# Group Award Specification for:

**National Certificate in Hospitality Operations at SCQF level 5**
**National Certificate in Hospitality Operations at SCQF level 6**
**National Progression Award (NPA) in Hospitality at SCQF level 5**
**National Progression Award (NPA) in Hospitality at SCQF level 6**

**Group Award Codes: GP6X 45, GP6R 46, GP6Y 45, GP6T 46**

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# Contents

# 1 Introduction

The purpose of this document is to:

♦ Assist centres to implement, deliver and manage the qualifications.
♦ Provide a guide for new staff involved in offering the qualifications.
♦ Inform course managers teaching staff, assessors, learners, employers and HEIs of the aims and purpose of the qualifications.
♦ Provide details of the range of learners the qualifications are suitable for and progression opportunities.

## 1.1 Rationale

The hospitality sector as a whole is a key contributor to both the Scottish and UK economy with annual turnover of £9.8 billion and £130 billion respectively and employs approximately 275,000 in Scotland, representing 10% of the workforce (UK Hospitality figures 2018). It is truly national and international with opportunities in every area of the UK. It covers a wide range of businesses of all sizes from hotels, restaurants, cafes, pubs, serviced accommodation, conferences and events to commercial and more institutional settings such as hospitals, the armed services, contract catering, care homes and prisons.

The hospitality industry recruits a vast number of skilled and unskilled workers each year and the workforce continues to be heavily reliant upon young people aged 16–19 years. The well documented and acute skills shortages along with the uncertainties and challenges presented by Brexit including the potential loss of skilled EU staff and the pressure on margins because of increasing costs means it has never been more important to support the pipeline of talent coming into the sector. The suite of National Progression Awards (NPAs) and National Certificates (NCs) will help attract and support learners who wish to pursue a career in the sector.

The NPAs and NCs form part of a comprehensive framework of SQA qualifications in Hospitality from SCQF levels 4–8 supporting all stages of a leaner's career. Appendix 1 illustrates this. SQA offers a complementary suite of qualifications in Professional Cookery for learners who wish to pursue various career paths in professional kitchens.

## 1.2 Target groups

The National Progression Awards (NPAs) in Hospitality at SCQF levels 5 and 6 provide learners with the skills and knowledge to progress onto college programmes such as the National Certificates (NC) in Hospitality Operations at SCQF level 5 and 6, or learners may seek employment in the hospitality industry in entry-level positions.

The NPAs are appropriate for learners who may be interested in pursuing a career in the sector but who do not necessarily have prior experience and may lack the experience to make an informed judgement on which course or career path to follow. On completion of the NPAs, learners will be able to make informed decisions on suitable progression routes that match their abilities, aspirations and goals. Additionally, adult learners who have no formal qualifications and/or have been out of the labour market for a period may benefit from undertaking an NPA at a level that reflects any prior experience.

Increasingly secondary schools are required by Curriculum for Excellence (CfE) to provide a more diverse range of courses for youngsters to study at S4, S5 and S6 and the NPAs fully embrace the four capacities of CfE.

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The National Certificates in Hospitality Operations are appropriate for learners who wish to pursue a career in the hospitality sector and provide a firm grounding in the key soft and transferable skills common to all customer-facing roles whilst allowing a degree of technical specialism in front of house/back of house activities.

They are typically offered as a one year full time programme in colleges. They are suitable for 16–19 age groups and adult returners. A further potential target group is migrants to the United Kingdom and learners whose first language is not English. These client groups have quite different characteristics and as such, present a range of challenges. Many recent school leavers seeking to study at this level have limited formal school attainment. Adult returners may also possess few formal qualifications. In some cases, they have valuable work and life experience, but often lack confidence in their ability to learn and adapt to a learning environment.

Where demand exists from learners whose first language is not English, there may be a need to develop the English language skills needed to become effective learners. In some cases, these learners may benefit from prior study in English before embarking upon the programmes. The SQA portfolio of ESOL courses would provide an appropriate entry point for such learners.

# 2 Qualifications structure

## 2.1 Structure

## National Certificates

### National Certificate in Hospitality Operations at SCQF level 5

*Learners must complete 12 SQA credits (72 SCQF points): 8 SQA credits from the mandatory section and 4 SQA credits from the options section*

| 4 code | 2 code | Unit title | SQA credit | SCQF credit points | SCQF level |
|--------|--------|------------|------------|--------------------|------------|
| **Mandatory section: 8 credits required** | | | | | |
| J1NS | 45 | Working in the Hospitality Industry | 2 | 12 | 5 |
| J1NJ | 45 | Food Hygiene for the Hospitality Industry | 1 | 6 | 5 |
| J1NN | 45 | Health and Safety in Hospitality | 1 | 6 | 5 |
| J1NV | 45 | Developing Customer Care in Hospitality | 1 | 6 | 5 |
| J1NP | 45 | Food and Beverage Operations | 2 | 12 | 5 |
| J1NM | 45 | Hospitality Costing | 1 | 6 | 5 |
| **Options section: 4 credits required** | | | | | |
| **Accommodation/Front of House** | | | | | |
| J1WF | 45 | Accommodation Operations | 1 | 6 | 5 |
| J1WG | 45 | Hospitality Administration | 1 | 6 | 5 |
| J1WH | 45 | Hospitality Reception Skills | 1 | 6 | 5 |
| **Food and Beverage Service** | | | | | |
| J1SA | 45 | Alcoholic Beverages | 1 | 6 | 5 |
| J1S9 | 45 | Non-alcoholic Beverages | 1 | 6 | 5 |
| J1WL | 45 | Barista Skills | 1 | 6 | 5 |
| J1SD | 45 | Food Service Styles | 2 | 12 | 5 |
| J1SE | 45 | Function Waiting | 1 | 6 | 5 |

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| 4 code | 2 code | Unit title | SQA credit | SCQF credit points | SCQF level |
|---|---|---|---|---|---|
| **Events** | | | | | |
| F5A3 | 11 | Event Organisation | 1 | 6 | 5 |
| FP61 | 11 | Events Industry: An Overview | 1 | 6 | 5 |
| **Professional Cookery** | | | | | |
| J1S5 | 45 | Professional Cookery: Practical | 2 | 12 | 5 |
| J1S6 | 45 | Professional Cookery: Knowledge | 2 | 12 | 5 |
| **Social Media/Digital Literacy** | | | | | |
| DW7J | 11 | Social Software | 1 | 6 | 5 |
| H60D | 45 | Computing: Weblogs | 1 | 6 | 5 |
| F81P | 10 | Digital Culture: Social Software | 1 | 6 | 4 |
| **Entrepreneurial Skills/Enterprise** | | | | | |
| J614* | 45 | Enterprise Skills | 1 | 6 | 5 |
| DK2P | 11 | Starting in Business | 1 | 6 | 5 |
| J5CP* | 45 | Working for Yourself | 1 | 6 | 5 |
| **Core Skills** | | | | | |
| F3GB | 11 | Communication | 1 | 6 | 5 |
| F3GC | 11 | Information and Communication Technology | 1 | 6 | 5 |
| F3GF | 11 | Numeracy | 1 | 6 | 5 |
| F3GD | 11 | Problem Solving | 1 | 6 | 5 |
| F3GE | 11 | Working with Others | 1 | 6 | 5 |
| **Learning and Study Skills** | | | | | |
| ED4X | 11 | Using Learning Skills 3 | 0.5 | 3 | 5 |
| HV9Y | 46 | Academic Study Skills | 1 | 6 | 6 |

