SPECIFICATION

IAO Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)
Qualification number: 600/4582/6

Innovate Awarding is an Ofqual regulated awarding organisation with an innovative and dynamic approach. We develop off-the-shelf, customised and fully bespoke qualifications across a growing number of sectors – all on the Regulated Qualifications Framework (RQF).

Our portfolio is always growing and we currently have qualifications in the following sectors:

Active Leisure	**Health and Social Care**
Business and Management	**Hospitality and Catering**
Childcare	**IT**
Employability	**Logistics**
Retail	**Education and Training**

We currently offer over 100 qualifications and we're continuously developing and diversifying our portfolio. Please visit our website regularly to keep up-to-date www.innovateawarding.org

This document will be updated if there are any changes so it is important to make sure you are working from the most up-to-date version, which is available to download from our website

This specification also provides details on administration, quality assurance policies and the requirements as well as responsibilities that are associated with the delivery of vocational qualifications.

Innovate Awarding is an Ofqual-regulated Awarding Organisation in England.

If you have any questions regarding qualifications in general, aspects of specific qualifications or our quality assurance policies and procedures, visit our website where a lot more information is available.

If you cannot find what you are looking for on our website, please call or email our customer support team:

Telephone: 0117 314 2800
Email: contactus@innovateawarding.org

"We work with a wide variety of organisations such as employers, training providers, FE colleges and Sector Skills Councils and develop off-the-shelf, customised and bespoke qualifications."

Qualification summary

Qualification Accreditation Number (QAN)	600/4582/6
Qualification review date	30th June 2017
Guided Learning Hours (GLH)	Minimum 105 hours
Total Qualification Time (TQT)	150 hours
RQF level	2
Qualification credit value	15 credits
Minimum credits at/above level	9 credits
Assessment requirements	Portfolio of Evidence

This qualification is internally assessed and internally quality assured by Centre staff and externally quality assured by Innovate Awarding External Quality Advisors (EQAs). |
| **Aims and objectives of the qualification** | The Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) (RQF) is a work based qualification designed to enable Learners to develop the underpinning skills, knowledge and understanding required to work in the hospitality industry in a variety of roles |
| **Entry guidance** | There are no formal entry requirements for this qualification.

This qualification is suitable for those who work within the hospitality sector.
It provides Learners with an opportunity to demonstrate their competence in a wide range of job roles. |
| **Progression opportunities** | Learners who achieve this qualification could progress into or within employment as hospitality staff in roles such as waiting staff, catering assistant or reception staff, and/or continue their study in the same or related vocational area.

On completion of this qualification, Learners may progress to:
• IAO Level 2 NVQ Diploma in Hospitality Services (RQF)
• IAO Level 3 Award in Hospitality Supervision and Leadership Principles (RQF) |

Funding	• IAO Level 3 NVQ Diploma in Hospitality Supervision and Leadership (RQF)
	For details on eligibility for government funding please refer to the following websites:
	http://www.education.gov.uk/section96/
	https://www.gov.uk/government/organisations/education-and-skills-funding-agency

Innovate Awarding

When you work with Innovate Awarding, you're working with an awarding organisation that sets itself apart – a dynamic company with a collaborative approach to doing business. We're consultative and innovative…everything that our customers say they want an awarding organisation to be.

We're easy to work with, committed and passionate about exceeding our customers' expectations. We're not tied down by bureaucracy and red tape and can think outside the box and respond quickly to our customers' needs.

We have a Performance Pledge that details guaranteed response times. Copies of these can be found on our website www.innovateawarding.org

Feedback

Your feedback is very important to us. We're always open to suggestions when it comes to enhancing and improving our services, products and systems. Email us at contactus@innovateawarding.org or call us on 0117 314 2800.

Complaints

If we do get things wrong, we'll make every effort to resolve your issues quickly and efficiently. If you'd like to raise a formal complaint then we recommend you read our Complaints Procedure which can be found on our website.

Fees

Our fees structure is transparent and straightforward. Our fees are published on our website in a clear format with no hidden charges. Unlike other awarding organisations, we do not charge an annual centre fee. Visit our website to compare our fees.

Enquiries and appeals

We recognise that sometimes decisions are made that a centre (or learner) may wish to appeal. We have an Enquiries and Appeals Policy and Process on our website that sets out guidelines on grounds for appeal and the process.

