**SVQ in Hospitality Services at SCQF Level 5**

**Accredited from: 19/04/2017**

**Group Award Code: GM2N 22**

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| **To achieve this qualification candidates must complete 10 units in total.****Three mandatory units and seven optional units. All seven optional units should be selected from either Group A, B, C, D or E.****If Group A is selected then candidates must complete the unit PPL2GEN5 Maintain Food Safety in a Hospitality Environment.****If either Group D or E is selected then candidates must complete the unit PPL2GEN4 Maintain Food Safety in a Kitchen Environment.** |

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| **Mandatory units: all three units required** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| HK6J 04 | PPL1GEN1 | Maintain Health and Safety in Hospitality | 4 | 3 |
| HL15 04 | PPL1GEN4 | Work Effectively as Part of a Hospitality Team | 4 | 2 |
| HL17 04 | PPL2GEN1 | Impact of Personal Behaviour in Hospitality | 5 | 3 |

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| **Group A: seven units required, including PPL2GEN5 Maintain Food Safety in a Hospitality Environment.** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| **HL1K 04** | **PPL2GEN5** | **Maintain Food Safety in a Hospitality Environment** | 5 | 3 |
| HL2E 04 | PPL1FBS1 | Prepare and Clear Areas for Food and Beverage Service | 4 | 3 |
| HL2D 04 | PPL1FBS2 | Provide a Food and Beverage Service | 5 | 4 |
| HL2C 04 | PPL2FBS1 | Prepare and Clear the Bar Area | 5 | 3 |
| HL29 04 | PPL2FBS2 | Serve Alcoholic and Soft Drinks | 5 | 5 |
| HL28 04 | PPL2FBS3 | Prepare and Serve Cocktails (Mixology) | 5 | 4 |
| HL27 04 | PPL2FBS4 | Prepare and Serve Beer/Cider | 5 | 4 |
| HL26 04 | PPL2FBS5 | Prepare and Serve Wine | 5 | 5 |
| HL25 04 | PPL2FBS6 | Maintain Cellars and Kegs | 5 | 2 |
| HL24 04 | PPL2FBS7 | Clean Drink Dispense Lines | 5 | 4 |
| HL22 04 | PPL2FBS8 | Prepare and Serve Dispensed and Instant Hot Drinks | 5 | 3 |
| HL21 04 | PPL2FBS9 | Set Up a Specialist Coffee Station | 5 | 3 |
| HL1Y 04 | PPL2FBS10 | Prepare and Serve Beverages from a Specialist Coffee Station | 5 | 3 |
| HL1X 04 | PPL2FBS11 | Clean and Close a Specialist Coffee Station | 5 | 4 |
| HL1W 04 | PPL2FBS12 | Receive, Store and Issue Drinks Stock | 5 | 2 |
| HL1T 04 | PPL2FBS13 | Prepare and Clear Areas for Table Service | 5 | 4 |
| HL1R 04 | PPL2FBS14 | Serve Food at Table (Formal Dining) | 5 | 5 |
| HL1N 04 | PPL2FBS15 | Serve Food at Table (Casual Dining) | 5 | 3 |
| HL1M 04 | PPL2FBS16 | Provide a Silver Service | 5 | 4 |
| HL1L 04 | PPL2FBS17 | Provide a Buffet Service | 5 | 2 |
| HL1J 04 | PPL2FBS18 | Convert an Area for Dining | 5 | 4 |

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| **Group B: seven units required** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| HL2Y 04 | PPL1HK1 | Collect Linen and Make Beds | 3 | 3 |
| HL2R 04 | PPL1HK5 | Work Individually and Follow Reporting Procedures in a Cleaning Environment | 4 | 2 |
| HL2N 04 | PPL2HK1 | Clean and Service a Range of Areas | 5 | 3 |
| HL2M 04 | PPL2HK2 | Work Using Different Chemicals, Liquids and Equipment | 5 | 5 |
| HL2L 04 | PPL2HK3 | Maintain Housekeeping Supplies | 5 | 3 |
| HL2K 04 | PPL2HK4 | Clean, Maintain and Protect Hard Floors | 5 | 4 |
| HL2H 04 | PPL2HK5 | Clean and Maintain Soft Floors and Furnishings | 5 | 4 |
| HL2G 04 | PPL2HK6 | Provide a Linen Service | 5 | 3 |
| HL2F 04 | PPL2HK7 | Carry Out Periodic Room Servicing and Deep Cleaning | 5 | 3 |
| HL1K 04 | PPL2GEN5 | Maintain Food Safety in a Hospitality Environment | 5 | 3 |