*Refer to history of changes for revision details

**National Certificate in Hospitality Operations at SCQF level 6**

*Learners must complete 12 SQA credits (72 SCQF points): 8 SQA credits from the mandatory section and 4 SQA credits from the options section*

| 4 code | 2 code | Unit title | SQA credit | SCQF credit points | SCQF level |
|---|---|---|---|---|---|
| **Mandatory section: 8 credits required** | | | | | |
| J1NT | 46 | Hospitality Industry | 1 | 6 | 6 |
| J1NJ | 46 | Food Hygiene for the Hospitality Industry | 1 | 6 | 6 |
| J1NW | 46 | Customer Care Excellence in Hospitality | 1 | 6 | 6 |
| J1NR | 46 | Costs and Control in Hospitality | 1 | 6 | 6 |
| J1NX | 46 | Leading a Hospitality Team | 1 | 6 | 6 |
| J1NP | 46 | Food and Beverage Operations | 2 | 12 | 6 |
| HF88 | 46 | Work Placement | 1 | 6 | 6 |
| **Options section: 4 credits required** | | | | | |
| **Accommodation/Front of House** | | | | | |
| J1WF | 45 | Accommodation Operations | 1 | 6 | 5 |
| J1WG | 45 | Hospitality Administration | 1 | 6 | 5 |
| J1WH | 45 | Hospitality Reception Skills | 1 | 6 | 5 |
| J1WS | 46 | Reception and Concierge Services | 1 | 6 | 6 |

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| 4 code | 2 code | Unit title | SQA credit | SCQF credit points | SCQF level |
|--------|--------|------------|------------|--------------------|------------|
| **Food and Beverage Service** | | | | | |
| J1SA | 46 | Alcoholic Beverages | 1 | 6 | 6 |
| J1S9 | 45 | Non-alcoholic Beverages | 1 | 6 | 5 |
| J1WL | 45 | Barista Skills | 1 | 6 | 5 |
| J1SD | 46 | Food Service Styles | 2 | 12 | 6 |
| J1SE | 45 | Function Waiting | 1 | 6 | 5 |
| **Events** | | | | | |
| FP61 | 11 | Events Industry: An Overview | 1 | 6 | 5 |
| F3PN | 12 | Event Organisation | 1 | 6 | 6 |
| HJ2X | 46 | Corporate Events: An Introduction | 1 | 6 | 6 |
| **Professional Cookery** | | | | | |
| J1S5 | 45 | Professional Cookery: Practical | 2 | 12 | 5 |
| J1S6 | 45 | Professional Cookery: Knowledge | 2 | 12 | 5 |
| **Social Media/Digital Literacy** | | | | | |
| DW7J | 11 | Social Software | 1 | 6 | 5 |
| H60D | 45 | Computing: Weblogs | 1 | 6 | 5 |
| **Entrepreneurial Skills/Enterprise** | | | | | |
| J614* | 45 | Enterprise Skills | 1 | 6 | 5 |
| DK2P | 11 | Starting in Business | 1 | 6 | 5 |
| J5CP* | 45 | Working for Yourself | 1 | 6 | 5 |
| **Core Skills** | | | | | |
| F3GB | 12 | Communication | 1 | 6 | 6 |
| F3GC | 12 | Information and Communication Technology | 1 | 6 | 6 |
| F3GF | 12 | Numeracy | 1 | 6 | 6 |
| F3GD | 12 | Problem Solving | 1 | 6 | 6 |
| F3GE | 12 | Working with Others | 1 | 6 | 6 |
| **Learning and Study Skills** | | | | | |
| HV9Y | 46 | Academic Study Skills | 1 | 6 | 6 |

*Refer to history of changes for revision details

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## National Progression Awards

**National Progression Award (NPA) in Hospitality at SCQF level 5**

*Learners must complete 4 SQA credits (24 SCQF points): 2 SQA credits from the mandatory section and 2 SQA credits from the options section*

| 4 code | 2 code | Unit title | SQA credit | SCQF credit points | SCQF level |
|---|---|---|---|---|---|
| **Mandatory section: 2 credits required** | | | | | |
| J1NS | 45 | Working in the Hospitality Industry | 2 | 12 | 5 |
| **Options section: 2 credits required** | | | | | |
| J1NJ | 45 | Food Hygiene for the Hospitality Industry | 1 | 6 | 5 |
| J1NN | 45 | Health and Safety in Hospitality | 1 | 6 | 5 |
| J1NV | 45 | Developing Customer Care in Hospitality | 1 | 6 | 5 |
| J1NM | 45 | Hospitality Costing | 1 | 6 | 5 |

| 4 code | 2 code | Unit title | SQA credit | SCQF credit points | SCQF level |
|---|---|---|---|---|---|
| J1NP | 45 | Food and Beverage Operations | 2 | 12 | 5 |
| J1WF | 45 | Accommodation Operations | 1 | 6 | 5 |
| J1WG | 45 | Hospitality Administration | 1 | 6 | 5 |
| J1WH | 45 | Hospitality Reception Skills | 1 | 6 | 5 |
| J1SA | 45 | Alcoholic Beverages | 1 | 6 | 5 |
| J1S9 | 45 | Non-alcoholic Beverages | 1 | 6 | 5 |
| J1WL | 45 | Barista Skills | 1 | 6 | 5 |
| J1SD | 45 | Food Service Styles | 2 | 12 | 5 |
| J1SE | 45 | Function Waiting | 1 | 6 | 5 |

**National Progression Award (NPA) in Hospitality at SCQF level 6**

*Learners must complete 4 SQA credits (24 SCQF points): 1 SQA credit from the mandatory section and 3 SQA credits from the options section*

| 4 code | 2 code | Unit title | SQA credit | SCQF credit points | SCQF level |
|---|---|---|---|---|---|
| **Mandatory section: 1 credit required** | | | | | |
| J1NW | 46 | Customer Care Excellence in Hospitality | 1 | 6 | 6 |
| **Options section: 3 credits required. At least 2 credits must be at SCQF level 6** | | | | | |
| J1NJ | 46 | Food Hygiene for the Hospitality Industry | 1 | 6 | 6 |
| J1NT | 46 | Hospitality Industry | 1 | 6 | 6 |
| J1NR | 46 | Costs and Control in Hospitality | 1 | 6 | 6 |
| J1NX | 46 | Leading a Hospitality Team | 1 | 6 | 6 |
| J1NP | 46 | Food and Beverage Operations | 2 | 12 | 6 |
| J1SD | 46 | Food Service Styles | 2 | 12 | 6 |
| J1WF | 45 | Accommodation Operations | 1 | 6 | 5 |

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| J1WG | 45 | Hospitality Administration | 1 | 6 | 5 |
|------|-----|------|---|---|---|
| J1WH | 45 | Hospitality Reception Skills | 1 | 6 | 5 |
| J1WS | 46 | Reception and Concierge Services | 1 | 6 | 6 |
| J1SA | 46 | Alcoholic Beverages | 1 | 6 | 6 |
| J1S9 | 45 | Non-alcoholic Beverages | 1 | 6 | 5 |
| J1WL | 45 | Barista Skills | 1 | 6 | 5 |
| J1SE | 45 | Function Waiting | 1 | 6 | 5 |

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# 3    Aims of the qualifications

The main aim of the National Certificates (NCs) and National Progression Awards (NPAs) in Hospitality is to provide a flexible, progressive suite of qualifications that supports a broad range of learners wishing to enter or progress into entry-level employment in the hospitality sector or to progress to further and higher education.

