OCN
London

UKH
UKHOSPITALITY

Hospitality Skills Passport

Specification (Generic)

Contents

Section 1 – General Information

This document contains details of everything you need to know about the Hospitality Skills Passport. It refers to the curriculum areas covered and identifies the Learners for whom this scheme has been developed. The document should be used by all involved in its delivery.

Purpose of the programme and who it is for

The 'Hospitality Skills Passport' is a new (2025) employer-led entry standard for the Hospitality industry, designed for delivery through a range of approved training and education routeways.

The programme introduces participants to the breadth of opportunity the Hospitality industry offers for flexible jobs and meaningful careers. It is open to Learners progressing via any recognised routeway, including apprenticeships, study programmes, technical qualifications, adult training programmes, and targeted employability provision.

On completion, Learners will be issued a Hospitality Skills Passport, accredited and certificated by OCN London in partnership with UKHospitality, the sector's leading trade body.

The Hospitality Skills Passport is the universal entry standard for the industry.

Programme design

Commissioned by the Hospitality Sector Council and overseen by the Hospitality and Tourism Skills Board, UKHospitality has consulted widely with employers across the breadth of the industry to create this employer led universal entry standard to meet industry needs.

In collaboration with curriculum experts from HIT Training and the Capital City College Group; the knowledge, skills and behaviours (KSBs) from the level 2 Commis Chef, Production Chef and Food and Beverage Team Member Apprenticeships have been taken back to entry and level 1 KSBs to make up the core content of the programme.

The Passport is aligned to the new Level Apprenticeships (*see table below*).This mapping therefore enables entry level starters into the industry to be *on track* immediately if they choose to progress onto these level 2 apprenticeships.

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The six Essential Employment Skills, as defined by the National Federation of Education Research, have been integrated into the content to give confidence to Learners that they will know by the end of the programme what employers need and value from their employees.
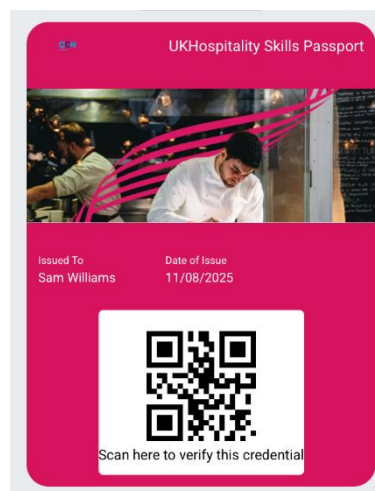
Working with industry leading providers of statutory training has enabled the required content to be integrated as defined Learning Outcomes (LOs) which the issue of the digital Hospitality Skills Passport verifies.

The Digital Badge that a Learner receives upon completion of the programme is delivered as an email link and it is accessible online. It can subsequently be stored in either Apple or Google wallets, as shown below:
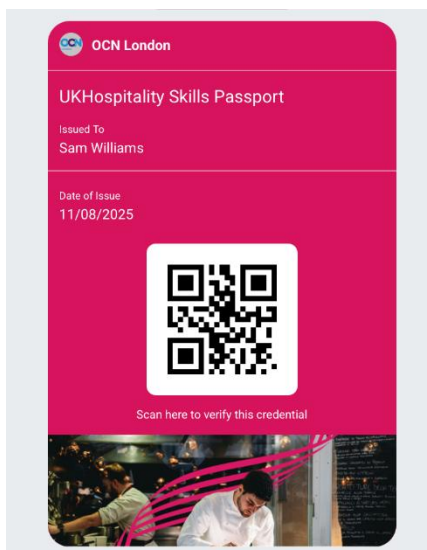
Figure 2: Digital Badge (Google Wallet)   *Figure 1: Digital Badge (Apple Wallet)*

Structure of delivery

The delivery model is flexible to suit different training and education routeways and settings, including college-based programmes, work-based learning, or blended approaches. Delivery will normally combine classroom or workshop sessions led by experienced hospitality and catering staff, employer engagement activities to bring the curriculum to life, and statutory training which may be completed online or in person.

