

# Level 2 NVQ Diploma in Hospitality Services

## Information Sheet & Application Form

This qualification gives you credit for what you do at work. It will help you to gain recognition for the skills you have, and in some instances help you to improve your skills.

You must work in a hospitality environment in order to be able to achieve this qualification. This qualification is suitable for you if your responsibilities include:

- ✓ Following day to day health, safety and hygiene procedures
- ✓ Provide a high standard of customer care
- ✓ Work effectively as a member of a team
- ✓ Follow food safety regulations when dealing with food or drink.

**In order to successfully complete the Level 2 NVQ Diploma in Hospitality Services you must complete 37 credits from the list. You must complete 3 mandatory units plus 1 from unit 4 or 5. The remaining units can come from other units - \*only a maximum of 2 Level one units can be included. Candidates taking unit 4 must choose at least 1 of the 'Prepare' units.**

You will be observed carrying out your normal duties by a friendly and helpful tutor. The tutor will be experienced in your field of work and will be able to give you tips and advice to improve your skills if you need to. They will help you to complete any written work and support you in achieving this qualification. Don't worry about your written skills - there are people to help you all the way. We can even help you to gain a qualification in literacy or numeracy if you wish.

Government funding may be available to pay for your training if you are eligible. Use the checklist to find out. If you tick any of the shaded boxes then you will not be eligible for Government Funding at this time. Please speak to us to find out if there is any other help available to fund your training.

My age is	
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Please tick the relevant boxes		Y	N
	I have a permanent National Insurance Number		
I am:	employed and have a contract of employment <b>or</b>		
	a volunteer and receive no payment for the work <b>or</b>		
	self employed and registered with HM Revenue & Customs		
	I am normally and lawfully resident in the UK and have been for the last 3 years or fulfil the LSC's residency criteria		
	Are you currently on any other government funded training?		
	Do you have an NVQ Level 2 or more than 5 GCSEs already?		

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Tick the **Always** box if you carry out these duties regularly, **Sometimes** if you do them less than once a week, and **Never** if you don't carry them out at all. **Remember you only need 37 credits to complete the qualification.** You must complete 3 mandatory units plus 1 from unit 4 or 5. The remaining credits can come from other units - \*only a maximum of 2 Level one units can be included. Candidates taking unit 4 must choose at least 1 of the 'Prepare' units.

Unit	Credit	Mandatory Unit Titles	Always ✓	Sometimes ✓	Never ✓
1	3	Maintain A Safe, Hygienic And Secure Working Environment			
2	3	Work Effectively As Part Of A Hospitality Team			
3	5	Give Customers A Positive Impression Of Yourself And Your Organisation			
Unit	Credit	Mandatory Optional Unit Titles - (FOOD PREPARATION or FOOD SERVICE)			
4	4	Maintain Food Safety When Storing, Preparing And Cooking Food			
5	4	Maintain Food Safety When Storing, Holding And Serving Food			
Unit	Credit	Option Unit Titles			
6	3	Prepare And Serve Dispensed And Instant Hot Drinks			
7	4	Prepare and clear areas for table service			
8	6	Resolve customer service problems			
9	4	Serve food at the table			
10	3	Complete kitchen documentation			
11	3	Set up and close kitchen			
12	4	Use Of Different Chemicals And Equipment In Housekeeping			
13	3	Carry Out Periodic Room Servicing And Deep Cleaning			
14	4	Maintain and deal with payments			
15	3 *L1	Prepare And Clear Areas For Counter And Take-Away Service			
16	3 *L1	Provide a counter and take-away service			
17	2 *L1	Prepare Hot And Cold Sandwiches			
18	2 *L1	Prepare and Finish Simple Salad And Fruit Dishes			
19	2 *L1	Clean Windows From The Inside			
20	3	Cleaning and servicing a range of housekeeping areas			

Please list below all of the qualifications you have already achieved.

Subject	Qualification	Level

First Name		Surname		Date of Birth	
Address				Post Code	
Telephone		National Insurance Number			
Employer Name		Employer Address			
Employer Number		No. of hours worked per week			
Signature				Date	