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| **Group C: seven units required** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| HL3E 04 | PPL2FOH1 | Deal with Communications as Part of the Reception Function | 5 | 3 |
| HL3D 04 | PPL2FOH2 | Deal with the Arrival of Customers | 5 | 4 |
| HL3C 04 | PPL2FOH3 | Deal with Bookings | 5 | 4 |
| HL3A 04 | PPL2FOH4 | Prepare Customer Accounts and Deal with Departures | 5 | 3 |
| HL39 04 | PPL2FOH5 | Produce Documents in a Business Environment | 5 | 4 |
| HL38 04 | PPL2FOH6 | Use Office Equipment | 4 | 2 |
| HL37 04 | PPL2FOH7 | Communicate in a Business Environment | 5 | 4 |
| HL35 04 | PPL2FOH8 | Handle Customer Communications and Book External Services | 5 | 3 |
| HL34 04 | PPL2FOH9 | Provide Reception Services | 5 | 3 |
| HL33 04 | PPL2FOH10 | Store and Retrieve Information | 5 | 3 |
| HL31 04 | PPL2FOH11 | Provide Tourism Information Services to Customers | 5 | 5 |
| HL1V 04 | PPL2GEN7 | Resolve Customer Service Problems | 6 | 5 |
| HL20 04 | PPL2GEN8 | Promote Additional Services or Products to Customers | 6 | 5 |
| HL23 04 | PPL2GEN9 | Deal with Customers Across a Language Divide | 6 | 5 |
| HL2A 04 | PPL2GEN10 | Deal with Customers Across a Cultural Divide | 5 | 5 |
| HL2J 04 | PPL2GEN11 | Maintain Customer Service Through Effective Handover | 4 | 2 |
| HL30 04 | PPL2GEN12 | Maintain and Deal with Payments | 5 | 3 |
| HL2T 04 | PPL2GEN13 | Use Social Media in Hospitality | 6 | 3 |

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| **Group D: seven units required, including PPL2GEN4 Maintain Food Safety in a Kitchen Environment.** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| **HL1C 04** | **PPL2GEN4** | **Maintain Food Safety in a Kitchen Environment** | **5** | **5** |
| HL03 04 | PPL1PC5 | Prepare and Finish Simple Salad and Fruit Dishes | 4 | 2 |
| HL1G 04 | PPL1PRD1 | Prepare Hot and Cold Sandwiches | 5 | 3 |
| HL32 04 | PPL2GEN14 | Complete Kitchen Documentation | 5 | 2 |
| HL3T 04 | PPL2GEN15 | Set Up and Close Kitchen | 5 | 2 |
| HK8V 04 | PPL2PC28 | Prepare and Present Food for Cold Presentation | 5 | 3 |
| HL11 04 | PPL2PRD1 | Produce Basic Fish Dishes | 5 | 5 |
| HL0X 04 | PPL2PRD4 | Produce Basic Vegetable Dishes | 5 | 5 |
| HL0R 04 | PPL2PRD8 | Produce Basic Cereal, Pulse and Grain Dishes | 5 | 5 |
| HL0P 04 | PPL2PRD9 | Produce Basic Pasta Dishes | 5 | 3 |

