



Purpose Statement

BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) – 601/6243/0

Overview

The BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) has been designed to allow learners to obtain the knowledge to work at an operational level within a Hospitality Services environment.

This qualification meets the knowledge-based requirements of the following apprenticeships:

- > Level 2 Apprenticeship Framework in Hospitality in Northern Ireland
- > Level 2 Apprenticeship in Hospitality and Catering in Wales

The primary purpose of the qualification is to progress to the next level of vocational learning by preparing for further learning or training by developing knowledge and/or skills in a subject area. However, employers can also rely on the knowledge provided as meeting nationally recognised standards at this level as such the sub-purpose is to develop knowledge and/or skills in a subject area.

Due to constant Regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualification's status, please contact BIIAB Qualifications Limited.

Who is this qualification for?

This qualification is appropriate for use in the following age ranges:

- > 16-18
- > 19+

Skills and Education Group Awards expects approved centres to recruit with integrity on the basis of a learner's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

What does the qualification cover?

To achieve the BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services), learners **must** gain a **total of 15** credits. This **must** consist of:

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- > Mandatory Group A **minimum** credits: **7**
- > Optional Group B **minimum** credit: **6**
- > Optional Group B or C **minimum** credit: **2**

This qualification has been developed based upon industry feedback as to the fundamental knowledge required to work in the sector at this level.

Listed below are the qualification units.

Mandatory Units

- > Safe, Hygienic and Secure Working Environments in Hospitality
- > Effective Teamwork
- > Giving Customers a Positive Impression
- > Principles of Customer Service in Hospitality Leisure Travel and Tourism

Optional Units

- > Food Safety in Catering
- > Preparation and Clearing of Service Areas
- > Service of Food at Table
- > Service of Alcoholic and Non-Alcoholic Drinks
- > Cleaning and Servicing of Hospitality Areas
- > Chemicals and Equipment used for Cleaning in the Hospitality Industry
- > Maintain Housekeeping Supplies
- > Provide a Linen Service
- > Arrival of Customers
- > Dealing with Bookings
- > Departure of Customers
- > Handle Mail and Book External Services
- > Dealing with Payments
- > Principles of Providing a Silver Service
- > Principles of Resolving Customer Service Problems
- > Principles of Preparing and Serving Hot Drinks Using Specialist Equipment
- > Principles of Storing and Retrieving Information
- > Principles of Producing basic pasta dishes
- > Principles of Producing basic vegetable dishes
- > Principles of Completing Kitchen Documentation
- > Principles of Preparing and Serving Dispensed and Instant Hot Drinks
- > Principles of Cleaning Drink Dispense Lines
- > Principles of Producing basic fish dishes
- > Principles of Maintaining Customer Service Through Effective Handover
- > Principles of Preparing and Serving Wines
- > Principles of Providing a Buffet and Carvery Service
- > Principles of Cleaning and Protecting Floors, Carpets and Soft Furnishings
- > Principles of Receiving, Storing and Issuing Drinks Stocks

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- > Principles of Preparing and Clearing Areas for Table Service
- > Principles of Producing basic rice, pulse and grain dishes
- > Principles of Maintaining Cellars and Kegs
- > Principles of setting up and closing the kitchen
- > Principles of Preparing and Serving Cocktails
- > Principles of Promoting Additional Services or Products to Customers
- > Principles of Carrying Out Periodic Room Servicing and Deep Cleaning
- > Principles of Cleaning Windows from the Inside
- > Principles of Providing a Counter and Takeaway Service
- > Principles of Collecting Linen and Making Beds

Assessment

The qualification contains knowledge units. These units are respectively assessed by Assessment Knowledge Modules (AKMs) externally set by BIIAB Qualifications Limited. The AKMs are internally marked assessments, containing a series of questions, marked and internally verified by the centre and with external verification by the BIIAB External Quality Assurer (EQA).

This qualification is assessed by external examination and requires internal and external moderation. Specific requirements and restrictions may apply to individual units within qualifications. Please check unit and qualification details for specific information.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Overview of assessment strategy

The Assessment Strategy has been designed by People 1st, in conjunction with an expert panel, educational experts and a steering group. All BIIAB approved training centres and their assessment must adhere to the designed assessment strategy for this qualification.

This qualification contains one knowledge unit, and this unit is externally set and marked by BIIAB Qualifications Limited. In order to assess formally the learners' knowledge, a **multiple-choice knowledge test** has been developed. For this qualification, the examination comprises of **20 Multiple Choice questions**. This can be taken online or on paper. The pass threshold for this award is 70%. To pass you must answer correctly 14 out of 20 questions. You will be allocated **25 minutes** for the test.



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If taken online, the tests are scheduled in our BIIAB Customer Management System and each learner in a cohort will sit a unique test. The online tests are marked automatically.

Assessment materials allowed

Multiple Choice Questions Exam (Online)

Only the use of dictionaries is permitted. Learners must not refer to any books or materials whilst taking this examination. Learners may use the online calculator if required.

Multiple Choice Questions Exam (Paper)

Only the use of dictionaries is permitted. Learners must not refer to any books or materials whilst taking this examination. Learners may use a calculator if required.

Assessments will be accessible and will produce results that are valid, reliable, transparent and fair. BIIAB Qualifications Limited will ensure that the result of each assessment taken by a learner in relation to a qualification reflects the level of attainment demonstrated by that learner in the assessment and will be based upon the achievement of all of the specified learning outcomes.

BIIAB Qualifications Limited will make every effort to ensure that it allows for assessment to:

- > be up to date and current
- > reflect the context from which the learner has been taught
- > be flexible to learner needs

Please refer to the [Instructions for the Conduct of Examinations and Other External Assessment](#) for further information.

What could this qualification lead to?

This qualification is designed to equip learners with the knowledge to work effectively in Hospitality and Catering. It also will allow for a number of progression routes into Level 3 qualifications, to employment or into other areas of learning. Achievement of the qualification offers opportunities for progression, including:

- > BIIAB Level 2 NVQ Diploma in Hospitality Services 601/6212/0
- > BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles 601/5695/8

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the



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sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

Further Information

Further information on the qualification can be found on the Skills and Education Group Awards website.