Data Protection

Innovate Awarding takes the protection of data seriously; we have a data protection statement outlining how we and our centres, comply with the current legislation on data protection. This statement can be found on our website.

Equality and Diversity

Innovate Awarding is committed to giving everyone who wants to gain one of our qualifications an equal opportunity of achieving it in line with current UK legislation (Equality Act 2010) and EU directives.

Centres are required, as conditions of approval, to use an equality and diversity policy that works together with ours and that they maintain an effective complaint and appeals process. We expect centres to tell learners how to find and use their own equality and diversity and appeals processes. For information, please visit our website.

Reasonable Adjustment and Special Consideration

All learners must be treated fairly and equally and be given every opportunity to achieve our/the qualifications. A copy of our policy on Reasonable Adjustments and Special Considerations, and application form, can be found on our website.

Malpractice and Maladministration

Innovate Awarding has a responsibility to do everything it can to prevent any malpractice or maladministration from occurring, and where it has already occurred, ensuring action is taken proportionate to the gravity and scope of the occurrence.

A copy of our policy and procedure on Malpractice and Maladministration is available on our website.

Recognition of Prior Learning (RPL)

RPL recognises how the contribution of a learner's previous experience could contribute to a qualification or unit. Innovate Awarding have produced guidance on RPL and this can be found within our Information and Guidance for Centres on our website

Please note the above is not a comprehensive guide to running IAO qualifications. Once approved centres must adhere to the Centre Agreement and Information and Guidance for Centres.

The Regulated Qualifications Framework (RQF)

What is the RQF?

The Regulated Qualifications Framework (RQF) is an Ofqual regulated system of cataloguing qualifications. Qualifications on the RQF can be found by their size or level. Qualifications at a given level can differ depending on their content and purpose.

All of Innovate Awarding's qualifications are on the RQF.

Qualification Level

The level reflects the challenge or difficulty of the qualification. There are eight levels of qualification from 1 to 8, supported by three "Entry" levels.

Qualification Size

The size of a qualification reflects the estimated total amount of time it would take the average learner to study and be assessed. The size of a qualification is expressed in terms of Total Qualification Time (TQT). The time spent being taught or supervised, rather than studying alone, is the Guided Learning Hours (GLH).

Qualifications can sit at different levels, but require similar amounts of study and assessment. Similarly, qualifications at the same level can take different amounts of time to complete.

Credit values

Every unit and qualification on the RQF has been given a credit value, which denotes the number of credits that will be awarded to each candidate who successfully completes the unit or qualification.

- **1** credit represents **10** notional learning hours

Notional learning hours represent the amount of time a learner is expected to take, on average, to complete the learning outcomes of the unit to the standard required within the assessment criteria. It is important to note that notional learning hours is not the same as guided learning hours (GLH). GLH represents the hours during which a tutor or trainer is present and contributing to the learning process. Notional learning hours represents the hours which are needed to successfully cover all the learning required to achieve the unit, either guided or independently.

RQF terminology

Whilst the evidence outcomes required from RQF and NVQ units are the same, the RQF units use different terminology to the NVQ units. The assessment criteria for NVQ units are 'what you must do' and 'what you must know' whereas the RQF units are all 'the Learner can' or 'the Learner is able to'.

Rules of Combination (RoC)

Every qualification on the RQF is structured through Rules of Combination. Rules of Combination are important because they define the number of credits which need to be achieved and where these credits must come from in order for a Learner to achieve the qualification. Rules of Combination also state what the potential is for Learners who wish to transfer credits between qualifications and awarding bodies.

Qualification structure

Candidates must achieve 15 credits in total. 7 credits from the Mandatory group A, at least 6 credits from Optional group B and the remaining credits from Optional groups B or C.

The total Guided Learning Hours (GLH) for this qualification is 105 to 141 hours.

