

# Level 2 & 3 NVQ Diploma in Hospitality



# Level 2 NVQ Diploma in Hospitality Services

To achieve the full qualification candidates must attain **37 credits** in total.

- For candidates **NOT** working with food – **11 credits** from the mandatory units and **26 credits** from the optional units in Section A.
- For candidates **WORKING** with food – **15 credits** from the mandatory units and **22 credits** from the optional units in Section A.
- **Food Service Mandatory Unit** – if the candidate **SERVES** food, then they must complete **2GEN4 - Maintain food safety when storing, holding and serving food.**
- **Food Preparation Mandatory Unit** - if the candidate **PREPARES** food, then they must complete **2GEN3 – Maintain food safety when storing, preparing and cooking food.**

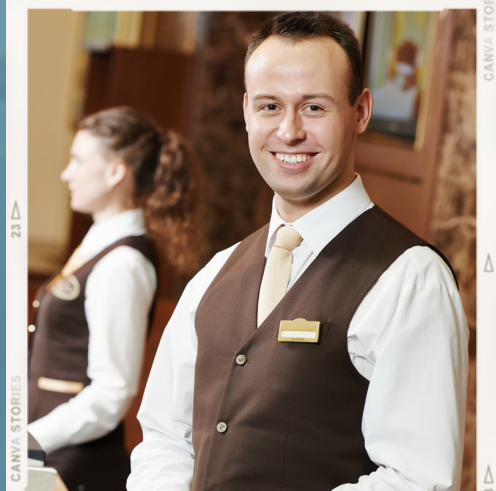
**Please note - If candidates take food preparation and food and beverage service units, they must complete 2GEN3.**

- In all cases the remaining credits can come from Section A
- Please note – candidates may only select a maximum of **2** further Level 1 units from Section A.

## MANDATORY UNITS

The candidate must achieve **11 credits** from the following units:

Unit no.	Unit title
<b>1GEN1</b> <b>101</b>	<b>Maintenance of a safe, hygienic and secure working environment (3 Credits)</b>
<b>2GEN1</b> <b>201</b>	<b>Give customers a positive impression of self &amp; your organisation (ICS) (5 Credits)</b>
<b>1GEN4</b> <b>104</b>	<b>Working effectively as part of a hospitality team (3 Credits)</b>



## **FOOD SERVICE or FOOD PREPARATION MANDATORY OPTIONAL UNITS**

The candidate must achieve a minimum of 4 credits from the following units:

### **Unit no. Unit title**

- 203 Maintain food safety when storing, preparing & cooking food (4 Credits)**
- 204 Maintain food safety when storing, holding and serving food (4 Credits)**

### **SECTION A OPTIONAL UNITS**

The candidate must achieve their remaining credits from the following units:

**Working with food units:**

- 109 Prepare and clear areas for counter and takeaway service (3 Credits)**
- 110 Provide a counter and takeaway service (3 Credits)**
- 203 Maintain food safety when storing, preparing and cooking food (4 Credits)**
- 204 Maintain food safety when storing, holding and serving food (4 Credits)**
- 206 Prepare and clear areas for table service (4 Credits)**
- 207 Serve food at the table (4 Credits)**
- 208 Provide a silver service (4 Credits)**
- 210 Convert a room for dining (3 Credits)**
- 209 Provide a buffet and carvery service (4 Credits)**
- 211 Prepare and clear the bar area (4 Credits)**
- 212 Serve alcoholic and soft drinks (5 Credits)**
- 213 Prepare and serve cocktails (5 Credits)**
- 214 Prepare and serve wines (5 Credits)**
- 215 Maintain cellars and kegs (3 Credits)**
- 216 Clean drinks dispense lines (3 Credits)**
- 217 Prepare and serve dispensed and instant hot drinks (3 Credits)**
- 218 Prepare & serve hot drinks using specialist equipment (4 Credits)**
- 219 Receive, store and issue drinks stock (3 Credits)**
- 116 Prepare and finish simple salad and fruit dishes (2 Credits)**
- 119 Prepare and cook fish (3 Credits)**
- 120 Prepare and cook meat and poultry (4 Credits)**
- 117 Prepare hot and cold sandwiches (2 Credits)**
- 271 Complete kitchen documentation (3 Credits)**
- 272 Set up and close kitchen (4 Credits)**
- 250 Prepare and present food for cold presentation (4 Credits)**
- 281 Produce basic fish dishes (4 Credits)**
- 284 Produce basic vegetable dishes (4 Credits)**
- 288 Produce basic rice, pulse and grain dishes (3 Credits)**
- 289 Produce basic pasta dishes (3 Credits)**
- 143 Produce basic egg dishes (3 Credits)**