## 3.1    General aims of the qualifications

1    Provide the learner with the practical skills and knowledge required to progress in employment, training and/or study
2    To enable progression within the SCQF
3    Develop the transferrable skills required to progress in employment
4    Provide opportunities for development in all five Core Skills
5    Motivate learners to develop a positive attitude to their own learning

## 3.2    Specific aims of the qualifications

**National Certificates in Hospitality Operations**

**Specific aims of the qualifications at SCQF level 5**

1    Develop awareness of the different sectors of the hospitality industry
2    Develop employability knowledge and skills for working the hospitality industry, eg, team working, customer care, legislative requirements, product knowledge
3    Develop knowledge and understanding of current trends in the hospitality industry
4    Introduce awareness of cost and control in the hospitality industry
5    Provide the opportunity to study units appropriate to specific sectors, eg, food and beverage, front of house, accommodation

**Specific aims of the qualifications at SCQF level 6**

6    Further develop employability knowledge and skills for working the hospitality industry, eg, customer care, legislative requirements, product knowledge
7    Provide further opportunity to study units appropriate to specific sectors, eg, food and beverage, front of house, accommodation
8    Develop knowledge and practical skills of food and beverage operations
9    Further develop knowledge and understanding of cost and control in hospitality
10   Develop team leadership skills

**National Progression Awards in Hospitality**

**Specific aims of the qualification at SCQF level 5**

1    Provide a small flexible qualification that introduces the learner to the scope of the hospitality sector and the career opportunities within it
2    Provide the opportunity to develop knowledge and skills in key areas of hospitality operations
3    Provide progression to the National Certificate in Hospitality Operations at SCQF level 5

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**Specific aims of the qualification at SCQF level 6**

4      Provide a small flexible qualification that develops the knowledge and understanding of leading a team to provide excellent customer care and how this contributes to the success of hospitality organisations

5      Provide the opportunity to develop knowledge and skills in key areas of hospitality operations

6      Provide progression to the National Certificate in Hospitality Operations at SCQF level 6

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# 4     Recommended entry to the qualifications

Entry to this qualification is at the discretion of the centre. The following information provides guidance only.

Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience:

**National Certificate in Hospitality Operations at SCQF level 5:**

*Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience*:

♦    NPA in Hospitality at SCQF level 5
♦    Relevant SVQs at SCQF level 4
♦    Relevant industrial experience
♦    Skills for Work Hospitality at SCQF level 5

**National Certificate in Hospitality Operations at SCQF level 6:**

*Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience*:

♦    NPA in Hospitality at SCQF level 6
♦    National Certificate in Hospitality at SCQF level 5
♦    Relevant SVQs at SCQF level 5
♦    Relevant industrial experience

**National Progression Award in Hospitality at SCQF level 5:**

*Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience*:

♦    Skills for Work Hospitality at SCQF level 4
♦    Relevant SVQs at SCQF level 4
♦    Relevant industrial experience

**National Progression Award in Hospitality at SCQF level 6:**

*Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience*:

♦    Skills for Work Hospitality at SCQF level 5
♦    Relevant SVQs at SCQF level 5
♦    Relevant industrial experience

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## 4.1    Core Skills entry profile

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

**National Certificate/National Progression Award in Hospitality Operations/Hospitality at SCQF 5**

| Core Skill | Recommended SCQF entry profile | Associated assessment activities |
|---|---|---|
| Communication | 3 | ♦ Communicating orally with others during practical activities, including customers, team members and supervisors<br>♦ Reading, understanding and following instructions and menus |
| Numeracy | 3 | ♦ Costing ingredients and calculating selling prices of menu items<br>♦ Calculating gross and net incomes<br>♦ Identifying elements of costs in food, beverages, labour and overheads<br>♦ Using temperature charts |
| Information and Communication Technology (ICT) | 3 | ♦ Using the internet to research current trends<br>♦ Using ICT packages to build a portfolio of evidence |
| Problem Solving | 3 | ♦ Preparing for practical activities<br>♦ Identifying faults and taking appropriate corrective action when producing product evidence<br>♦ Understanding and complying with legislative requirements<br>♦ Dealing with customer issues appropriately |
| Working with Others | 3 | ♦ Interacting cooperatively with others during practical activities |

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**National Certificate/National Progression Award in Hospitality Operations/Hospitality at SCQF 6**

| Core Skill | Recommended SCQF entry profile | Associated assessment activities |
|---|---|---|
| Communication | 4 | ♦ Communicating orally with others during practical activities, including dealing with customers and giving instructions to team members<br>♦ Reading, understanding and following instructions<br>♦ Describing and promoting menus |
| Numeracy | 4 | ♦ Costing ingredients and calculating selling prices of complete menus using two different methodologies<br>♦ Calculating gross and net incomes<br>♦ Identifying elements of costs in food, beverages, labour and overheads<br>♦ Calculating break even points<br>♦ Interpreting stock control information<br>♦ Using temperature charts |
| Information and Communication Technology (ICT) | 4 | ♦ Using the internet to research current trends<br>♦ Using ICT packages to build a portfolio of evidence |
| Problem Solving | 4 | ♦ Preparing for practical activities<br>♦ Identifying issues and taking appropriate corrective action when producing product evidence<br>♦ Understanding and complying with legislative requirements<br>♦ Evaluating the effectiveness of the practical activities |
| Working with Others | 4 | ♦ Interacting cooperatively with others during practical activities<br>♦ Providing leadership to team members<br>♦ Dealing with customer service issues appropriately |

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# 5 Additional benefits of the qualification in meeting employer needs

The qualifications are 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 skills, known as Core Skills through doing these qualifications.

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## 5.1 Mapping of qualification aims to units

**National Certificates**

| Unit title | SCQF level | General aims 1 | 2 | 3 | 4 | 5 | Specific aims 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Working in the Hospitality Industry | 5 | X | X | X | X | X | X | X | X | | | | | | | |
| Health and Safety in Hospitality | 5 | X | X | | | | | X | | | | X | | | | |
| Developing Customer Care in Hospitality | 5 | X | X | X | | | | X | | | | X | | | | |
| Food and Beverage Operations | 5 and 6 | X | X | X | | | | | | X | X | | | X | | X |
| Hospitality Costing | 5 | X | X | X | | | | | | X | | | | | | |
| Hospitality Industry | 6 | X | X | X | | | | | X | | | | | | | |
| Food Hygiene for the Hospitality Industry | 5 and 6 | X | X | | | | | X | | | | X | | | | |
| Customer Care Excellence in Hospitality | 6 | X | X | X | | | | X | | | | X | | | | X |
| Costs and Control in Hospitality | 6 | X | X | X | | | | | | | | | | | X | |
| Leading a Hospitality Team | 6 | X | X | X | | | | | | | X | X | | | | X |
| Work Placement | 6 | X | X | X | | X | | | | | | | | | | |
| Accommodation Operations | 5 | X | X | X | | | | | | | X | | X | | | |
| Hospitality Administration | 5 | X | X | X | | | | | | | X | | X | | | |
| Hospitality Reception Skills | 5 | X | X | X | | | | | | | X | | X | | | |
| Alcoholic Beverages | 5 and 6 | X | X | X | | | | | | | X | X | X | X | | |
| Non-alcoholic Beverages | 5 | X | X | X | | | | | | | X | X | X | X | | |
| Barista Skills | 5 | X | X | X | | | | | | | X | | X | X | | |
| Food Service Styles | 5 and 6 | X | X | X | | | | | | | X | | X | X | | |
| Function Waiting | 5 | X | X | X | | | | | | | X | | X | X | | |
| Reception and Concierge Services | 6 | | | | | | | | | | X | | X | | | |
| Event Organisation | 5 and 6 | X | X | X | | | | | | | X | | X | | | X |
| Events Industry: An Overview | 5 | X | X | X | | | | X | | | X | | X | | | |
| Professional Cookery: Practice | 5 | X | X | X | | | | | | X | X | | X | | | |

