Hospitality Team Member at SCQF level 5](https://www.sqa.org.uk/sqa/files_ccc/customer-facing-structure-SDS-hosp-L5-gv7045.docx) of the evidence requirements for the performance criteria in each of the units that contribute to this qualification. It covers the performance criteria, minimum observation requirements, and scope / range (where applicable) for each unit.

This document should be used in conjunction with the individual specifications for the units being undertaken. Unit specifications can be downloaded from the SQA website via the [unit search facility](https://www.sqa.org.uk/unitsearch).

Methods of assessment

The primary source of evidence for the Diploma for Hospitality Team Member is observation, other assessment methods may be used to supplement this activity. The [Specific Assessment Strategy for Hospitality and Professional Cookey](https://www.sqa.org.uk/sqa/files_ccc/20240626%20AS%20Dip%20Hospitality&Professional%20Cookery.docx) includes examples of assessment methods that have been identified as particularly suitable for this qualification.

Holistic assessment

Holistic assessment of competence based units is where the candidate and the assessor review the candidate’s normal day to day workplace activities to see where there may be opportunities to provide evidence of competence for several units. Evidence should be mapped to the performance criteria, scope / range (where applicable), and knowledge and understanding statements for the units being assessed.

Sufficiency of evidence

There must be sufficient evidence to ensure that the candidate can achieve the standard over a period of time in the workplace or a realistic working environment (RWE)\*.

\*Realistic Working Environment (RWE) Criteria

A realistic working environment (RWE) should reflect current and real work settings. The criteria that must be met by organisations operating an RWE is set out in Annex A of the [Specific Assessment Strategy for Hospitality and Professional Cookey](https://www.sqa.org.uk/sqa/files_ccc/20240626%20AS%20Dip%20Hospitality&Professional%20Cookery.docx).

Performance criteria (PC) (What you must be able to do)

The majority of assessment of the units that contribute to the Diploma for Hospitality Team Member will be based on performance evidence, that is, direct assessor observation, outputs of work and witness testimony within the workplace or an RWE.

Scope / Range (What you must cover)

Most units in the Diploma for Hospitality Team Member contain the scope / range that should be covered and how it should be assessed, where appropriate.

Minimum observation requirements

The minimum assessor observation requirements for each unit within the Diploma for Hospitality Team Member at SCQF level 5 is provided in the following pages.

Assessor observations should be recorded and detail what was observed, what unit(s), performance criteria, scope / range, and any knowledge statements that the observation covers.

Where no minimum observation requirements are stipulated, alternative assessment methods may be used.

Candidate Recording Forms

Information relating to the performance criteria, minimum observation requirements, scope / range (where applicable), for individual units is also included in [candidate recording forms](https://www.sqa.org.uk/sqa/112178.html). In addition, candidate recording forms contain the knowledge statements for each unit. These forms can be used to record when a candidate has met the requirements of a specific unit, and added to their portfolio of evidence for the overall qualification.

### J8HE 04 (PPL1FBS1) Prepare and Clear Areas for Food and Beverage Service

#### What you must be able to do

The assessor **must** assess PCs 1–14 by directly observing the candidate’s work.

#### What you must cover

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Service style — **one from:**

1.1 table service

1.2 tray service

1.3 counter / takeaway service

1.4 trolley service

1.5 buffet / carvery service

1. Work area — **one from:**

2.1 serving area

2.2 customer area

1. Service equipment — **two from:**

3.1 hot or cold beverage service equipment

3.2 refrigerated units

3.3 heated units

3.4 service or display units

1. Service items(disposable / reusable) — **three from:**

4.1 trays

4.2 food containers or crockery

4.3 cutlery

4.4 table coverings

4.5 napkins

4.6 menus or promotional items

4.7 drinks containers

4.8 service utensils

4.9 decorative items

1. Condiment / accompaniment — **one from:**

5.1 seasonings

5.2 sugars or sweeteners

5.3 prepared sauces or dressings

5.4 prepared bread items

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8HM 04 (PPL1GEN9) Provide Basic Advice on Allergens to Customers

#### What you must be able to do

The assessor **must** assess PC 1 by directly observing the candidate’s work.

PCs 2–4 may be assessed by alternative methods if observation is not possible.

#### What you must cover

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Food allergen — **one from:**

1.1 cereals containing gluten

1.2 peanuts

1.3 nuts

1.4 milk

1.5 soya

1.6 mustard

1.7 lupin

1.8 eggs

1.9 fish

1.10 crustaceans

1.11 molluscs

1.12 sesame seeds

1.13 celery

1.14 sulphur dioxide

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8HV 04 (PPL1HK1) Collect Linen and Make Beds

#### What you must be able to do

The assessor **must** assess PCs 1–12 by directly observing the candidate’s work.

