OCN LONDON

QUALIFICATION GUIDE

Level 2 Qualifications in Skills for Professions in Catering, Hospitality and Tourism

OCN London

OCN London Qualification Guide

OCNLR Level 2 Award in Skills for Professions in Catering, Hospitality and Tourism
Qualification No: 603/1254/3

OCNLR Level 2 Certificate in Skills for Professions in Catering, Hospitality and Tourism
Qualification No: 603/1255/5

OCNLR Level 2 Diploma in Skills for Professions in Catering, Hospitality and Tourism
Qualification No: 603/1256/7

OCN London aims to support learning and widening opportunities by recognising achievement through credit-based courses and qualifications, promoting high standards of excellence and inclusiveness.

We are proud of our long-term role and unique history in providing innovative learning solutions for a wide range of learners and particularly those who have not previously benefitted from education.

At the heart of what OCN London offers is:

- a commitment to inclusive credit-based learning;
- the creative use of credit with responsive, demand-led qualification development;
- high quality service and support;
- respect for and encouragement of diversity – in learners and learning approaches, partners and settings;
- the development of people, capacity and resources that will ensure effective business partnerships.

To navigate within this Qualification Guide

To locate a section in this electronic guide, click on the heading in the table of contents, on page 4. To return to the contents page, click again on any major heading within the document. Users can of course also scroll through pages in the usual way.

Contents

General Information

This Qualification Guide contains details of everything you need to know about the OCNLR Level 2 Qualifications in Skills for Professions in Catering, Hospitality and Tourism. It makes reference to the curriculum areas covered, identifies the learners for whom the qualifications have been developed and specifies the rules of combination for achievement of the qualifications. The guide also covers important aspects of assessment and moderation that are particular to the qualifications. The guide should be used by all those involved in the delivery and assessment of the qualifications.

The Curriculum and Relationship Development Manager (CRDM) for your centre will provide support and advice on how to seek approval to offer these qualifications. Please contact the main switchboard for the name of your CRDM if you do not already know it. If you are not yet an OCN London Approved Centre but wish to use these qualifications, then please contact the administrative team at OCN London for details of the Centre Approval application process.

Qualification Overview

The OCNLR Level 2 Qualifications in Skills for Professions in Catering, Hospitality and Tourism have been developed to provide a flexible approach to study using a range of subject-specific, vocational units within Catering, Hospitality and Tourism, combined with units in employability and learning skills, and 'green' units. These qualifications are suitable for use in a range of learning situations and lend themselves to the development of individualised learning programmes.

The qualifications are available in three sizes: Award, Certificate and Diploma.

The Award is a qualification for learners wishing to explore vocational study but are not yet ready to commit to a larger qualification.

The Certificate and Diploma are more substantial qualifications which provide learners with the opportunity to consolidate and extend their learning in preparation for further vocational learning, into employment or on to an apprenticeship.

The OCNLR Level 2 Diploma in Skills for Professions in Catering, Hospitality and Tourism has been designed to fit with the requirements of the Department for Education's (DfE) 16 – 19 Study Programme initiative as the substantial core qualification element for learners who are not yet at a Level 2 standard. This means that the size of the qualification allows for the other required elements of maths, English, work experience and enrichment activities to be taken simultaneously. For further information about 16 – 19 Study Programmes, please see the DfE publication by clicking here.

The OCNLR Level 2 Qualifications in Skills for Professions in Catering, Hospitality and Tourism are regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF).

Qualification details
The OCNLR Qualifications in Skills for Professions in Catering, Hospitality and Tourism are available at Level 1 and Level 2. This qualification guide is for Level 2 only.

Level 2 Award
- Qualification Number: 603/1254/3
- Qualification credit value: 6
- Operational start date: 1st April 2017
- Review date: 31st March 2024
- Guided Learning Hours (GLH): 45
- Total Qualification Time (TQT): 60
- Assessment requirements: internally assessed, internally and externally moderated.

