



A LEADING POLYTECHNIC
COMMITTED TO STUDENT SUCCESS

Hospitality Management Program

PLAR (Prior Learning Assessment and Recognition)



Candidate Guide

A LEADING POLYTECHNIC COMMITTED TO STUDENT SUCCESS

www.nait.ca



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The Hospitality Management Program is dedicated to removing barriers and broadening the access to programs at NAIT. NAIT recognizes that knowledge and skills are gained through a variety of processes including life and work experiences that may align with courses within our programs. We are committed to supporting a community in which learners will receive appropriate credit or recognition for prior learning.

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Why consider a PLAR assessment?

Recognition of Prior Learning (RPL) refers to the combination of flexible ways of evaluating peoples' lifelong learning, both formal and informal against a set of established standards. You can receive academic credit for your relevant lifelong learning. The Hospitality Management program recognizes prior learning in a number of ways.

We recognize:

- Previous formal learning from a recognized post-secondary institution through transfer of credit and credential recognition.
- Previous non-formal and in-formal learning through a comprehensive prior learning assessment and recognition process (PLAR).

What are the PLAR options?

To be eligible for PLAR, a candidate must have first applied and have been accepted to a NAIT credit program (the non-refundable tuition deposit has been paid). Open Studies students are **not** eligible to apply for PLAR. Please note that your PLAR request will be reviewed within 6 weeks of receipt of the PLAR application form, all supporting documents (in English) and verification of fee payment. Submit your PLAR request early!

Individual Course Challenge

If you have two or more years of successful experience in the restaurant field, and have learned the skills and knowledge for **one or more** of the Hospitality Management courses, you may apply to be assessed for each applicable course. Please note that NAIT has a 50% residency criterion. Applicants can only receive credit for up to 50% of any NAIT credit program (See [NAIT Academic Regulations and Procedures](#) under **Residence Requirements**). Students should enrol in their courses until official confirmation has been received that credit was granted.

Fees:

- The PLAR evaluation fee is \$150.00 **per** course challenge.
- The course assessment fees must be paid prior to submitting a PLAR request.
- All fees are non-refundable.
- Call NAIT and ask to speak to an Advising Centre Representative at 780-471-6248 or Toll Free at 1-877-333-6248 or AskNAIT@nait.ca



How many courses can be challenged through PLAR in the Hospitality Management program?

Currently we have 1 out of 20 diploma courses with PLAR challenges available. Credit is granted per course – partial credit will not be granted. Please note that NAIT has a 50% residency criterion. Applicants can only receive credit for up to 50% of any NAIT credit program. (See [NAIT Academic Regulations and Procedures](#) under **Residence Requirements**)

Is PLAR available at any time of the year?

Contact the program at U105 for more details. Your request will be reviewed within 6 weeks of receipt of the request form, all supporting documents (in English) and verification of fee payment. Submit your PLAR request early!

Please Note: Students should enrol in their courses until official confirmation has been received that credit was granted.

Which courses are PLAR ready?

Hospitality Management Program Profile			
COURSE CODE	COURSE NAME	PLAR Challenge(s) available through program	PLAR Challenge(s) not available
HOST1240	Food and Beverage Service	✓	
CULA1280	Culinary Operations		X
ECON1860	Micro-Economics	Available for transfer credit only	
BCOM1130	Business Communications	Available for transfer credit only	
ACCT1200	Fundamental Accounting Principles	Available for transfer credit only	
ORGB1250	Organizational Behaviour	Available for transfer credit only	

For assistance contact NAIT and ask to speak to an Academic Advising Centre Representative at 780-471-6248 (Toll Free: 1-877-333-6248) or askNAIT@nait.ca



Is it easier to challenge a course through PLAR – OR – take the course?

Neither is easier. By using PLAR you may reduce the repetition of studying information that you already know. The PLAR process allows you to demonstrate knowledge you already have.

PLAR is not an easy way to certification, rather a “different” way to obtain certification. Your personal level of skill and experience will dictate which courses you choose to challenge. The self-audit section found later in this guide will help you to decide if you have a good match of skill and knowledge for a specific course.