#### What you must cover

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Linen and bed coverings — **four from:**

1.1 sheets, duvet covers, or pillowcases

1.2 blankets or duvets

1.3 bedspreads or throws

1.4 waterproof sheets

1.5 valances or mattress protectors

1.6 pillows

1.7 bathroom linen

1.8 cushions or cushion covers

1. Beds — **one from:**

2.1 double or single beds

2.2 cots or folding beds

2.3 zip and link beds

2.4 sofa beds

1. Customer — **one from:**

3.1 new

3.2 stay over

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8HH 04 (PPL1PC4) Prepare and Cook Meat and Poultry

#### What you must be able to do

The assessor **must** assess PCs 2–8 by directly observing the candidate’s work.

PCs 1 and 9 may be assessed by alternative methods if observation is not possible.

**What you must cover**

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Meat and poultry — **two from:**

1.1 pre-prepared

1.2 uncoated

1.3 steaks

1.4 chops

1.5 poultry cuts

1. Preparation methods — **one from:**

2.1 defrosting

2.2 seasoning

1. Cooking methods — **two from:**

3.1 grilling

3.2 griddling

3.3 frying (deep or shallow)

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

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### J8HJ 04 (PPL1PRD1) Prepare Hot and Cold Sandwiches

#### What you must be able to Do

The assessor **must** assess PCs 1–4 and 6 by directly observing the candidate’s work.

PC 5 may be assessed by alternative methods if observation is not possible.

#### What you must cover

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Bread products — **two from:**

1.1 sliced bread

1.2 un-sliced bread

1.3 wraps

1.4 rolls, buns, or paninis

1. Fillings — **four from:**

2.1 fats or spreads

2.2 meat and poultry

2.3 fish

2.4 dairy products

2.5 salad, vegetables, or fruit

2.6 sauces, dressings, or relishes

1. Preparation methods — **two from:**

3.1 slicing

3.2 preparing fillings

3.3 garnishing

3.4 heating / toasting

1. Equipment — **two from:**

4.1 chopping boards

4.2 knives

4.3 refrigerated units

4.4 toaster or panini machine

4.5 stove or oven

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8HG 04 (PPL2FBS6) Maintain Cellars and Kegs

#### What you must be able to do

The assessor **must** assess PCs 1–11 by directly observing the candidate’s work.

PC 12 may be assessed by alternative methods if observation is not possible.

#### What you must cover

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Environmental conditions — **all from:**

1.1 temperature

1.2 lighting

1.3 ventilation

1.4 humidity

1. Equipment — **two from:**

2.1 racks, shelves, or cradles

2.2 refrigeration or cooling units

2.3 environmental conditioning units

2.4 cleaning systems equipment

1. Drinks / gas — **four from:**

3.1 beer / lager

3.2 cider

3.3 ale

3.4 wine

3.5 soft drinks

3.6 gas cylinders

3.7 bulk gas

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8E8 04 (PPL2GEN2) Order Stock

#### What you must be able to do

The assessor **must** assess PCs 1–6 by directly observing the candidate’s work.

PC 7 may be assessed by alternative methods if observation is not possible.

#### What you must cover

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Stock requirements — **two from:**

1.1 product type

1.2 product brand

1.3 amount

1. Required information — **all four** **from:**

2.1 quantity

2.2 product type

2.3 date for required delivery

2.4 contact details

1. Method of ordering — **one from:**

3.1 electronic

3.2 in person

3.2 telephone

1. Problems with — **one from:**

4.1 quantity

4.2 time

4.3 non-delivery

4.4 availability

4.5 type

4.6 quality

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8HN 04 (PPL2GEN5) Maintain Food Safety in a Hospitality Environment

#### What you must be able to do

The assessor **must** assess PCs 1–3, 5 and 8 by directly observing the candidate’s work.

PCs 4, 6 and 7 may be assessed using alternative assessment methods if observation is not possible.

#### What you must cover

1. Hazards / Sources of contamination — there must be evidence that the candidate’s work practices minimise the risk **any** of the following being introduced into the hospitality environment:

1.1 microbial

1.2 chemical

1.3 physical

1.4 allergenic

1. Vehicles of contamination — the assessor must observe the candidate following food safety requirements correctly to ensure that at least **three** of the following do **not** become vehicles of contamination:

2.1 hands

2.2 cloths and equipment

2.3 hand contact surfaces

2.4 food contact surfaces

2.5 contamination routes

1. Personal hygiene and behaviour — the assessor must observe the candidate complying with at least **four** of the following when working in the hospitality environment:

3.1 wearing protective clothing and headgear

3.2 keeping direct handling of food to a minimum

3.3 following recommended procedures for washing hands, including when to wash their hands (after going to the toilet; when going into food preparation, cooking, and service areas; after touching raw food and waste and before serving food)