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| **Group E: seven units required, including PPL2GEN4 Maintain Food Safety in a Kitchen Environment.** |
| **SQA Code** | **P1st Code** | **Unit Title** | **SCQF Level** | **SCQF Credits** |
| **HL1C 04** | **PPL2GEN4** | **Maintain Food Safety in a Kitchen Environment** | **5** | **5** |
| HL2E 04 | PPL1FBS1 | Prepare and Clear Areas for Food and Beverage Service | 4 | 3 |
| HL2D 04 | PPL1FBS2 | Provide a Food and Beverage Service | 5 | 4 |
| HL2Y 04 | PPL1HK1 | Collect Linen and Make Beds | 3 | 3 |
| HL2R 04 | PPL1HK5 | Work Individually and Follow Reporting Procedures in a Cleaning Environment | 4 | 2 |
| HL03 04 | PPL1PC5 | Prepare and Finish Simple Salad and Fruit Dishes | 4 | 2 |
| HL1G 04 | PPL1PRD1 | Prepare Hot and Cold Sandwiches | 5 | 3 |
| HL2C 04 | PPL2FBS1 | Prepare and Clear the Bar Area | 5 | 3 |
| HL29 04 | PPL2FBS2 | Serve Alcoholic and Soft Drinks | 5 | 5 |
| HL28 04 | PPL2FBS3 | Prepare and Serve Cocktails (Mixology) | 5 | 4 |
| HL27 04 | PPL2FBS4 | Prepare and Serve Beer/Cider | 5 | 4 |
| HL26 04 | PPL2FBS5 | Prepare and Serve Wine | 5 | 5 |
| HL25 04 | PPL2FBS6 | Maintain Cellars and Kegs | 5 | 2 |
| HL24 04 | PPL2FBS7 | Clean Drink Dispense Lines | 5 | 4 |
| HL22 04 | PPL2FBS8 | Prepare and Serve Dispensed and Instant Hot Drinks | 5 | 3 |
| HL21 04 | PPL2FBS9 | Set Up a Specialist Coffee Station | 5 | 3 |
| HL1Y 04 | PPL2FBS10 | Prepare and Serve Beverages from a Specialist Coffee Station | 5 | 3 |
| HL1X 04 | PPL2FBS11 | Clean and Close a Specialist Coffee Station | 5 | 4 |
| HL1W 04 | PPL2FBS12 | Receive, Store and Issue Drinks Stock | 5 | 2 |
| HL1T 04 | PPL2FBS13 | Prepare and Clear Areas for Table Service | 5 | 4 |
| HL1R 04 | PPL2FBS14 | Serve Food at Table (Formal Dining) | 5 | 5 |
| HL1N 04 | PPL2FBS15 | Serve Food at Table (Casual Dining) | 5 | 3 |
| HL1M 04 | PPL2FBS16 | Provide a Silver Service | 5 | 4 |
| HL1L 04 | PPL2FBS17 | Provide a Buffet Service | 5 | 2 |
| HL1J 04 | PPL2FBS18 | Convert an Area for Dining | 5 | 4 |
| HL3E 04 | PPL2FOH1 | Deal with Communications as Part of the Reception Function | 5 | 3 |
| HL3D 04 | PPL2FOH2 | Deal with the Arrival of Customers | 5 | 4 |
| HL3C 04 | PPL2FOH3 | Deal with Bookings | 5 | 4 |
| HL3A 04 | PPL2FOH4 | Prepare Customer Accounts and Deal with Departures | 5 | 3 |
| HL39 04 | PPL2FOH5 | Produce Documents in a Business Environment | 5 | 4 |
| HL38 04 | PPL2FOH6 | Use Office Equipment | 4 | 2 |
| HL37 04 | PPL2FOH7 | Communicate in a Business Environment | 5 | 4 |
| HL35 04 | PPL2FOH8 | Handle Customer Communications and Book External Services | 5 | 3 |
| HL34 04 | PPL2FOH9 | Provide Reception Services | 5 | 3 |
| HL33 04 | PPL2FOH10 | Store and Retrieve Information | 5 | 3 |
| HL31 04 | PPL2FOH11 | Provide Tourism Information Services to Customers | 5 | 5 |
| HL1K 04 | PPL2GEN5 | Maintain Food Safety in a Hospitality Environment | 5 | 3 |
| HL1V 04 | PPL2GEN7 | Resolve Customer Service Problems | 6 | 5 |
| HL20 04 | PPL2GEN8 | Promote Additional Services or Products to Customers | 6 | 5 |
| HL23 04 | PPL2GEN9 | Deal with Customers Across a Language Divide | 6 | 5 |
| HL2A 04 | PPL2GEN10 | Deal with Customers Across a Cultural Divide | 5 | 5 |
| HL2J 04 | PPL2GEN11 | Maintain Customer Service Through Effective Handover | 4 | 2 |
| HL30 04 | PPL2GEN12 | Maintain and Deal with Payments | 5 | 3 |
| HL2T 04 | PPL2GEN13 | Use Social Media in Hospitality | 6 | 3 |
| HL32 04 | PPL2GEN14 | Complete Kitchen Documentation | 5 | 2 |
| HL3T 04 | PPL2GEN15 | Set Up and Close Kitchen | 5 | 2 |
| HL2N 04 | PPL2HK1 | Clean and Service a Range of Areas | 5 | 3 |
| HL2M 04 | PPL2HK2 | Work Using Different Chemicals, Liquids and Equipment | 5 | 5 |
| HL2L 04 | PPL2HK3 | Maintain Housekeeping Supplies | 5 | 3 |
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| HL2H 04 | PPL2HK5 | Clean and Maintain Soft Floors and Furnishings | 5 | 4 |
| HL2G 04 | PPL2HK6 | Provide a Linen Service | 5 | 3 |
| HL2F 04 | PPL2HK7 | Carry Out Periodic Room Servicing and Deep Cleaning | 5 | 3 |
| HK8V 04 | PPL2PC28 | Prepare and Present Food for Cold Presentation | 5 | 3 |
| HL11 04 | PPL2PRD1 | Produce Basic Fish Dishes | 5 | 5 |
| HL0X 04 | PPL2PRD4 | Produce Basic Vegetable Dishes | 5 | 5 |
| HL0R 04 | PPL2PRD8 | Produce Basic Cereal, Pulse and Grain Dishes | 5 | 5 |
| HL0P 04 | PPL2PRD9 | Produce Basic Pasta Dishes | 5 | 3 |