



# Purpose statement

**NCFE Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)  
QN: 601/0417/X**

## Purpose statement

### Qualification overview

The purpose of this qualification is to help you develop the knowledge and understanding you'll need to work in the hospitality industry.

You will develop an understanding of 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 the principles of producing and serving basic food dishes and drinks.

This qualification may also form part of the Intermediate Level Apprenticeship in Hospitality.

This qualification has been developed in partnership with industry experts in the hospitality and catering industry. It has been accredited by the qualifications regulators for England, Wales and Northern Ireland.

### Who is this qualification for?

If you are working, or would like to work, in the hospitality sector this qualification is for you. It provides you with an opportunity to develop your knowledge and understanding of hospitality services.

### Age restrictions

You should be 16 or older to take this qualification. Entry is at the discretion of the centre.

### Entry requirements

There are no specific recommended prior learning requirements for this qualification, but you might find it helpful if you've already achieved a Level 1 qualification.

### Qualification content

This qualification consists of **4 mandatory units** and **38 optional units**. The units will help you to gain skills and knowledge in the following areas:

- Unit 01 Safe, hygienic and secure working environments in hospitality (2 credits)

This unit will develop your understanding of basic health, hygiene, safety and security, which can be applied to a hospitality environment.

- Unit 02 Effective teamwork (2 credits)

This unit will provide you with the knowledge to make useful contributions to a team of people you are working with.

- Unit 03 Give customers a positive impression (2 credits)

This unit will give you the knowledge to communicate with customers and give a positive impression of yourself and the business you work for.

- Unit 04 Principles of customer service in hospitality, leisure, travel and tourism (1 credit)

In this unit you will learn the principles of customer service, including the importance of customer and business needs within the sector.

The 38 optional units have a wide variety of content including food safety, preparing and serving food and drinks, cleaning chemicals and equipment, housekeeping, dealing with customers, dealing with payments, silver service, resolving customer complaints, storing and retrieving information.

Please see the 'Unit breakdown' tab on the qualification page on the NCFE website to see a list of the optional units available to meet your needs.

### **What type of qualification is this?**

This is a vocational, knowledge-based qualification with 105 guided learning hours. During this time, you can expect to be involved in formal learning activities, which could include classes, tutorials and supervised practical work. You will also spend time researching and preparing for class-based activities.

100 per cent of the qualification focuses on the development of your knowledge and understanding to support you in the hospitality services environment.

This qualification may also form part of the Intermediate Level Apprenticeship in Hospitality.

This qualification may be taken on a stand-alone basis if you are currently unemployed or unable to access the Apprenticeship and wish to gain the necessary knowledge and understanding to support your progression into the hospitality services industry.

### **Progression opportunities**

With relevant experience and qualifications learners may progress to a variety of roles in the hospitality industry such as:

- Waiter/Waitress
- Receptionist
- Bar Attendant
- Housekeeping

You may wish to build on the knowledge gained from this qualification by progressing to a higher level, including the following qualifications:

- Level 3 Advanced Diploma in Reception and Front Office Services
- Level 3 Diploma in Hospitality
- Level 3 Award/Certificate in Hospitality Business Management
- Level 3 Award/Certificate/Diploma in Hospitality Supervision and Leadership
- Level 3 in Hospitality Leadership

You may also go on to study qualifications in a related area, depending on your current skills.

### **Similar qualifications**

We also offer the NCFE Level 2 NVQ Diploma in Hospitality Services for learners who want to demonstrate competence in a suitable role in this sector.

The NCFE Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) is a perfect introduction to the principles behind effective hospitality services, for example if you have already secured employment or are looking to develop your knowledge further. It offers you a chance to develop your knowledge and understanding of working in the hospitality industry.

### **Support for this qualification**

This qualification is supported by employers in the hospitality and catering industry. For further information about these employers, please contact NCFE on 0191 239 8000 or email us at [customersupport@ncfe.org.uk](mailto:customersupport@ncfe.org.uk).