3.4 reporting cuts, boils, grazes, and injuries

3.5 treating and covering cuts, boils, skin infections and grazes

3.6 reporting illnesses and infections, particularly stomach illnesses, before entering the production area

3.7 having clean hair, skin, nails, and clothing

3.8 wearing jewellery only in line with organisational procedures

3.9 recording incidents

3.10 avoiding unsafe behaviour including touching face, nose, or mouth; chewing gum; eating; smoking — when working with food

1. Surfaces and equipment — the assessor must observe the candidate complying with food safety requirements correctly for **both** of the following:

4.1 surfaces and utensils used in the department

4.2 cleaning equipment used

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8HL 04 (PPL2GEN6) Minimise the Risk of Allergens to Customers

#### What you must be able to do

The assessor **must** assess **all** PCs (that is: 1–12) by directly observing the candidate’s work.

#### What you must cover

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Food Allergens — **three** from:

1.1 cereals containing gluten

1.2 peanuts

1.3 nuts

1.4 milk

1.5 soya

1.6 mustard

1.7 lupin

1.8 eggs

1.9 fish

1.10 crustaceans

1.11 molluscs

1.12 sesame seeds

1.13 celery

1.14 sulphur dioxide

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8HX 04 (PPL2GEN9) Deal with Customers Across a Language Divide

#### What you must be able to do

The assessor **must** assess PCs 1–6 by directly observing the candidate’s work.

PCs 7–16 may be assessed using alternative assessment methods if observation is not possible.

#### What you must cover

No scope / range is stipulated for this unit.

### J8HK 04 (PPL2GEN14) Complete Kitchen Records

#### What you must be able to do

The assessor **must** assess **all** PCs (that is: 1–4) by directly observing the candidate’s work.

#### What you must cover

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Relevant records — **two from:**

1.1 temperature charts

1.2 food safety information

1.3 accident report forms

1.4 equipment fault reports

1.5 stock usage reports

1.6 delivery notes

1.7 cleaning rotas

1.8 any other relevant records

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8HT 04 (PPL2HK4) Clean, Maintain and Protect Hard Floors

#### What you must be able to do

The assessor **must** assess PCs 1–4, 6-11,13–16 and 18–24 by directly observing the candidate’s work.

PCs 5, 12 and 17 may be assessed by alternative methods if observation is not possible.

#### What you must cover

No scope / range is stipulated for this unit.

### J8HR 04 (PPL2HK5) Clean and Maintain Soft Floors and Furnishings

#### What you must be able to do

The assessor **must** assess PCs 1–4 and 6–18 by directly observing the candidate’s work.

PCs 5 and 19 may be assessed by alternative methods if observation is not possible.

#### What you must cover

No scope / range is stipulated for this unit.

### J8HW 04 (PPL2HK6) Provide a Linen Service

#### What you must be able to do

The assessor **must** assess PCs 1–3 and 5–11 and 13 by directly observing the candidate’s work.

PCs 4, 12 and 14 may be assessed by alternative methods if observation is not possible.

#### What you must cover

There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work, covering a minimum of:

1. Deliveries — **one from:**

1.1 internal linen supply

1.2 external linen supply

1. Presentation requirements — **all from:**

2.1 clean

2.2 free from stains

2.3 free from fabric damage

2.4 folded correctly

1. Storage conditions — **three from:**

3.1 lighting

3.2 ventilation

3.3 temperature

3.4 cleanliness

Evidence for any ‘what you must cover’ point not included in the minimum observation requirements may be assessed using alternative assessment methods.

### J8D4 04 (PPLTT59) Undertake Your Duties in a Sustainable Way in Your Workplace

#### What you must be able to do

The assessor **must** assess PCs 1 and 2 by directly observing the candidate’s work.

PC 3 may be assessed by alternative methods if observation is not possible.

#### What you must cover

Sustainability policies and procedures — there must be performance evidence of the candidate following sustainability policies and procedures relating to:

1.1 resources

1.2 utilities

1.3 equipment

### J8HP 04 (PPL1HSL6) Contribute to Promoting Hospitality Services and Products

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–9).

This unit is from the Hospitality Supervision and Leadership suite. Candidates undertaking this unit should be able to:

* familiarise themselves with the standards
* work independently to identify sources of evidence
* gather, record, and present the evidence
* receive and act on feedback from their assessor.

#### What you must cover

No scope / range is stipulated for this unit.

