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Qualification Specification

Highfield Level 3 Diploma for Hospitality Supervisors (RQF)

Qualification Number: 603/3016/8

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Level 3 Diploma for Hospitality Supervisors (RQF)

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

Qualification regulation and support

The Highfield Level 3 Diploma for Hospitality Supervisors (RQF) is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is an English qualification framework regulated by Ofqual. It is also suitable for delivery in Wales and is regulated by Qualifications Wales.

Key facts

Qualification number:	603/3016/8
Learning aim reference:	60330168
Credit value:	37
Assessment method:	Portfolio of evidence
Guided learning hours (GLH):	270
Total qualification time (TQT):	370

Qualification overview and objective

The Level 3 Diploma for Hospitality Supervisors (RQF) has been designed to map to the knowledge and skills of the Hospitality Supervisor Apprenticeship Standard. The standard is available below:

https://www.gov.uk/government/publications/apprenticeship-standard-hospitality-supervisor

The qualification allows learners to broaden their existing knowledge and gain important supervisory and management skills, helping them to take on more responsibility.

The objective of this qualification is to support a role in the workplace, giving learners employed in hospitality roles the opportunity to learn and evidence their knowledge and competency either as part of an apprenticeship or as a stand-alone qualification.

There are 7 pathways available to learners for this qualification (of which **1** must be selected), including:

- food and beverage supervisor
- bar supervisor
- housekeeping supervisor
- concierge supervisor
- front office supervisor
- events supervisor
- hospitality outlet supervisor

For more information on how this qualification maps to the hospitality supervisor standards, please see the hospitality supervisor mapping document available in the download section in the members' area of the Highfield Qualifications website.

Entry requirements

It is advised that learners have a level 2 in English and numeracy before enrolling on to this course.

This qualification is approved for delivery to learners aged 16+.

Please see 'Guidance on Delivery' section for information regarding the restriction of learners aged under 18 selecting units concerned with serving alcoholic beverages.

Centre requirements

There are no specific requirements for the centre as long as each learner's workplace is suitably equipped for the chosen units to be delivered and assessed.

Guidance on delivery

The total qualification time for this qualification is 370 hours and of this 270 hours are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

Supervising bar operations pathway restrictions for learners aged 16 and 17:

Please note, the unit contained within the bar operations pathway of this qualification requires learners to serve and supervise the service of alcoholic beverages. Centres must ensure learners below the age of 18 **do not** select this pathway as part of their qualification. It is illegal for learners below the age of 18 to serve alcohol to customers. Please see Appendix 1 for the full qualification structure and the alternative pathways available.

Guidance on assessment

This qualification is assessed through completion of a portfolio of evidence, which will be internally quality assured by the centre. EQS (external quality support) visits from Highfield will also take place until direct claim status is achieved. A portfolio of evidence gives centres flexibility in how individual assessment criteria are assessed. Additional guidance is included at the bottom of each unit suggesting how assessment criteria can be assessed. Suggested paperwork is available from the Highfield Qualifications website in the assessment pack. If a centre would like to use alternative paperwork, this must be sent to the Quality Support team for approval before commencement of the course.

All assessment criteria in learners' selected units must be met for learners to achieve the qualification. Following the assessment, a list of results will be provided to the centre contacts stating whether learners have passed or failed. Certificates for those who are successful will be dispatched for distribution by the centre contacts.

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.

Guidance on quality assurance

Highfield Qualifications requires centres to have in place a robust mechanism for internal quality assurance. Internal quality assurance must be completed by an appropriately qualified person and that person must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring.

Highfield Qualifications will support centres by conducting ongoing engagements to ensure and verify the effective and efficient delivery of the qualification.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing a learner for assessment. For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) Policy in the members' area of Highfield Qualifications' website. This policy should be read in conjunction with this specification and all other relevant Highfield documentation.

Assessor requirements

Highfield Qualifications recommends nominated assessors for this qualification meet the following:

- have current, relevant occupational expertise and knowledge that has been gained through 'hands-on' experience in the industry and is suitable to the pathway being assessed
- hold (or be working towards) a recognised assessing qualification, which could include any of the following:
  - Highfield Level 3 Award in Assessing Competence in the Work Environment (RQF)
  - Highfield Level 3 Certificate in Assessing Vocational Achievement (RQF)
  - A1 Assess Learner Performance Using a Range of Methods
  - D32 Assess Learner Performance and D33 Assess Learner Using Different Sources of Evidence
- maintain appropriate continued professional development for the subject area

Internal quality assurance (IQA) requirements

Highfield Qualifications recommends nominated IQAs for this qualification meet the following:

- have current, relevant occupational expertise and knowledge that has been gained through 'hands-on' experience in the industry and is suitable to the pathway being quality assured
- hold (or be working towards) a recognised internal quality assurance qualification, which could include any of the following:
  - Highfield Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (RQF)
  - Highfield Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (RQF)
  - D34 or V1 verifier awards
- maintain appropriate continued professional development for the subject area

Countersigning strategy

While it is a minimum requirement for centres to have the appropriately qualified workforce in place, it is understood that centres may have new personnel who are working towards those requirements. During this period, centres are required to have a robust countersigning strategy in place that supports and validates unqualified assessment/quality assurance decisions, until the point where they meet the requirements as detailed above.

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.