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| Unit title | SCQF level | General aims 1 | 2 | 3 | 4 | 5 | Specific aims 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Professional Cookery: Knowledge | 5 | X | X | X | | | | | | | X | X | | | | |
| Social Software | 5 | X | X | X | | | | | | | | | | | | |
| Computing: Weblogs | 5 | X | X | X | | | | | | | | | | | | |
| Digital Culture: Social Software | 4 | X | X | X | | | | | | | | | | | | |
| Enterprise Skills | 5 | X | X | X | | | | | | | | | | | | |
| Starting in Business | 5 | X | X | X | | | | | | | | | | | | |
| Working for Yourself | 5 | X | X | X | | | | | | | | | | | | |
| Communication | 5 and 6 | X | X | X | X | X | | | | | | | | | | |
| Information and Communication Technology | 5 and 6 | X | X | X | X | X | | | | | | | | | | |
| Numeracy | 5 and 6 | X | X | X | X | X | | | | | | | | | | |
| Problem Solving | 5 and 6 | X | X | X | X | X | | | | | | | | | | |
| Working with Others | 5 and 6 | X | X | X | X | X | | | | | | | | | | |
| Using Learning Skills 3 | 5 | X | X | X | X | X | | | | | | | | | | |
| Academic Study Skills | 6 | X | X | X | X | X | | | | | | | | | | |

**National Progression Awards**

| Unit title | SCQF level | General aims 1 | 2 | 3 | 4 | 5 | Specific aims 1 | 2 | 3 | 4 | 5 | 6 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Working in the Hospitality Industry | 5 | X | X | X | X | X | X | X | X | | X | |
| Health and Safety in Hospitality | 5 | X | X | | | | | X | X | | | |
| Developing Customer Care in Hospitality | 5 | X | X | X | | | | X | X | | | |
| Food and Beverage Operations | 5 and 6 | X | X | X | | | | X | X | | | X |
| Hospitality Costing | 5 | X | X | X | | | | X | X | | | |
| Hospitality Industry | 6 | X | X | X | | | X | X | | | | X |
| Food Hygiene for the Hospitality Industry | 5 and 6 | X | X | | | | | | X | | | X |
| Customer Care Excellence in Hospitality | 6 | X | X | X | | | | | | X | X | X |
| Costs and Control in Hospitality | 6 | X | X | X | | | | | | | X | X |
| Leading a Hospitality Team | 6 | X | X | X | | | | | | | X | X |

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                    14

| Unit title | SCQF level | General aims | | | | | Specific aims | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 6 |
| Accommodation Operations | 5 | X | X | X | | | | X | X | | | X |
| Hospitality Administration | 5 | X | X | X | | | | X | X | | | |
| Hospitality Reception Skills | 5 | X | X | X | | | | X | X | | | |
| Alcoholic Beverages | 5 and 6 | X | X | X | | | | X | X | | | X |
| Non-alcoholic Beverages | 5 | X | X | X | | | | X | X | | | |
| Barista Skills | 5 | X | X | X | | | | X | X | | | |
| Food Service Styles | 5 and 6 | X | X | X | | | | X | X | | X | X |
| Function Waiting | 5 | X | X | X | | | | X | X | | | |
| Reception and Concierge Services | 6 | | | | | | | | | | X | X |

## 5.2 Mapping of National Occupational Standards (NOS)

National Occupational Standards (NOS) describe the performance required of an individual for an occupation in the workplace. They are developed for employers by employers through the relevant standards setting body. 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 content of the NPA/NCs broadly align to a range of the National Occupational Standards (NOS) in hospitality outlined below. The structure of the NOS is such that multiple NOS units relate to a broader topic/process based SQA units.

| SSC code | NOS units |
|---|---|
| PPL1GEN1 | Maintain Health and Safety in Hospitality |
| PPL1GEN2 | Maintain Excellent Standards of Personal Behaviour in Hospitality |
| PPL1GEN3 | Maintain Customer Care |
| PPL1GEN4 | Work Effectively as Part of a Hospitality Team |
| PPL1GEN5 | Clean and Store Crockery and Cutlery |
| PPL2GEN1 | Impact of Personal Behaviour in Hospitality |
| PPL2GEN2 | Order Stock |
| PPL2GEN5 | Maintain Food Safety in a Hospitality Environment |
| PPL2GEN10 | Deal with Customers Across a Cultural Divide |

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                                    15

| SSC code | NOS units |
|---|---|
| PPL2GEN11 | Maintain Customer Service Through Effective Handover |
| PPL2GEN12 | Maintain and Deal with Payments |
| PPL1FOH1 | Process Information for the Reception Function |
| PPL1FOH3 | Communicate Information in a Business Environment |
| PPL1FOH4 | Make and Receive Telephone Calls |
| PPL1FOH5 | Receive, Move and Store Customer and Organisation Property |
| PPL1FOH6 | Service Public Areas at Front of House |
| PPL1FOH7 | Collect and Deliver Items for Customers and Staff |
| PPL1FOH8 | Prepare, Service and Clear Meeting and Conference Rooms |
| PPL1FOH9 | Use a Filing System |
| PPL2FOH1 | Deal with Communications as Part of the Reception Function |
| PPL2FOH2 | Deal with the Arrival of Customers |
| PPL2FOH3 | Deal with Bookings |
| PPL2FOH4 | Prepare Customer Accounts and Deal with Departures |
| PPL2FOH5 | Produce Documents in a Business Environment |
| PPL2FOH6 | Use Office Equipment |
| PPL2FOH7 | Communicate in a Business Environment |
| PPL2FOH8 | Handle Customer Communications and Book External Services |
| PPL2FOH9 | Provide Reception Services |
| PPL2FOH10 | Store and Retrieve Information |
| PPL1HK1 | Collect Linen and Make Beds |
| PPL1HK3 | Help to Service Toilets and Bathrooms |
| PPL1HK4 | Help to Clean and Maintain Furnished Areas |
| PPL1HK5 | Work Individually and Follow Reporting Procedures in a Cleaning Environment |
| PPL2HK1 | Clean and Service a Range of Areas |
| PPL2HK2 | Work Using Different Chemicals, Liquids and Equipment |
| PPL2HK3 | Maintain Housekeeping Supplies |
| PPL2HK4 | Clean, Maintain and Protect Hard Floors |
| PPL2HK5 | Clean and Maintain Soft Floors and Furnishings |
| PPL2HK6 | Provide a Linen Service |
| PPL2HK7 | Carry Out Periodic Room Servicing and Deep Cleaning |

