



SVQ in Hospitality Services at SCQF Level 5
Accredited from: 19/04/2017
Group Award Code: GM2N 22

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, E or F.

If either Group A or F 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.

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

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

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

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

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

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
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
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
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

Group F: 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
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
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
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
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