

SQA Advanced Unit Specification

General information for centres

This graded unit has been validated as part of the SQA Advanced Diploma in Hospitality Management. Centres are required to develop the assessment instrument in accordance with this validated specification. Centres wishing to use another type of graded unit or assessment instrument are required to submit proposals detailing the justification for change for validation.

Unit title: Hospitality Management: Graded Unit 2

Unit code: HP4W 48

Type of Graded Unit: Project

Assessment Instrument: Case Study

Publication date: August 2018

Source: Scottish Qualifications Authority

Version: 02

Unit purpose

This graded unit is designed to provide evidence that the candidate has achieved the following principal aims of the SQA Advanced Diploma in Hospitality Management.

- ◆ Developing planning and analysis skills.
- ◆ Developing problem solving skills.
- ◆ Developing study and research skills.
- ◆ Developing critical and evaluative thinking.
- ◆ Apply and integrate knowledge and skills across hospitality management areas.
- ◆ Be prepared for employment within the hospitality industry in a team leading/supervisory level post.
- ◆ Gain leadership skills and a customer focused attitude through an understanding of the role of a team leader/supervisor.
- ◆ Be prepared for progression to further studies in hospitality or related disciplines.

Recommended prior knowledge and skills

It is recommended that the candidate should have completed or be in the process of completing the following units relating to the above specific aims prior to undertaking this graded unit:

- ◆ *Human Resource Management Practice*
- ◆ *Management of Food and Beverage Operations*
- ◆ *Accommodation Management*
- ◆ *Managing Hospitality Organisations 2*
- ◆ *Managing Financial Resources in Hospitality*
- ◆ *Work Experience*

Credit points and level

2 SQA Credits at SCQF level 8: (16 SCQF credit points at SCQF level 8*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from National 1 to Doctorates.*

Core Skills

Achievement of this unit gives automatic certification of the following:

Complete Core Skills *Problem Solving* at SCQF level 6

Core Skill component(s) None

There are also opportunities to develop aspects of Core Skills which are highlighted in the support notes of this unit specification.

Assessment

This graded unit will be assessed by the use of *case study*. The developed case study should provide the candidate with the opportunity to produce evidence that demonstrates she/he has met the aims of the graded unit that it covers.

The assessment exemplar for this unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable instrument of assessment. Centres wishing to develop their own assessments should refer to the assessment exemplar to ensure a comparable standard. Assessment exemplars are available on SQA's secure website.

Unit specification: statement of standards

Graded Unit title: Hospitality Management: Graded Unit 2

Conditions of assessment

The candidate should be given a date for completion of the case study. However, the instructions for the assessment task should be distributed to allow the candidate sufficient time to assimilate the details and carry out the assessment task. During the time between the distribution of the assessment task instructions and the completion date, assessors may answer questions, provide clarification, guidance and reasonable assistance.

Reasonable assistance is the term used by SQA to describe the difference between providing candidates with some direction to generate the required evidence for assessment and providing too much support which would compromise the integrity of the assessment. Reasonable assistance is part of all learning and teaching processes.

In relation to the assessment of SQA Advanced Project-based Graded Units, assessors may provide advice, clarification, and guidance during the time between the distribution of the project instructions and the completion date, ie at each stage of the project.

Remediation allows an assessor to clarify candidate responses, either by requiring a written amendment or by oral questioning, where there is a minor shortfall or omission in evidence requirements. In either case, such instances must be formally noted by the assessor, either in writing or recording, and be made available to the internal and external verifier.

In relation to SQA Advanced Project-based Graded Units, candidates must be given the opportunity for remediation at each stage of the project.

The evidence for a SQA Advanced Project-based Graded Unit is generated over time and involves three distinct stages, each of which has to be achieved before the next is undertaken. This means that any re-assessment of stages must be undertaken before proceeding to the next stage. The overall grade is derived from the total number of marks *across all* sections, and should reflect the ability of the candidate to work autonomously and the amount of support required. In relation to SQA Advanced Project-based Graded Units, candidates who have failed any stage of the project and have been unable to provide the necessary evidence through remediation must be given the opportunity for re-assessment of that stage.

Any candidate who has failed their graded unit or wishes to upgrade their award must be given a re-assessment opportunity, or in exceptional circumstances, two re-assessment opportunities. In the case of project-based graded units, this must be done using a substantially different project.

The final grading given must reflect the quality of the candidate's evidence at the time of the completion of the graded unit. Candidates must be awarded the highest grade achieved — whether through first submission or through any re-assessment, remediation, and/or reasonable assistance provided.

Instructions for designing the assessment task

The assessment task is a project. The project undertaken by the candidate must be a complex task which involves:

- ◆ variables which are complex or unfamiliar.
- ◆ relationships which need to be clarified.
- ◆ a context which may be familiar or unfamiliar to the candidate.

