

# BIIAB Level 2 NVQ Diploma in Beverage Service (QCF)

The **BIIAB Level 2 NVQ Diploma in Beverage Service** is aimed at those working in beverage service. It can be taken whilst in the workplace to allow hands on experience as you train. It develops skills for serving all types of beverages in a professional and customer focused environment. Units can be chosen such as prepare and clear the bar area, serve alcoholic and soft drinks and prepare and serve cocktails.

## What does it comprise of?

To achieve a Level 2 NVQ Diploma in Beverage Service, learners must attain a minimum of **thirty seven credits**

- Eleven credits from mandatory Group A
- A minimum of 26 credits to be achieved through groups B or C
- A minimum of seven credits from optional Group B (Beverage Service Units)
- Remaining nineteen credits from groups B or C
- A minimum of 31 credits must be achieved through the completion of units at Level 2 and above.

<b>Group A Mandatory Units (minimum of 11 credits)</b>		
<b>Unit Title</b>	<b>Credit Value</b>	<b>Level</b>
Maintain a Safe, Hygienic and Secure Working Environment	3	1
Working Effectively as Part of a Hospitality Team	3	1
Give Customers a Positive Impression of Yourself and Your Organisation	5	2
<b>Group B Beverage Service Optional Units B (minimum of 7 credits)</b>		
Prepare and Clear the Bar Area	4	2
Serve Alcohol and Soft Drinks	5	2
Prepare and Serve Cocktails	5	2
Prepare and Serve Wines	5	2
Prepare and Serve Dispensed and Instant Hot Drinks	3	2
Prepare and Serve Hot Drinks Using Specialist Equipment	4	2
<b>Group C Optional Units</b>		
Maintain Cellars and Kegs	3	2
Clean Drinks Dispense Lines	3	2
Receive, Store and Issue Drinks Stock	3	2
Maintain and Deal with Payments	4	2
Promote Additional Services or Products to Customers	6	2
Deal With Customers Across a Language Divide	8	2
Maintain Customer Service Through Effective Handover	4	2
Resolve Customer Service Problems	6	2
Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector	2	2

## Assessment

Each of the units is made up from specific elements applicable to a Beverage Service role, for example preparing and serving drink, dealing with payments and maintaining a clean and safe environment. Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning etc. A portfolio of evidence is produced which demonstrates that the candidate can perform to the level described. Participants will have a dedicated Assessor who will help assemble the portfolio and prepare them for assessment.

To complete the Apprenticeship in Beverage Service learners must complete the following components:

- Level 2 Certificate in Hospitality and Catering Principles (Beverage Service)
- Functional Skills to include Math's Level 1 and English Level 1
- Personal Learning and Thinking Skills
- Employment Rights and Responsibilities

## 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: 0330 088 0888**

**Smart Training & Recruitment**

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