Qualification Guidance Document

BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles

England – 601/5695/8

About Us

At BIIAB Qualifications Limited we continually invest in high quality qualifications, assessments and services for our chosen sectors. As a UK leading sector specialist, we continue to support employers and skills providers to enable individuals to achieve the skills and knowledge needed to raise professional standards across our sectors.

BIIAB Qualifications Limited have an on-line registration system to help customers register learners on its qualifications, units and exams. In addition, it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

The system is accessed via a web browser by connecting to our secure website using a username and password: Skills and Education Group Awards Secure Login

Sources of Additional Information

The BIIAB Qualifications Limited website provides access to a wide variety of information.

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Specification Code

The specification code is A3327-03.

Issue	Date	Details of change
2.0	January 2018	Updated handbook throughout to remove reference to "QCF" Updated RoC with TQT figures

2.1	April 2023	Reformatted into new branding
2.2	July 2025	Revised review date
2.3	August 2026	Updated to new company branding
2.4	August 2026	Revised review date
2.5	November 2026	Removed assessment strategy and created new document

This guide should be read in conjunction with the Indicative Content document which is available on our secure website using the link above.

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This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Qualification Summary

BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles								
Qualification Purpose	To obtain the knowledge to work at a supervisory level within the Hospitality industry.							
Age Range	Pre 16		16-18	✓	18+		19+	✓
Regulation	The above qualification is regulated by: > Ofqual > CCEA							
Assessment	Practical Demonstration / Assignment							
Type of Funding Available	See FaLA (Find a Learning Aim)							
Grading	Pass/Fail To achieve a Pass grade, learners **must** achieve all the Learning Outcomes and Assessment Criteria in all the units completed							
Operational Start Date	01/04/2015							
Review Date	30/07/2029							
Operational End Date								
Certification End Date								
Guided Learning (GL)	78 hours							
Total Qualification Time (TQT)	110 hours							
Credit Value								
BIIAB Qualifications Limited Sector	Hospitality and Catering							
Regulator Sector	07.4 Hospitality and Catering							
Support from Trade Associations								

Introduction

BIIAB Qualifications Limited is regulated to deliver this qualification by Ofqual in England. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles	601/5695/8

Pre-requisites

There are no entry requirements for this qualification. However, learners must be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

BIIAB Qualifications Limited expects approved centres to recruit with integrity on the basis of a trainee's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

Qualification Structure and Rules of Combination

Rules of Combination: BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles

To achieve the BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles learners **must** gain a total of **11** credits by completing all three mandatory units.

Unit Title	Unit Number	Level	Credit Value	GL
Minimum Credit Target – 11				
Principles of leading a team in the Hospitality Industry	R/502/3964 HS1	3	5	30
Supervision of Operations in the Hospitality Industry	D/502/3952 HS2	3	4	28

Principles of Supervising Customer Service Performance in Hospitality Leisure Travel and Tourism	L/600/1066 HLTT1	3	2	20

Aim

The BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles has been designed to allow learners to obtain the knowledge to work at a supervisory level within Hospitality industry.

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

Target Group

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

- 16-18
- 19+

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.

Resources

BIIAB Qualifications Limited provides the following additional resources for this qualification:

- Purpose Statement
- Learner Unit Achievement Checklist
- Assessment Strategy
- Assessment Knowledge Modules (AKMs)
- Assessment Guidance for each of the AKMs

Assessment Knowledge Modules (AKMs)

These provide a series of BIIAB Qualifications Limited set questions within the context of knowledge modules that can be used to assess the learner's competence. These modules should be released to the learner for the assessment when they are determined to be ready to be able to successfully achieve it. The assessment does not have to be undertaken within secure conditions but must be collected and held securely afterwards. Learners must be taught to the Learning Outcomes and Assessment Criteria within the unit not the assessment. A password will be provided to allow access to this document upon approval for the qualification.

These are internally marked and verified but must be available to the EQA for external verification purposes.

Assessment Guidance for each of the AKMs

These provide a series of BIIAB Qualifications Limited suggested possible answers for the questions within the knowledge modules. Assessors can accept other appropriate answers.

These modules must be kept secure, only released to the learner for the assessment and collected and held securely afterwards. Learners must be taught to the Learning Outcomes and Assessment Criteria within the unit not to the possible answers of the assessment. A password will be provided to allow access this document upon approval for the qualification.

Practice Assessment Material

BIIAB Qualifications Limited confirm that there is no practice assessment material for this qualification.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of all individuals. The aims and aspirations of all the learners, including those with identified special needs or learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Progression Opportunities

The qualification is designed to equip learners with the knowledge to work effectively within Hospitality Supervision and Leadership. It also will allow for a number of progression routes into other qualifications, to employment or into other areas of learning.

Achievement of the qualification offers opportunities for progression, including:

- BIIAB Level 3 NVQ Diploma in Hospitality Supervision and Leadership 601/5693/4
- BIIAB Level 4 NVQ Diploma in Management 601/4601/1
- Career progression

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.

Tutor / Assessor Requirements

BIIAB Qualifications Limited require those involved in the teaching and assessment process to be suitably experienced and / or qualified. Assessors should also be trained and qualified to assess or be working towards appropriate qualifications.