The assessment task must require the candidate to:

- ◆ analyse the task and decide on a course of action for undertaking the project.
- ◆ plan and organise work and carry it through to completion.
- ◆ reflect on what has been done and draw conclusions for the future.
- ◆ produce evidence of meeting the aims which this graded unit has been designed to cover.

Guidance on grading candidates

Candidates who meet the minimum evidence requirements will have their achievement graded as C — competent, or A — highly competent or B somewhere between A and C. The grade related criteria to be used to judge candidate performance for this graded unit is specified in the following table.

Grade-related criteria	
Grade A	Grade C
<p>Is a seamless, coherent piece of work which:</p> <ul style="list-style-type: none"> ◆ has sufficient evidence for the three essential stages of Planning, Developing and Evaluating, that is comprehensive, integrated and logical ◆ demonstrates an accurate and imaginative interpretation of the project brief ◆ demonstrates a highly focused, planned and systematic approach to the brief ◆ provides extensive evidence of research and linking facts/findings in a coherent manner and meets the needs of the brief ◆ uses language of a high standard in terms of level, accuracy and technical content as it relates to the hospitality industry ◆ effectively consolidates and integrates required knowledge and skills ◆ effectively justifies each stage of the project and decisions made in a logical and coherent manner ◆ critically evaluates how the use of concepts, information, issues and research have been used to inform and influence own work ◆ identifies and describes actions that would improve outcomes and meet the project brief objectives ◆ demonstrates the candidate's ability to work autonomously 	<p>Is a co-ordinated piece of work which:</p> <ul style="list-style-type: none"> ◆ has sufficient evidence for the three essential stages of Planning, Developing and Evaluating, and is produced to an adequate standard ◆ demonstrates an acceptable interpretation of the project brief ◆ demonstrates an adequately focused and planned approach to the brief ◆ provides clear evidence of research and linking facts/findings in a coherent manner and meets the needs of the brief ◆ uses language of an adequate standard in terms of level, accuracy and technical content as it relates to the hospitality industry ◆ consolidates and integrates knowledge and skills but this may lack some continuity and consistency ◆ adequately justifies each stage of the project and decisions made ◆ demonstrates an understanding of how the concepts, information, issues and research have been used to inform and influence own work ◆ identifies and describes where improvements could have been made and project brief objectives met ◆ demonstrates independent learning with minimum support and revision during project

The project will be marked out of 100. Assessors will mark each stage of the project, taking into account the criteria outlined. The marks will then be aggregated to arrive at an overall mark for the project. Assessors will then assign an overall grade to the candidate for this graded unit based on the following grade boundaries.

- A = 70%–100%
- B = 60%–69%
- C = 50%–59%

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NOTE: The candidate must achieve all of the minimum evidence specified below for each stage of the project in order to achieve the graded unit.

Evidence requirements

The project consists of three stages: planning; developing; and evaluating. The following table specifies the minimum evidence required to pass each stage.

NOTE: The candidate must achieve **all of the minimum evidence** specified below for each stage of the project in order to pass the graded unit.

Project stage	Minimum Evidence Requirements
Stage 1 — Planning 20%	A portfolio of evidence which includes: <ol style="list-style-type: none"> 1 The candidate's interpretation of the case study, an overview of their role and a summary of the issues. 2 Identification of key topics for which research will be undertaken. 3 A description of the methodology used including primary and secondary sources of research. 4 Analysis and interpretation of the results of the research undertaken. 5 Compilation of an action plan indicating timelines and research, including references and other sources of information, which reflects current industry practices or issues. 6 Justification of approach used to compile the action plan
	<i>The candidate must achieve all of the minimum evidence specified above in order to pass the Planning stage.</i>
Project stage	Minimum Evidence Requirements
Stage 2 — Developing 60%	A portfolio of evidence containing a realistic proposed plan for carrying out the case study requirements which reflects current industry practice: <ol style="list-style-type: none"> 1 Identification of SMART strategic and operational objectives in relation to the case study. 2 Identification and description of the constraints which may impact of the achievement of both the strategic and operational objectives. 3 A description of proposed strategies that could be used to meet all objectives. 4 A description of current legislative requirements that need to be adhered to for the candidates' proposals. 5 Justification of the recommendations made.
	<i>The candidate must achieve all of the minimum evidence specified above in order to pass the Developing stage.</i>

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Project stage	Minimum Evidence Requirements
Stage 3 — Evaluating 20%	<p data-bbox="472 304 1059 338"><i>A portfolio of evidence which concludes with:</i></p> <p data-bbox="472 371 839 405"><i>An evaluation which should:</i></p> <ol data-bbox="472 450 1398 808" style="list-style-type: none"><li data-bbox="472 450 1398 517">1 Provide an overview of the approach taken during the planning and developing stages.<li data-bbox="472 528 1398 595">2 Identify and describe areas of the plan that were changed during the Developing stage, eg task list, timeframes, sources of research.<li data-bbox="472 607 1398 674">3 Provide an analysis of the effectiveness of the research methods used.<li data-bbox="472 685 1398 752">4 Provide an assessment of strengths and weaknesses identified while undertaking the project.<li data-bbox="472 763 1398 808">5 Identify any knowledge and skill which have been gained or developed in undertaking the project. <p data-bbox="472 842 1347 909"><i>The candidate must achieve all of the minimum evidence specified above in order to pass the Evaluating stage.</i></p>