Progression opportunities

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Highfield Level 4 Award in Health and Safety in the Workplace (RQF)
- Highfield Level 4 Award in Managing Food Safety in Catering (RQF)

Useful websites

- http://www.people1st.co.uk
- https://www.food.gov.uk
- https://www.gov.uk/government/collections/apprenticeship-standards

Appendix 1: Qualification structure

There are 7 pathways available to learners for this qualification (of which **1** must be selected), including:

- food and beverage supervisor
- bar supervisor
- housekeeping supervisor
- concierge supervisor
- front office supervisor
- events supervisor
- hospitality outlet supervisor

To complete the Highfield Level 3 Diploma for Hospitality Supervisors (RQF), learners must complete the following (totaling 37 credits):

- **all units** contained within the mandatory group totaling 30 credits
- **1 pathway unit** from optional group A totaling 7 credits

Mandatory Group

Learners must achieve **all units** in this group.

Unit reference	Unit title	Level	GLH	Credit
L/616/9113	Supervising business operations within the hospitality industry	3	50	7
D/616/9116	Supervising teams within the hospitality industry	3	60	8
M/616/9119	Supervising customer service within the hospitality industry	3	60	8
A/616/9124	Leadership and management within the hospitality industry	3	50	7

Optional Group A

Learners must achieve **1 unit** from this group depending on the pathway they have selected.

Unit reference	Pathway	Unit title	Level	GLH	TQT
R/616/9128	Food and Beverage Supervisor	Supervising food and beverage related activities within the hospitality industry	3	50	7
Y/616/9129	Bar Supervisor	Supervising bar operations within the hospitality industry	3	50	7
L/616/9130	Housekeeping Supervisor	Supervising housekeeping activities within the hospitality industry	3	50	7
Y/616/9132	Concierge Supervisor	Supervising concierge services within the hospitality industry	3	50	7
D/616/9133	Front Office Supervisor	Supervising front office activities within the hospitality industry	3	50	7

H/616/9134	Events Supervisor	Supervising events within the hospitality industry	3	50	7
K/616/9135	Hospitality Outlet Supervisor	Supervising outlets within the hospitality industry	3	50	7

Appendix 2: Qualification content

Unit 1: Supervising business operations within the hospitality industry

Unit number: L/616/9113
Credit: 7
GLH: 50
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
1. Understand the financial operations of hospitality businesses	1.1 Explain key performance indicators that support business profitability 1.2 Explain techniques and opportunities for increasing sales and meeting financial targets 1.3 Explain types of data that inform the cost of resources 1.4 Explain how to source and use financial information relating to own area of work 1.5 Explain where wastage and energy loss occurs and how to encourage a culture to minimise this
2. Be able to operate within budgets	2.1 Apply methods of financial control according to the style of the business 2.2 Apply recommended techniques to meet or exceed financial targets 2.3 Conduct operations in a way that minimises the risk of financial loss
3. Understand how to identify and make improvements to products, services and procedures	3.1 Explain how to review qualitative feedback collated from the team and customers and use the information to improve products or services 3.2 Explain how to carry out SWOT analysis and use the information to make improvements
4. Understand how to identify, plan for and minimise risks to the business and service	4.1 Explain the process of risk assessment and how implementation of controls minimises risks to the business and service 4.2 Explain how to identify trends in levels of demand which influence resource requirements
5. Be able to take appropriate action to minimise disruption and risk and improve the quality of the service	5.1 Analyse risks and apply controls to minimise them 5.2 Monitor service in order to identify, establish the cause and isolate matters of concern 5.3 Intervene in matters of concern in order to minimise disruption and risk to staff and customers

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
	5.4 Provide support to manager and training to the team to address potentially difficult situations 5.5 Monitor work areas and quality of service and take action where areas for improvement are identified 5.6 Set targets and objectives for day to day operations and performance improvement 5.7 Make recommendations for business improvements

Amplification / Indicative content
A.C. 1.2 Candidates should define financial targets **A.C 1.3** Candidates should reference a range of resources. These may include: • staff • commodities • energy **A.C. 2.1** Candidates should explain the procedures the organisation has in place to manage, track and report on financial data, resources and transactions. Methods of financial control may include cash flow and income statements, budget sheets, Profit and Loss sheets (P&L), and accounting systems. **A.C 2.3** Candidates should utilise a range of methods to minimise financial loss, including resource control and other methods to enhance sales, reduce costs and minimise wastage for the business while delivering customer service **A.C. 3.1** Qualitative feedback – subjective, descriptive feedback obtained, for example, through in person discussion, comment cards, questionnaires, internet sites and social media (Trip Advisor, Facebook, Twitter). Feedback could be from internal or external customers. **A.C. 3.2** Candidates should refer to SWOT analysis as an individual **and** for a team **A.C. 5.1** Candidates should consider relevant legislation when analysing risks and controls where appropriate. **A.C. 5.5** Candidates should ensure that the action they take to deal with any problems is prompt and effective

