

Level 3 NVQ Diploma in Hospitality Supervision and Leadership

Qualification Ref: 600/0861/1

- The Course is available through electronic learning or paper-based portfolio.
- The average course is 9 – 12 months.
- The maximum number of workplace visits will be one visit per calendar month.

Achievement

To achieve a Level 3 NVQ Diploma in Hospitality Services, you must complete a minimum of 37 credits. This comprises of;

- All of the mandatory units in section A (23 credits)
- A minimum of 4 credits from Optional Units section B
- The remaining credits can come from Section B or C

Activities undertaken – do you

		often	Sometimes	Never	Examples from job	Learning support required	Comments/ Action
SECTION A MANDATORY UNITS							
401	Set objectives and provide support for team members (5 credits)						
402	Develop working relationships with colleagues (3 credits)						
403	Contribute to the control of resources (4 credits)						
404	Maintain the health, hygiene, safety and security of the working environment (4 credits)						
405	Lead a team to improve customer service (ICS42) (7 credits)						
SECTION B OPTIONAL UNITS							
407	Supervise food production operations (4 credits)						
408	Supervise functions (5 credits)						
410	Supervise food services (4 credits)						
411	Supervise drinks services (4 credits)						
417	Supervise housekeeping services (4 credits)						
420	Supervise portering and concierge services (4 credits)						
421	Supervise reception services (5 credits)						
422	Supervise reservations and bookings services (5 credits)						

SECTION C OPTIONAL UNITS							
406	Contribute to promoting hospitality products and services (5 credits)						
409	Contribute to the development of recipes and menus (4 credits)						
412	Supervise off-site food delivery service (4 credits)						
413	Supervise cellar and drink storage operations (5 credits)						
414	Manage the receipt, storage or dispatch of goods (3 credits)						
415	Supervise the wine store/cellar and dispense counter (5 credits)						
416	Supervise vending service (5 credits)						
418	Supervise linen services (4 credits)						
419	Monitor and solve customer service problems (6 credits)						
423	Improve the customer relationship (ICS 26) (7 credits)						
424	Support learning and development within own area of responsibility (5 credits)						
425	Supervise the use of technological equipment in hospitality services (4 credits)						
426	Supervise practices for handling payments (4 credits)						
427	Contribute to the development of a wine list (5 credits)						
428	Manage the environmental impact of work activities(MSC Eg) (5 credits)						
429	Contribute to the selection of staff for activities (5 credits)						
430	Ensure food and safety hygiene practice are followed in the preparation and serving of food and drink (5 credits)						
431*	Lead and manage meetings (4 credits)						
432	Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector (2 credits)						
531**	Lead and manage meetings (4 credits)						

* Learners registered before 1st July 2017 should use this unit.

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