Methods of assessing prior learning

Assessment methods measure an individual's learning against course learning outcomes. The assessment methods listed below are the ones most commonly used, but other forms of flexible assessment may be considered. These assessments may include one or a combination of the following assessment tools:

- Product validation and assessment
- Challenge exam
- Standardized tests
- Performance evaluations (including skill demonstrations, role plays, clinical applications, case studies)
- Interviews and oral exams
- Equivalency (evaluations of learning from non-credit training providers)
- Evidence or personal documentation files (providing evidence of learning from life and work experiences and accomplishments)

If I live out of town, do I have to travel to the NAIT main campus to do PLAR?

Depending on the mode of assessment, there may be times that you will need to meet with the program on campus. However, we will try to keep travel to a minimum.



What services or resources can I access if I have a disability?

Identify any possible needs related to your disability during your PLAR Audit meeting with the program. If you have a disability and want to know more about what services or resources you may be able to access for your PLAR assessment, please contact [Services for Students with Disabilities](#).

Are there other methods to gain NAIT course credits for prior learning?

Transfer Credit and Credential Recognition

Yes, NAIT may grant credit for previous post-secondary training from a recognized institution that is similar in content, objectives, and evaluation standards to NAIT training. Transfer of credit is different from the PLAR process. Transfer credit and credential recognition guidelines may be found at:

<http://www.nait.ca/86612.htm>

Please Note: This process should be completed prior to your PLAR challenge. If these credits cannot be used for transfer credit or credential recognition, you may be able to use these accredited courses as part of your evidence for your PLAR challenge.

If more information is required, please contact:

- A NAIT Academic Advising Centre Representative at 780-471-6248 (Toll Free: 1-877-333-6248) or email AskNAIT@nait.ca
- Program Advanced Credit contact (www.nait.ca under programs & courses and contacts)

What are the implications of receiving PLAR or Transfer Credit for my full time student status?

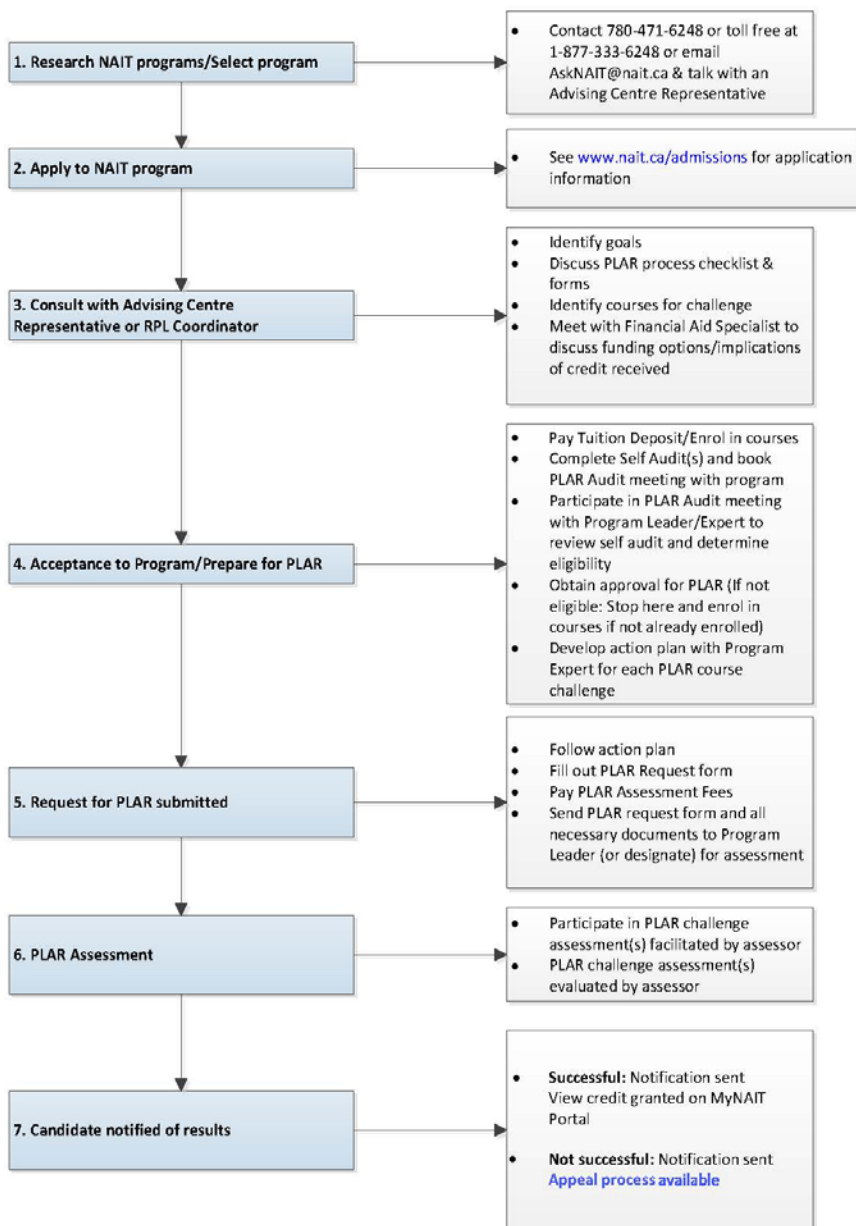
While RPL can mean fewer classes to take and pay for, students should be aware that the definition of full-time status for Financial Aid may be different than NAIT's definition of full-time status. Questions regarding financial assistance should be directed to the [NAIT Financial Aid Office](#). A student who qualifies for advanced credit should review the [NAIT Academic Regulations and Procedures](#), Academic Honors and if necessary, seek further consultation with Advising or Program staff since eligibility for semester honors, Dean's Honor Roll, an honors diploma/certificate or awards may be affected.



