

**Pearson Edexcel Level 3 NVQ Diploma in Hospitality Supervision  
and Leadership (QCF)  
Qualification Number: 600/1053/8**

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

This Pearson Edexcel Level 3 NVQ Diploma in Hospitality Supervision and Leadership (QCF) is a recognised qualification for those working in the hospitality sector. They may work in a restaurant, hotel, pub or conference centre for example. The qualification is designed to assess and confirm occupational competence for the role Hospitality or Catering Supervisor/Manager.

This qualification is based on 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 competence component of the Advanced Apprenticeship for Hospitality (Hospitality Supervision and Leadership).

**What does this qualification cover?**

The qualification comprises of 37 credits and has a range of 206- 276 guided learning hours.

Learners will complete five mandatory units worth 23 credits in the following subjects:

- 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

Learners will then choose a minimum of 4 credits from Group B1:

- Supervise Drink Services
- Supervise Food Production Operations
- Supervise Food Service
- Supervise Functions
- Supervise Housekeeping Operations
- Supervise Portering and Concierge Operations
- Supervise Reception Services
- Supervise Reservations and booking services

Finally, Learners can choose to take the remaining 10 credits from group B1 above or B2 below:

- Monitor and solve customer service problems
- Support learning and development within own area of responsibility
- Improve the customer relationship
- Manage the environmental impact of work activities
- Lead and manage meetings
- Contribute to the selection of staff for activities
- Manage the receipt, storage or dispatch of goods
- Supervise Cellar and Drink Storage Operations
- Supervise Linen Services
- Supervise Practices for Handling Payments
- Supervise the use of technological equipment in hospitality services
- Supervise the wine store/cellar and dispense counter
- Supervise vending Service
- Ensure Food Safety Practices are Followed in the Preparation and Serving of Food and Drink
- Contribute to Promoting Hospitality Products and Services
- Supervise off-site food delivery service

- Contribute to the Development of Recipes and Menus
- Contribute to the Development of a Wine List
- 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 16 and above who are capable of reaching the required standards. Learners do not need any prior qualifications but the learners are expected to have some knowledge and experience of the hospitality industry. As the assessment requires learners to demonstrate their skills and knowledge in a working environment, learners should be employed or work in a professional kitchen.

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 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:

- **Head Housekeeper:** Responsibilities Include - 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:** Responsibilities include: 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:** Responsibilities include: 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.
- **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?

Learners who achieve the Level 3 NVQ Diploma in Hospitality Supervision and Leadership will be able to demonstrate competency in their job role and may see them taking on greater managerial responsibility. They could also progress on to roles such as Deputy General, Operations or Unit Manager and they can further their study by taking related qualifications, for example:

- Pearson BTEC Level 4 Diploma in Principles of Hospitality Management (QCF) – 600/6754/8
- Pearson Edexcel Level 4 Diploma in Hospitality Management – 600/6684/2

**Who supports this qualification?**

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

The letter of recognition can be found under the 'Course Materials' section on this page:  
<http://qualifications.pearson.com/en/qualifications/nvq-and-competence-based-qualifications/hospitality-travel-tourism-events/hospitality-supervision-and-leadership-l3.html>