Unit structures

Mandatory Units are listed below. For detailed information on Optional Units, please contact Innovate Awarding by telephone or email:

Telephone: 0117 314 2800
Email: contactus@innovateawarding.org

Mandatory units group A

Unit ref	Unit title	Level	Credit value	GLH
R/600/0615	Safe, hygienic and secure working environments in hospitality	1	2	16
Y/600/0616	Effective teamwork	1	2	19
D/600/0617	Giving customers a positive impression	2	2	18
T/600/1059	Principles of customer service in hospitality, leisure, travel and tourism	2	1	10

Optional units group B

Unit ref	Unit title	Level	Credit value	GLH
H/502/0132	Food safety in catering	2	1	9
F/600/0626	Preparation and clearing of service areas	2	3	26
T/600/0624	Service of food at table	2	1	10
J/600/0627	Service of alcoholic and non-alcoholic drinks	2	1	10
L/600/0631	Cleaning and servicing of hospitality areas	2	2	16
R/600/0629	Chemicals and equipment used for cleaning in the hospitality industry	2	2	15
J/600/1082	Maintain housekeeping supplies	2	1	10
M/600/1092	Provide a linen service	2	1	10
D/600/0620	Arrival of customers	2	1	7
F/600/1078	Dealing with bookings	2	1	10
H/600/0621	Departure of customers	2	1	7
A/600/1080	Handle mail and book external services	2	1	10

L/600/1133	Dealing with payments	2	1	9
A/502/8298	Principles of providing a silver service	2	1	8
A/502/8317	Principles of resolving customer service problems	2	2	10
D/502/8309	Principles of preparing and serving hot drinks using specialist equipment	2	2	10
D/502/8312	Principles of storing and retrieving information	2	2	10
F/502/8285	Principles of producing basic pasta dishes	2	2	5
H/502/8294	Principles of producing basic vegetable dishes	2	1	9
H/502/8313	Principles of completing kitchen documentation	2	1	7
H/502/8327	Principles of preparing and serving dispensed and instant hot drinks	2	1	6
J/502/8319	Principles of cleaning drink dispense lines	2	2	12
K/502/8281	Principles of producing basic fish dishes	2	1	9
K/502/8314	Principles of maintaining customer service through effective handover	2	2	15
M/502/8265	Principles of preparing and serving wines	2	2	15
M/502/8296	Principles of providing a buffet and carvery service	2	1	6
M/502/8301	Principles of cleaning and protecting floors, carpets and soft furnishings	2	2	12
M/502/8315	Principles of receiving, storing and issuing drinks stock	2	1	6
R/502/8260	Principles of preparing and clearing areas for table service	2	2	15
R/502/8291	Principles of producing basic rice, pulse and grain dishes	2	1	8
R/502/8307	Principles of maintaining cellars and kegs	2	2	12
T/502/8316	Principles of setting up and closing the kitchen	2	1	7

Y/502/8308	Principles of preparing and serving cocktails	2	1	8
Y/502/8311	Principles of promoting additional services or products to customers	2	2	10
Y/502/8325	Principles of carrying out periodic room servicing and deep cleaning	2	2	15

Optional units group C

Unit ref	Unit title	Level	Credit value	GLH
D/502/8326	Principles of cleaning windows from the inside	1	1	6
T/502/8297	Principles of providing a counter and takeaway service	1	1	6
L/502/8256	Principles of collecting linen and making beds	1	1	8

Title:	R/600/0615 Safe, hygienic and secure working environments in hospitality
Level:	1
Credit value:	2
GLH	16

Learning outcome The learner will:	Assessment criteria The learner can:
1. Know their personal responsibilities under the Health and Safety at Work Act	1.1 State personal responsibility for health and safety when in the workplace 1.2 Identify the importance of following safety procedures in the workplace 1.3 State reporting procedures in the case of personal illness
2. Know why it is important to work in a safe and hygienic way	2.1 State why it is important to maintain good personal hygiene 2.2 State why correct clothing, footwear and headgear should be worn at all times 2.3 State why, and to whom, accidents and near accidents should be reported. 2.4 Describe safe lifting and handling techniques that must be followed 2.5 State why it is important to report all unusual/non-routine incidents to the appropriate person
3. Know about hazards and safety in the workplace	3.1 Identify the types of common hazards found in the workplace 3.2 Identify types of emergencies that may happen in the workplace 3.3 Describe why first aid procedures should be in place 3.4 Identify possible causes of fire in the workplace 3.5 Describe Fire Safety procedures 3.6 Describe security procedures

Additional information about this unit

N/A

Unit aim (s)	This unit has been written to cover the knowledge relating to the basic health, hygiene, safety and security, which they can apply in a hospitality environment
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit and relevant national occupational standards	1GEN1

