

**BIIAB**

**Name of Regulated Qualification:** BIIAB Level 3 NVQ Diploma in Hospitality Supervision and Leadership (QCF)

**Level:** 3

**Ofqual Qualification accreditation number:** 601/5693/4

**Minimum credits (Size):** 37

**BIIAB qualification code:** NVQDHSL3

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

It confirms you are occupational competent in a specific job role (such as a Restaurant Supervisor, Kitchen Supervisor or Hospitality Supervisor and / or Leader).

Official purpose statement: Confirm occupational competence in a specific role.

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

- This qualification allows you to gain and then show the skills and knowledge that are needed to supervise and lead others in the Hospitality sector
- It prepares you to enter a specific sector, job role, and/or apprenticeship (eg the Advanced Level Apprenticeship in Hospitality Supervision and Leadership).

**Who is it for?**

For people working, or who want to work, at a supervisory level in the Hospitality sector and need a qualification to show their skills and knowledge.

**How will the qualification help me meet its purpose?**

The qualification has been developed by the Sector Skills Council for this sector, People 1st, and is recognised as the main qualification in the United Kingdom that shows that the person who has it is competent to work at this level. If you achieve the qualification then the certificate you receive will allow you to show and say that you are competent at this level. It is a vocational qualification.

If you wish to undertake the Advanced Level Apprenticeship in Hospitality Supervision and Leadership, either now or at a later date, this is the one of the main component parts of the Apprenticeship.

**What is the minimum and maximum amount of learning that directly relates to a Restaurant Supervisor, Kitchen Supervisor or Hospitality Supervisor and / or Leader role?**

The qualification requires you to undertake between 9 and 10 different areas of learning (known as units). **All** of these areas relate directly to a Restaurant Supervisor, Kitchen Supervisor or Hospitality Supervisor and / or Leader role.

**Is this qualification at the right level of difficulty for me?**

You should do a qualification at this level (level 3) if you feel you can:

- identify and use relevant understanding, methods and skills to complete tasks and address problems that, while well defined, have a measure of complexity.
- take responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgment within limited parameters.
- be aware of different perspectives or approaches within an area of study or work
- manage others.

If you feel that you are able to some of the above but not all (eg perhaps you feel that your role is more operational) you should consider undertaking a Level 2 qualification in Hospitality and / or Catering.

If you feel that this may be too easy for you, perhaps as a manager your role is more strategic you should perhaps look to do a Management qualification at Level 4 such as the BIIAB Level 4 Diploma in Management (QCF) 601/4601/1.

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

Yes. This qualification is part of the Advanced Level Apprenticeship in Hospitality Supervision and Leadership. 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 (a knowledge-based qualification)
- you feel you already have suitable knowledge in this area and wish to proceed straight to an NVQ
- you do **not** have the time to do the other main qualification that makes up the apprenticeship (a knowledge-based qualification)
- 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 an Apprenticeship
- your employer wants you to just do the qualification and **not** undertake a full Apprenticeship.

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

It will take you between 206 and 276 Guided Learning Hours (the number of hours where you will be given guidance, usually by a tutor, in order to achieve the outcomes). The exact number of hours will depend on which optional units you choose. Some additional time may be needed to assess you. Some people learn more quickly or are more experienced than others so it may take you longer or shorter than the guided amount.

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

- You should do a qualification of this size (Diploma) if you need or want to undertake between 9 and 10 different areas of Hospitality Supervision and Leadership.
- If you feel this is far too much at this time you could consider focussing on select units from this qualification.

### **Do I need to do anything before taking this qualification?**

- As part of the qualification you will need to show that you have the skills and knowledge to do the job in the workplace. As such you would need to have, or get, a job or work placement to complete the qualification. Your college, centre or training provider may be able to help you with this.
- You should have the ability to achieve the qualification (after learning and training).
- You do **not** need to have any other qualifications or pass any tests before undertaking this qualification.
- It may aid you if you have previously achieved the BIIAB Level 3 Award In Hospitality Supervision and Leadership Principles (QCF) 601/5695/8.

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

The below details if the qualification is suitable for the following age-groups:

- Pre-16 : No
- 16-18 : Yes;
- 19+ : Yes

### **What does this qualification cover?**

**Overall:** Knowledge, understanding and skills for a Hospitality Supervisor and / or Leader at level 3.

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

- Set objectives and provide support for team members
- Develop working relationships with colleagues
- Lead a team to improve customer service
- Contribute to the control of resources
- Maintain the health, hygiene, safety and security of the working environment

**Optional units:** In addition, you can choose the additional optional areas you wish to be assessed upon. You may decide to focus more on supervision, leadership or undertake a mixture of both. For full details please refer to the qualification handbook (available within [CentreZone](#)).

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

### **What could this qualification lead to?**

The qualification allows you to show you have level 3 Hospitality Supervision knowledge and skills.

If, upon completion, you wish to proceed to a higher level in a Management capacity then the following qualifications may be suitable for you:

- BIIAB Level 4 NVQ Diploma in Management (QCF) 601/4601/1
- Pearson Edexcel Level 4 NVQ Diploma in Management (QCF) 601/3401/X.

You could also choose to move on to do a Higher Level Apprenticeship.

It may also help you to get a job, to improve your performance and or get promoted.

### **What jobs could it help me do?**

You could work as a qualified Restaurant Supervisor, Kitchen Supervisor and / or Hospitality Supervisor.

### **Who supports this qualification?**

This qualification is supported by the Sector Skills Council (SSC) for the Sector (People 1st) and employers including Prezzo, Shepherd Neame, Stonegate, Castle Rock and Wadworth. These letters of support are available [here](#).

This qualification is also supported for SFA funding by a number of providers including Shepherd Neame, Stars Bars and Pubs, The Randolph Hotel, Charles Wells and the Staffordshire Pub Company. These letters of support are available [here](#).

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

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

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