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                    16

| SSC code | NOS units |
|---|---|
| PPL1FBS1 | Prepare and Clear Areas for Food and Beverage Service |
| PPL1FBS2 | Provide a Food and Beverage Service |
| PPL2FBS1 | Prepare and Clear the Bar Area |
| PPL2FBS2 | Serve Alcoholic and Soft Drinks |
| PPL2FBS3 | Prepare and Serve Cocktails (Mixology) |
| PPL2FBS4 | Prepare and Serve Beer/Cider |
| PPL2FBS5 | Prepare and Serve Wine |
| PPL2FBS8 | Prepare and Serve Dispensed and Instant Hot Drinks |
| PPL2FBS9 | Set Up a Specialist Coffee Station |
| PPL2FBS10 | Prepare and Serve Beverages from a Specialist Coffee Station |
| PPL2FBS11 | Clean and Close a Specialist Coffee Station |
| PPL2FBS12 | Receive, Store and Issue Drinks Stock |
| PPL2FBS13 | Prepare and Clear Areas for Table Service |
| PPL2FBS14 | Serve Food at Table (Formal Dining) |
| PPL2FBS15 | Serve Food at Table (Casual Dining) |
| PPL2FBS16 | Provide a Silver Service |
| PPL2FBS17 | Provide a Buffet Service |
| PPL2FBS18 | Convert an Area for Dining |
| PPL2FBS19 | Promote New Menu Items |

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                                                                17

## 5.3 Mapping of Core Skills development opportunities across the qualifications

| SCQF level | Unit title | Communication Written (Reading) | Written (Writing) | Oral | Numeracy Using Number | Using Graphical Information | ICT Accessing Information | Providing/Creating Information | Problem Solving Critical Thinking | Planning and Organising | Reviewing and Evaluating | Working with Others Working Co-operatively with Others | Reviewing Co-operative Contribution |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 5 | Working in the Hospitality Industry | X | | X | | | X | | X | X | X | X | |
| 5 and 6 | Food Hygiene for the Hospitality Industry | X | | X | X | X | X | | X | X | | X | |
| 5 | Health and Safety in Hospitality | X | | X | | | X | | X | X | X | X | |
| 5 | Developing Customer Care in Hospitality | | | X | | | | | X | X | X | X | |
| 5 and 6 | Food and Beverage Operations | X | | X | | | X | | X | X | X | X | X |
| 5 | Hospitality Costing | | | | X | X | | | | | | | |
| 6 | Hospitality Industry | X | | X | | | X | | X | | | | |
| 6 | Customer Care Excellence in Hospitality | X | | X | | | | | X | X | X | X | X |
| 6 | Costs and Control in Hospitality | | | | X | X | | | X | | X | | |
| 6 | Leading a Hospitality Team | X | | X | | | | | X | X | X | X | |
| 6 | Work Placement | | | | | | | | E | E | E | E | E |
| 5 | Accommodation Operations | X | | | X | | X | | X | X | X | | |
| 5 | Hospitality Administration | X | X | X | X | X | E | E | X | | | | |
| 5 | Hospitality Reception Skills | X | | X | X | | X | | X | X | | X | |
| 6 | Reception and Concierge Services | X | X | X | X | X | X | | X | X | | X | |
| | **Food and Beverage Service:** | | | | | | | | | | | | |
| 5 and 6 | Alcoholic Beverages | X | | X | X | | X | | X | X | | X | |
| 5 | Non-alcoholic Beverages | X | | X | X | | X | | X | X | | X | |
| 5 | Barista Skills | X | | X | X | | X | | X | X | | X | |
| 5 and 6 | Food Service Styles | X | | X | | | X | | X | X | | X | |
| 5 | Function Waiting | X | | X | | | | | X | X | | X | |
| | **Events:** | | | | | | | | | | | | |
| 5 | Events Industry: An Overview | | | | | | X | | E | | | | |
| 5 | Event Organisation | X | | X | | | X | | | | | E | E |
| 6 | Corporate Events: An Intro | X | | X | | | X | | E | X | X | X | X |

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                                                                 18

| SCQF level | 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 |
| | **Professional Cookery:** | | | | | | | | | | | | |
| 5 | Professional Cookery: Practice | X | | X | X | X | X | | X | X | X | X | |
| 5 | Professional Cookery: Knowledge | | | | X | X | X | | X | | | | |
| | **Social Media/Digital Literacy:** | | | | | | | | | | | | |
| 4 | Social Software | | | | | | X | | X | | | | |
| 5 | Computing: Weblogs | | | | | | X | | X | X | | | |
| | **Entrepreneurial Skills/Enterprise:** | | | | | | | | | | | | |
| 5 | Starting in Business | | | | | | X | | X | | X | | |
| 5 | Working for Yourself | X | | X | | | X | | X | X | X | | |
| | **Core Skills:** | | | | | | | | | | | | |
| 5 and 6 | Communication | X | X | X | | | | | | | | | |
| 5 and 6 | Information and Communication Technology | | | | | | X | X | | | | | |
| 5 and 6 | Numeracy | | | | X | X | | | | | | | |
| 5 and 6 | Problem Solving | | | | | | | | X | X | X | | |
| 5 and 6 | Working with Others | | | | | | | | | | | X | X |
| | **Learning and Study Skills:** | | | | | | | | | | | | |
| 5 | Using Learning Skills 3 | | | | | | | | X | E | E | | |
| 6 | Academic Study Skills | X | | X | | | | | X | X | | | |

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                 19

## 5.4 Assessment strategy for the qualifications

The table below summarises the suggested assessment methods for the mandatory units across the NCs/NPAs in Hospitality Operations/Hospitality:

| SCQF level | Unit title | Evidence requirements | Suggested instrument of assessment |
|---|---|---|---|
| 5 | Working in the Hospitality Industry | Knowledge and performance evidence | Portfolio building/report/presentation/practical activities |
| 5 | Health and Safety in Hospitality | Knowledge and performance evidence | Practical activities and knowledge testing |
| 5 | Developing Customer Care in Hospitality | Knowledge and performance evidence | Questioning/presentation/practical activities/observational checklists |
| 5 | Food and Beverage Operations | Knowledge and performance evidence | Questioning/presentation/portfolio building/practical activities/observational checklists |
| 5 | Hospitality Costing | Knowledge evidence | Costing exercises based on given scenarios |
| 5 | Food Hygiene for the Hospitality Industry | Knowledge and performance evidence | Questioning/practical activities/observational checklists |
| 6 | Hospitality Industry | Knowledge evidence | Questioning/report/presentation/portfolio building |
| 6 | Food Hygiene for the Hospitality Industry | Knowledge and performance evidence | Questioning/practical activities/observational checklists |
| 6 | Customer Care Excellence in Hospitality | Knowledge and performance evidence | Questioning/presentation/practical activities/observational checklists |
| 6 | Costs and Control in Hospitality | Knowledge evidence | Costing exercises based on given scenarios |
| 6 | Leading a Hospitality Team | Knowledge and performance evidence | Questioning/presentation/portfolio building/practical activities/observational checklists |
| 6 | Food and Beverage Operations | Knowledge and performance evidence | Questioning/presentation/portfolio building/practical activities/observational checklists |
| 6 | Work Placement | Knowledge and performance evidence | Practical activities, knowledge testing and portfolio building |

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                    20

# 6    Guidance on approaches to delivery and assessment

The nature of the hospitality industry, and therefore these awards, is that of an integrated and seamless set of related functions. The learners need to understand the full breadth and scope of the industry, how skills and knowledge are transferrable between each sector and how they relate to, and influence each other.

