



## THE MODERN APPRENTICESHIP IN HOSPITALITY LEVEL 3 FRAMEWORK

To achieve the qualification the candidate must complete the following,

### SVQ LEVEL 3

Hospitality Supervision and Leadership

### CORE SKILLS

Numeracy	Intermediate 2/SCQF Level 5
Information Technology	Intermediate 1/SCQF Level 4
Communication	Intermediate 2/SCQF Level 5
Problem Solving	Intermediate 2/SCQF Level 5
Working with others	Intermediate 2/SCQF Level 5

The candidate may have achieved core skills while at school and if they are at the required level they will be exempt.

### ENHANCEMENTS

Health & Safety at Work Certificate  
Food Hygiene Certificate (excl Front Office)  
Scottish Alcohol Licensing Certificate for staff working on drink service routes within Licensed Premises

*If the candidate has achieved units from one of the above they will be exempt.*



## SVQ in Hospitality Supervision & Leadership Level 3 (SCQF 7)

Accredited from 1<sup>st</sup> October 2009 to 31<sup>st</sup> August 2014

Group Award Code: G9HH 23

To attain the qualification candidates would have to complete 8 units in total. This comprises of:

- all of the mandatory units in Section A
- at least one unit from Section B
- the remaining two units can come from either Section B or C

SECTION A MANDATORY UNITS			SCQF LEVEL	SCQF POINTS
DR73 04	HSL1	Provide leadership for your team (MSC B5)	6	9
DR4A 04	HSL2	Develop productive working relationships with colleagues (MSC D1)	5	9
F7RA 04	HSL3	Contribute to the control of resources	7	6
F7RD 04	HSL4	Maintain the health, hygiene, safety and security of the working environment	7	5
F04F 04	HSL5	Lead a team to improve customer service (ICS 42)	7	8

SECTION B OPTIONAL UNITS			SCQF LEVEL	SCQF POINTS
F7RE 04	HSL7	Supervise food production operations	7	4
F7RG 04	HSL8	Supervise functions	6	8
F7RJ 04	HSL10	Supervise food services	6	3
F7RK 04	HSL11	Supervise drink services	7	7
F7RM 04	HSL17	Supervise housekeeping services	6	4
F7RN 04	HSL20	Supervise portering and concierge services	6	4
F7RP 04	HSL21	Supervise reception services	7	5
F7RR 04	HSL22	Supervise reservation and booking services	7	5

Candidates who select any of the following units; HSL7, HSL10 or HSL11 from Section B are strongly recommended to also take unit HSL30.

SECTION C OPTIONAL UNITS			SCQF LEVEL	SCQF POINTS
F7RS 04	HSL6	Contribute to promoting hospitality services and products	7	5
F7RT 04	HSL9	Contribute to the development of recipes and menus	6	3
F7RW 04	HSL12	Supervise off-site food delivery services	6	3
F7RX 04	HSL13	Supervise cellar and drink storage operations	6	5
F34T 04	HSL14	Manage the receipt, storage or dispatch of goods (SfL WS20)	6	6
F7RY 04	HSL15	Supervise the wine store/cellar and dispense counter	6	6
F7S0 04	HSL16	Supervise vending services	6	6
F7S1 04	HSL18	Supervise linen services	7	5
F04M 04	HSL19	Monitor and solve customer service problems (ICS 32)	6	7
F04D 04	HSL23	Improve the customer relationship (ICS 26)	6	8
DR7C 04	HSL24	Provide learning opportunities for colleagues (MSC D7)	8	11
F7S2 04	HSL25	Supervise the use of technological equipment in hospitality services	6	5
F7S4 04	HSL26	Supervise practices for handling payments	6	5
F7S6 04	HSL27	Contribute to the development of a wine list	6	6
F2H3 04	HSL28	Manage the environmental impact of your work (MSC E9)	8	4
F7S8 04	HSL29	Contribute to the selection of staff for activities	7	5
F7S9 04	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink	7	5
F2H2 04	HSL31	Lead meetings (MSC D11)	7	4