### J8E9 45 (SDS0435) Cleaning Areas

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–7).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LL 45 (SDS0436) Cleaning Equipment

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–9).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8EA 45 (SDS0437) Setting Up Promotional Displays

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–7).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DA 45 (SDS0438) Receiving Stock

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–7).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DD 46 (SDS0439) Leading Meeting Agenda Items

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–7).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LJ 45 (SDS0440) Contributing to Event Delivery

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–8).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DF 46 (SDS0441) Creating Customer Records

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–6).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LE 45 (SDS0442) Delivering Barista Services

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–8).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LR 46 (SDS0443) Delivering Service Briefings

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–8).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DG 45 (SDS0444) Maintaining Customer Records

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–5).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LG 44 (SDS0445) Preparing and Cooking Simple Food Dishes

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–9).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LD 45 (SDS0446) Preparing Hot and Cold Drinks

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–12).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LH 45 (SDS0447) Processing Bookings and Reservations

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–9).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DJ 46 (SDS0448) Processing Customer Feedback

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–6).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DP 45 (SDS0449) Processing Customer Payments

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–7).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DR 46 (SDS0450) Processing Returns, Refunds and Exchanges

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–8).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DH 46 (SDS0451) Providing Customer Focused Information and Advice

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–9).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DE 45 (SDS0452) Providing Customer Service

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–5).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DN 45 (SDS0453) Providing Reception Services

#### What you must be able to do

There must be evidence for **all** PCs (that is: 12).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DC 45 (SDS0454) Replenishing Stock

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–9).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8D7 46 (SDS0455) Selling Products and Services

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–9).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LM 45 (SDS0456) Servicing Rooms

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–10).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LF 45 (SDS0457) Serving Food and Drink

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–8).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LP 47 (SDS0458) Resolving Customer Service Problems

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–10).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8LN 45 (SDS0460) Welcoming Customers

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–8).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8D6 45 (SDS0461) Working as Part of a Team

#### What you must be able to do

The assessor **must** assess PC 2 and 6 by directly observing the candidate’s work.

PCs 1, 3, 4 and 5 may be assessed using alternative assessment methods if observation is not possible.

#### What you must cover

There must be evidence that the candidate works with colleagues to co-ordinate efforts, share information and support others to promote positive working environments and complete work effectively.

### J8LK 45 (SDS0480) Carrying Out Deep Cleaning

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–10).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DK 45 (SDS0481) Using Social Media to Engage With Customers

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–5).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8DM 46 (SDS0484) Handling Customer Complaints

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–11).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J8D8 45 (SDS0485) Planning and Monitoring Own Workload

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–7).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J865 45 (US0203) Maintaining Health, Safety and Security

#### What you must be able to do

There must be evidence for **all** PCs (that is: 1–8).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

#### What you must cover

No scope / range is stipulated for this unit.

### J86E 45 (US0434) Developing Meta-Skills and Personal Practice (SCQF level 5)

#### Guidance on generating evidence and assessing meta-skills

The meta-skills unit should be integrated with other units being undertaken, for example as part of the Diploma for Hospitality Team Member at SCQF level 5 or the Diploma in Professional Cookery at SCQF level 5, rather than being viewed as a standalone unit. Evidence for the performance criteria and knowledge and understanding statements should be generated through the other units and assessed through the performance management process.

There are three categories within this unit, each with four meta-skills:

* **Self-management** — focussing, integrity, adapting and initiative
* **Social intelligence** — communicating, feeling, collaborating and leading
* **Innovation** — curiosity, creativity, sense-making and critical thinking

Self-reflection and self-evaluation on performance and on the skills used or developed is central to the development of meta-skills. Therefore regular reflective accounts which demonstrate the meta-skills utilised and / or developed through the candidates’ work activities are a key source of evidence to be assessed.

The reflective accounts must be supported by professional discussion with an assessor, supervisor or work colleague who can:

* observe and offer constructive feedback
* encourage self-reflection by the learner
* encourage and promote professional discussion
* provide challenge for the learner’s learning and development

**In all cases**, it is the assessor who is responsible for judging that appropriate professional discussion has taken place, and that the requirements of the qualification have been met.

Section 3 of the [Overarching Assessment Strategy for Competence-based Qualifications](https://www.sqa.org.uk/sqa/files_ccc/20220316%20Overarching%20Assessment%20Strategy%20for%20CBQs%20v2.docx) and the [Specific Assessment Strategy Appendix for Hospitality and Professional Cookey](https://www.sqa.org.uk/sqa/files_ccc/20240626%20AS%20Dip%20Hospitality&Professional%20Cookery.docx)provide guidance on the assessment of meta-skills. The tools and approaches referred to in the Overarching Assessment Strategy are for guidance, therefore flexible approaches may be used to ensure assessment is relevant to individuals working in different organisations. Further information on meta-skills, including how meta-skills align to the units in the Diploma for Hospitality Team Member at SCQF level 5 and the Diploma in Professional Cookery at SCQF level 5 can be requested from Skills Development Scotland at [apprenticeshipdevelopment@sds.co.uk](mailto:apprenticeshipdevelopment@sds.co.uk)