# Not working with food units:

<b>Unit no.</b>	<b>Unit title</b>
137	Collect linen and make beds (3 Credits)
138	Clean windows from the inside (2 Credits)
264	Cleaning and servicing a range of housekeeping areas (3 Credits)
265	Use of different chemicals and equipment in housekeeping (4 Credits)
266	Maintain housekeeping supplies (3 Credits)
267	Clean, maintain and protect hard floors (Asset Skills) (4 Credits)
268	Clean and maintain soft floors and furnishings (Asset Skills) (4 Credits)
269	Providing a linen service (3 Credits)
270	Carry out periodic room servicing and deep cleaning (3 Credits)
252	Deal with arrival of customers (4 Credits)
253	Deal with bookings (4 Credits)
254	Prepare customer accounts and deal with departures (4 Credits)
251	Deal with communications as part of the reception function (3 Credits)
255	Produce documents in a business environment (CFA) (4 Credits)
256	Use office equipment (CFA) (4 Credits)
260	Handle mail and book external services (3 Credits)
258	Provide reception services (CFA) (3 Credits)
259	Store and retrieve information (CFA) (3 Credits)
268	Clean and maintain soft floors and furnishings (Asset Skills) (4 Credits)
269	Providing a linen service (3 Credits)
270	Carry out periodic room servicing and deep cleaning (3 Credits)
252	Deal with arrival of customers (4 Credits)
253	Deal with bookings (4 Credits)
254	Prepare customer accounts and deal with departures (4 Credits)
251	Deal with communications as part of the reception function (3 Credits)
255	Produce documents in a business environment (CFA) (4 Credits)
256	Use office equipment (CFA) (4 Credits)
260	Handle mail and book external services (3 Credits)
258	Provide reception services (CFA) (3 Credits)
259	Store and retrieve information (CFA) (3 Credits)
263	Provide tourism information services to customers (5 Credits)
261	Resolve customer service problems (ICS) (6 Credits)
273	Promote additional services & products to customers (ICS) (6 Credits)
274	Deal with customers across a language divide (ICS) (8 Credits)
275	Maintain customer service through effective handover (ICS) (4 Credits)
205	Maintain and deal with payments (4 Credits)
666	Employment rights & responsibilities in the hospitality, leisure, travel and tourism sector (2 Credits)

# Level 3 NVQ Diploma in Hospitality Supervision and Leadership

## Who is the qualification for?

For candidates who work or want to work in a supervisory or leadership role within the hospitality sector.

## What does the qualification cover?

City & Guilds Level 3 NVQ Diploma in Hospitality Supervision and Leadership will prepare learners for employment in supervision and leadership roles. It covers the make up of the hospitality industry, communication, leading a team, supervision of customer service, stock control and the effective use of resources.

## Is the qualification part of a framework or initiative?

This qualification is part of the Hospitality Supervision and Leadership Advanced Apprenticeship Framework.

## Who did we develop the qualification with?

The qualification was developed in cooperation with People 1st, the Sector Skills Council for Hospitality, Leisure, Travel and Tourism.

## What opportunities for progression are there?

Allows learners to progress into employment or to the following City & Guilds qualifications:

- Level 3 Diploma in Advanced Professional Cookery (7100-83)

To achieve the City & Guilds Level 3 NVQ Diploma in Hospitality Supervision and Leadership, learners must achieve 37 credits in total.

23 credits must come from the mandatory units, at least 4 credits from Optional Group B and the remaining 10 credits from Optional Group B or C.