Unit 2: Supervising teams within the hospitality industry

Unit number: D/616/9116
Credit: 8
GLH: 60
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand how to organise and work with hospitality teams to meet customer demand and support business objectives	1.1 Outline the vision, values and targets of the business 1.2 Explain how work objectives are agreed and the benefits they bring to individuals and the business 1.3 Explain the roles and responsibilities of team members 1.4 Explain how objectives of the business relate to role of own team 1.5 Summarise how own roles and responsibilities impact on team goals 1.6 Explain how teamwork supports the achievement of vision, values and targets 1.7 Describe the implications of team members not working together 1.8 Explain variations in the level of staffing resources required to meet customer needs and business objectives
2. Be able to organise teams and set objectives to meet customer demand and achieve results	2.1 Plan and organise the team to meet business and customer needs 2.2 Set targets and individual objectives which benefit team members and the business 2.3 Ensure team members are informed of objectives 2.4 Monitor and support team to ensure objectives and targets are met
3. Understand how to motivate teams to work in accordance with business requirements	3.1 Compare techniques used to motivate teams 3.2 Describe methods of communication used within the context of a team and the circumstances in which they are applied 3.3 Compare the impact of communication methods on team motivation
4. Be able to apply methods of communication that achieve results and take action to limit communication shortcomings within teams	4.1 Determine when and how to communicate matters that impact on business objectives 4.2 Communicate information to allow team members to operate the hospitality service efficiently 4.3 Participate in the planning and delivery of team meetings using communication methods as required

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
	4.4 Liaise with colleagues and other departments to ensure the achievement of business and team objectives 4.5 Adapt communication according to the needs of the individual 4.6 Identify disagreements between colleagues and address them in a way that minimises impact on others
5. Understand how to manage personal development and performance of team members	5.1 Explain the benefits of performance improvement to the individual and the business 5.2 Explain how to identify learning needs of the team to improve performance 5.3 Explain why fulfilling agreements to teams with regard to support, training and development is important
6. Be able to support team members to maximise potential in their role and identify opportunities for development	6.1 Work with the team to identify and plan development or training opportunities 6.2 Provide feedback to improve performance by monitoring and reviewing service 6.3 Encourage team members to maximise the use of abilities 6.4 Review and evaluate the impact and effectiveness of development or training undertaken

Amplification/Indicative content
A.C. 1.1 Vision, values and targets of the business should include those for overarching business and own area of responsibility. Candidate should understand and focus on the importance of providing the best service for customers in hospitality businesses. **A.C. 1.6** Candidate should reference ways in which teams work together, interact and provide support to each other to meet business objectives and should also understand the link between team dynamic and success **A.C. 2.2** Targets and objectives should be challenging but realistic. **A.C. 3.1** Candidates should consider how techniques can be used in their own role to drive motivation. Candidates may refer to techniques such as setting clear objectives and monitoring progress, providing supportive feedback, providing opportunity for self-development, recognising and rewarding successes. **A.C. 4.2** Candidates should communicate accurately and clearly information relevant to efficient hospitality service **A.C. 4.4** Candidates should select the method and timing of communication appropriately

A.C. 4.6 Candidates responses to colleague disagreements should have a limited impact on the wider team, customers and business

A.C. 5.1 This should include how a personal development plan benefits individuals and businesses and how improving performance and maximising team members' potential helps drive the best results for the business (for example by improving effectiveness of staff members, improving productivity, increasing the amount and/or quality of the output).

A.C. 5.2 Candidates should refer to learning needs relating needs relating to both knowledge and skills

A.C. 5.3 Candidates should explain how support, training and development of teams can lead to the achievement of targets and objectives

A.C. 6.1 Candidates should ensure plans are realistic and challenging

A.C. 6.2 Candidates should give feedback to the team at appropriate times and in an appropriate manner

A.C 6.3 This should include encouraging team members to realise opportunities to develop skills and learn

A.C. 6.4 Candidates should include impact on service and team performance as well as on individual

Unit 3: Supervising customer service within the hospitality industry

Unit number: M/616/9119
Credit: 8
GLH: 60
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand how customer profiles are used to increase the profitability of a business	1.1 Summarise examples of customer profiles at the business 1.2 Explain how the organisation builds customer profiles 1.3 Explain why the information provided by customer profiles is important to the business 1.4 Explain why repeat business is important 1.5 Explain methods to encourage customer loyalty
2. Understand how to support sales and marketing activities to achieve business objectives and brand standards	2.1 Compare the position of the business in the market with competitors 2.2 Outline the product and brand standards of the business 2.3 Explain why business and brand standards are important in relation to products or services offered in own area 2.4 Explain where to find information regarding products and service provision and the importance of keeping up to date 2.5 Describe how to promote products and services to achieve business objectives 2.6 Summarise the marketing and sales activities of the business 2.7 Explain how to support marketing and sales activities to achieve business objectives
3. Be able to coordinate and support teams to meet customer needs in accordance with business and brand standards	3.1 Deliver customer service in accordance with business and brand standards 3.2 Ensure the team utilises opportunities for positive customer interaction 3.3 Make use of customer profiles to ensure that customer needs are met 3.4 Provide customers with options that exceed expectations 3.5 Encourage a team to solve customer problems within clear limits of authority 3.6 Support the team to deliver excellent customer service
4. Be able to implement sales and marketing strategies in own area of responsibility	4.1 Ensure the team have the information, techniques and resources required to implement the sales and marketing strategy