Unit specification: support notes

Unit title: Hospitality Management: Graded Unit 2

Candidates should be provided with information about the graded unit as early as possible but centres must ensure that candidates have all the required knowledge and skills as laid out at the beginning of this graded unit specification. Candidates must work independently but must also be supported throughout the process and effective tools such as progress logs or diaries should be used to motivate and monitor the candidates' work. An appointment system for progress interviews with candidates should be identified at an early stage of the project.

As identified within this graded unit specification, projects should be assessed at each stage against minimum evidence requirements and candidates should only progress to the next stage when they have met the minimum evidence requirements of the previous stage. Candidates should be given a date for submission of each stage, if dates given are not met then the college's internal policy on missed deadlines will apply. At the end of each stage there should be opportunities for remediation and re-assessment on that particular stage.

Where appropriate, candidate portfolios should also include the following:

- ◆ contents page
- ◆ industrial contacts
- ◆ acknowledgement of sources and references
- ◆ research undertaken

Portfolios should also provide the opportunity to demonstrate candidates':

- ◆ knowledge of the hospitality industry and industry standards
- ◆ subject knowledge
- ◆ understanding of the role of a manager
- ◆ presentation skills

This unit has the Core Skill of *Problem Solving* embedded in it. This means that when candidates achieve the unit, Their Core Skills profile will also be updated to show they have achieved *Problem Solving* at SCQF level 6.

Equality and inclusion

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should 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.

Administrative information

Version	Description of change	Date
02	Update to Conditions of Assessment.	07/08/18

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

FURTHER INFORMATION: Call SQA's Customer Contact Centre on 44 (0) 141 500 5030 or 0345 279 1000. Alternatively, complete our [Centre Feedback Form](#).

General information for candidates

Unit title: Hospitality Management: Graded Unit 2

This unit will give you the opportunity to demonstrate your ability to integrate, evaluate and apply the knowledge and skills you have gained from a range of units from the SQA Advanced Diploma in Hospitality Management, and should therefore be completed toward the end of your course. You will be allocated a grade of A, B or C on successful completion of the project.

Typically the graded unit assessment is a project which takes the form of a case study describing a fictitious event, in which you will be expected to assume the role of the general manager.

The graded unit project is in three stages, planning, developing and evaluating. The work you produce for each stage of the project will form a portfolio of evidence.

The requirements for each stage must be met before you will be allowed to progress to the next. You will be given a deadline for the completion of each stage, please note that late submissions could be penalised in line with your centre's internal policy and could affect your grade.

The first stage is the **planning** stage. You will have to read the case study scenario and think about what you know and you will have carry out research on the things you don't know about. You will identify the key tasks of the project and compile an action plan indicating timelines, references and sources of information.

The next stage is the **developing** stage and is when you will detail your proposal. Your proposal should identify constraints, include a realistic plan for carrying out the project brief and consider legislative requirements.

The final stage is the **evaluating** stage. For this stage you have to look back and comment on your approach to the project, how your planning went, how the developing went and comment on how this experience was in terms of the decisions you made, positive aspects of the process and what improvements you would make should you undertake a project again.

Where appropriate, your portfolio should also include the following:

- ◆ contents page
- ◆ industrial contacts
- ◆ acknowledgement of sources and references
- ◆ research undertaken

Your portfolio should also give you the opportunity to demonstrate your:

- ◆ knowledge of the hospitality industry and industry standards.
- ◆ subject knowledge.
- ◆ understanding of the role of a manager.
- ◆ presentation skills.

Remember that a grade will not be given until the final stage is complete and your work can be viewed as a whole. Grades are subject to external verification by SQA.

General information for candidates (cont)

Unit title: Hospitality Management: Graded Unit 2

You will be given the opportunity during tutorials and/or progress interviews to discuss your progress. Feedback will be ongoing as part of the process and you will be encouraged to use a log book which you should maintain throughout your project and take to tutorials and/or progress interviews. This is your opportunity to discuss the work you have undertaken and agree next steps.

In undertaking this project you are required to display your ability to work independently to meet the standards required. At the same time, however, you will be under supervision and may need some support from your tutor.

Arrangements for remediation and re-assessment will be in line with your centre's policy, however, if for any reason you were to be unsuccessful in the project overall, re-assessment must be on a substantially different project. It should be noted that your centre may not be able to provide the opportunity to undertake a substantially different project within the same academic year.