

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

The **BIIAB Level 2 NVQ Diploma in Food Service** is aimed at those working in food and 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 food in a professional and customer focused environment. Units can be chosen such as prepare and clear areas for table service, provide a silver service and provide a counter and takeaway service.

### What does it comprise of?

- To achieve a Level 2 NVQ Diploma in Food Service, learners must attain a minimum of **thirty seven credits**
  - Fifteen credits from mandatory Group A
  - Optional Group B and C minimum credit: 22
  - A minimum of eight credits from optional Group B (Food Service Units)
  - Remaining fourteen credits from groups B or C
  - A Minimum of 25 Credits must be achieved through the completion of units at Level 2 and above.

<b>Group A Mandatory Units (15 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 (ICS)	5	2
Maintain Food Safety When Storing, Holding and Serving Food	4	2

<b>Group B Food Service Optional Units (minimum of 8 credits)</b>		
Provide a Counter / Takeaway Service	3	1
Serve Food at the Table	4	2
Provide a Silver Service	6	2
Provide a Buffet / Carvery Service	4	2
Prepare and Clear Areas for Table Service	4	2

<b>Group C Optional Units</b>		
Prepare and Clear Areas for Counter / Take-away Service	3	1
Prepare and Clear the Bar Area	4	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
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 Food Service role, for example preparing and serving food and 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 Training dedicated Assessor who will help assemble the portfolio and prepare them for assessment.

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

- Level 2 Certificate in Hospitality and Catering Principles (Food Service)
- Functional Skills to include Maths and English at Level 1 / 2
- 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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