

# Qualification Guide

## OCNLR Level 1 Certificate in Hospitality Skills

## **OCN London Qualification Guide**

OCNLR Level 1 Certificate in Hospitality Skills  
Qualification No: 610/7466/4

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.

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## General Information

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This qualification guide contains details of everything you need to know about the OCNLR Level 1 Certificate in Hospitality Skills. It makes reference to the curriculum areas covered and identifies the learners for whom the qualification has been developed. The guide also covers important aspects of assessment and moderation that are particular to the qualification. The guide should be used by all involved in the delivery and assessment of the qualification. The Account Manager for your Centre will provide support and advice on how to seek approval to offer the qualification.

If you are not yet an OCN London Approved Centre but wish to use this qualification, then please contact us on [enquiries@ocnlondon.org.uk](mailto:enquiries@ocnlondon.org.uk) for details of the Centre Approval application process.

## Qualification Overview

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The OCNLR Level 1 Certificate in Hospitality Skills qualification has been developed to provide an entry-level introduction to working in the UK hospitality industry.

The OCNLR Level 1 Certificate in Hospitality Skills qualification is regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF). It is not a licence to practise.

### Qualification details

This Qualification is available at this level only.

### Level 1 Certificate in Hospitality Skills

- Qualification Number: 610/7466/4
- Qualification credit value: 13
- Operational start date: 18 May 2026
- Review date: 18 May 2029
- Total Qualification Time (TQT): 130 hrs.
- Guided Learning Hours (GLH): 91 hrs. (*indicative*)
- Assessment requirements: internally assessed, internally and externally moderated

### Purpose of the qualification

This qualification is an entry-level introduction to working in the UK hospitality industry. It prepares learners to take their first steps into front-line, guest-facing roles such as waiter or waitress, bar support, kitchen assistant, hotel team member and receptionist. Learners build a foundation of knowledge about how hospitality workplaces operate, develop core practical skills under supervision, and practise the professional behaviours expected in guest-facing work.

### Who the qualification is for

The qualification is designed for learners aged 16 and above who are new to hospitality, or who are considering hospitality as a career. It is suitable for school learners following a vocational pathway, college learners on a Level 1 study programme, learners on a supported internship or traineeship, and adults returning to learning.

### Entry guidance

The content has been aligned to the UK Hospitality Skills Passport so that learners who achieve this qualification have covered the same underpinning knowledge across a shared mandatory core. The learner then applies that knowledge in one of three option units – food handling and preparation, food and beverage service, or guest services – through a short work-experience

placement. Because the Skills Passport reaches above Level 1, some content is treated at an awareness level here and can then be developed more fully on a Level 2 hospitality programme.

### **Additional information**

Details of the UK Hospitality Skills Passport can be found here: [UK Hospitality Skills Passport - OCN London](#)

The qualification is assessed through a portfolio of evidence built by the learner and confirmed by their assessor. Evidence can be gathered from real workplaces, simulated work environments, classroom activities and online tasks, depending on the delivery route chosen by the centre.

For units that include practical assessment criteria, a qualified assessor must directly observe the learner, or the learner's performance must be captured through a reliable supervised record (for example, witness testimony from a placement supervisor, video evidence with learner consent, or a signed observation log). All practical assessment takes place under supervision, which is consistent with the Level 1 scope of the qualification.

Each assessment criterion must be met for the unit to be achieved. All units (nine core plus the chosen option) must be achieved for the full qualification to be awarded. A short learner reflection – describing what the learner did and one thing they would do differently next time – is required in the chosen option unit as part of the evidence.

### **Progression and related qualifications**

Learners who complete this qualification can progress to:

- Level 2 qualifications in hospitality, such as the Level 2 Certificate in Hospitality or an equivalent unit-based award
- The Level 2 Hospitality Team Member or Commis Chef apprenticeship, where entry criteria allow
- Related Level 2 qualifications in food preparation and cooking, customer service, or travel and tourism
- Supported employment or a first paid role in a hospitality setting, such as a junior waiter or waitress, bar support, kitchen porter or hotel room assistant

Because this qualification covers all of the Skills Passport Knowledge learning outcomes at an appropriate Level 1 depth, learners who hold it are well placed to progress onto Level 2 apprenticeships that use the same underpinning knowledge.

