

Pearson Edexcel Level 2 NVQ Diploma in Hospitality Services (QCF)

Qualification Number: 500/9951/6

What is the purpose of this qualification?

This Pearson Edexcel Level 2 NVQ Diploma in Hospitality Services is a recognised qualification for those working in the hospitality sector across various areas/disciplines. The qualification is designed to assess and confirm occupational competence for the roles of Hospitality Team Member/Hospitality Services Assistant or Demi Chef de Rang/ Chef de Rang. This qualification requires learners to be working in the sector.

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

People 1st recognise this qualification as the competence component of the Intermediate Apprenticeship for Hospitality (Hospitality Services)

What does this qualification cover?

The qualification comprises of 37 credits and has a range of 266- 305 guided learning hours.

Learners will complete three mandatory units worth 11 credits in the following subjects:

- 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.

Learners will then choose one of the following units to make up a further 4 credits:

- Maintain food safety when storing, preparing and cooking food
- Maintain food safety when storing, holding and serving food

Lastly, learners will then complete 22 credits from a final group of optional units, including options such as:

- Prepare and clear areas for counter and takeaway service
- Provide a counter and takeaway service
- Prepare and clear areas for table service
- Serve food at the table
- Provide a silver service
- Provide a buffet and carvery service
- Prepare and clear the bar area
- Serve alcoholic and soft drinks
- Prepare and serve cocktails
- Prepare and serve wines
- Maintain cellars and kegs
- Clean drink dispense lines
- Prepare and serve dispensed and instant hot drinks
- Prepare and serve hot drinks using specialist equipment
- Receive, store and issue drinks stock
- Prepare and Finish Simple Salad and Fruit Dishes
- Prepare and cook fish
- Prepare and cook meat and poultry
- Prepare Hot and Cold Sandwiches
- Complete Kitchen Documentation
- Set Up and Close Kitchen

- Prepare and present food for cold presentation
- Produce Basic Fish Dishes
- Produce Basic Vegetable Dishes
- Produce Basic Rice, Pulse and Grain Dishes
- Produce Basic Pasta Dishes
- Produce Basic Egg Dishes
- Collect Linen and Make Beds
- Clean Windows from the Inside
- Cleaning and Servicing a Range of Housekeeping Areas
- Use of Different Chemicals and Equipment in Housekeeping
- Maintain Housekeeping Supplies
- Clean, maintain and protect semi-hard and hard floors
- Clean and maintain soft floors and furnishings
- Providing a Linen Service
- Carry Out Periodic Room Servicing and Deep Cleaning
- Deal with Arrival of Customers
- Deal with Bookings
- Prepare Customer Accounts and Deal with Departures
- Deal with Communications as Part of the Reception Function
- Produce documents in a business environment
- Use office equipment
- Handle Mail and Book External Services
- Provide reception services
- Store and retrieve information
- Provide Tourism Information Services to Customers
- Resolve customer service problems
- Promote additional services or products to customers
- Deal with customers across a language divide
- Maintain customer service through effective handover
- Maintain and deal with payments
- Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

How is the Qualification Assessed?

Learners will undertake assessments devised by their centres which will include observation of them carrying out elements of the job.

Who could take this qualification?

This qualification is for all learners aged 14 and above who are capable of reaching the required standards. Learners do not need any prior qualifications, knowledge or experience before starting the qualification, however as the assessment requires learners to demonstrate their skills and knowledge in a working environment, learners should be employed or work in a hospitality environment that will allow them to evidence the assessment criteria and demonstrate competency in the job role.

Although this qualification is part of the Intermediate Apprenticeship for Hospitality (Hospitality Services), 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 new to the role but wish to upskill and demonstrate competency in the areas covered by the qualification.

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

- **Hospitality Team Member/ Hospitality Services Assistant:** 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.
- **Demi/Chef de Rang:** Taking responsibility of a station in a restaurant and looking after the waiting team working from that station. Customer service is the prime focus of the role alongside excellent organisational skills. A chef de rang would need be monitoring all aspects of the customers' experience - from the restaurant layout before they arrive to the experience they receive while there, which will, hopefully, make them want to return.

What could this qualification lead to?

Learners who achieve the Level 2 NVQ Diploma in Hospitality Services will be able to demonstrate competency in their job role and may see them taking on greater responsibility or working with less supervision. They could also progress on to roles such as Restaurant Supervisor or Senior team member. They may also take related qualifications, for example:

- Pearson Edexcel Level 3 NVQ Diploma in Hospitality Supervision and Leadership 600/1053/8

Who supports this qualification?

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

- Compton House C of E school,
- Doncaster Racing.