



Purpose Statement

BIIAB Level 2 NVQ Diploma in Hospitality Services – 601/6212/0

Overview

The BIIAB Level 2 NVQ Diploma in Hospitality Services has been designed to allow learners to obtain and then demonstrate the skills to work at an operational level in Hospitality Services.

This qualification meets the competence-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 confirm occupational competence. As such, this qualification has value either as a stand-alone qualification or as part of an apprenticeship.

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:

- > Pre-16
- > 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 NVQ Diploma in Hospitality Services learners **must** gain a total of **37** credits. This **must** consist of:

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- > Mandatory Group A1 credits: **11**
- > The remaining **26 credits** can be taken from **A2, B1 or B2**. See below specific structure requirements.

Structure Requirements

Option 1: Learners **not** working with food **must** complete **all** mandatory units from Group A1 (11 credits) **plus** a **minimum of 26** credits from the optional units in Group B1 and/or Group B2.

Option 2: Learners **working** with food **must** complete **all** mandatory units from Group A1 (11 credits) **and one** of the units in Group A2 (a minimum of 4 credits) **plus** a **minimum of 22** credits from the optional units in Group B1 and/or Group B2. Additional conditions for learners working with food:

- > if the learner takes food and beverage service units, they **must** complete unit MFSSHSF (A/601/5030) from Group A2;
- > if the learner takes food preparation units, they **must** complete unit MFSSPCF (D/601/6980) from Group A2.
- > if the learner takes food preparation **and** food and beverage service units, they **must** complete unit MFSSPCF (D/601/6980) from Group A2.

The learner may **only** select a **maximum of two level 1 units** from Group B1 and Group B2.

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 Group A1

- > 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

Mandatory Group A2

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

Optional Group B1

- > 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

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- > Convert a room for dining
- > Prepare and clear the bar area
- > Serve alcoholic and soft drinks
- > Prepare and serve cocktails
- > Prepare and serve wines
- > Prepare and serve dispensed and instant hot drinks
- > Prepare and serve hot drinks using specialist equipment
- > Maintain cellars and kegs
- > Clean drink dispense lines
- > Receive, store and issue drinks stock
- > Prepare and finish simple fruit dishes
- > Prepare and cook fish
- > Prepare and cook meat and poultry
- > Prepare hot and cold sandwiches
- > Produce basic egg dishes
- > Produce basic fish dishes
- > Produce basic vegetable dishes
- > Produce basic rice, pulse and grain dishes
- > Produce basic pasta dishes
- > Prepare and present food for cold presentation
- > Complete kitchen documentation
- > Set up and close kitchen

Optional Group B2

- > 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



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- > Maintain and deal with payments
- > Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector

Assessment

This qualification is internally assessed 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 qualification contains knowledge units. These units are respectively assessed by Assessment Knowledge Modules (AKMs) externally set by the 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).

Assessments provided by BIIAB Qualifications Limited will ensure that effective learning has taken place and that learners have the opportunity to:

- > Meet the assessment criteria
- > Achieve the learning outcomes

Alternatively, centres may wish to devise their own assessments for the knowledge units. If so Centres must obtain approval for any Centre Devise Assessments before their use. Please contact BIIAB Qualifications Limited for details of the Centre Devise Assessment process and procedure.

Assessment Strategy

The Assessment Strategy has been designed by People 1st. While BIIAB Qualifications Limited has not itself designed the strategy it agrees with the principles and their suitability as an Assessment Strategy for this qualification, it has agreed that this strategy will be applied for this qualification and it has agreed that it will monitor the compliance of BIIAB Qualifications Limited centres offering this qualification against the criteria. As such all centres and their assessment must adhere to the current People 1st designed assessment strategy for this qualification.



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The assessment strategy for this qualification can be seen in the section which follows, and it provides details of the key requirements for the qualification and the assessor, verifiers delivering, quality assuring and certificating the qualification.

What could this qualification lead to?

This qualification shows the learner has gained Level 2 skills in food and beverage service. It may help the learner to improve performance at work or get promoted into roles working with more autonomy.

Upon completion, the learner may be ready to progress to a higher level, for example by undertaking the following qualifications:

- > BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles 601/5695/8
- > BIIAB Level 3 NVQ Diploma in Hospitality Supervision and Leadership 601/5693/4

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