All routes will include a meaningful period of work experience, either with one or more

employers or within a provider setting with appropriate industry-standard facilities. The duration and sequencing of activities may vary depending on the routeway.

Digital Badge Issuance Process
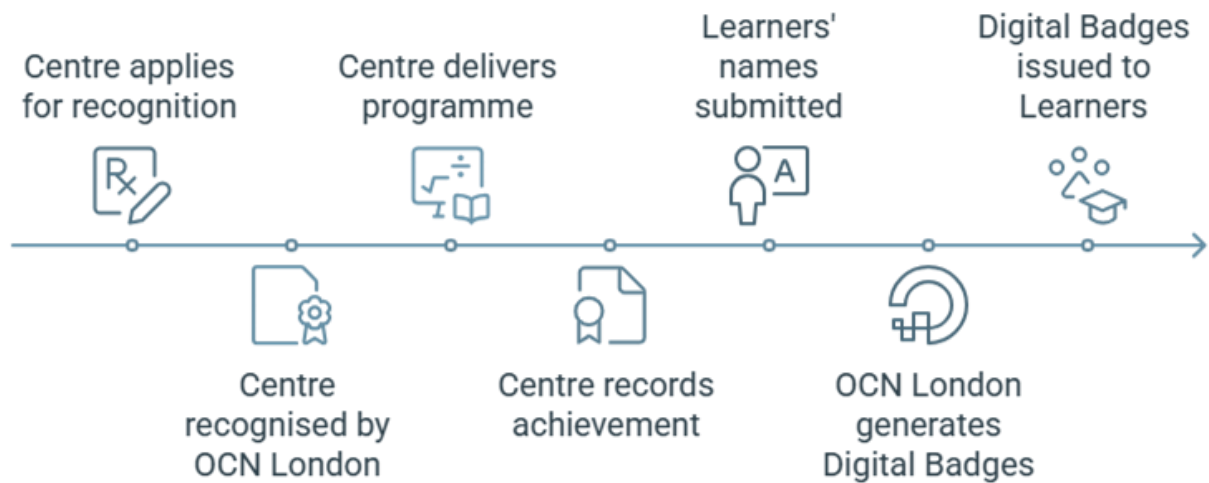
There are a number of training and education routeways that will allow for achievement and/or demonstration of the Learning Outcomes set out in this Specification. The majority are listed below - this list is not exhaustive however, and if you would like to discuss particular aspects of delivery, please contact OCN London.

Programme	Level	Age	Employment status	Learning Environment	Work Experience	Employer involvement	Summary
SWAP	Entry	19+	Unemployed	ITP/college	Yes	Multiple	A short, focused programme for unemployed adults (19+) delivered by an ITP or college, combining training, employer engagement, and work experience. It equips Learners with job-ready skills and directly supports progression into hospitality roles.
NEETs	Entry	16-24	Unemployed	College	Yes	Multiple	Targeted at young people aged 16–24 who are not in education, employment, or training, this route offers college-based learning with embedded work experience. It aims to build confidence, core employability skills, and direct links with multiple employers.
Foundation Apprenticeship	Level 2	16-21 or 24 with EHCP	Employed	Work or college based	n/a	Single	A Level 2 apprenticeship for 16–21-year-olds (or up to 24 with an EHCP) that combines work-based learning with college support. It allows Learners to gain paid employment while developing core hospitality skills and behaviours.
Commis Chef, Production Chef, Food and Beverage Team Member Apprenticeships	Level 2	All ages	Employed	Work or college based	n/a	Single	Full Level 2 apprenticeships open to all ages, delivered in the workplace or with some college input. These routes develop practical hospitality competencies aligned to industry standards while Learners are in paid employment.
Certificate in Vocational Studies	Level 1	14-16	n/a	College	Yes	Multiple	An entry-level qualification for 14–16-year-olds delivered in college with significant employer engagement. It introduces hospitality skills in a supported learning environment, including hands-on work experience.
Study Programme	Level 1-3	16-19 or 24 with EHCP	Unemployed or part time	College	Yes	Multiple	A full-time programme for 16–19-year-olds (or up to 24 with an EHCP) delivered in college, combining vocational learning with work experience. It supports progression into higher-level study, apprenticeships, or employment.
Alternative Academic Qualifications (AAQ)	Level 3	16-18	Unemployed or part time	College	Yes	Multiple	Level 3 qualifications for 16–18-year-olds delivered in a college setting with strong employer input. They develop applied knowledge and skills and can lead to both employment and higher education routes.
Technical Occupational Qualifications (TOQ)	Level 3	16-18	Unemployed or part time	College	Yes	Multiple	Level 3, employer-focused qualifications for 16–18-year-olds delivered in college with embedded work experience. They prepare Learners for direct entry into technical hospitality roles or further specialist training.

