

## Statement of Purpose

**Name of Regulated Qualification:** BIIAB Level 2 NVQ Diploma in Hospitality Services (QCF)

**Level:** 2

**Ofqual Qualification Accreditation Number:** 601/6212/0

**Minimum credits (Size):** 37

### Overview

#### What is the main (primary) purpose of this qualification?

- To enable you to enter a specific occupational area

#### What other purposes does the qualification serve?

- To enable you to confirm your competence in a Hospitality Services Support role

#### What job role will it help me enter?

It will provide you with the skills to work in the hospitality and catering sector, specifically in hospitality services support.

#### Who is it for?

This qualification is for learners seeking to work, or already working in hospitality services support. Learners do not need any prior qualifications, knowledge or experience in order to achieve this qualification.

#### What is the minimum and maximum amount of learning that directly relates to the role of Hospitality Services Support?

This unit comprises five mandatory units, four of which have been developed specifically for the Hospitality sector. There are 53 optional units for the learner to choose from, and 45 of these are directly related to Hospitality Services. Therefore the learner can complete a minimum of 32 credits that are specifically related to Hospitality.

#### How will the qualification meet its purpose?

This qualification comprises units that have been developed by People 1st in consultation with employers in the hospitality and catering sector. It is based on the knowledge and competence elements of the Hospitality Services standards within the Hospitality and Catering National Occupational Standards.

The qualification provides you with the skills to perform competently in the role of Hospitality Services Support. It includes options in food and beverage service, food production and cooking, housekeeping and front of house reception.

### **Is this qualification at the right level for me?**

You should do a qualification at this level (Level 2) if you feel that you are ready to use skills, knowledge and understanding to complete routine tasks with some autonomy, some of which may not be familiar to you, and you feel you are ready to take responsibility for your work. You should also have the ability to address problems.

If you feel that you are able to do some of the above but not all (eg perhaps you feel that you need supervision, and may not be ready to deal with problems yourself) you should consider undertaking a Level 1 qualification.

If you feel that this may be too easy for you (eg perhaps you already have experience in this area and are already working in a supervisory role), you could look to do a higher level qualification such as the BIIAB Level 3 NVQ Diploma in Hospitality Supervision and Leadership (QCF) 601/5693/4.

### **Is this qualification in an apprenticeship?**

Yes, this qualification is the competence component of the People 1st Intermediate Level Apprenticeship in Hospitality (Hospitality Services). You may wish to do this qualification as part of the Apprenticeship, or on its own. You may wish to do the qualification on its own (eg outside of an Apprenticeship) if:

- you do **not** want to do the other main qualification that makes up the apprenticeship (the Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services))
- you do **not** have the time to do the other main qualification that makes up the apprenticeship, for example if you work part-time
- you do **not** feel the need to undertake Functional Skills
- you feel you will be unable to achieve the Functional Skills requirements but are able to, and still wish to, achieve a nationally recognised regulated qualification at this level
- you do **not** qualify to undertake a publicly funded Apprenticeship your employer wants you to just do the qualification and **not** undertake a full Apprenticeship

### **How long will this qualification take me?**

The qualification requires at least 266 Guided Learning Hours (the number of hours where you will be given guidance, usually by a tutor, in order to achieve the outcomes) and approximately 370 hours in total (1 credit is roughly equivalent to 10 hours of learning time). Some people learn more quickly or are more experienced than others so it may take you more or less time than 370 hours to achieve this qualification.

### **Is this the right qualification in this subject area for me?**

You should undertake this qualification if you want to gain the skills required to work in Hospitality Services Support and be assessed on your competence in the workplace.

If you are interested in more specific skills, you might consider undertaking the following competence qualifications in the workplace:

- BIIAB Level 2 NVQ Diploma in Professional Cookery (QCF) 601/5691/0
- BIIAB Level 2 NVQ Diploma in Food Production and Cooking (QCF) 601/5688/0
- BIIAB Level 2 NVQ Diploma in Food and Beverage Service (QCF) 601/5687/9
- BIIAB Level 2 NVQ Diploma in Housekeeping (QCF) 601/6229/6
- BIIAB Level 2 NVQ Diploma in Front of House Reception (QCF) ) 601/6241/7

If you are already working in hospitality services but do not have the underpinning knowledge, you might consider the BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) (QCF) 601/6243/0.