These awards are designed to enable the learner to develop skills and knowledge and to help prepare them for further more advanced levels of study.

The suggested approaches to delivery on the following pages illustrate many of the units can be delivered concurrently. This approach enables the relationships between the subjects to be clearly identified and developed. Delivery of these awards requires a holistic, and team approach, ensuring that the coherent nature of the award and the industry is clear.

Institutions delivering these awards must have appropriate, industry relevant facilities appropriate to the award content delivered. This may include: commercial grade kitchen and restaurant facilities with appropriate equipment; access to 'real' customers for service and development of customer care and communication skills; excellent links with industry to enable appropriate work experience, visits and visiting speakers; and appropriate classroom and ICT facilities to enable appropriate approaches to development of skills and knowledge (including research and digital skills).

In delivering these awards cognisance of current and developing trends in the industry must be explored and discussed to ensure the learners have the relevant skills and knowledge to effectively and quickly enter the hospitality industry in an appropriate role. The tutor should ensure that the learners have realistic expectations of their potential roles on graduation (many learners think they will leave and go immediately into senior roles - they should be able to progress more quickly into these roles, but experience is always required alongside the qualifications and learners need to have clear and realistic expectations).

Tutors should also develop (softer) skills for employment — communication, numeracy, ICT, problem solving, working with others, and the importance of 'work ethic'. Many of these will come from the tutor's demonstration of their own commitment, enthusiasm and passion for the industry, and their work with the learners. It is essential that the tutor has appropriate qualifications, experience of the industry, and can relate the learning and teaching to real and current industry examples.

Assessment, where possible, should be integrated and must be contextualised. Where there are exemplar assessment materials produced by SQA these could be used, however, a more integrated assessment approach, related to the delivery within the institution, may be far more relevant and appropriate than unit by unit assessment. Tutors should always practice the 'assessment is for learning' approach and use appropriate developmental feedback methods.

The delivery of the qualifications is at the discretion of the individual centre. Many centres offer a full-time programme of between 16–20 credits (including the 12 credits required for an NC) to learners over an academic session.

This will allow centres to develop the qualifications to suit their own unique circumstances while still meeting the requirements of the NCs.

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                    21

The NCs can also provide flexible part time delivery and may include NPAs at SCQF level 5 or 6 within the larger NC programme.

Assessment will be by observation during practical activities (some of which may relate to more than one unit), and oral or written work. There is scope for the use of e-learning and e-assessment for theoretical components of each of the units.

The practical focus of the qualifications is designed to promote learner development and confidence and enhance the positive contribution that learners who complete the course can offer to society as a whole. This promotes values such as citizenship, confidence and positive contribution through the following:

♦ Positive attitude to workplace and learning
♦ The importance of time-keeping and attendance
♦ The importance of good verbal communication
♦ The importance of good listening skills
♦ How to work co-operatively with others as a member of a team
♦ Self-respect and showing respect and consideration for others
♦ Adaptability and flexibility
♦ Application of appropriate legislation, eg, health and safety and food hygiene procedures
♦ Planning and preparing
♦ Confidence to seek feedback
♦ Confidence to give feedback
♦ Self-review and evaluation

## 6.1    Sequencing/integration of units

The structures of the qualifications are flexible to allow centres to devise programmes that are appropriate to local needs and allow learners to choose the appropriate route depending upon their career aspirations. Illustrations of different approaches are provided in suggested delivery schedules on the following pages.

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                22

**Suggested delivery schedule, NC in Hospitality Operations at SCQF level 5**

Based on 36 weeks with three teaching blocks, each of 12 weeks duration and assuming 12 credits for the GA are delivered as the mandatory 8 credits plus 4 optional units. (Delivery weeks for units in each block are shaded). Guidance notes on delivery and assessment are provided after the table.

| Unit title | SQA credit value | Block 1 12 weeks | Block 2 12 weeks | Block 3 12 weeks |
|---|---|---|---|---|
| **Mandatory section** | | | | |
| Working in the Hospitality Industry | 2 | | | |
| Food Hygiene for the Hospitality Industry | 1 | | | |
| Health and Safety in Hospitality | 1 | | | |
| Developing Customer Care in Hospitality | 1 | | | |
| Food and Beverage Operations | 2 | | | |
| Hospitality Costing | 1 | | | |
| **Options section** | | | | |
| Non-alcoholic Beverages | 1 | | | |
| Barista Skills | 1 | | | |
| Food Service Styles | 2 | | | |

| | |
|---|---|
| | 8 credits @ 40 hours = 320hr/35 weeks = 9 hours per week |
| | 4 credits @ 40 hours = 160hr/12 weeks = 6 hours per week |

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                    23

**Suggested delivery schedule, NC in Hospitality Operations at SCQF level 6**

Based on 36 weeks with three teaching blocks, each of 12 weeks duration and assuming 12 credits for the GA are delivered plus 5 optional units. (Delivery weeks for units in each block are shaded). Guidance notes on delivery and assessment are provided after the table.

| Unit title | SQA credit value | Block 1 12 weeks | Block 2 12 weeks | Block 3 12 weeks |
|---|---|---|---|---|
| **Mandatory section** | | | | |
| Hospitality Industry | 1 | | | |
| Food Hygiene for the Hospitality Industry | 1 | | | |
| Customer Care Excellence in Hospitality | 1 | | | |
| Cost and Control in Hospitality | 1 | | | |
| Leading a Hospitality Team | 1 | | | |
| Food and Beverage Operations | 2 | | | |
| Work Placement | 1 | | | |
| **Options section** | | | | |
| Alcoholic Beverages | 1 | | | |
| Food Service Styles | 2 | | | |
| Function/Banqueting Waiting | 1 | | | |

| | |
|---|---|
| | 8 credits @ 40 hours = 320hr/35 weeks = 9 hours per week |
| | 4 credits @ 40 hours = 160hr/12 weeks = 5 hours per week |

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                                              24

**Suggested delivery schedule, NPA in Hospitality at SCQF level 5**

Based on 24 weeks with two teaching blocks of 12 weeks. Guidance notes on delivery and assessment are provided after the table.

| Unit title | SQA credit value | Block 1<br>12 weeks | Block 2<br>12 weeks | Block 3<br>12 weeks |
|---|---|---|---|---|
| **Mandatory section** | | | | |
| Working in the Hospitality Industry | 2 | ████ | ████ | |
| **Options section** | | | | |
| Food Hygiene for the Hospitality Industry | 1 | ████ | ████ | |
| Health and Safety in Hospitality | 1 | ████ | ████ | |

| | |
|---|---|
| ████ | 4 credits @ 40 hours = 160 hours/24 weeks = 6.6 hours per week |

This award could be delivered to eg, schools groups, or to those in industry seeking qualifications on a traditional 'day release' type model. An integrated or holistic approach is essential in order to fully convey the nature of the hospitality industry. It would be important that the award is delivered by tutors who have current and relevant qualifications and experience in order to provide appropriate context and content for the award.