Level 2 Certificate
- Qualification Number: 603/1255/5
- Qualification credit value: 16
- Operational start date: 1st April 2017
- Review date: 31st March 2024
- Guided Learning Hours (GLH): 117
- Total Qualification Time (TQT): 160
- Assessment requirements: internally assessed, internally and externally moderated.

Level 2 Diploma
- Qualification Number: 603/1256/7
- Qualification credit value: 37
- Operational start date: 1st April 2017
- Review date: 31st March 2024
- Guided Learning Hours (GLH): 279
- Total Qualification Time (TQT): 370
- Assessment requirements: internally assessed, internally and externally moderated.

Purpose of the qualifications

The OCNLR Level 2 Qualifications in Skills for Professions in Catering, Hospitality and Tourism have been designed to provide learners with the underpinning skills and knowledge required to enter employment in the catering, hospitality and tourism industries, or progress to further vocational study in these areas.

Who the qualifications are for

The OCNLR Level 2 Qualifications in Skills for Professions in Catering, Hospitality and Tourism are suitable for learners who:
- want to work in catering, hospitality and tourism and are looking to update and/or add to their vocational skills and knowledge;
- want to progress to higher level vocational study in catering, hospitality and tourism;
- need to develop their employability and/or learning skills alongside their vocational skills.

Entry guidance

The qualifications are suitable for learners of all ages. However, centres must determine the suitability of units when delivering the qualification to learners aged pre-16.

Progression and related qualifications

The qualifications provide a sound basis for learners to progress to Level 3 vocational qualifications in catering and/or hospitality, and/or tourism, the OCNLR Access to Higher Education Diploma in Hospitality, Leisure and Tourism or enter employment in these sectors.

Structure of the Qualifications

Rules of combination for achievement

The OCNLR Level 2 Qualifications in Skills for Professions in Catering, Hospitality and Tourism are available as an Award, Certificate and Diploma. They comprise:

- Group 1 – a wide range of vocational units relating to catering, hospitality and tourism,   and
- Group 2 – a selection of employability and learning skills units, and
- Group 3 – a selection of 'green' units.

Level 2 Award

The Award comprises one mandatory unit and a number of optional units. Learners must achieve at least 6 credits, of which, a minimum of 4 credits must be at Level 2:

- 3 credits from the mandatory unit;
- a minimum of 3 further credits from Group 1, Group 2 or Group 3.

Level 2 Certificate

The Certificate comprises one mandatory unit and a number of optional units. Learners must achieve 16 credits, of which, at least 12 credits must be at Level 2:

- 3 credits from the mandatory unit;
- the remaining credits must be achieved from Group 1, Group 2 or Group 3, with a maximum of 4 credits from Group 2 and/or Group 3.

Level 2 Diploma

The Diploma comprises mandatory unit and a number of optional units. Learners must achieve 37 credits, of which, at least 30 credits must be at Level 2:

- 3 credits from the mandatory unit;
- the remaining credits must be achieved from Group 1, Group 2 or Group 3, with a maximum of 8 credits from Group 2 and/or Group 3.

Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
Mandatory Group					
F/615/5631	NA1/2/LQ/026	Health and Safety for Catering, Hospitality and Tourism	2	3	24
Group 1 – Vocational Units					
L/615/5633	NA1/2/LQ/027	Allergens and Intolerants in Food	2	2	20
R/615/5634	NA1/2/LQ/002	Baking Bread, Pastry, Cakes and Biscuits	2	3	24
Y/615/5635	NA1/2/LQ/003	Chemicals and Equipment used for Cleaning in the Hospitality Industry	2	2	15
D/615/5636	NA1/2/LQ/004	Cleaning and Servicing of Hospitality Areas	2	3	24
K/615/5638	NA1/2/LQ/005	Cooking with Meat	2	2	20
M/615/5639	NA1/2/LQ/006	Cultural Awareness	2	1	8
Y/615/6073	NK1/2/LQ/008	Customer Service for the Travel and Tourism Industry	2	3	24
H/615/5640	NA1/2/LQ/007	Developing Barista Skills	2	3	30
K/615/5641	NA1/2/LQ/008	Handling Cash Payments	2	2	20
M/615/5642	NA1/2/LQ/009	Healthier Food and Special Diets	2	1	7
Y/504/9451	NA1/2/LQ/001	Housekeeping in Hospitality	2	3	24
T/615/5643	NA1/2/LQ/010	Maintain, Handle and Clean Knives in Catering	2	3	27
A/615/5644	NA1/2/LQ/028	Maintaining Food Safety when Storing, Preparing and Cooking Food	2	3	24
L/615/6071	NK1/2/LQ/006	Meet the Requirements of Customers with Specific Needs in the Hospitality and Tourism Industry	2	1	10
F/615/5645	NA1/2/LQ/029	Menu Planning	2	2	16
M/615/6077	NK1/2/LQ/012	Plan Tailored Travel Itineraries	2	2	16
J/615/5646	NA1/2/LQ/011	Planning an Event	2	3	24
L/615/5647	NA1/1/LQ/002	Portering and Concierge Duties	1	2	20
Y/615/5649	NA1/2/LQ/031	Prepare and Cook Fish and Shellfish	2	4	32

L/615/5650	NA1/2/LQ/012	Prepare and Cook Food to Meet the Requirements of Allergy Sufferers	2	2	14
R/615/5651	NA1/2/LQ/013	Prepare and Maintain a Buffet and Carvery Service	2	2	18
Y/615/5652	NA1/2/LQ/032	Prepare and Present Food for Cold Presentation	2	3	24
D/615/5653	NA1/2/LQ/033	Prepare Meals to Meet Relevant Nutritional Standards Set for School Meals	2	3	27
H/615/5654	NA1/2/LQ/014	Principles of Completing Kitchen Documentation	2	1	7
K/615/5655	NA1/2/LQ/015	Principles of Customer Service in the Hospitality Sector	2	3	24
M/615/5656	NA1/2/LQ/016	Principles of Maintaining Customer Service Through Effective Handover	2	1	10
T/615/5657	NA1/2/LQ/017	Principles of Promoting Additional Services or Products to Customers	2	1	10
K/615/5669	NA1/2/LQ/018	Produce Healthy Dishes	2	3	24
D/615/5961	NA1/2/LQ/039	Producing a Caribbean Meal	2	2	16
H/615/5962	NA1/2/LQ/040	Producing a Chinese Meal	2	2	16
K/615/5963	NA1/2/LQ/041	Producing a French Meal	2	2	16
M/615/5964	NA1/2/LQ/042	Producing a Greek Meal	2	2	16
A/615/5966	NA1/2/LQ/043	Producing a Japanese Meal	2	2	16
J/615/5968	NA1/2/LQ/044	Producing a Mediterranean Meal	2	2	16
F/615/5970	NA1/2/LQ/045	Producing a Mexican Meal	2	2	16
L/615/5972	NA1/2/LQ/046	Producing a Moroccan Meal	2	2	16
R/615/5973	NA1/2/LQ/047	Producing a Spanish Meal	2	2	16
Y/615/5974	NA1/2/LQ/048	Producing a Thai Meal	2	2	16
D/615/5975	NA1/2/LQ/049	Producing a Turkish Meal	2	2	16
A/615/5868	NA1/2/LQ/037	Producing a Vegan Meal	2	2	16

