



Purpose Statement

BIIAB Level 3 Diploma in Hospitality Supervision and Leadership – 601/5693/4

Overview

The BIIAB Level 3 Diploma in Hospitality Supervision and Leadership has been designed to allow learners to obtain and then demonstrate the skills to work at a supervisory level within the Hospitality industry, for example as Head Housekeeper, Head of Reception, Front of House Manager, Duty Supervisor/Manager, Hotel Supervisor/Manager or Regional Supervisor/Manager in a restaurant or pub chain with multiple outlets.

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

- > Level 3 Apprenticeship Framework in Hospitality in Northern Ireland
- > Level 3 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 head office.

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 3 Diploma in Hospitality Supervision and Leadership learners **must** gain a total of **37** credit. This **must** consist of:

Purpose Statement

- > Mandatory Group A **minimum** credit: **23**
- > Optional Group B and C **minimum** credit: **14**
 - > Optional Group B **minimum** credit: **4**
 - > Remaining credits from Optional Group B or C: **10**

The qualification covers the following units:

Mandatory Group A

- > 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

Mandatory Group B

- > 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

Mandatory Group C

- > 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
- > Contribute to the selection of staff for activities
- > Manage the receipt, storage or dispatch of goods
- > Supervise Cellar and Drink Storage
- > Supervise Linen Service
- > 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
- > Contribute to the development of a wine list



Purpose Statement

- > Supervise off-site food delivery service
- > Contribute to the development of recipes and menus
- > 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.

What could this qualification lead to?

This qualification shows the learner has gained Level 3 skills in hospitality supervision. 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.

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.