Award content should be selected based on the needs of local industry and the learner in order to best prepare them, and develop appropriate skills and knowledge, for their preferred industry needs.

Assessment could be delivered using SQA developed assessment materials however, a more integrated and holistic approach to assessment developed by the institution based on their delivery model and content may be more appropriate.

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                                    25

**Suggested delivery schedule, NPA in Hospitality at SCQF level 6**

Based on 24 weeks with two teaching blocks of 12 weeks. Guidance notes on delivery and assessment are provided after the table.

| Unit title | SQA credit value | Block 1 12 weeks | Block 2 12 weeks | Block 3 12 weeks |
|---|---|---|---|---|
| **Mandatory section** | | | | |
| Customer Care Excellence in Hospitality | 1 | 🟩 | 🟩 | |
| **Options section** | | | | |
| Leading a Hospitality Team | 1 | 🟩 | 🟩 | |
| Food and Beverage Operations | 2 | 🟩 | 🟩 | |

| | |
|---|---|
| 🟩 | 4 credits @ 40hours = 160 hours/24 weeks = 6.6 hours per week |

This award could be delivered to, eg, schools groups, or to those in industry seeking qualifications on a traditional 'day release' type model. An integrated or holistic approach is essential in order to fully convey the nature of the hospitality industry. It would be important that the award is delivered by tutors who have current and relevant qualifications and experience in order to provide appropriate context and content for the award.

Award content should be selected based on the needs of local industry and the learner in order to best prepare them, and develop appropriate skills and knowledge, for their preferred industry needs.

Assessment could be delivered using SQA developed assessment materials however, a more integrated and holistic approach to assessment developed by the institution based on their delivery model and content may be more appropriate.

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                                                        26

## 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:

♦ 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**.

### 6.2.1 Articulation and/or progression

Appendix 1 identifies possible qualification progression opportunities for the suite of SQA hospitality qualifications. They also provide multiple exit points for entering into employment.

### 6.2.2 Transitional arrangements and credit transfer

The NPAs and NCs are normally completed within a single academic year so it is likely that existing learners would comfortably be able to finish their qualification within the completion periods allowed for the units.

**NPAs in Hospitality at SCQF level 5 and 6 and NC in Hospitality at SCQF level 6**

These are new qualifications so there are no credit transfer issues.

**NC in Hospitality Operations at SCQF level 5**

The revised framework includes updated mandatory units, therefore centres are advised, for existing learners, to complete the programme they started on. For returning learners in future years, centres should take into account the currency of the skills and knowledge the learner has maintained or acquired over the period in question.

Group Award Specification: National Certificate in Hospitality Operations at SCQF level 5 (GP6X 45)
National Certificate in Hospitality Operations at SCQF level 6 (GP6R 46)
National Progression Award (NPA) in Hospitality at SCQF level 5 (GP6Y 45)
National Progression Award (NPA) in Hospitality at SCQF level 6 (GP6T 46)                27

Guidance on possible credit transfer is provided below:

| Old unit(s) | SCQF level | New unit(s) | SCQF level | Credit transfer comment |
|---|---|---|---|---|
| Food Hygiene for the Hospitality Industry | 5 | Food Hygiene for the Hospitality Industry | 5 | Partial transfer depending on currency |
| Hospitality Costing | 5 | Hospitality Costing | 5 | Partial transfer |
| Working safely | 5 | Health and Safety in Hospitality | 5 | Partial transfer |
| Customer Care for the Hospitality and Tourism Industry | 5 | Developing Customer Care in Hospitality | 5 | Partial transfer |
| Service of Food and Drink | 5 | Food and Beverage Operations | 5 | Partial transfer |
| Accommodation and Facilities Servicing | 5 | Accommodation Operations | 5 | Partial transfer |
| Hospitality Administration | 5 | Hospitality Administration | 5 | Partial transfer |
| Hospitality Front Office Skills | | Hospitality Reception Skills | 5 | Partial transfer |
| Alcoholic Beverages: An introduction | 5 | Alcoholic Beverages | 5 | Partial transfer |
| Non-alcoholic Beverages | 5 | Non-alcoholic Beverages | 5 | Full transfer |
| Service of Food and Drink — Table | 6 | Food Service Styles | 5 and 6 | Partial transfer |
| Hospitality: Organisation of Practical Skills, Working Safely, Integrated Production Cookery, Meat Poultry and Game 1,Cookery Processes, Food Preparation Techniques, Meal Production and Design, Control of Cookery Processes, Fish and Shellfish, | 5 | Professional Cookery: Practical Professional Cookery: Knowledge | 5 | Partial transfer |
| Meat and Poultry 2, Food Product Knowledge, Food Production and Presentation Skills, Organisation of Practical Skills 4, Menu Planning, Restaurant Food Production and Menu Planning | 6 | Professional Cookery: Practical Professional Cookery: Knowledge Professional Cookery: Kitchen Operations | 6 | Partial transfer |

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## 6.3    Opportunities for e-assessment

The design for some units requires evidence of knowledge and understanding of key concepts, processes and terminology and is therefore amenable to on-line assessment (or e-assessment) and centres are encouraged to adopt this approach wherever possible. E-portfolios, blogs, wikis, social media, video diaries, etc, can be used for the reflective, evaluative and contextual outcomes. In cases where performance and product evidence is required, the usual checklists and pro forma could be substituted by electronic versions with a learner's product(s) and progress reports stored in the form of an e-portfolio supported with video and digital photographic evidence. As this technology develops centres are encouraged to adopt any such arrangements that SQA may put in place for securing and authenticating this evidence.

## 6.4    Support materials

A list of existing Assessment Support Packs (ASP) is available to view on SQA's website.

## 6.5    Resource requirements

Industry relevant facilities appropriate to the award content delivered. This may include:

♦    Commercial grade kitchen and restaurant facilities with appropriate equipment
♦    Access to 'real' customers for service and development of customer care and communication skills
♦    Excellent links with industry to enable appropriate work experience, visits and visiting speakers
♦    Appropriate classroom and ICT facilities to enable appropriate approaches to development of skills and knowledge (including research, and digital skills). This may include specialist software to support accommodation and front of house specialisms

# 7    General information for centres

### Equality and inclusion

The unit specifications 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 assessments 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)**.

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# 8    Glossary of terms

**CfE**: Curriculum for Excellence

**Embedded Core Skills:** is where the assessment evidence for the unit also includes full evidence for complete Core Skill or Core Skill components. A learner successfully completing the unit will be automatically certificated for the Core Skill. (This depends on the unit having been successfully audited and validated for Core Skills certification.)

**E-portfolio**: E-portfolios offer benefits for learners, centres and SQA. They provide an electronic environment where centres can introduce more creative approaches to assessment and where learners can store and organise their learning and assessment evidence, in a range of media formats. For centres, this also means no longer having to print, copy and store paper-based portfolios. For SQA, e-portfolios provide a secure and flexible way to access assessment evidence and internal verification materials.