The PLAR Process

Prior Learning Assessment & Recognition (PLAR) Process

PLAR is the process of identifying, assessing, and recognizing skills and knowledge acquired through non-formal and informal learning for a specific goal such as advanced credit.



Revised January 5, 2015



Guiding principles for developing a PLAR evidence file

1. As you begin the PLAR process you will be advised if any evidence is required. This will be identified in your action plan. Check with the PLAR designated contact (see program home page Advanced Credit Contact) for your program **before** you begin to gather evidence.
2. Evidence must be valid and relevant. Your evidence must match the learning outcomes identified for each course.
 - It is your responsibility to create, collect and compile relevant evidence – if required.
3. Learning must be current (i.e. within the last 7 years).
4. The evidence should demonstrate the skills and knowledge from your experiences.
5. The learning must have both a theoretical and practical component.

Types of evidence

There are three types of evidence used to support your PLAR request:

1. Direct evidence – what you can demonstrate for yourself.
2. Indirect evidence – what others say or observe about you.
3. Self-evidence – what you say about your knowledge and experience.

Ensure that you provide full evidence to your Hospitality Management Program PLAR assessor so that your prior learning application is assessed appropriately. Well organized, easy to track evidence will also ensure that none of the evidence is missed or assessed incorrectly.

Here are some examples of evidence that you may be requested to submit as part of your evidence file (if required):

- resume
- written evaluation from employer
- workplace certificates
- service philosophy statement
- letters of commendation
- work samples or photos from events

All documents that are submitted to NAIT may be returned to the student after the final results have been given and the advanced credit appeal deadline of 10 days has passed. A copy of transcripts and certificates may be included in your evidence file, but original transcripts that were submitted at the time of application to NAIT will be available online. Be prepared to show original parchments at the PLAR audit meeting for validation.

How long will it take to prepare evidence for PLAR?

Since the requirements are different for each course, and each candidate has different experiences, the amount of time it takes to prepare your evidence will vary.



Steps to complete a self-audit

1. Read through the levels of competence as listed below.

Mastery:	I am able to demonstrate the learning outcome well enough to teach it to someone else.
Competent:	I can work independently to apply the learning outcome.
Functional:	I need some assistance in using the outcome.
Learning:	I am developing skills and knowledge for this area.
None:	I have no experience with the outcome.

Learning outcomes

For each learning outcome listed, please self-evaluate your competency levels and record in the appropriate column for each self-audit.