Those responsible for Internal Quality Assurance (IQA) must be knowledgeable of the subject/occupational area to a suitable level to carry out accurate quality assurance practices and processes.

Language

This specification and associated assessment materials are in English only.

Unit Details

Principles of Leading a Team in the Hospitality Industry		
Unit Reference	R/502/3964	
Level	3	
Credit Value	5	
Guided Learning (GL)	30	
Unit Summary	This unit will provide the learner with the knowledge and understanding surrounding the principles of leading a team in the hospitality industry.	
Learning Outcomes (1 to 4)	**Assessment Criteria (1.1 to 4.8)**	
The learner will	**The learner can**	
1. Know the different types of Hospitality organisations	1.1	Describe key types of hospitality organisations
	1.2	Describe the characteristics of different service styles in the hospitality and catering industry
	1.3	Outline internal and external factors that affect hospitality organisations
2. Understand the need for effective communication	2.1	Describe key ways in which supervisors can communicate with > Colleagues (peers/managers) > Customers/ Clients > Suppliers
	2.2	Explain the benefits of effective communication
	2.3	Analyse a range of effective methods of communication use within hospitality organisations

	2.4	Explain why different methods of communication are used in different scenarios
3. Understand how to lead a team effectively	3.1	Describe how to support, motivate and develop staff in a team
	3.2	Explain the importance of effective working relationships and the impact on the organisation
	3.3	Explain the importance of performance management and its impact on the organisation
	3.4	Identify various leadership styles and how they differ
	3.5	Explain how different styles of leadership can be effective within the hospitality and catering industry
	3.6	Explain the principles of developing daily and weekly work plans including > Monitoring trends > Contingency planning > Operating constraints > Outside influence > Allocation of work
	3.7	Explain the importance of objective setting in daily and weekly allocation of work
	3.8	Explain the importance of on-going review of work allocation
	3.9	Describe internal and external operational factors that affect decision making
	3.10	Produce daily and weekly work plans
	3.11	Identify factors that may influence long term work planning

4. Understand factors that impact on the hospitality industry	4.1	Describe requirements of key legislation that applies to the hospitality industry
	4.2	Describe the impact of key regulations and codes of practice on behaviour and service delivery in the hospitality industry
	4.3	Explain the consequences of failing to follow key internal and external regulations and codes of practice
	4.4	Outline environmental issues that affect the hospitality industry including > Recycling & waste management > Energy utilisation
	4.5	Describe the health, safety and security responsibilities of individuals and team leaders in hospitality organisations
	4.6	State common hazards and risks in hospitality organisations
	4.7	Describe the consequences of not following health and safety procedures to staff, the business and the company
	4.8	State supervisor responsibilities for responding to identified risks in hospitality organisations

Additional assessment requirements specified by a sector or regulatory body
LO1 to consider Political, Economic, Social, Technological and Environmental factors on business LO2 to also include merchandising messages as a method of communication LO2 to consider various forms of technology in communication LO3 to consider the uses and effectiveness of reward and recognition and on-the-job coaching within a hospitality team LO3 should also consider appraisals, disciplinary & grievance procedures and personal development plans as part of performance management

LO4 should consider at least the relevance of Health and Safety, Licensing, Food safety, Equality and Diversity, Employment Law, Data Protection and Accommodation legislation

Supervision of Operations in the Hospitality Industry		
Unit Reference	D/502/3952	
Level	3	
Credit Value	4	
Guided Learning (GL)	28	
Unit Summary	This unit will provide the learner with the knowledge and skills surrounding supervision of operations in the hospitality industry.	
Learning Outcomes (1 to 3)	**Assessment Criteria (1.1 to 3.3)**	
The learner will	**The learner can**	
1. Understand Customer Service supervision	1.1	Describe different customer groups
	1.2	Explain the benefits of good customer service to: > Colleagues > Customer/ Clients > The organisation
	1.3	Describe ways in which service standards can be internally and externally monitored effectively
	1.4	Describe ways of improving customer service
	1.5	Describe how to deal with unsatisfactory customer experiences
	1.6	Outline ways to promote a customer service culture within a team
2. Understand the principles of stock control	2.1	State key types of supplies available to a supervisor
	2.2	Describe stock ordering processes
	2.3	Describe procedures for receiving stock

	2.4	Explain the principles of storing stock
	2.5	Describe the factors that influence stock levels in a hospitality organisation
	2.6	Describe how to monitor use of stock to avoid wastage and to maintain sufficient levels
	2.7	Explain the financial and operational impacts of not maintaining the correct levels of stock
3. Understand how to use resources effectively	3.1	Describe how to use key types of supplies cost effectively
	3.2	Sate the importance of encouraging others to use supplies efficiently
	3.3	Explain the need to maintain appropriate staffing levels
Additional assessment requirements specified by a sector or regulatory body		
LO2 should consider refusal of stock, processing of records and reporting of wastage and contamination in terms of receiving stock		