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Assessment requirements

Assessment takes place throughout the particular programme and is focused on attendance, attitude, and readiness to work; and successful completion further requires full completion of all statutory training prior to work experience completion. So whilst Assessment Guidance is detailed in Section 2 below, this is a guide and does not constitute formal requirements of the programme.
A Centre application for award of the 'Hospitality Skills Passport' to an individual serves as a confirmation of successful completion.

Evidence of participation and formative assessment focused on attendance, attitude, readiness to work, and full completion of all statutory training will however need to be retained by Centres for quality assurance and audit purposes, and to support subsequent evaluation activities.
Guidance on this will be provided by UKHospitality and OCN London.

The key purpose of the Hospitality Skills Passport is to set out the LOs that an individual has achieved or can demonstrate in practice. Issuing the Passport is an attestation of that capability. The accompanying Assessment Criteria and Assessment Guidance are examples only: they illustrate how the LOs might reasonably be tested and evidenced and indicate the expected breadth and level. Evidence may be gathered in the employer's premises as part of work experience, or in Centre-based/simulated settings, as appropriate. Centres may use alternative valid methods that align to the outcomes and meet quality assurance expectations.

Entry requirements and information for participants

There are no formal entry requirements for the programme, and it is open to all Learners accessing it through any recognised routeway. Relevant partner organisations, providers, and employers will provide participants with information and guidance about the programme before they start, ensuring that Learners understand the expectations and opportunities it offers.

Opportunities for progression

The Hospitality Skills Passport provides a foundation for progression into a range of next steps, such as:

- Apprenticeships at Level 2 in Commis Chef, Production Chef, and Food and Beverage Team Member.
- Hospitality and Catering qualifications at Level 1 and 2 in college or with other providers.
- Full- or part-time employment in the hospitality sector.

Learners will have a meaningful and appropriate choice of options to support their career and learning pathway, whatever routeway they originally used to access the Passport.

Required resources for delivering the programme

The minimum qualifications, knowledge, and experience required of those teaching and assessing are equivalent to those for delivering Level 1 hospitality and catering qualifications.

All participants must have access to suitable IT equipment (computers or mobile devices) for completing any online or virtual learning elements, including statutory training or digital self-study resources, where applicable to the delivery routeway.

Programme evaluation and review

UKHospitality and OCN London work in partnership with key stakeholders to ensure the programme remains relevant and high quality. As part of this, evaluation will take place both immediately after delivery and at set intervals thereafter. Centres delivering the Hospitality Skills Passport will be required to gather Learner contact details and support the evaluation process so that it can be carried out effectively.

OCN London will provide detailed guidance to Centres on these requirements.

Becoming an OCN London Approved Centre to deliver this programme

OCN London will carry out a basic check on Centres already approved by us – in line with the 'Required resources for delivering the programme' section above. Once confirmed, the programme will be made available for delivery in accordance with existing Centre Agreements.