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
	4.2 Implement sales and marketing activities for products or services supporting business objectives 4.3 Make suggestions to improve the customer experience of sales and marketing activities in own are of responsibility
5. Be able to promote the business brand effectively	5.1 Interact with customers and the team to ensure their understanding of the vision, values and brand of the business 5.2 Use and provide services, products and techniques that deliver brand standards 5.3 Carry out activities in a way that promotes the value of the business and brand standards
6. Understand how technologies support the delivery of hospitality products and services	6.1 Summarise the technologies that are commonly used to support the delivery of hospitality products and services 6.2 Describe how the technology used in a business area supports hospitality service 6.3 Explain how to respond to technology failures
7. Be able to use available technology effectively in all work activities	7.1 Use the technologies available in the work place effectively 7.2 Follow procedures and instructions when using technology to ensure the safety of self and others

Amplification/Indicative content
A.C 1.1 Customer profiles – i.e. types or profiles that represent a typical customer that uses a product or service. Profiles are based on customer research into what type of goals or characteristics different groups of customers may share and how they prefer to spend their money. **A.C. 1.3** Candidates should reference how customer profiles help the business to meet customer needs and exceed expectations in a way which is profitable and in accordance with business or brand standards **A.C. 5.2** Candidates should ensure that they consistently maintain the highest standards **A.C. 6.1** Candidates should reference knowledge of technologies used in own business area and show a general awareness of technology commonly used in the industry. Technologies may include, for example, booking and payment systems, online bookings, smartphone apps, email confirmations, guest pagers, wait call pagers. **A.C. 6.3** Candidates should know who to contact if technology fails **A.C. 7.1** Candidates should use technology effectively, safely and efficiently

Unit 4: Leadership and management within the hospitality industry

Unit number: A/616/9124
Credit: 7
GLH: 50
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand how leadership styles and supervisory management skills are applied in the hospitality industry	1.1 Explain theories, models and styles of leadership and supervisory management skills 1.2 Explain how to select and apply a style of leadership or supervisory management skill according to the situation 1.3 Explain the effect that leadership styles and supervisory management skills have on the team, business area and organisation
2. Understand how to work with others with consideration of their needs, backgrounds and equality legislation	2.1 Explain why it is important to work fairly with others regardless of differences in culture, ability and background 2.2 Explain the implications of diversity and equality legislation on the business 2.3 Explain why it is important to understand and follow business policies relating to equality and diversity 2.4 Explain the implications of demographics of customers, staff and the local area for business products and services
3. Understand legislative requirements and their application to standard business operating procedures	3.1 Explain how businesses adhere to legislation, regulations and codes of practice 3.2 Explain how to apply legislative requirements to own job role and those of the team 3.3 Explain how to ensure that staff adhere to an organisation's procedures and standards for service and customer care 3.4 Explain how to respond to breaches of legislation, regulation and codes of practice 3.5 Describe the implications of failing to comply with legislation
4. Be able to apply leadership styles and supervisory management skills according to the business and situation	4.1 Apply leadership styles and supervisory management skills according to the situation 4.2 Adapt leadership style according to the changing nature of the situation
5. Be able to monitor teams to ensure processes, procedures and work activities are	5.1 Ensure that the team understands the importance of and correctly follows business policies regarding equality and diversity 5.2 Follow procedures to ensure compliance at all times

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
followed in accordance with legislative and business requirements	5.3 Ensure staff have the skills, knowledge and resources required to carry out work activities in line with business and legislative requirements 5.4 Encourage staff to ask questions when information is not understood 5.5 Monitor the team to ensure that procedures, standards, conduct and presentation meet organisational requirements and standards 5.6 Monitor the team to ensure compliance with relevant legislation 5.7 Monitor and review procedures and communications to ensure the service meets the needs of customers and the business

Amplification/Indicative content
A.C. 1.1 Leadership styles, theories and models may include, for example, modern trait theory, behavioural theory, contingency theory, full range theory; leadership styles may include autocratic; democratic; transformational, laissez-faire, transactional **A.C. 1.2** Candidates should consider the people (e.g. behaviours, interests, backgrounds) involved in the situation **A.C. 2.4** Demographics – e.g. statistical characteristics of the local population, customers and/or staff, such as age, education, marital status, income level and disposable income, which can be used to identify and respond to markets **A.C. 3.1** Candidates should identify a range of legislation, regulations **and** codes of practice as relevant, how they relate to the business area, how they are obtained, kept up-to-date and incorporated into the organisation's procedures and standards **A.C. 3.4** Candidates should cover identifying and verifying whether a breach or failure has taken place and dealing with it, including correcting it where appropriate and reporting it all in accordance with organisational standards and procedures **A.C. 5.5** Candidates should ensure compliance is applied at all times **A.C. 5.6** Relevant legislation may include trades descriptions, equality and diversity, consumer rights, data protection and confidentiality, weights and measures, licensing and age-related sales, health and safety and food safety legislation

Unit 5: Supervising food and beverage related activities within the hospitality industry

Unit number: R/616/9128
Credit: 7
GLH: 50
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand the principles of menus, matching and trends relating to food and beverages	1.1 Summarise the different styles of menu and the information they include 1.2 Explain factors that impact on menu planning and design 1.3 Explain the benefits of menu knowledge, including dish composition 1.4 Describe the principles of food and beverage pairing 1.5 Describe where to access information relating to trends in food and beverages
2. Understand how to supervise the provision of an effective food and beverage service	2.1 Explain how and where to access information relevant to service 2.2 Explain how to brief the team on information relevant to service 2.3 Explain how customer service impacts on customer loyalty 2.4 Explain how products and services are promoted to achieve customer needs and business objectives 2.5 Outline legislation in relation to products and services
3. Be able to support and supervise the provision of accurate and useful menu information to customers in line with brand standards	3.1 Ensure the team have menus and dish information as required to deal with customer requests 3.2 Brief the team to ensure they utilise opportunities to provide information and menu recommendations to customers
4. Be able to prepare food and beverage service areas and ensure teams provide service as required	4.1 Supervise the preparation of food and beverage areas and related resources 4.2 Ensure that customer areas, promotional materials and menus are prepared 4.3 Monitor food and beverage service areas to ensure quality of service 4.4 Adhere to legislation in relation to products and services as required