### **Guidance on delivering this qualification**

At least one person in the delivery team must have, as a minimum, a degree or higher-level qualifications/experience in a Hospitality or related discipline. Please contact OCN London for decisions on particular qualifications if in doubt.

## Structure of the qualification

### Rules of combination for achievement

To achieve the full qualification, learners must complete all nine mandatory core units (10 credits / 100 TQT) and one option unit chosen from three (3 credits / 30 TQT), giving a total of 13 credits / 130 TQT.

### Qualification units

#### Mandatory core units (all nine must be completed – 10 credits / 100 TQT)

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	TQT (GLH)
<a href="#">L/652/1739</a>	NA1/1/LQ/026	The hospitality industry, working roles and business awareness	1	1	10(7)
<a href="#">T/652/1740</a>	NA1/1/LQ/027	Working safely, equipment and legislation	1	2	20(14)
<a href="#">Y/652/1741</a>	NA1/1/LQ/028	Hygiene and waste handling	1	1	10(7)
<a href="#">A/652/1742</a>	NA1/1/LQ/029	Food safety and allergen awareness	1	1	10(7)
<a href="#">D/652/1743</a>	NA1/1/LQ/030	Communicating with guests	1	1	10(7)
<a href="#">F/652/1744</a>	NA1/1/LQ/031	Customer service, service mindset and handling feedback	1	1	10(7)
<a href="#">H/652/1745</a>	NA1/1/LQ/032	Data protection and guest privacy	1	1	10(7)
<a href="#">J/652/1746</a>	NA1/1/LQ/033	Working in a hospitality team	1	1	10(7)
<a href="#">K/652/1747</a>	NA1/1/LQ/034	Fairness and inclusion at work	1	1	10(7)

#### Option units (learners must complete one – 3 credits / 30 TQT)

Each option unit is normally delivered through a 3-5 day work-experience placement in the chosen setting, supported by classroom preparation and debrief. Where a real placement cannot be arranged, the unit can be delivered in a centre training environment (training kitchen, training restaurant or training housekeeping room) that allows realistic supervised activity.

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	TQT (GLH)
<a href="#">L/652/1748</a>	NA1/1/LQ/035	Option A: Food handling and preparation	1	3	30(21)

<a href="#">M/652/1749</a>	NA1/1/LQ/036	Option B: Food and beverage service	1	3	30(21)
<a href="#">Y/652/1750</a>	NA1/1/LQ/037	Option C: Guest services (reception and housekeeping)	1	3	30(21)

## Assessment and Moderation

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### Assessment process

The assessment process for this qualification 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;
- An OCN London External Moderator will externally moderate the portfolios of assessed evidence.

There is no additional external assessment for this qualification.

### Devising assessments

Each unit has a supplementary page with information on the types of assessment activities that can (indicated as 'Optional' or 'O') and/or must (indicated as 'Prescribed' or 'P') be used to assess learners against the unit. Tutor assessors must always refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in this qualification 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.

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 assessor to make a consistent and reliable judgement;
- Adequate – appropriate to the level.

Where a series of activities are set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all activities. All of 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 this 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 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 can be found on our website at: [Access to Fair Assessment Policy and Procedure](#) and gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty, without compromising the achievement of the assessment criteria.

### **Requirements for tutor/assessors**

Assessors of this qualification are expected to have, as a minimum, a degree or higher qualification/employment experience in hospitality or a related discipline or equivalent. (Contact OCN London for decisions on particular qualifications/experience if in doubt.)

### **To be sufficiently competent**

In addition to being qualified to make assessment decisions, each 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 assessor.

**To be sufficiently knowledgeable**

Each 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.

## Assessment Guidance and Ofqual Level Descriptors

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For OCN London's Assessment Guidance and Ofqual's Level Descriptor relevant to this qualification, please click on the link below.

[Level 1 Assessment Guidance and Ofqual's Level Descriptors](#)



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