F/615/5869	NA1/2/LQ/038	Producing a Vegetarian Meal	2	2	16
H/615/5976	NA1/2/LQ/050	Producing a Vietnamese Meal	2	2	16
K/615/5977	NA1/2/LQ/051	Producing an Indian Meal	2	2	16
M/615/5978	NA1/2/LQ/052	Producing an Italian Meal	2	2	16
R/615/6072	NK1/2/LQ/007	Promotional Activities in Travel and Tourism	2	4	30
D/615/5670	NA1/2/LQ/019	Provide a Counter and Takeaway Service	2	3	27
Y/504/9448	ND3/2/LQ/004	Reception, Billing and Cashier Procedures for Front Office Staff	2	3	24
H/615/5671	NA1/2/LQ/021	Running an Event	2	3	24
K/615/5672	NA1/2/LQ/020	Safe, Hygienic and Secure Working Environments in Hospitality	2	2	16
A/615/5689	NA1/2/LQ/025	Serve and Assist Customers at a Buffet and Carvery	2	2	18
M/615/5673	NA1/2/LQ/022	Service of Alcoholic and Non-Alcoholic Drinks	2	1	10
T/615/5674	NA1/2/LQ/023	Service of Food and Drinks at Table	2	3	24
A/615/5675	NA1/1/LQ/003	Sustainability in Hospitality	1	2	20
F/615/5676	NA1/2/LQ/034	Sustainability in Professional Kitchens	2	2	16
H/615/6075	NK1/2/LQ/010	The Environmental Impact of Leisure and Tourism in the UK	2	3	24
J/615/5677	NA1/2/LQ/035	The UK Travel and Tourism Sector	2	2	16
J/615/6070	NK1/2/LQ/006	UK Tourism Destinations	2	3	24
F/505/8922	ND3/2/LQ/003	Understanding How to Use Hotel Reservation Systems	2	3	24
J/615/5680	NA1/2/LQ/036	Understanding the Catering and Hospitality Industry	2	3	24
R/615/6069	NK1/2/LQ/005	Understanding the Travel and Tourism Industry	2	3	24
D/615/6074	NK1/2/LQ/009	Understanding Travel and Tourism Study Visits	2	3	24

R/615/5682	NA1/2/LQ/024	Using Grains, Pulses and Dairy Produce in Cooking	2	3	24
Y/615/5683	NA1/1/LQ/004	Using Kitchen Equipment	1	3	30
K/615/6076	NK1/2/LQ/011	Visitor Attractions	2	3	24
Group 2 – Learning and Employability Units					
M/505/1481	PA1/2/LQ/045	Applying for a Job	2	2	16
A/505/1225	PA1/2/LQ/030	Career Planning	2	3	20
M/616/8892	CN0/2/LQ/004	Collaborative Working Using Digital Technology	2	3	24
D/505/1735	KH1/2/LQ/001	Creating and Publishing Websites	2	4	32
A/505/1970	CP2/2/LQ/002	Databases	2	3	24
A/616/8894	CN0/2/LQ/006	Digital Content Creation – Audio and Video	2	4	32
F/616/8895	CN0/2/LQ/007	Digital Content Creation – Text and Image	2	3	24
H/504/6312	RA1/2/LQ/034	Effective Communication in the Workplace	2	3	30
T/505/1482	PA1/2/LQ/049	Effectiveness at Work	2	2	16
A/503/9897	AB1/2/LQ/004	Generating and Assessing a Business Idea	2	2	14
D/506/1052	HB1/2/LQ/045	Improving own Learning and Performance	2	3	24
Y/616/8899	CN0/2/LQ/011	Improving Personal Productivity	2	3	24
L/505/1486	PA1/2/LQ/041	Interview Skills	2	1	8
H/504/6326	PA1/2/LQ/037	Introduction to Self-Employment	2	3	22
R/507/0590	PA1/2/LQ/065	IT Communication Fundamentals in the Workplace	2	2	15
H/507/0593	PA1/2/LQ/064	IT Software Fundamentals in the Workplace	2	3	20
Y/504/7778	HB1/2/LQ/036	Leadership Skills	2	3	24
J/505/1504	PA1/2/LQ/039	Learning from Work Placement	2	2	16
F/504/8763	FN2/2/LQ/004	Oral Communication Skills	2	3	24
Y/507/0591	PA1/2/LQ/067	Practical Presentation Skills	2	3	24