Amplification/Indicative content
A.C. 1.1 Candidates should refer to menu design, layout and presentation for different styles of menu. Styles may include for example table d'hôte menu, á la carte menu, static menu, wine menu, dessert menu, du jour menu, fine dining, casual, fast casual, fast food, take away. **A.C. 1.2** Factors referenced may include, for example, facilities, staff and time available, cost implications, time of year and availability of ingredients, occasion, types of customer, complexity of cooking and skill requirement. **A.C. 1.3** Candidates should know the benefits of understanding the composition of dishes including ingredients, cooking methods and dietary needs **A.C. 1.4** Principles of food and beverage pairing may include for example, the complementary principle – e.g. light bodied wine to go with light dish; contrasting principle - e.g. selecting a wine that adds a contrasting flavour that works with the overall meal; acidic wines paired with acidic foods; wines high in tannins paired with meals containing fat; spicy food paired with sweeter or sparkling wines. **A.C. 1.5** Candidates should refer to only accessing information which is up to date and relating to current trends in food and beverages **A.C. 2.1** Candidates should cover up to date information relating to special requests that may impact on service, promotions, details on specials, dish content and product features **A.C. 2.2** Information relevant to service includes service requirements, special requests that may impact on service, promotions, details on specials, dish content and product features **A.C. 2.4** Candidates should reference current promotions **A.C. 2.5** Candidates must refer only to current legislation. Legislation may include trades description, consumer rights, weights and measures, licensing and age-related sales, health and safety and food safety related legislation **A.C. 3.1** Menus and promotional materials should be accurate and up to date. Candidates should know that information relevant to dealing with customer requests must be in accordance with brand standards, up to date and presented accurately **A.C. 4.1 and 4.2** Candidate preparation of resources should be timely and includes ensuring they are available, clean, sufficient, undamaged and ready for use **A.C. 4.3** Candidates should ensure quality of service is accurate, effective and in line with customer needs and brand standards

Unit 6: Supervising bar operations within the hospitality industry

Unit number: Y/616/9129
Credit: 7
GLH: 50
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand the principles of effective bar operations in line with brand standards and relevant legislation	1.1 Outline the requirements of licensing, weights, measures and trades description legislation in relation to own role 1.2 Explain why it is important that information given to staff and customers in relation to drinks is accurate 1.3 Summarise the techniques, equipment and service brand standard for pouring and serving drinks 1.4 Describe working practices for preparing kegs and gas for use 1.5 Explain how to identify potential conflicts involving customers 1.6 Explain how to respond to the concerns of customers 1.7 Explain how to respond to individuals suspected of being under the influence of drugs or excess alcohol
2. Understand the principles of monitoring storage, stock rotation and levels of demand	2.1 Outline ideal conditions of cellar security, temperature and environmental control 2.2 Explain why it is important to monitor cellar and beverage storage procedures and conditions relating to security, temperature and environmental control 2.3 Explain the principles of stock rotation including monitoring stock condition, dates and supply sufficient to meet demand 2.4 Describe how to identify trends in levels of demand which influence resource requirements
3. Be able to coordinate an effective bar service in line with brand standards and relevant legislation	3.1 Supervise the preparation of bar areas and related resources 3.2 Ensure that customer areas, promotional materials and menus are available, clean and correct 3.3 Monitor bar service areas to ensure quality of service 3.4 Monitor bar service to enable intervention in matters of concern
4. Be able to maintain and monitor cellar and beverage storage	4.1 Monitor cellar and beverage storage areas for cleanliness, condition, security and working order 4.2 Respond to incidents or discrepancies as required

Amplification/Indicative content
A.C. 1.2 Candidates should be aware of accuracy particularly in relation to drink strength, special offers and promotions **A.C. 1.3** Correct techniques, equipment and service brand standard to include understanding appropriate equipment, measures, glassware, temperatures, accompaniments and quality considerations in the service of different alcoholic beverages **A.C. 1.4** Candidates should be aware that working practices should be safe and hygienic at all times **A.C. 1.6 and 1.7** Candidates should be aware that responses should be in accordance with the law **A.C. 2.2** Candidates should explain optimising beverage quality in line with business requirements as a reason why monitoring procedures and conditions is important **A.C. 2.4** Candidates should know how to tell of stock is out of date or out of condition **A.C. 3.1** Candidates should ensure resources are available, clean, sufficient, undamaged and ready for use. **A.C. 3.3** Candidates should ensure service is accurate, effective and in accordance with customer needs, brand standards, licensing laws and any other relevant legislation (e.g. food safety). **A.C. 3.4** Candidates should enable intervention which is swift and minimises disruption, the potential for conflict and risk to staff or customers **A.C. 4.2** Candidate should respond immediately and efficiently. **A.C. 4.1** This may include ensuring cellar and storage area surfaces free from dirt, rubbish, spillages, mould; floors are clean and gullies and sumps free from blockages; ensuring cellar equipment is clean, hygienic and in good working order; ensuring environmental condition is maintained in line with service operations, ensuring cellar is secured against unauthorised access