Centres not currently approved by OCN London may apply to deliver the Hospitality Skills Passport. In these cases, a streamlined, time-limited approval process will be carried out, alongside a basic resource check, and approval will permit delivery of this programme only. Following approval, the Centre will operate under a new Centre Agreement.

In both cases, full details about costs and guidance will be provided by OCN London.

Section 2 – Knowledge, Skills, and Behaviours (KSBs)

The following KSBs have been developed by and are unique to UKHospitality and <u>do not form part of a regulated qualification</u>.

UKHospitality retains ownership of the KSBs in this document unless they have agreed to share with other organisations to support their curriculum development.

The Passport defines the LOs against which an individual's capability is attested. Assessment Criteria and Assessment Guidance are provided solely as exemplification to illustrate the breadth and level of the LOs and possible approaches to testing and evidence. They are indicative and non-exhaustive and do not constitute mandatory requirements; Centres may adopt alternative, valid and reliable methods consistent with the outcomes and Centre quality assurance.

Knowledge

Learning Outcome	Assessment Criteria	Assessment Guidance (Routeway-Inclusive)
		Provided solely as exemplification to illustrate the breadth and level of the LOs and possible approaches to testing and evidence
1. Identify techniques to maximise sales in the hospitality sector and improve guest experience	1.1 List simple ways to increase sales. 1.2 Explain how to improve guest satisfaction.	Group activities using realistic hospitality scenarios where Learners list and explain simple sales techniques. This may be evidenced in real workplace settings, during simulated tasks, or through role-play depending on the delivery routeway.
2. Recognise methods of communication with hospitality guests and how to tailor to different needs	2.1 Identify different guest needs. 2.2 Demonstrate how to communicate based on guest needs.	Role-plays or workplace-based observations where Learners identify guest needs and demonstrate tailored communication styles. Evidence can be drawn from live service environments, simulated practice, or structured employer feedback.
3. Understand the principles of customer service and service	3.1 List key principles of customer service.	Guided discussions and simple written or verbal tasks where Learners list

mentality in the hospitality sector	3.2	Explain why a service-oriented mentality is important.	customer service principles and explain their importance. This can take place in classroom settings, through online learning platforms, or in the workplace.
4. Know how to handle feedback, complaints, and disputes	4.1 4.2	Outline steps for responding to feedback and complaints. Demonstrate how to calm a situation.	Structured role-play, case study work, or live observation in workplace or simulated environments to handle feedback and resolve disputes, supported by Learner reflection on the experience.
5. Understand basic data protection legislation and guest privacy policies	5.1 5.2	Identify why guest data protection is important. List key privacy policies related to guests.	Reading tasks and matching or application exercises, completed either in classroom, online, or workplace training contexts, to identify and explain the importance of guest data protection policies.
6. Recognise how to report faults, issues, or damage and escalate feedback	6.1 6.2	State the steps for reporting faults or issues. Outline when to escalate feedback to a supervisor.	Case study activities or real-work examples where Learners practise identifying issues and outline escalation procedures. Evidence may be gathered from supervised workplace activity, classroom tasks, or online assessments.
7. Understand food safety and allergen procedures	7.1 7.2	Explain key food safety rules. List common allergens and their risks.	Practical demonstrations or simulated tasks with a checklist to confirm Learners can identify allergens and apply key food safety procedures, in either workplace or training environments.
8. Recognise server responsibilities under the Licensing Act	8.1 8.2	List basic rules under the Licensing Act. Outline key responsibilities for servers.	Guided worksheets, online modules, or group discussions on Licensing Act rules, followed by activities to confirm understanding of server responsibilities, adaptable