Principles of Supervising Customer Service Performance in Hospitality Leisure Travel and Tourism		
Unit Reference	L/600/1066	
Level	3	
Credit Value	2	
Guided Learning (GL)	20	
Unit Summary	This unit will provide the learner with the knowledge and skillset surrounding the principles of supervising customer service performance in hospitality, leisure travel and tourism.	
Learning Outcomes (1 to 3)	**Assessment Criteria (1.1 to 3.5)**	
The learner will	**The learner can**	
1. Understand how to develop a customer service culture within their business	1.1	Describe the role of the supervisor in leading by example when delivering excellent customer service
	1.2	Explain the impact of customer service on the performance of the business
	1.3	Explain the relationship between delivering customer service and selling services
	1.4	Identify and apply good practice techniques to monitor the delivery of customer service against organisational standards
2. Understand how to build teams and motivate colleagues through techniques such as on-site coaching	2.1	Analyse how effective teams can be developed to deliver excellent customer service
	2.2	Explain the importance of staff development in ensuring that excellent customer service is delivered
	2.3	Describe the role of the supervisor in developing teams

	2.4	Describe how training and coaching sessions can be implemented to improve the delivery of customer service
	2.5	Describe the importance of providing feedback to staff
	2.6	Apply appropriate methods to deliver feedback to staff
3. Understand how to effectively monitor and communicate levels of customer service performance	3.1	Analyse the importance of developing and implementing clear customer service standards
	3.2	Describe appropriate ways in which supervisors can monitor and measure the performance of team members
	3.3	Describe appropriate corrective actions that can be taken to resolve failures in the delivery of customer service
	3.4	Explain how performance against customer service standards can be recorded and communicated
	3.5	Identify ways in which measurement of the effectiveness of customer service can be used to improve future performance

Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

BIIAB Qualifications Limited policy enables learners to avoid duplication of learning and assessment in a number of ways:

- **Recognition of Prior Learning (RPL)** – a method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
- **Exemption** – Exemption applies to any certificated achievement which is deemed to be of equivalent value to a unit within BIIAB Qualifications Limited qualification, but which does not necessarily share the exact learning outcomes and assessment criteria. It is the assessor's responsibility, in conjunction with the Internal Moderator, to map this previous achievement against the assessment requirements of the BIIAB Qualifications Limited qualification to be achieved in order to determine its equivalence.
  - Any queries about the relevance of any certificated evidence should be referred in the first instance to your centre's internal moderator and then to BIIAB Qualifications Limited.
  - It is important to note that there may be restrictions upon a learner's ability to claim exemption or credit transfer which will be dependent upon the currency of the unit/qualification and a learner's existing levels of skill or knowledge.
  - Where past certification only provides evidence that could be considered for exemption of part of a unit, learners must be able to offer additional evidence of previous or recent learning to supplement their evidence of achievement.
- **Credit Transfer** – BIIAB Qualifications Limited may attach credit to a qualification, a unit or a component. Credit transfer is the process of using certificated credits achieved in one qualification and transferring that achievement as a valid contribution to the award of another qualification. Units/Components transferred must share the same learning outcomes and assessment criteria along with the same unit number. Assessors must ensure that they review and verify the evidence through sight of:
  - Original certificates OR
  - Copies of certificates that have been signed and dated by the internal moderator confirming the photocopy is a real copy and make these available for scrutiny by the External Moderator.
- **Equivalencies** – opportunities to count credits from the unit(s) from other qualifications or from unit(s) submitted by other recognised organisations towards the place of mandatory or optional unit(s) specified in the rule of combination. The unit must have the same credit value or greater than the unit(s) in question and be at the same level or higher.

BIIAB Qualifications Limited encourages its centres to recognise the previous achievements of learners through Recognition of Prior Learning (RPL), Exemption, Credit Transfer and Equivalencies. Prior achievements may have resulted from past or present employment, previous study or voluntary activities. Centres should provide advice and guidance to the learner on what is appropriate evidence and present that evidence to the external moderator in the usual way.

Further guidance can be found in 'Delivering and Assessing Qualifications' which can be downloaded from biiab.co.uk/for-centres/

Certification

Learners will be certificated for all units and qualifications that are achieved and claimed.

BIIAB Qualifications Limited policies and procedures are available on the website.

Exemptions

This qualification contains no exemptions. For further details see Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies.

Glossary of Terms

GL (Guided Learning)
GL is where the learner participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – 'Would I need to plan for a member of staff to be present to give guidance or supervision?'

GL is calculated at qualification level and not unit/component level.

Examples of Guided Learning include:

- Face-to-face meeting with a tutor
- Telephone conversation with a tutor
- Instant messaging with a tutor
- Taking part in a live webinar
- Classroom-based instruction
- Supervised work
- Taking part in a supervised or invigilated formative assessment
- The learner is being observed as part of a formative assessment.

TQT (Total Qualification Time)
The number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.' The size of a qualification is determined by the TQT.

TQT is made up of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:

- Researching a topic and writing a report
- Watching an instructional online video at home/e-learning
- Watching a recorded webinar
- Compiling a portfolio in preparation for assessment
- Completing an unsupervised practical activity or work
- Rehearsing a presentation away from the classroom
- Practising skills unsupervised
- Requesting guidance via email – will not guarantee an immediate response.