Unit 7: Supervising housekeeping activities within the hospitality industry

Unit number: L/616/9130
Credit: 7
GLH: 50
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand the principles of coordinating an effective and efficient housekeeping service	1.1 Describe the roles and responsibilities of team members and the level of staffing resources required 1.2 Explain how to plan work activities, tasks, objectives and timescales in relation to cleaning 1.3 Describe the chemicals, equipment and techniques required to clean areas 1.4 Explain how to ensure that team members follow procedures when using cleaning materials and equipment 1.5 Explain how legislation impacts on housekeeping procedures
2. Understand the principles of monitoring standards and addressing maintenance and repair issues	2.1 Describe how to monitor work and the use of resources against standards set 2.2 Explain how to identify maintenance, repair and refurbishment issues 2.3 Explain how to address maintenance, repair and refurbishment issues 2.4 Outline the process for the completion and storage of accurate records
3. Be able to coordinate team cleaning activities to support the image of a business	3.1 Allocate tasks to team members to ensure cleaning of all areas 3.2 Supervise the cleaning of all areas to ensure standards are maintained 3.3 Monitor housekeeping areas and quality of service to ensure service is in accordance with standards
4. Be able to monitor standards of cleanliness and maintenance	4.1 Monitor the housekeeping service to enable intervention in matters of concern as required 4.2 Identify maintenance, repair or refurbishment issues 4.3 Ensure that maintenance, repair or refurbishment issues are communicated to the relevant person for resolution

Amplification/Indicative content
A.C. 1.1 Candidates should refer to meeting customer needs, business trends (e.g. financial trends such as increases or decreases in revenue; general market trends; industry trends such as an increase in demand for a particular service) and business objectives in relation to staffing resources **A.C. 1.2** Candidates should cover task allocation, meeting customer needs and business objectives, cleaning in accordance with business requirements and the daily basis of activities **A.C. 1.3** Candidates should refer to the requirement to clean in accordance with health and safety legislation and brand standards. Correct chemicals, equipment and techniques may include, for example: manual equipment such as brushes, mops, housekeeping trolleys, spray bottles; electric equipment such as vacuum cleaners, box sweepers, polishing machines, vapor cleaning machines; chemicals and cleaning agents such as bathroom cleaners, vinegar, clean air sprays, degreaser, surface sanitisers, laundry cleaners **A.C. 1.5** Legislation (in relation to housekeeping) referred to should include health and safety legislation, safe lifting and handling, control of substances hazardous to health. **A.C. 2.3** Candidates should refer to prioritising different issues and dealing with them accordingly **A.C. 3.1** Candidates should allocate tasks effectively on a daily basis and ensure cleaning is done systematically **A.C. 3.2** Candidates should ensure tasks are completed to standard and within appropriate timescales. Candidates should ensure correct procedures are followed and correct equipment, chemicals and techniques are used. **A.C. 3.3** Candidates should ensure quality of service is accurate, effective and in accordance with customer needs and brand standards **A.C. 4.1** Candidates should enable intervention which is swift and minimises disruption and risk to staff or customers

Unit 8: Supervising concierge services within the hospitality industry

Unit number: Y/616/9132
Credit: 7
GLH: 50
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand the how to provide an effective concierge service	1.1 Outline where to access and store information regarding services in your area 1.2 Explain the process for procurement of additional products and services in order to meet requirements 1.3 Describe the porter, parking, valet and transport services available within the business area 1.4 Explain how to communicate information effectively to customers
2. Understand the principles of secure storage systems for customers	2.1 Describe the legislation relating to security and confidentiality when storing customer items and how this relates to own role 2.2 Explain how to maintain secure storage systems for customers 2.3 Explain why security, confidentiality, integrity and discretion are important in upholding customer confidence and maintaining the organisation's reputation
3. Be able to coordinate the provision of an effective concierge service to customers	3.1 Ensure that the team adheres to porter and concierge procedures and standards 3.2 Ensure that the team gather, store, maintain and retrieve information on local services and travel options effectively 3.3 Review information sources and develop networks to improve the service offered to customers 3.4 Ensure that the team update their knowledge of the local area and attractions as required
4. Be able to maintain systems for the storage of customer luggage	4.1 Monitor the storage of customer items in line with organisational procedures 4.2 Ensure that the team follow agreed procedures and legislation to maintain security and confidentiality of customer items
5. Be able to coordinate the porter and transport services offered by a business	5.1 Ensure the team correctly identifies customer requirements in relation to porter, parking, valet or transport services 5.2 Ensure the team books services in accordance with customer requirements and brand standards

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
	5.3 Monitor the porter service to ensure that customers are provided with accurate details of the booking and alternatives offered 5.4 Evaluate customer and staff feedback to improve the service offered

Amplification/Indicative content

A.C. 1.1 Candidates should refer to how to locate and store up to date information covering relevant services and locations e.g. transport links, places of interest, restaurants, tours, local events, local facilities such as banks/petrol stations

A.C. 1.4 Candidates should refer to different methods of communication including how they are suited according to the circumstances and customers involved and how to ensure information is understood. Candidates should understand how to clearly communicate different options to customers

A.C. 3.1 Candidates should ensure adherence to procedures, organisational requirements and brand standards including appearance of the lobby area, conduct and personal presentation

A.C. 3.2 Candidates should ensure any information held on the local services and travel options is kept up to date. Candidates should ensure the team are able to effectively source information, including being able to source information not readily available when necessary. Appropriate methods should be used to gather, store, maintain and retrieve information.