		to workplace or classroom delivery.
9. Demonstrate safe use of specialist equipment and technology in the hospitality sector	9.1 Identify workplace equipment. 9.2 Demonstrate the safe use of specialist equipment.	Hands-on demonstrations or safe simulated use of specialist hospitality equipment, observed with feedback on correct and safe practice. This applies equally in workplace or training kitchen/service settings.
10. Know hygiene management techniques	10.1 List basic hygiene rules. 10.2 Demonstrate how to apply hygiene practices.	Practical tasks or simulated activities where Learners apply hygiene management techniques, assessed in a workplace or training environment.
11. Recognise safe handling and disposal of waste in the hospitality sector	11.1 Identify procedures for handling and disposing of waste. 11.2 Demonstrate correct waste disposal.	Learners participate in supervised tasks, either in real or simulated settings, to demonstrate correct waste handling and disposal procedures.
12. Understand health and safety legislation and local policies	12.1 Outline key health and safety laws. 12.2 List local workplace safety policies.	Guided observation of health and safety signage and procedures, in real or simulated environments, followed by a task to list or explain observed rules.
13. Know ways to stay up to date with business information	13.1 Identify sources of updated business information. 13.2 Demonstrate how to follow updated procedures.	Learners receive business updates (real or simulated) and demonstrate how to apply updated procedures during role-play, online tasks, or in workplace environments.
14. Recognise equity, diversity, and inclusion legislation	14.1 List key points from equity, diversity, and inclusion laws. 14.2 Outline ways to promote fairness and inclusion at work.	Group or online discussion on fairness and inclusion principles, followed by a reflective task on how these can be applied in real or simulated workplace contexts.

Skills

Learning Outcome	Assessment Criteria	Assessment Guidance (Routeway-Inclusive)
		Provided solely as exemplification to illustrate the breadth and level of the LOs and possible approaches to testing and evidence
1. Be able to respond to guest requests within training limits	1.1 Identify guest requests that are within training limits. 1.2 Perform appropriate responses to simple guest requests.	Role-playing, simulated service, or live workplace observation where Learners identify and respond to guest requests under supervision, with feedback provided.
2. Demonstrate the ability to communicate policies, terms, and conditions to guests	2.1 Outline basic policies, terms, and conditions. 2.2 Perform clear communication of these to guests.	Practice communicating policies, terms, and conditions through role-play, online scenarios, or supervised workplace activities, ensuring accuracy and clarity.
3. Assist in resolving feedback, complaints, and issues	3.1 Identify common guest complaints and feedback. 3.2 Perform actions to assist in resolving feedback and complaints.	Structured complaint-handling exercises carried out via role-play, simulated case studies, or live workplace contexts, with feedback from tutors or supervisors.
4. Work in line with data protection and privacy policies	4.1 List key data protection and privacy rules. 4.2 Perform actions to ensure compliance with data protection when handling guest information.	Practice applying privacy and data protection policies in real or simulated service contexts, including online and in-person activities, ensuring compliance is demonstrated.
5. Communicate effectively within and between hospitality teams	5.1 Identify basic communication methods for teams. 5.2 Perform clear and effective communication in a team environment.	Group activities, workplace team tasks, or online collaboration exercises where Learners practice and demonstrate clear team communication.
6. Follow food safety and allergen legislation	6.1 Identify relevant food safety and allergen rules.	Practical tasks in workplace or simulated settings to apply food safety and allergen handling rules