**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:

♦ Learners 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)

**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 learners whom they expect to complete the group award during the defined lapsing period

**SQA credit value:** The credit value allocated to a unit gives an indication of the contribution the unit makes to an SQA group award. An SQA credit value of 1 given to an SQA unit represents approximately 40 hours of programmed learning, teaching and assessment.

**SCQF:** The Scottish Credit and Qualification Framework (SCQF) provides the national common framework for describing 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. One National Unit credit is equivalent to 6 SCQF credit points. One National Unit credit at Advanced Higher and one Higher National Unit credit (irrespective of level) is equivalent to 8 SCQF credit points.

**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 and graded units will be at level 7 and 8. National Qualification Group Awards are available at SCQF levels 2–6 and will normally be made up of National Units which are available from SCQF levels 2–7.

**Signposted Core Skills:** Refers to opportunities to develop Core Skills arise in learning and teaching but are not automatically certificated.

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# 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 learners for the unit which has been revised where they are expected to complete the unit before its finish date.

| Version Number | Description | Date |
|---|---|---|
| 03 | **Revision of Unit:** J614 45 Enterprise Skills has replaced D36N 11 Enterprise Activity. D36N 11 Enterprise Activity will finish on 31/07/2024. | 03/02/22 |
| 02 | **Revision of Units**: FM99 11 Working for Yourself (finish date 31/07/2023) has been replaced by J5CP 45 Working for Yourself for GP6X 45 and GP6R 46 Frameworks. | 07/05/21 |
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## Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of this qualification.

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# 9 General information for learners

This section will help you decide whether these qualifications are for you by explaining what each 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.

Hospitality is a key sector of the Scottish economy. Job opportunities are many and varied. The sector includes a wide range of types of business, from small rural hotels, hostels, halls of residence to international hotel chains, resorts, restaurants, cafes, visitor attractions, etc.

The National Certificates (NCs) and National Progression Awards (NPAs) develop the skills and knowledge that will help you work in front of house, food and beverage, reception and accommodation servicing roles across the hospitality sector. There is a complementary suite of NCs and NPAs in Professional Cookery for those interested in a range of roles in professional kitchens.

**National Progression Award in Hospitality at SCQF level 5**

This small introductory level qualification contains four units. The core double credit unit allows you to discover the scope of the industry, the career paths and job roles within it and the employability skills that underpin them. It will also involve a period of work experience. The remaining options include a range of units in, food and beverage service, reception and accommodation servicing.

**National Progression Award in Hospitality at SCQF level 6**

This small flexible qualification provides a more advanced treatment of the topics in the NPA at level 5. The key mandatory unit is about developing excellence in customer care, which lies at the heart of all successful hospitality businesses. The options again cover more specialist units in food and beverage service, reception and accommodation servicing.

The NPAs at SCQF level 5 and 6 are designed to provide progression onto the National Certificates in Hospitality Operations. They are typically offered in colleges or via school/college partnerships.

For entry to the NPAs in Hospitality, it would be an advantage to have appropriate experience or qualifications, such as:

♦ Skills for Work Hospitality 4/5
♦ Relevant industrial experience
♦ Relevant SVQs at SCQF level 4

**National Certificates in Hospitality Operations at SCQF level 5 and 6**

The National Certificates in Hospitality Operations at SCQF level 5 and 6 are broad based qualifications that provide a platform for you to either progress to further study or pursue employment opportunities.

The NC in Hospitality Operations at SCQF level 5 comprises 8 mandatory credits and a further 4 must be selected from the options. The mandatory units include an element of work experience, customer care skills, health and safety, food hygiene, food and beverage service, and an awareness of costs and revenue. The options include more specialist units in food and beverage service, reception and accommodation servicing and other, more general

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units, such as using social media. The options also include some professional cookery units but if you wish to pursue a career in a professional kitchen, you should consider the National Certificates in Professional Cookery.

On completion of the NC in Hospitality Operations at level 5, you may opt to progress to the NC at SCQF level 6.

The NC in Hospitality Operations at SCQF level 6 also comprises 8 mandatory credits with a further 4 selected from the options. The units mirror those in the level 5 NC but at a more advanced level and have a particular focus on leading a small hospitality team.

The NC in Hospitality Operations at level 6 can provide progression on to the HNC in Hospitality Operations at SCQF level 7, to a modern apprenticeship or to employment.

For entry to the National Certificate in Hospitality Operations at SCQF level 5, it would be an advantage to have appropriate experience in the industry or a lower level qualification such as:

♦ NPA in Hospitality at SCQF level 5
♦ Relevant industrial experience
♦ Relevant SVQs at SCQF level 4
♦ Skills for Work Hospitality 4/5

For entry to the National Certificate in Hospitality Operations at SCQF level 6, it would be an advantage to have appropriate experience in the industry or a lower level qualification, such as:

♦ NPA in Hospitality at SCQF level 6
♦ NC in Hospitality Operations at SCQF level 5
♦ Relevant SVQs at SCQF level 5
♦ Relevant industrial experience

You can discuss your particular situation with college staff, who will be pleased to offer you guidance, support and advice on how the course can be of help to you.

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# Appendix 1   SQA qualifications in Hospitality and possible progression pathways

| SCQF | Pre-employment<br>SQA National Courses and Group Awards | Pre-employment and Development<br>Higher Education | Workforce Development<br>Safe and Legal | Occupational/CPD |
|---|---|---|---|---|
| 8 | | **HND**<br>♦ Hospitality Management | | **PDA**<br>♦ Accommodation Management<br>♦ Hospitality Management<br><br>**SVQ**<br>♦ Hospitality Management Skills |
| 7 | | **HNC**<br>♦ Hospitality Operations | **HN Food Hygiene**<br>♦ Food Hygiene Intermediate | **PDA**<br>♦ Hospitality<br><br>**SVQ**<br>♦ Hospitality Supervision and Leadership |
| 6 | **National Certificate**<br>♦ Hospitality Operations<br><br>**National Progression Award**<br>♦ Hospitality | | **Alcohol Licensing Qualifications**<br>♦ Scottish Certificate for Personal Licence Holders<br>♦ Scottish Certificate for Personal Licence Holders (Refresher)<br><br>**Food Safety**<br>♦ Food Hygiene for the Hospitality Industry | |

| | Pre-employment | Pre-employment and Development | Workforce Development | |
|---|---|---|---|---|
| SCQF | SQA National Courses and Group Awards | Higher Education | Safe and Legal | Occupational/CPD |
| 5 | **National 5**<br>♦ Hospitality Skills for Work<br><br>**National Certificate**<br>♦ Hospitality Operations<br><br>**National Progression Award**<br>♦ Hospitality<br><br>**Award**<br>♦ Customer Service: Principles and Practice | | **Alcohol Licensing Qualifications**<br>♦ Scottish Certificate for Safe Sale and Service of Alcohol<br><br>**Food Safety**<br>♦ Food Hygiene for the Hospitality Industry | **SVQ**<br>♦ Beverage Service<br>♦ Food and Beverage Service<br>♦ Hospitality Services |
| 4 | **National 4**<br>♦ Hospitality Skills for Work | | **Food Safety**<br>♦ Food Hygiene for the Hospitality Industry | **SVQ**<br>♦ Hospitality Services |
| 3 | | | **Food Safety**<br>♦ Food Hygiene for the Hospitality Industry | |

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