A.C. 3.3 Candidates should ensure that reviews of information sources are regular and that networks allow for continuous and effective improvements to services. Networks would be, for example, a network of contacts both inside and outside of the business (e.g. with external organisations such as tour providers, transport providers, venues) that will help with effectively meeting customers' needs

Unit 9: Supervising front office activities within the hospitality industry

Unit number: D/616/9133
Credit: 7
GLH: 50
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand the principles of dealing with check-ins, check-outs and reservations	1.1 Describe the business procedures for delivering reception operations including arrivals, departures and reservations 1.2 Explain why it is important that arrival, departure and reservation procedures are efficient and reliable 1.3 Explain communication methods used to convey information to customers and other staff
2. Understand the principles of creating positive first impressions for customers	2.1 Summarise the personal presentation standards of the business 2.2 Explain how to ensure team members adhere to presentation standards 2.3 Explain why it is important to ensure personal presentation standards are met 2.4 Explain the relationship between customer first impressions and the achievement of business objectives
3. Understand the principles of sourcing, using and storing customer information	3.1 Explain where to source up to date information regarding customer profiles, histories and personal requirements 3.2 Explain how to brief the team on customer requirements 3.3 Explain how to process personal and sensitive data and maintain customer confidentiality 3.4 Explain the importance of procedures to maintain customer confidentiality
4. Be able to coordinate check-in, check-out and reservation procedures	4.1 Ensure the team follow reception procedures, including arrivals, departures and reservations 4.2 Supervise the maintenance of the reception area according to organisational standards 4.3 Ensure the reception service complies with requirements
5. Be able to motivate teams to present a professional image as first point of call for customers	5.1 Encourage the team to conduct and present themselves according to organisational requirements and standards 5.2 Identify and distinguish between the 'real' and 'perceived' needs of different customers 5.3 Ensure the team communicate with customers in a manner that promotes goodwill and understanding

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
6. Be able to coordinate a service that effectively meets customer requirements, organisational standards and relevant legislation	6.1 Apply effective methods to gather, store and retrieve information 6.2 Ensure accurate information is provided to customers 6.3 Maintain customer confidentiality at all times 6.4 Complete records as required and report on performance to support the service in accordance with organisational procedures 6.5 Monitor the quality of work and progress against plans 6.6 Take action to manage problems with the potential to disrupt the reception service

Amplification/Indicative content
A.C. 1.1 Candidates should refer to arrivals, departures and reservations procedures and any other reception operations procedures relevant to their organisation, for example: arranging transport, handling cash, payments, and guest accounts, promoting products or additional services to guests **A.C. 1.3** Candidates should refer to communication methods which are efficient and effective **A.C. 2.1** Personal presentation standards include, for example, personal appearance including following business procedures on dress standards/uniforms; effective and appropriate communication; use of positive body language **A.C. 3.3** Candidates should be familiar with the legislation (including data protection) and business requirements relating to processing personal/sensitive data and know how to ensure appropriate procedures are implemented and followed to maintain customer confidentiality. **A.C. 4.3** Candidates should ensure service and procedures are in compliance with all legal requirements, industry regulations, professional codes and organisational policies as relevant **A.C. 5.2** Candidates should understand different customer types and how to identify what the customers perceive their needs to be versus what their needs actually are to ensure customers are dealt with effectively **A.C. 6.1** Candidates should consider accuracy and confidentiality of customer information in accordance with legislative and organisational requirements

Unit 10: Supervising events within the hospitality industry

Unit number: H/616/9134
Credit: 7
GLH: 50
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand how different information informs the event planning process	1.1 Summarise the range of information required to plan different types of events and where to source it 1.2 Explain how to evaluate and use the information to plan events as required 1.3 Describe the products and services that are available to customers 1.4 Summarise the types of specific requirements that customers may have
2. Understand the principles of planning events to meet customer needs and business requirements	2.1 Explain how to manage resources for events to meet customer and business requirements 2.2 Explain how to ensure the organisation of products and services to support events as required 2.3 Describe the types of records maintained for functions 2.4 Explain the organisation's procedures relating to communicating function information to customers 2.5 Explain how to develop, implement and communicate an event agreement with the function organiser 2.6 Explain why it is important to communicate event agreements to function organisers
3. Understand the principles of event budget calculations	3.1 Explain how to calculate costs for event resources 3.2 Explain why it is important to communicate event costs to customers accurately 3.3 Explain why it is important to adhere to budgets 3.4 Explain why information needs to be recorded accurately
4. Be able to support the planning and coordination of events according to customer requirements	4.1 Communicate gathered information to the team to plan the event 4.2 Supervise the organisation of outside contributors to the event 4.3 Ensure that the function venue is inspected and prepared in accordance with customer requirements 4.4 Ensure that the equipment and materials needed for the function are on site and available to staff as required
5. Be able to act as the main point of contact for customers during events	5.1 Communicate the legal and other information clearly to customers as required