## Unit no. Unit title

### Mandatory Group A

401	Set objectives and provide support for team members (5 Credits)
402	Develop working relationships with colleagues (3 Credits)
403	Contribute to the control of resources (4 Credits)
404	Maintain the health, hygiene, safety & security of the work environment (4 Credits)
405	Lead a team to improve customer service (7 Credits)

## Optional Group B

- 407 Supervise Food Production Operations (4 Credits)
- 408 Supervise Functions (5 Credits)
- 410 Supervise Food Service (4 Credits)
- 411 Supervise Drink Services (4 Credits)
- 417 Supervise Housekeeping Operations (4 Credits)
- 420 Supervise Portering and Concierge Operations (4 Credits)
- 421 Supervise Reception Services (5 Credits)
- 422 Supervise Reservations and booking services (5 Credits)

## Optional Group C

- 406 Contribute to Promoting Hospitality Products and Services (5 Credits)
- 409 Contribute to the Development of Recipes and Menus (4 Credits)
- 412 Supervise off-site food delivery service (4 Credits)
- 413 Supervise Cellar and Drink Storage Operations (5 Credits)
- 414 Manage the receipt, storage or dispatch of goods (3 Credits)
- 415 Supervise the wine store/cellar and dispense counter (5 Credits)
- 416 Supervise vending Service (5 Credits)
- 418 Supervise Linen Services (4 Credits)
- 419 Monitor and solve customer service problems (6 Credits)
- 423 Improve the customer relationship (7 Credits)
- 424 Support learning and development within own area of responsibility (5 Credits)
- 425 Supervise the use of technological equipment in hospitality services (4 Credits)
- 426 Supervise Practices for Handling Payments (4 Credits)
- 427 Contribute to the Development of a Wine List (5 Credits)
- 428 Manage the environmental impact of work activities (5 Credits)
- 429 Contribute to the selection of staff for activities (5 Credits)
- 430 Ensure Food Safety Practices are Followed in the Preparation and Serving of Food and Drink (5 Credits)
- 431\* Lead and manage meetings (4 Credits)
- 432 Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector (2 Credits)
- 531\*\* Lead and manage meetings (4 Credits)

\* Learners registered before 1st July 2017 should use this unit. \*\* Learners registered after 1st July 2017 should use this unit.

TQT is comprised of the following two elements:

- 1) The no. of hours an awarding body has assigned to a qualification for Guided Learning, and
- 2) An estimate of the number of hours a Learner will be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but, unlike Guided Learning, not under the Immediate Guidance or Supervision of - a lecturer, supervisor, tutor or appropriate provider of education or training.

Title and level	GLH	TQT
Level 3 NVQ Diploma in Hospitality Supervision & Leadership	216	37

# SUBWAY

## Susan Campbell, Subway Manager, Ballyclare

"Clarissa over the years I've know her, has always been a hard-working staff member and is eager to learn. By undertaking this course, i have noticed improvement in her Maths and English skills, as well as her being more confident when handling stock and large quantities of funds. I hope that she can grow more as the course continues".



STARBUCKS®



## Megan Watters from Costa in Lisburn Mall

Completed the Level 2 in Hospitality Services and has progressed to Level 3 Supervision and Leadership. Megan completed her Level 2 after recently coming back from maternity and juggled motherhood with a full time job and her qualification. She has now been promoted to Barista Maestro.



## Scott Higginson, Four Star Pizza, Franchise Owner

Scott has worked with us for over 5 years now and has seen the benefits from recruiting staff of all levels to promoting staff to Store Managers, shift Managers to Assistant Managers, created 5 new shift Manager posts and recruited 6 new trainee shift Managers. The qualifications are tailored to incorporate more precise training requirements required by the chain. They are delivered in a very professional, committed and flexible way. This has helped to improve staff retention rates. Staff development has proven to be the key to success of the business .



## HOSPITALITY TESTIMONIAL

### Hospitality Student

Grainne has been dedicated to her Apprentice from the very beginning. She has completed her ICT Essential Skills which have enhanced her digital literacy as well as her self confidence. She has also been completing her Level 2 in Hospitality and she has enjoyed the practical elements learning about food safety. She is making great progress and has so many opportunities to grow her career within the Hospitality Industry.



Grainne Cunningham, Level 2 in Hospitality



HILLYARD  
HOUSE



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