R/615/5648	NA1/2/LQ/030	Preparation for Employment in Catering, Hospitality and Tourism	2	2	16
A/505/1497	PA1/2/LQ/032	Preparing for an Interview	2	1	8
M/505/1500	PA1/2/LQ/046	Preparing for Work Placement	2	1	8
J/616/8901	CN0/2/LQ/013	Programming Fundamentals	2	4	32
F/505/1503	PA1/2/LQ/036	Searching for a Job	2	1	8
L/505/1505	PA1/2/LQ/042	Setting and Meeting Targets at Work	2	2	16
D/504/6308	PA1/2/LQ/033	Skills for Self Managers	2	2	15
R/505/1506	PA1/2/LQ/047	Solving Work–Related Problems	2	2	18
A/505/2150	CP3/2/LQ/002	Spreadsheets	2	3	24
J/503/9899	AB1/2/LQ/006	Street Market Trading as a Business Option	2	1	8
D/507/0592	PA1/2/LQ/063	Team Building Skills	2	3	24
M/504/6328	PA1/2/LQ/043	Time Management	2	2	20
T/503/9901	AB1/2/LQ/007	Understanding How to Sell a Product or Service	2	2	14
F/504/9377	PA1/2/LQ/053	Understanding Opportunities in Work Based Learning and Apprenticeships	2	1	8
L/503/9905	AB1/2/LQ/009	Understanding the Uses of Social Media for Business	2	2	16
T/507/2073	BA1/2/LQ/011	Using Social Media for Promotion	2	4	30
T/505/2163	CP0/2/LQ/003	Word Processing	2	3	24
D/505/1508	PA1/2/LQ/034	Working in a Team	2	3	24
Y/505/1510	PA1/2/LQ/051	Working with Colleagues	2	2	16
Optional Group 3 – 'Green' Units					
A/650/2012	QA2/2/LQ/003	Environmental Issues	2	3	24
A/617/3528	SA1/2/LQ/001	Ethical and Political Issues Relating to Land–Based Activities	2	2	16
M/650/1985	QA1/2/LQ/002	Exploring Careers in the Green Industries	2	1	8
F/650/2014	QA1/2/LQ/005	Global Warming and Climate Change	2	2	16
M/650/2019	QA2/2/LQ/004	Introduction to Sustainability	2	1	8
Y/650/1988	QA1/2/LQ/003	Investigate an Environmental Issue	2	3	24
F/650/1980	QA1/2/LQ/001	Project in Sustainability	2	3	27

| M/504/7849 | AA3/2/LQ/005 | Supporting Sustainability in an Office Environment | 2 | 2 | 16 |
| Y/650/2011 | QA1/2/LQ/004 | Sustainability Issues in Industry | 2 | 3 | 24 |

For unit content please click the Ofqual Unit Reference Number

Barred combinations

The following units cannot be taken together

Unit Title	Ofqual Unit Reference Number		Unit Title	Ofqual Unit Reference Number
Digital Content Creation – Text and Image	F/616/8895	May not be taken with	Word Processing	T/505/2163

Assessment and Moderation

Assessment process

The assessment process for these qualifications is as follows:

- the learners are assessed through activities that are internally set by tutor/assessors;
- the activities must be designed to enable learners to meet the assessment criteria of the unit;
- learners' portfolios of assessed evidence must be internally moderated at the centre;
- the portfolios of assessed evidence will be externally moderated by an OCN London External Moderator.

There is no additional external assessment for these qualifications.

Devising assessments

Each unit has a supplementary page with suggestions for the types of assessment activities that can be used to assess learners against the unit. Tutor/assessors should refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in the qualifications is in the OCNLR Assessment Guidance and Ofqual Level Descriptors section of this Qualification Guide. The guidance includes a general description of the activity and the type of evidence that is appropriate. The activity or activities set must enable the learners to meet the standards detailed in the assessment criteria. Please contact OCN London for further guidance on devising appropriate assessments.

