



NCFE LEVEL 2 CERTIFICATE IN HOSPITALITY AND CATERING PRINCIPLES (HOSPITALITY SERVICES)

Aims and objectives of this qualification:

This qualification is designed for those who already work in, wish to return to or wish to work in the hospitality sector.

This qualification aims to:

Help learners develop the knowledge, skills and understanding in areas such as maintaining a safe, hygienic and secure working environment, working effectively as part of a hospitality team, maintaining food safety in a catering environment and knowledge of the principles of producing basic dishes.

The objective of this qualification:

To help learners to develop the knowledge, skills and understanding needed for working within the hospitality industry.

There are nine units covered on this course:

- **Unit 1:** Safe, Hygienic and Secure Working Environments in Hospitality
- **Unit 2:** Effective Teamwork
- **Unit 3:** Giving Customers a Positive Impression
- **Unit 4:** Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
- **Unit 5:** Food Safety in Catering
- **Unit 6:** Principles of Cleaning and Servicing of Hospitality areas
- **Unit 7:** Dealing with bookings
- **Unit 8:** Principles of Resolving Customer Service Problems
- **Unit 9:** Principles of Storing and Retrieving Information

Entry Requirements:

This qualification is open to candidates or customers who are 19+ and who are in receipt of one of the following benefits: **JSA, Universal Credit, ESA WRAG, Income Support.**

Candidates will also be required to undertake a Literacy Assessment in order to ascertain their competency (usually Level 1 Literacy) with regards to completing a portfolio of work successfully.

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**HS
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Assessment:

The **NCFE Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)** is internally assessed and externally quality assured.

Assessment is the process of measuring a learner's skill, knowledge and understanding against the standards set in the qualification.

Each learner must create a portfolio of work providing evidence generated from appropriate assessment tasks which demonstrates achievement of all the learning outcomes associated with each unit.

Delivery:

Usually delivered as a classroom-based course, the Hospitality & Catering Course is currently being offered to groups as an interactive online tutor-led programme. HSDC will resume classroom-based courses once it is safe to do so.

Further Information:

Employment Support
HSDC
employability@hsrc.ac.uk
www.hsrc.ac.uk/employment-support