	6.2 Undertake food safety and allergen procedures correctly.	correctly, with tutor or supervisor observation.
7. Prepare and serve beverages to business standards	7.1 List steps for preparing and serving beverages. 7.2 Perform beverage preparation and service to meet business standards.	Supervised preparation and service of beverages in workplace or simulated environments, with feedback against agreed business standards.
8. Use specialist equipment and technology efficiently in the hospitality sector	8.1 Identify the correct equipment for given tasks. 8.2 Perform the safe and efficient use of specialist equipment.	Hands-on or simulated use of specialist equipment, assessed for safe and efficient operation in workplace or training environments.
9. Apply hygiene management techniques	9.1 List key hygiene management practices. 9.2 Perform hygiene management techniques in the workplace.	Practical hygiene management tasks in workplace or simulated environments, with reflection and feedback on performance.
10. Comply with health and safety guidelines	10.1 Identify key health and safety guidelines. 10.2 Perform tasks in compliance with health and safety regulations.	Supervised health and safety compliance tasks, carried out in workplace, simulated, or blended learning contexts, with observation and feedback.
11. Use feedback to improve performance	11.1 List ways to gather feedback on performance. 11.2 Perform actions based on feedback to improve work performance.	Feedback-based performance improvement activities in workplace or simulated environments, where Learners demonstrate changes based on feedback received.
12. Participate in and contribute to hospitality team briefings	12.1 Recognise the importance of team briefings. 12.2 Perform active participation in team briefings by sharing relevant information or ideas.	Participation in team briefings, either simulated or real, where Learners contribute ideas and information relevant to the hospitality context.
13. Follow equity, diversity, and inclusion principles	13.1 Identify key principles of equity, diversity, and inclusion.	Practical group or workplace activities where Learners apply equity, diversity, and inclusion

	13.2 Perform actions that promote equity, diversity, and inclusion in the workplace.	principles, followed by reflective discussion or feedback.

Behaviours

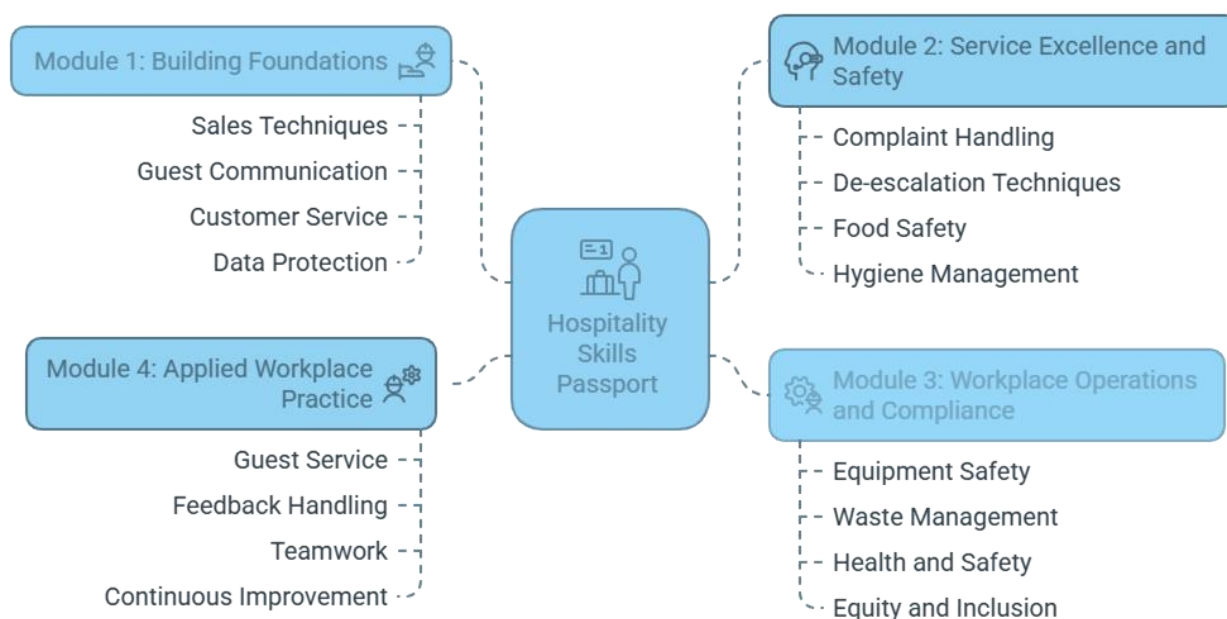| Learning Outcome	Assessment Criteria	Assessment Guidance (Routeway-Inclusive)
		Provided solely as exemplification to illustrate the breadth and level of the LOs and possible approaches to testing and evidence
1. Demonstrate effective collaboration in a hospitality team setting	1.1 Work with others to achieve a common goal. 1.2 Contribute ideas and feedback during team activities.	Group or workplace tasks where Learners collaborate to achieve a goal, observed for effective teamwork and contribution of ideas.
2. Apply clear and effective communication	2.1 Use appropriate language and tone when communicating with others. 2.2 Demonstrate listening skills by responding accurately to information.	Communication practice through team activities, role-play, or live workplace interaction, with feedback on clarity, tone, and listening skills.
3. Demonstrate problem-solving in practical situations in the hospitality sector	3.1 Identify a problem in a given situation. 3.2 Suggest and apply solutions to resolve the problem.	Problem-solving activities carried out in workplace, simulated, or classroom-based settings, with observation and feedback on the solutions proposed.
4. Demonstrate creative thinking in relation to a hospitality role to overcome challenges	4.1 Generate new ideas to approach a challenge. 4.2 Apply creative solutions to solve a practical issue.	Creative problem-solving activities in real or simulated hospitality contexts, followed by reflection on the ideas generated and solutions applied.
5. Apply information literacy to interpret and use data	5.1 Identify relevant information from a given source.	Information literacy activities where Learners interpret and apply given data to complete tasks in either workplace or