2. Take a few minutes and read through the following self-audit for each course you are interested in as a PLAR candidate.
3. Check your level of competence as you read through each of the learning outcomes for each course. The information will help you in your decision to continue with your PLAR application.
4. In order to be successful in a PLAR assessment, your abilities must be at the competent or mastery level for the majority of the learning outcomes **(at least 80%)**. Some things to consider when determining your level of competence are:
 - How do I currently use this outcome?
 - What previous training have I had in this outcome: workshops, courses, on-the-job?
 - What personal development or volunteer experience do I have in this area?

Be prepared to explain the reason you chose this level if asked by an assessor.

5. Bring the completed self-audit to a consultation meeting with the program head or faculty member in **Step 4** – of *The PLAR Process* for prior learning assessment. Select [Program Advanced Credit Contact \(PLAR\)](#) to book consultation.



Self-audit Guide(s)

HOST1240 Food and Beverage Service

Course Overview

Today, food and beverage professionals must be experts in the technical aspects of serving customers if employee satisfaction, performance and the success of the restaurant are to be enhanced. This section provides the hands-on training portion of the food and beverage program. This course provides a combination of theoretical and practical situations, which enable the student to acquire a basic knowledge of dining room service. Students can expect to participate in luncheon service at Ernest's.

Credit unit(s): 3

Equivalent course(s): none

Prerequisite(s): none

HOST1240 Mastery: I am able to demonstrate it well enough to teach it to someone else. Competent: I can work independently to apply the outcome. Functional: I need some assistance in using the outcome. Learning: I am developing skills and knowledge for this area. None: I have no experience with the outcome.	Mastery	Competent	Functional	Learning	None
Learning Outcome 1. Perform food and beverage service techniques					
▪ Learning Step 1 Prepare Mise en place, set plateware and glassware, linen handling					
▪ Learning Step 2 Provide beverage service					
▪ Learning Step 3 American, platter, plate, tableside, buffet service					
Should be able to demonstrate basic steps of American service					
Learning Outcome 2. Demonstrate food and beverage product knowledge					
▪ Learning Step 1 Lunch, beverage and wine menus					
▪ Learning Step 2 Cooking methods and products					
▪ Learning Step 3 Grape varietals; beer basics					
Should be able to suggest wines to pair with common food items					



HOST1240		Mastery	Competent	Functional	Learning	None
Mastery:	I am able to demonstrate it well enough to teach it to someone else.					
Competent:	I can work independently to apply the outcome.					
Functional:	I need some assistance in using the outcome.					
Learning:	I am developing skills and knowledge for this area.					
None:	I have no experience with the outcome.					
Learning Outcome 3. Employ effective interpersonal techniques and professionalism in a food and beverage service environment						
▪ Learning Step 1	Show customer centred focus through etiquette and chivalry					
▪ Learning Step 2	Manage moments of truth such as first impressions by maintaining professional uniform appearance					
▪ Learning Step 3	Demonstrate positive communication and supportive teamwork skills					
Should be able to discuss ways to maintain positive work relationships						
Learning Outcome 4. Perform entry-level supervisory skills						
▪ Learning Step 1	Greet and seat customers in an efficient manner					
▪ Learning Step 2	Perform operational duties on POS, reservation or phone systems					
▪ Learning Step 3	Complete daily reporting functions (i.e. cashout)					
▪ Learning Step 4	Supervise or support colleagues in completion of floor side duties					
Should be able to demonstrate principles of customer service recovery						



PLAR assessment methods

If you qualify for PLAR, you may be asked to demonstrate your learning in one or more of the following ways. Be prepared to discuss the expectations during a consultation meeting.

1. Evidence file

Requirements

The PLAR candidate will submit the following evidence to support meeting of course learning outcomes.

Note to Assessor: Please check off all applicable evidence.

Please include the following in your evidence file

- ☐ **Binder** – separated into sections and each section is clearly identified as to what is within the section.
- ☐ A **cover page** as the first page of the binder that identifies the student name and course the candidate is applying to PLAR. Refer to [Appendix A](#).
- ☐ A **personal resume** detailing the relevant work history of the candidate.
- ☐ **Work sample documents**
 - ☐ Pro-Serve (Responsible Beverage Service certificate)
 - ☐ Food Safe (Health Board Food Service certificate)
- ☐ **Employer validation checklist** (validated by the employer)
- ☐ Signed **letter of validation** on company letterhead.