Title:	Y/600/0616 Effective teamwork
Level:	1
Credit value:	2
GLH	19

Learning outcome The learner will:	Assessment criteria The learner can:
1. Know how to organise their own work	1.1 State the order of work to complete a task 1.2 Describe situations when it is appropriate to ask for help 1.3 Describe situations when it is appropriate to help and support others 1.4 State the importance of working to deadlines 1.5 State why it is important to follow instructions accurately 1.6 State the importance of keeping work areas clean and tidy
2. Know how to support the work of a team	2.1 State the benefits of helping team members 2.2 State the importance of passing information to the relevant people 2.3 State the importance of clear communication 2.4 Describe ways to maintain good working relationships in a team 2.5 State problems in working relationships that should be reported to line managers
3. Know how to contribute to their own learning and development	3.1 List benefits of self-development 3.2 State the importance of feedback from team members 3.3 Describe how a learning plan could improve aspects of work 3.4 List types of activities that help learning

Additional information about this unit

N/A

Unit aim (s)	This unit will provide learners with the knowledge to make useful contributions to the work of a team
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit and relevant national occupational standards	1GEN4

Title:	**D/600/0617 Giving customers a positive impression**
Level:	**2**
Credit value:	**2**
GLH	**18**

Learning outcome The learner will:	Assessment criteria The learner can:
1. Know how establish positive relationships with customers	1.1 Identify the importance of correct appearance and behaviour 1.2 Describe the importance of recognising customer needs and expectations 1.3 State the importance of product knowledge when relating to customers 1.4 Identify signs of when a customer is angry or confused
2. Understand why organisations have standards and procedures	2.1 Describe the legal frameworks by which organisations provide goods and services to customers 2.2 State the importance of contractual agreements that customers have with organisations 2.3 State the importance of codes of practice and standards that affect the way products and services are delivered to customers
3. Know how to communicate information to customers	3.1 State why there are limits to an individual's responsibilities when dealing with customers 3.2 State the importance of clear, polite and confident communication 3.3 Identify different methods of communication 3.4 Describe when the different methods of communication are used
Additional information about this unit N/A	

Unit aim (s)	This unit will give learners the knowledge to communicate with customers and give a positive impression of themselves and an organisation
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit should be assessed against People 1st assessment strategy and evidence requirements which can be found at www.people1st.co.uk
Details of the relationship of the unit and relevant national occupational standards	2GEN1, 2R1, 2R2, 2FS2

Title:	T/600/1059 Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
Level:	2
Credit value:	1
GLH	10

Learning outcome The learner will:	Assessment criteria The learner can:
1. Understand the importance to the organisation in providing excellent customer service in the hospitality, leisure, travel and tourism industries	1.1 Describe the role of the organisation in relation to customer service 1.2 Identify the characteristics and benefits of excellent customer service 1.3 Give examples of internal and external customers in the industries 1.4 Describe the importance of product knowledge and sales to organisational success 1.5 Describe the importance of organisational procedures for customer service.
2. Understand the role of the individual in delivering customer service in the hospitality, leisure, travel and tourism industries	2.1 Identify the benefits of excellent customer service for the individual 2.2 Describe the importance of positive attitude, behaviour and motivation in providing excellent customer service 2.3 Describe the importance of personal presentation within the industries 2.4 Explain the importance of using appropriate types of communication 2.5 Describe the importance of effective listening skills.
3. Understand the importance of customers' needs and expectations in the hospitality, leisure, travel and tourism industries	3.1 Identify what is meant by customer needs and expectations in the industries 3.2 Identify the importance of anticipating and responding to varying customers' needs and expectations 3.3 Describe the factors that influence the customers' choice of products and services 3.4 Describe the importance of meeting and exceeding customer expectations 3.5 Describe the importance of dealing with complaints in a positive manner

	3.6 Explain the importance of complaint handling procedures.
Additional information about this unit N/A	
Unit aim (s)	This unit will provide the introductory knowledge to customer service in the hospitality, leisure, travel and tourism sector. The unit will be appropriate for staff engaging with internal and/or external customers.
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit should be assessed against People 1st assessment strategy and evidence requirements which can be found at www.people1st.co.uk
Details of the relationship of the unit and relevant national occupational standards	N/A