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
	5.2 Liaise with the relevant people throughout the function to ensure that arrangements meet customer requirements
6. Be able to maintain records of expenses and adhere to budgets set by customers	6.1 Complete all records of expenses documents in accordance with organisational procedures 6.2 Adhere to the budget set by the customer

Amplification/Indicative content
A.C. 1.1 Information required should include customers' specific requirements, staffing, equipment, budget, venue capacity and any other specifications. Different types of events referenced may include weddings, press conferences, exhibitions, seminars and training, business conferences. **A.C. 1.4** Specific customer requirements may include, for example, food, drinks, marketing or table planning **A.C. 2.3** Types of records (to be kept for functions) may include, for example, records of suppliers, products and services scheduled; customer and guest requirements; financial and budget information **A.C. 4.1** Candidates should communicate all information as required including customer requirements, budgets, constraints and responsibilities **A.C. 4.2** Candidates should communicate appropriately with a variety of organisations such as suppliers and exhibitors to ensure customer and business needs are met **A.C. 4.4** Candidates should ensure equipment and materials are on site in advance **A.C. 5.2** Candidates should act as main point of contact for customer and liaise with others as relevant throughout the event to ensure the customer's needs are met

Unit 11: Supervising outlets within the hospitality industry

Unit number: K/616/9135
Credit: 7
GLH: 50
Level: 3

Learning Outcomes	Assessment Criteria
The learner will	***The learner can***
1. Understand the resources required within the business area	1.1 Outline the resources required in own area of responsibility 1.2 Explain how to check availability, sufficiency and suitability of resources 1.3 Outline the normal consumption levels of stock for the business 1.4 Explain how to work out the resource levels required 1.5 Summarise the organisation's policies for ordering, using resources, controlling waste and recycling 1.6 Summarise the organisation's recommended suppliers
2. Understand how to monitor resource levels to meet customer demand and financial targets	2.1 Explain the importance of opening, monitoring and closing procedures to the efficient running of the outlet 2.2 Explain why using stock control systems is important 2.3 Explain how to ensure that resources under own responsibility are stored and handled in accordance with requirements 2.4 Explain how to count, check and monitor the use of resources 2.5 Explain how to encourage the efficient use of resources 2.6 Explain why the efficient use of resources is important 2.7 Identify the records required by the organisation in relation to resource monitoring 2.8 Explain the organisation's financial targets 2.9 Explain why working within agreed spending limits is important 2.10 Explain the procedures to follow when spending limits are exceeded
3. Understand the principles of displays maintenance in line with brand standards	3.1 Explain how to display products and services to achieve business objectives and meet brand standards 3.2 Explain the importance of effective displays
4. Be able to coordinate operations to ensure areas are stocked and presentable	4.1 Supervise the preparation of display areas to ensure resources and equipment are ready as required

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
	4.2 Ensure that all customer areas, promotional materials and menus are ready as required
5. Be able to open, monitor and close outlets in accordance with business procedures	5.1 Monitor the service, quality, opening and closing of the business area in line with business procedures 5.2 Ensure the quality of service meets standards 5.3 Monitor the outlet service to enable intervention in matters of concern
6. Be able to maintain brand and business standards	6.1 Monitor the business area to ensure the achievement of business and brand standards 6.2 Evaluate the products and service 6.3 Provide feedback on areas requiring improvement to benefit business performance

Amplification / Indicative content
A.C. 2.3 Candidates should explain how resources should be handled correctly, safely and securely **A.C. 3.2** Candidates should reference the importance of effective displays is relation to in relation to sales and maintaining brand standards and business reputation **A.C. 4.1 and 4.2** Candidates should ensure (in relation to resources and equipment) availability, cleanliness, sufficient supply and not damaged **A.C. 5.2** Candidates should ensure quality of service is accurate and effective and meets customer needs, brand standards and business objectives. **A.C. 5.3** Candidates should monitor service appropriately to enable their swift intervention in matters of concern to minimise disruption and risk to staff and customers

Appendix 3: Sample assessment material

Highfield has produced an assessment pack which can be used to support learners in gathering the evidence required within their portfolio. The assessment pack is available to download from the members' area of the Highfield Qualifications website. Examples of assessment pack documentation are included below.

Assessment/Action Plan Sheet

Learner Name		Assessor Name	

Target set Learning Outcome/ Assessment Criteria	Agreed activity/evidence	Target date	Assessment Method	Target Achieved	Completed (assessor signature)

Learner Signature		Date		Planned next visit:	
Assessor Signature		Date			

Assessment Record Sheet

Learner		Assessor	
Date		Location	
Assessment Method*			

EV Ref	Details of the type of evidence and assessment criteria covered

Assessor Signature:
Learner/Witness Signature:

* Assessment method key:					
Obs	Observation	Sim	Simulation/assignment	O	Other
Pe	Product evidence	Wt	Witness testimony	D	Discussion
Q	Questioning	R	RPL		

Evidence Tracking Sheet

Unit template

Learner Name	
Centre Name	
Unit:	
Assessment Criteria	

Learning Outcome	Assessment Criteria	Evidence Type	Evidence Reference	Date

Assessment method key:

Obs	Observation	Wt	Witness testimony
Pe	Product evidence	R	RPL
Q	Questioning	O	Other
Sim	Simulation/assignment	PD	Professional Discussion