

Pearson BTEC Level 2 Extended Certificate in Principles of Working in Hospitality and Catering (Hospitality Services) (QCF)
Qualification Number: 601/6958/8

What is the purpose of this qualification?

The Pearson BTEC Level 2 Extended Certificate in Principles of Working in Hospitality and Catering (Hospitality Services) (QCF) is intended as a Technical Certificate, and is designed to provide students with occupationally relevant, specialist knowledge and skills to enable entry on to the Hospitality Services Intermediate Apprenticeship.

Achievement of this qualification also prepares the individual to enter the Hospitality sector in the potential job roles listed below at this level, from where they can take further qualifications to confirm occupational competence.

What does this qualification cover?

This qualification is related to the National Occupational Standards for the Hospitality Sector as defined by People 1st, the Sector Skills Council.

A minimum of 21 credits are required to achieve this qualification (153 - 196 Guided Learning Hours). It fits comfortably into the first year of a study programme, alongside English and/or maths where those subjects are still needed, or alongside complementary qualifications such as a complementary Hospitality Services competency qualification or a related vocational qualification in areas such as Facilities Services, Customer Services; Business Administration or Tourism etc.

All students must engage directly with employers as part of their course. Centres and training providers must therefore partner with local employers to enhance the knowledge and training delivery. Students will complete a 6 credit Planning and Participating in Work Experience unit where they will undertake a work placement programme. Here they can expect to learn through experience their role in hospitality services, and to validate the theory and knowledge delivered in a classroom setting.

The remaining 15 credits relate to vocational occupational knowledge where students will complete four mandatory units in Safe, Hygienic and Secure Working Environments in Hospitality; Effective Teamwork; Giving Customers a Positive Impression and Principles of Customer Service in Hospitality Leisure Travel and Tourism. Students will then choose from a range of optional units that align to the duties of the multi-skilled Hospitality services role or aspiring role such as Food safety in catering, Principles of Providing a Silver Service; Principles of Cleaning Drink Dispense Lines; Principles of producing basic pasta dishes; Principles of Carrying Out Periodic Room Servicing and Deep Cleaning; Handle Mail and Book External Services and Principles of Completing Kitchen documentation.

How is this qualification assessed?

This qualification is assessed through internal assessment (centre devised assessments including written assignments, practical tasks, portfolio of evidence etc). There is also the option to undertake Multiple Choice Tests for some of the units.

Who could take this qualification?

This qualification is for all students aged 16-18 who are capable of reaching the required standards. There are no specific prior qualifications, knowledge or experience needed before starting the qualification, but students should have some broad achievement in GCSEs or equivalent qualifications at level 1 and perhaps level 2.

Students are likely to be those not yet employed in the industry and seeking work within the hospitality sector within a multi-skilled intermediate level role, or those looking to progress into the Hospitality Services apprenticeship programme.

What could this qualification lead to?

Students who have achieved this qualification could progress to an Intermediate Apprenticeship in Hospitality Services or when studied with other qualifications that demonstrate occupational competency, such as Pearson Edexcel Level 2 NVQ Diploma in Hospitality Services, students could progress directly into employment in potential job roles such as:

Hospitality Team Member

Hospitality Services Assistant

The job roles will see employees working in a range of settings of different sizes where employers expect staff to undertake a range of duties including serving customers, preparing and cooking food, serving drinks, reception, cleaning and preparing rooms.

This qualification is also designed to support students to progress into further learning at Level 3, for example, a **Pearson BTEC Level 3 Award in Hospitality Supervision and Leadership Principles (QCF)**. It supports progression to the Level 3 qualification by providing students with intermediate skills, behaviours and knowledge in areas that they will then learn how to provide a supervisory function for. The mandatory units at Level 2 particular align with the Level 3 units of Principles of leading a team in the Hospitality Industry and Principles of Supervising Customer Service Performance in Hospitality Leisure Travel and Tourism. The optional units in the Level 2 qualification are based on developing operational skills across the different functions of the business and at level 3; students will develop an understanding of Supervision of Operations in the Hospitality Industry.

Alternative qualifications and why students should choose this qualification:

Students would choose the L2 Extended Certificate in Principles of Working in Hospitality and Catering (Hospitality Services) if they are ready to reach level 2 requirements; are looking to develop skills and knowledge in hospitality services but not to demonstrate occupational competence (either owing to not being employed in the sector yet or not able to meet the assessment requirements). Otherwise students may choose other qualifications in the Hospitality Services suite to match their requirements and situation; such as:

Pearson Edexcel Level 1 NVQ Certificate in Hospitality Services (QCF) is for learners that wish to demonstrate occupational competence in a lower entry role, for example, if they are working as Hospitality Trainees. These roles will be very limited in scope and will require a lot of supervision from more senior team members and colleagues. This qualification is recommended to students that may not be ready to reach Level 2 requirements within a higher level qualification.

Pearson Edexcel Level 2 NVQ Diploma in Hospitality Services (QCF) is for learners that are already employed and wish to demonstrate occupational competence in an intermediate role, such as Hospitality Team Member.

Alternatively, students who have demonstrated a good range of achievement in the Level 2 qualification and are ready to move in to a more supervisory based role and want a college based course may choose the **Pearson BTEC Level 3 Award in Hospitality Supervision and Leadership Principles (QCF)**. This will prepare students for roles such as Head Housekeeper; Head of Reception; Front of House Manager and; Deputy Hotel Supervisor/Manager.

Who supports this qualification?

This qualification is highly valued by The Craft Guild of Chefs. Established in 1965 as a Guild of the Cookery and Food Association, the Craft Guild of Chefs has developed into the leading Chefs' Association in the UK and has many members worldwide. Members come from all aspects of the foodservice and hospitality sectors working in a wide variety of positions from students and trainees to top management.

The letter of recognition is available at: <http://qualifications.pearson.com/en/qualifications/btec-specialist-and-professional-qualifications/hospitality-travel-tourism-and-events/btec-specialist-hospitality-and-principles-of-working-in-hospitality-and-catering-hospitality-services-l2.html>