



GR3N 24 SVQ in Hospitality Management Skills SCQF at level 8 - Structure

To achieve the qualification candidates are required to complete 10 units in total. This comprises:

- All three mandatory units
- At least two units from Group A
- The remaining five units can come from either Group A or Group B

Mandatory Units				
SQA Ref	SSC Ref	Title	SCQF Level	SCQF Points
H2Y7 04	PPL4GEN8	Manage the Performance of Teams and Individuals	8	6
J4BN 04	4PPL4GEN17	Comply with the Relevant Legislative and Regulatory Requirements in Hospitality	8	6
J198 04	CFAMLA2	Manage Your Own Resources and Professional Development	7	8

Group A: Optional Units – minimum 2 – maximum 7 units required				
SQA Ref	SSC Ref	Title	SCQF Level	SCQF Points
H2YA 04	PPL4GEN2	Manage Purchasing Costs in Hospitality	8	9
H2YB 04	PPL4GEN3	Manage Payroll Costs for Your Team	8	8
H2YC 04	PPL4GEN4	Manage Rotas for Your Hospitality Team	8	6
H2YD 04	PPL4GEN5	Obtain, Analyse and Implement Customer Feedback	8	8
H2YE 04	PPL4GEN6	Lead, Manage and Follow Up the Meeting Process	7	3
J4B4 04	PPL4GEN7	Recruit and Select Hospitality Staff	8	8
H2Y8 04	PPL4GEN9	Contribute to the Strategic Goals of the Organisation's Leadership Team	8	6
H2YG 04	PPL4GEN10	Devise and Implement Training and Development Plans for Your Hospitality Teams	8	7
H2YH 04	PPL4GEN11	Manage the Use of the Organisation's Systems to Meet Operational Needs	8	11
H2YJ 04	PPL4GEN12	Determine Market Opportunities and Plan the Future Provision of Services	9	11
H2YK 04	PPL4GEN13	Maximise Sales and Profit	9	10

H2YM 04	PPL4GEN14	Manage Operational Aspects of Refurbishment Programmes	8	9
H2YN 04	PPL4GEN15	Initiate and Manage Supplier Contracts	8	7
H2YP 04	PPL4GEN16	Manage a Function	8	8
FM5F 04	CFAMLE8	Manage Physical Resources	8	9
FM4X 04	CFAMLC6	Implement Change	8	11
FM58 04	CFAMLD15	Initiate and Follow Grievance Procedure	6	6
FM57 04	CFAMLD14	Initiate and Follow Disciplinary Procedure	6	6
DR5T 04	CFAMLE2	Manage Finance for Your Area of Responsibility	8	14
H9YH 04	CFACSC8	Handle Referred Customer Complaints	8	10
H9XX 04	CFACS14	Use Customer Service as a Competitive Tool	7	8
FE2X 04	CFACSA15	Organise the Promotion of Additional Services or Products to Customers	6	7
FE3L 04	CFACSB14	Review the Quality of Customer Service	8	8
H7CD 04	CFAM&LEB4	Manage the Environmental and Social Impacts of Your Work	8	4
H69C 04	CFAM&LBA7	Promote Equality of Opportunity, Diversity and Inclusion	8	9
H69F 04	CFAM&LDC5	Help Individuals Address Problems Affecting Their Performance	6	5
H41M 04	CFAM&LDA3	Induct Individuals into Their Roles	6	4
H41P 04	CFAM&LDB9	Promote Staff Wellbeing	6	5
H41X 04	CFAM&LDC3	Mentor Individuals	6	5

Group B: Optional Units – up to 5 units may be selected from this group				
SQA Ref	SSC Ref	Title	SCQF Level	SCQF Points
J4BS 04	PPL4GEN1	Manage Food Safety in a Professional Kitchen	8	10
H2YR 04	PPL4KM31	Participate in the Design, Implementation and Monitoring of a Kitchen Food Safety Management System	8	7
H2YS 04	PPL4KM32	Develop and Evolve Dishes and Recipes Showing Innovation and Creativity	8	11
H2YT 04	PPL4KM33	Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets	8	10
H2YV 04	PPL4KM34	Manage the Presentation and Portion Size of Dishes in Accordance with Organisational Standards	7	7
H2YW 04	PPL4KM35	Manage a Team to Prepare, Cook and Present Food to Organisational Standards	8	12
J4BT 04	PPL4KM36	Investigate and Apply Current Methodologies to Food Preparation and Production	8	10
H2YY 04	PPL4KM37	Plan and Design Operational Areas	8	5
J4BV 04	PPL4PC1	Source Fresh Produce Sustainably for Use in a Professional Kitchen	8	5

J4BW 04	PPL4PC2	Design and Produce Complex Innovative Dishes in a Professional Kitchen	9	10
H300 04	PPL4FOH41	Manage Customer Profiles and Recognition	8	11
H301 04	PPL4FOH42	Ensure Statutory Fire and Other Security Procedures Are In Place and Followed (Team and Whole Establishment)	8	9
H302 04	PPL4FOH43	Manage Arrivals and Departures to Deliver and Maximise Revenue Potential	8	9
J4BX 04	PPL4FOH44	Manage Billing and Payment Processes	8	10
H304 04	PPL4FOH45	Manage Front of House and Guest Relation Services	8	10
H305 04	PPL4FOH46	Manage Reservations Systems	7	7
H307 04	PPL4HK51	Implement and Manage Housekeeping Procedures	8	8
H309 04	PPL4HK52	Manage Guest Security and Privacy in Accordance with Legislative and Organisational Procedures	8	4
H30A 04	PPL4HK53	Manage Room Availability to Maximise Revenue Potential	8	5
H30B 04	PPL4HK54	Liaise with Others to Manage Maintenance and Repair Work	8	6
H30C 04	PPL4HK55	Manage Additional Services Throughout the Establishment	8	4
H30D 04	PPL4HK56	Manage Linen Service to Deliver a High Quality Provision	8	4
H30E 04	PPL4HK57	Manage the Supply of Uniforms and Housekeeping of Staff Areas	8	4
H30F 04	PPL4FB61	Ensure Food and Beverages are Served to Organisational Standards	8	7
H30G 04	PPL4FB62	Manage the Organisation of the Food and Beverage Service Area	8	6
H30H 04	PPL4FB63	Develop Beverage Lists to Complement the Menu	8	6
H30J 04	PPL4FB64	Participate in the Production and Presentation of the Menu	8	6
H30K 04	PPL4FB65	Manage Cellar Operations	8	7
H30L 04	PPL4FB66	Develop a Team to Provide Enhanced Levels of Food and Beverage Service	8	7

Previously Mandatory
Updated Hospitality NOS Units
Hospitality NOS Units new to the qualification
Updated Imported NOS Units
Imported NOS Units new to the qualification
Imported NOS Unit new to the qualification - replacement for HSL28 <i>Manage the Environmental Impact of Your Work</i>