	5.2	Use information accurately to complete a task.	simulated learning environments.
6. Demonstrate organising and planning skills in the hospitality sector	6.1	Organise tasks in a logical order to complete an objective.	Planning and organisation exercises in workplace, classroom, or simulated settings, assessed on effective use of time and resources.
	6.2	Plan how to use time and resources efficiently.	

Section 3 – Modular Course Structure

The Hospitality Skills Passport is delivered through four flexible modules that cover the required knowledge, skills, and behaviours. These modules may be delivered intensively, part-time, or embedded within a longer programme, depending on the routeway.

Hospitality Skills Passport Modules

Module 1: Building Foundations
- Sales Techniques
- Guest Communication
- Customer Service
- Data Protection

Module 2: Service Excellence and Safety
- Complaint Handling
- De-escalation Techniques
- Food Safety
- Hygiene Management

Module 4: Applied Workplace Practice
- Guest Service
- Feedback Handling
- Teamwork
- Continuous Improvement

Module 3: Workplace Operations and Compliance
- Equipment Safety
- Waste Management
- Health and Safety
- Equity and Inclusion

Module 1: Building Foundations

Covers sales techniques, guest communication, customer service principles, data protection, and privacy policies. Includes collaborative activities to develop team communication.

Module 2: Service Excellence and Safety

Covers handling complaints, de-escalation techniques, food safety and allergen awareness, Licensing Act responsibilities, and hygiene management, alongside problem-solving and creative thinking tasks.

Module 3: Workplace Operations and Compliance

Covers safe use of specialist equipment, waste management, health and safety regulations, equity, diversity, and inclusion. Includes planning, organising, and information literacy tasks.

Module 4: Applied Workplace Practice

Provides opportunities to apply learning in real or simulated work environments, focusing on guest service, feedback handling, teamwork, problem-solving, and continuous improvement.

Section 4 – Tutor Guidance Notes

Module 1

Introduce foundational hospitality concepts and ensure immediate practice through scenarios, simulations, or workplace examples. Use feedback to build communication and teamwork skills.

Module 2

Use real or simulated case studies to explore service excellence and compliance. Reinforce accuracy in practical skills and promote creative problem-solving.

Module 3

Provide safe, supervised opportunities to work with specialist equipment. Emphasise health, safety, hygiene, and organisational skills.

Module 4

Support the transition to applied workplace practice. Encourage reflection, effective feedback use, and problem-solving in real or simulated environments.

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