

BIIAB Level 2 NVQ Diploma in Hospitality Services (QCF)

It's not just about hospitality service. The business sector values people with a positive attitude towards customers, themselves and other employees, who strive towards delivering the highest standards of quality, service and cleanliness. The hospitality standards have been designed to meet the demands of today's highly competitive market in the preparation and delivery of great, quality food and the provision of the highest standards of hospitality and customer service.

What does it comprise of?

To achieve the full Level 2 NVQ Diploma in Hospitality Services (QCF) the learners must attain a minimum of **37** credits in total.

For learners **not** working with food they must complete all mandatory units from Group A1 (11 Credits) plus remaining 26 Credits from the optional units in Group B1 and/or Group B2

For learners **working** with food: they must complete all mandatory units from Group A1– (11 credits) and **one** from Group A2 (A minimum of 4 credits) plus a minimum of 22 credits from the optional units in Group B1 and/or Group B2.

If the learner **serves** food, then they must complete the Food Service Mandatory Unit 5: “Maintain Food Safety when Storing, Holding and Serving Food”

If the learner **prepares** food, then they **MUST** complete the Food Preparation Mandatory Unit 4: “Maintain Food Safety when Storing, Preparing and Cooking Food”

If the learner takes **Food Preparation and Food Beverage Service** units they must do Unit 4 Maintain Food Safety When Storing, Preparing and cooking food.

The learner may only select a **maximum of two level 1 units** from Group B1 and Group B2

A1 Mandatory Units Credit value required minimum 11			
Units	Level	Credit	GLH
Maintenance of a Safe, Hygienic and Secure Working Environment	1	3	25
Give Customers a Positive Impression of Yourself and Your Organisation	2	5	33
Working Effectively as Part of a Hospitality Team	1	3	22

A2 Mandatory for optional pathways units – food service or food preparation.			
Maintain Food Safety when Storing, Preparing and Cooking Food	2	4	32
Maintain Food Safety when Storing, Holding and Serving Food	2	4	31

B Optional units Credit value required: minimum 26			
B1 - optional units- working with food units.			
Prepare and Clear Areas for Counter and Takeaway Service	1	3	25
Provide a Counter and Takeaway Service	1	3	30
Prepare and Clear Areas for Table Service	2	4	32
Serve Food at the Table	2	4	31
Provide a Silver Service	2	6	51
Convert a Room for Dining	2	3	23
Provide a Buffet and Carvery Service	2	4	32

Prepare and Clear the Bar Area	2	4	29
Serve Alcoholic and Soft Drinks	2	5	46
Prepare and Serve Cocktails	2	5	40
Prepare and Serve Wines	2	5	41
Maintain Cellars and Kegs	2	3	23
Clean Drink Dispense Lines	2	3	26
Prepare and Serve Dispensed Drinks and Instant Hot Drinks	2	3	30
Prepare and Serve Hot Drinks Using Specialist Equipment	2	4	36
Receive, Store and Issue Drinks Stock	2	3	24
Prepare and Finish Simple Salad and Fruit Dishes	1	2	16
Prepare and Cook Fish	1	3	23
Prepare and Cook Meat and Poultry	1	4	33
Prepare Hot and Cold Sandwiches	1	2	20
Complete Kitchen Documentation	2	3	25
Set Up and Close Kitchen	2	4	37
Prepare and Present Food for Cold Presentation	2	4	35
Produce Basic Fish Dishes	2	4	34
Produce Basic Vegetable Dishes	2	4	32
Produce Basic Rice, Pulse and Grain Dishes	2	3	25
Produce Basic Pasta Dishes	2	3	25
Produce Basic Egg Dishes	1	3	24

Group B 2 - Non – optional – not working with food units			
Collect Linen and Make Beds	1	3	21
Clean Windows From the Inside	1	2	16
Cleaning and Servicing a Range of Housekeeping Areas	2	3	28
Use of Different Chemicals and Equipment in Housekeeping	2	4	33
Maintain Housekeeping Supplies	2	3	24
Clean, Maintain and Protect Semi Hard and Hard Floors	2	4	23
Clean and Maintain Soft Floors and Furnishings	2	4	21
Providing a Linen Service	2	3	25
Carry Out Periodic Room Servicing and Deep Cleaning	2	3	27
Deal with Arrival of Customers	2	4	32
Deal with Bookings	2	4	30
Prepare Customer Accounts and Deal with Departures	2	4	30
Deal with Communications as Part of the Reception Function	2	3	21
Produce Documents in a Business Environment	2	4	15
Use Office Equipment	2	4	18
Handle Mail and Book External Services	2	3	28
Provide Reception Services	2	3	15
Store and Retrieve Information	2	3	17
Provide Tourism Information Services to Customers.	2	5	50
Resolve Customer Service Problems	2	6	40
Promote Additional Services or Products to Customers	2	6	40
Deal with Customers Across a Language Divide	2	8	53
Maintain Customer Service Through Effective Handover	2	4	27
Maintain and Deal with Payments	2	4	30
Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector	2	2	16

Assessment

Each of the units is made up from specific elements applicable to a Hospitality Services role, for example *preparing, storing and cooking food, dealing with payments, dealing with customers and maintaining a safe and hygienic environment*. Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning. A portfolio of evidence is produced which demonstrates that the learner can perform to the level described. Participants will all have a Training Assessor who will help assemble the portfolio and prepare for assessment.

To complete the Level 2 Apprenticeship in Hospitality Services learners must complete the following components:

- Level 2 NVQ Diploma in Hospitality Services
- Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)
- Functional Skills: English Level 1 and Math's Level 1

How long will it take?

To protect quality and make sure all apprentices receive a high-quality meaningful experience, all Apprenticeships must last for a minimum period of 12 months. In some cases the Apprenticeship may be longer and is based upon a number of factors including the number of hours the learner works and the requirements of the apprenticeship framework for the sector they work in. The apprenticeship includes guided learning, assessment and training, and monitored workplace practice which is planned and agreed between the learner, their employer and their Training Advisor.

Progression

Learners may progress onto other Hospitality related qualifications such as the Level 3 Diploma in Hospitality Supervision and Leadership Skills, which forms part of an apprenticeship frame-work.

How to participate

Our centre will provide you with advice on how to access the programme, methods of delivery and eligibility for funding.

For more information please call:

Smart Training & Recruitment

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