

NVQ Diploma in Hospitality Supervision and Leadership

The Level 3 NVQ Diploma in Hospitality Supervision and Leadership develops skills and gives valuable professional recognition for supervisory level personnel.

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Organisation for vocational qualifications.

- Course duration 5 – 6 months
- Assessed through observation, discussion, testimony and workplace evidence.
- To achieve the NVQ, learners must achieve a total of 45 credits.
- Learners must complete all mandatory units (34 credits) plus optional units from Group B (4 credits) and two remaining units from Group B or C (a minimum of 7 credits)

Level 3

| Mandatory units (34 credits) | |
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| ■ Provide leadership for your team (9) | |
| ■ Develop productive working relationships with colleagues (9) | |
| ■ Contribute to the control of resources (4) | |
| ■ Lead a team to improve customer service (8) | |
| ■ Maintenance of a safe, hygienic and secure working environment (4) | |
| Group B – Optional units | |
| ■ Supervise functions (4) | ■ Supervise reception services (4) |
| ■ Supervise food production operations (4) | ■ Supervise drink services (4) |
| ■ Supervise food services (4) | ■ Supervise portering and concierge services (4) |
| Group C – Optional units | |
| ■ Monitor and solve customer service problems (7) | ■ Ensure food safety practices are followed in the preparation and serving of food and drink (5) |
| ■ Contribute to the development of recipes and menus (4) | ■ Supervise cellar and drink storage operations (4) |
| ■ Contribute to the selection of staff for activities (3) | ■ Manage the receipt, storage and dispatch of goods (3) |
| ■ Supervise linen services (4) | ■ Lead meetings (4) |

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

Progression

Successful learners may progress to the Edexcel Level 4 HNC Diploma or Level 5 HND Diploma in Hospitality Management.