

***Pearson BTEC Level 3 Award in Hospitality Supervision and Leadership Principles (QCF)***

**Qualification Number: 600/0871/4**

**What is the purpose of this qualification?**

This Pearson BTEC Level 3 Award in Hospitality Supervision and Leadership Principles is a recognised qualification for those working in the hospitality sector that are either new to or wish to progress to a hospitality supervisory role or team leader role. Learners taking this qualification may work in any organisation offering hospitality services. The qualification is designed to prepare learners for further training or learning and develop skills and knowledge to supervise others in a hospitality setting working as a catering manager, Head Housekeeper, Front of House manager, Hotel/Duty manager for example.

This qualification relates to the National Occupational Standards for the hospitality industry as defined by people 1<sup>st</sup>, the Sector Skills Council. The qualification is accredited on the Qualifications and Credit Framework.

People 1<sup>st</sup> recognise this qualification as the knowledge component of the Advanced Apprenticeship in Hospitality Supervision and Leadership.

**What does this qualification cover?**

The qualification comprises of 11 credits and 78 guided learning hours.

Learners will complete three mandatory units in Principles of leading a team in the Hospitality Industry; supervision of operations in the hospitality industry and principles of supervising customer service performance in hospitality, leisure travel and tourism.

**How is the Qualification Assessed?**

Learners will undertake assessments devised by their centres to create a portfolio of evidence. Alternatively, learners can complete online Multiple Choice Tests via Pearson platforms.

**Who could take this qualification?**

This qualification is for all learners aged 16 and above who are capable of reaching the required standards. Learners would normally be expected to have demonstrated they have met the requirements at Level 2 in hospitality, either through a qualification or through experience gained in the workplace or a realistic working environment before starting this qualification. Learners would normally be expected to be working in the hospitality industry in a supervisory, managerial or an experienced service industries position.

Although this qualification is part of the Advanced Apprenticeship for Hospitality Supervision and Leadership, some learners may need or wish to take the qualification on its own, for example, learners who work on a part-time or voluntary basis or those who are not working in a supervisory role but wish to upskill their knowledge and understanding in preparation for working as a hospitality team leader/supervisor.

**What are the potential job roles for those working towards this qualification:**

- **Head Housekeeper** Cleanliness of all the guest rooms and public areas, supervising and training staff, staff rotas, stock-takes, budgets, and reports (room check sheets, safety audits, etc.), deal with the suppliers and control the costs of cleaning materials, linen, laundry, maintenance and wages.
- **Head of Reception** Smooth operation of the reception area, delivering customer service, ensuring that every guest's experience is positive, paying attention to the detail, resolving all

queries promptly, using office equipment and systems, producing reports and deputising for the Front Office Manager.

- **Front of House Manager** In charge of reception and reservations, porter's desk, and possibly housekeeping and selling/ promotional responsibilities, contact with guests, answering queries, checking on their wellbeing and dealing with complaints and recruitment and training of staff.
- **Duty/Hotel Supervisor/Manager** Maintain the smooth running of the hotel, co-ordinate the functions of departments, maximise the customer experience, resolve problems, ensure staff comply with health and safety, fire and hygiene regulations, monitor security systems, and ensure a high standard of personal presentation.
- **Catering Manager** smooth operation of the kitchen and dining area; possible selling and promotional responsibilities; sales and costs, ensure problems are dealt with promptly, support staff development.
- **Regional Supervisor/Manager** in a restaurant or pub chain with multiple outlets Work with managers, senior staff and head office to ensure that the business runs smoothly, sales and costs, ensure that problems are dealt with promptly, play a key role in the development of new facilities, menu changes and pricing, special promotions and events, food safety and health and safety.

### What could this qualification lead to?

This qualification allows learners to demonstrate that they hold the underpinning knowledge and understanding of supervision and leadership of a hospitality team to a standard required by the hospitality industry. Learners can progress on to the Level 3 competence based qualifications in Hospitality Supervision and Leadership to put into practice some of the principles they have gained from this qualification. If they enhance their managerial responsibilities they could embark upon the Higher Apprenticeship in Hospitality Management.

Learners could progress on to hospitality qualifications at level 3 and above such as the following:

Pearson Edexcel Level 3 NVQ Diploma in Hospitality Supervision and Leadership (QCF) (600/0872/6)  
Pearson Edexcel Level 4 Diploma in Hospitality Management (QCF) (600/6684/2)  
Pearson BTEC Level 4 Diploma in Principles of Hospitality Management (QCF) (600/6754/8)

### Who supports this qualification?

This qualification is highly valued by the Craft Guild of Chefs: <http://craftguildofchefs.org/>