2. Practical Demonstration: Steps of Service

Food and Beverage Marking Rubric Dining Room Practicum

	CATEGORY	EXCELLENT	ABOVE AVERAGE	SATISFACTORY	BELOW AVERAGE	UNACCEPTABLE
		4	3	2	1	0
Perform service techniques	SKILLS	<i>Always uses skills</i>	<i>Usually uses skills</i>	<i>Uses skills when required</i>	<i>Avoids use of skills</i>	<i>Doesn't use skills</i>
	INITIATIVE/INDEPENDENCE	<i>Looks for work; resourceful; constructive</i>	<i>Takes task to the next step</i>	<i>Carries out assigned work</i>	<i>Requires prompting</i>	<i>Rarely shows initiative</i>
	Service techniques total	0	0	0	0	0
Demonstrate professionalism	ADAPTABILITY/POSITIVITY	<i>Eager and positive about adapting to changes</i>	<i>Adapts readily to new concepts</i>	<i>Accepts changes and adapts with time</i>	<i>Requires close supervision to adapt change</i>	<i>Resists and is unwilling to adapt to change</i>
	PUNCTUALITY	<i>Arrives before start time</i>	<i>Prompt for work and seldom wastes time</i>	<i>Is late one time</i>	<i>Is late 2-3 times</i>	<i>Frequently late and/or takes unnecessary breaks</i>
	GROOMING	<i>Exceeds grooming standards</i>	<i>Neat and well-groomed</i>	<i>Acceptable grooming</i>	<i>Has arrived with wrinkled and/or inappropriate attire/piercing, odour, or unshaven</i>	<i>Consistent and obvious grooming issues</i>
	Professionalism total	0	0	0	0	0
Employ interpersonal techniques	TEAMWORK	<i>Eager to assist others</i>	<i>Cooperates gladly</i>	<i>Assists when necessary</i>	<i>Assists others only when directed</i>	<i>Reluctant to cooperate</i>
	COMMUNICATION	<i>Proactive, respectful, detailed communication with kitchen, staff, coworkers, guests</i>	<i>Communicates well with all areas</i>	<i>Makes occasional communication errors</i>	<i>Communicates reluctantly and/or poorly</i>	<i>Obvious communication problems</i>
	Interpersonal total	0	0	0	0	0
		0	0	0	0	0



3. Challenge Assessments

Time: 1 hour in total, minimum of 60% pass mark.

Format: **Part A:** Case study about food and wine pairings

Part B: Structured Interview questions (interaction with co-workers)

Part C: Structured interview questions (interaction with guests)

Resources

Case Study Scenario

Given:

1. Restaurant Menu
2. Restaurant Wine List

Directions:

1. Selected entrée presented: Candidate suggests appropriate wines
2. Selected wine presented: Candidate suggests appropriate entrées



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Appendix A: Title Page

Hospitality Management Diploma Program

HOST1240 – Food and Beverage Service

Student name:

Date:



Appendix B: Employer Validation Letter

Prior Learning Assessment and Recognition

Instructions: The employment validation letter provides a statement of verification of employment in a setting relevant to the course(s) being challenged through PLAR. The employment validation letter must be printed on letterhead of your current employer and signed by the human resources department indicating the length of employment and working environment(s). A letter template has been provided for your use. Please copy the content below and fill-in the fields as directed. The completed letter should be included with your PLAR evidence and submitted to the PLAR assessor for the Hospitality Management Program.

Letter template (On employer's business letterhead)

Date

To Whom It May Concern:

I have reviewed the employment records of _____ and
Name of employee/candidate

I can verify that the above candidate has been employed by _____
Name of employer

for _____
Length of employment

Please contact me at _____ or _____
Phone email

with any questions or for additional information.

Sincerely,

Name

Job title

Signature



Appendix C: Evidence Binder Cover Page

Evidence File for: *Insert Course Name*

Program Name:

Student Name:

Address:

City:

Phone:

Fax:

Email:

NAIT Student ID:

I attest that the enclosed evidence are correct and have been compiled by myself. I attest that I am the person named in this application and the evidence unless otherwise signified.

Signature: _____

Date: _____