Centre-devised assessments should be scrutinised by the Internal Moderator before use to ensure that they are fit for purpose. Centre-devised assessments will be scrutinised by the External Moderator to ensure reliability and validity of assessment.

Marking assessment activities

Each activity must be marked against the identified assessment criteria in the unit and judged to be either achieved or not achieved.

Tutor/assessors need to ensure that the work in a learner's portfolio is:

- authentic – it is the result of the learner's own performance or activity;
- sufficient – enabling the tutor/assessor to make a consistent and reliable judgement;
- adequate – appropriate to the level.

Where a series of activities is set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all activities. All the assessment criteria in a unit must be met before the unit is deemed achieved.

The unit achievement is not graded. Units are either achieved or not achieved.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards in relation to assessment. It:
- compares assessment judgements from different tutor/assessors;
- promotes consistent judgements by different tutor/assessors;
- identifies good practice in assessment;
- promotes the sharing of good practice in assessment between centre staff.

Standardisation events should be held periodically within centres to ensure consistent and effective assessment practice. Standardisation events may also be held by OCN London and it is a requirement that each centre offering units from the qualification must contribute assessment materials and learners' evidence for standardisation, if requested.

OCN London will notify centres of the required sample for standardisation purposes and assessment materials, learners' evidence and tutor/assessor feedback may be collected by External Moderators.

Learners with particular requirements

If learners have particular requirements, the centre should refer to the Access to Fair Assessment Policy and Procedure which gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty, without compromising

Requirements for tutor/assessors

To be sufficiently competent

In addition to being qualified to make assessment decisions, each tutor/assessor must be capable of carrying out the full requirements within the competency of the units they are assessing. This competence should be maintained annually through clearly demonstrable continuing learning and professional development.

Expert witnesses can be used where they have suitable expertise for specialist areas. The use of expert witnesses should be determined and agreed by the tutor/assessor.

To be sufficiently knowledgeable

Each tutor/assessor should possess relevant knowledge and understanding of the subject and so be able to make robust and reliable assessment decisions in relation to the subject.

OCNLR Assessment Guidance and Ofqual Level Descriptors

For OCN London's Assessment Guidance and Ofqual's Level Descriptors relevant to these qualifications, please click on the link below.

Level 1 Assessment Guidance and Ofqual's Level Descriptors

Level 2 Assessment Guidance and Ofqual's Level Descriptors

About OCN London

OCN London is a well-established national awarding organisation with over 25 years' experience in accrediting learning. We are a not-for-profit organisation with charitable status, dedicated to widening participation in learning and training, social inclusion and employability. We are also a market leader in the recognition of achievement through credit-based units and qualifications. Based in London we work with centres throughout the UK and abroad, offering national qualifications and accredited programmes.

Our mission is to provide opportunities for people from across society to benefit from learning, particularly those who have not previously benefitted from education.

Why work with us?

- We are agile and responsive. This means you will get a personal service with direct access to a named contact and a quick turnaround.
- We pride ourselves on our close relationships with centres. The people we work with see us as a trusted partner, not just a supplier.
- We want to help you secure the best from your learners and employees.
- We have a reputation for high quality. The OCN London brand carries national recognition and kudos.
- We are flexible and recognise the importance of accommodating the needs of different learners and different learning styles.
- We offer exceptional value for money. Just ask the people we work with.
- We believe that learning can change lives.

OCN London is regulated by Ofqual and the Quality Assurance Agency for Higher Education.

If you would like to deliver any of these qualifications please contact our Curriculum Development Team on **020 7689 5867**.

For further information call 020 7278 5511. E: **enquiries@ocnlondon.org.uk**

Or visit our website: **www.ocnlondon.org.uk**