If you wish to learn knowledge and skills in a college environment rather than the workplace, you might consider the following qualification:

- BIIAB Level 2 Diploma in Professional Food and Beverage Service (QCF) 601/6446/3

### **Is this the right size qualification for me?**

You should do this Diploma sized qualification if you are prepared to undertake approximately 370 hours in total to achieve this qualification.

If you feel this is too much at this time, you could consider focussing on selecting units from this qualification instead.

### **Are there any requirements to do this qualification?**

- You would need a desire to work in hospitality services support
- You should have the ability to achieve the qualification (after learning and training).

### **At what age can I take this qualification?**

This qualification is suitable for learners who are aged:

- Pre-16
- 16-18
- 19+

## What does this qualification cover?

**Overall:** The qualification provides you with the skills to perform competently in the role of Hospitality Services Support. It includes options in food and beverage service, food production and cooking, housekeeping and front of house reception.

**Mandatory units:** You will be assessed on the following areas:

- Maintenance of a safe, hygienic and secure working environment
- Working effectively as part of a hospitality team
- Give customers a positive impression of yourself and your organisation
- Maintain food safety when storing, preparing and cooking food
- Maintain food safety when storing, holding and serving food

There are 53 optional units from which you will choose units to the value of 22 credits. Please see the Appendix for the full list.

## Framework

This qualification is accredited on the Qualifications and Credit Framework (QCF).

## What could this qualification lead to?

This qualification shows you have gained Level 2 skills in Hospitality Services Support. It may help you to get a job, to improve your performance at work or get promoted into higher roles such as Hospitality Supervisor.

Upon completion, you may be ready to progress to a higher level, for example by undertaking the following qualifications:

- BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles (QCF)  
601/5695/8
- BIIAB Level 3 NVQ Diploma in Hospitality Supervision and Leadership (QCF)  
601/5693/4

## Who supports this qualification?

This qualification is supported for SFA funding by the British Hospitality Association, the trade body for Hospitality.

This letter of support is available [here](#).

The Regulation of this qualification was supported by the following employers:

- Castle Rock
- Prezzo

- Shepherd Neame Ltd
- Stonegate Pub Company
- Wadworth & Co Ltd

These letters of support are available upon request from [qualifications@bii.org](mailto:qualifications@bii.org).

**Official Regulated Purpose (for centre use):**

**Ofqual Purpose D.** Confirm occupational competence and/or 'licence to practise'

**Ofqual Sub Purpose D1.** Confirm competence in an occupational role to the standards required

## Appendix

### Optional Units

1. Prepare and clear areas for counter and takeaway service
2. Provide a counter and takeaway service
3. Prepare and clear areas for table service
4. Serve food at the table
5. Provide a silver service
6. Provide a buffet and carvery service
7. Convert a room for dining
8. Prepare and clear the bar area
9. Serve alcoholic and soft drinks
10. Prepare and serve cocktails
11. Prepare and serve wines
12. Prepare and serve dispensed and instant hot drinks
13. Prepare and serve hot drinks using specialist equipment
14. Maintain cellars and kegs
15. Clean drink dispense lines
16. Receive, store and issue drinks stock
17. Prepare and finish simple fruit dishes
18. Prepare and cook fish
19. Prepare and cook meat and poultry
20. Prepare hot and cold sandwiches
21. Produce basic egg dishes
22. Produce basic fish dishes
23. Produce basic vegetable dishes
24. Produce basic rice, pulse and grain dishes
25. Produce basic pasta dishes
26. Prepare and present food for cold presentation
27. Complete kitchen documentation
28. Set up and close kitchen
29. Collect linen and make beds
30. Clean windows from the inside
31. Cleaning and servicing a range of housekeeping areas
32. Use of different chemicals and equipment in housekeeping
33. Maintain housekeeping supplies
34. Clean, maintain and protect semi-hard and hard floors
35. Clean and maintain soft floors and furnishings
36. Providing a linen service
37. Carry out periodic room servicing and deep cleaning
38. Deal with arrival of customers
39. Deal with bookings
40. Prepare customer accounts and deal with departures
41. Deal with communications as part of the reception function
42. Produce documents in a business environment
43. Use office equipment
44. Handle mail and book external services
45. Provide reception services
46. Store and retrieve information
47. Provide tourism information services to customers

48. Resolve customer service problems
49. Promote additional services or products to customers
50. Deal with customers across a language divide
51. Maintain customer service through effective handover
52. Maintain and deal with payments
53. Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector