

Level 2 Diploma in Hospitality Services (QCF)

About the course

These qualifications are designed for learners employed in hospitality roles such as chefs, housekeepers or receptionists, who need to develop or consolidate their skills. Learners are required to take mandatory units which cover aspects of maintaining a safe, hygienic and secure working environment, working effectively as part of a hospitality team, giving customers a positive impression of themselves and their organisation and cleaning and servicing a range of housekeeping areas in a hospitality environment. Learners then have a choice of optional units covering different hospitality areas such as front of house reception, housekeeping or hospitality services. There is a wide range of optional units allowing learners to choose units to meet the needs of their own work role.

Structure of Course

To achieve the full Edexcel Level 2 NVQ Diploma in Hospitality Services

(QCF), learners must attain a minimum of 37 credits in total. For learners not working with food: they must complete all mandatory units from Group A1 (11 credits) plus the remaining 26 credits from the optional units in Group B1 and Group B2. For learners working with food: they must complete all mandatory units from Group A1 (11 credits) and one unit from Group A2 (a minimum of 4 credits) plus the remaining credits from the optional units in Group B1 and Group B2.

Assessment

The overall grade for each qualification is a 'pass'. The learner must achieve all the required units within the specified qualification structure.

To pass a unit the learner must:

- Achieve all the specified learning outcomes
- Satisfy all the assessment criteria by providing sufficient and valid evidence for each criterion
- Show that the evidence is their own.

The qualifications are designed to be assessed:

- In the workplace or
- In conditions resembling the workplace, as specified in the assessment requirements/strategy for the sector, or
- As part of a training programme.

Contact us

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Course Modules

Mandatory Group –

- Maintain a safe, hygienic & secure working environment
- Give customers a positive impression of self & your organisation
- Work effectively as part of a hospitality team

Mandatory Optional Units (students must achieve a minimum of 4 credits):

- Maintain food safety when storing, preparing & cooking food
- Maintain food safety when storing, holding & serving food

Optional Units (A) - Working with food (students must achieve their remaining credits)

- Prepare & clear areas for counter & takeaway service
- Provide a counter & takeaway service
- Maintain food safety when storing, preparing & cooking food
- Maintain food safety when storing, holding & serving food

Remaining units can be found on the providina aualification board's website



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