

**“SBS ARE FOCUSED ON THE NEEDS OF BOTH  
THE EMPLOYEE AND THE EMPLOYER.”**

- CHRISTINE BOYLAN, PERSONNEL MANAGER, DORMY HOUSE

# hospitality & catering

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## THE SECTION WILL COVER:

- NVQ Level 2 Professional Cookery
- NVQ Level 3 Professional Cookery (Preparation & Cooking)
- NVQ Level 3 Professional Cookery (Patisserie & Confectionery)
- NVQ Level 2 Food Processing & Cookery
- NVQ Level 2 Food & Drink Service
- NVQ Level 2 Housekeeping
- NVQ Level 3 Hospitality Supervision
- NVQ Level 2 Front Office
- Foundation Degree in Hospitality Management
- Foundation Degree in International Culinary Arts
- CIEH Level 2 Award in Food Safety in Catering - Comply Training
- CIEH Level 2 Award in Healthier Food & Special Diets - Comply Training
- CIEH Level 3 Award in Supervising Food Safety in Catering - Comply Training
- CIEH Level 3 Award in Implementing Food Safety Management Procedures - Comply Training
- CIEH Level 4 Award in Managing Food Safety in Catering - Comply Training
- WSET Level 1 Foundation Certificate in Wines
- WSET Level 2 Intermediate Certificate in Wines & Spirits
- WSET Level 2 Professional Certificate in Spirits
- WSET Level 3 Advanced Certificate in Wines & Spirits
- BIIAB Level 1 Award in Responsible Alcohol Retailing - Comply Training
- BIIAB Level 2 National Designated Premises Supervisors - Comply Training
- BIIAB Level 2 National Certificate For Personal Licence Holders - Comply Training

A blue-tinted photograph of a dining table setting. In the foreground, two silver forks are laid out on a blue tablecloth. In the background, two wine glasses are visible, slightly out of focus. The overall scene is set in a restaurant or dining room.

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## NVQ LEVEL 2 PROFESSIONAL COOKERY

### Who Should Participate:

Aimed at those wishing to develop the practical and theoretical skills required to work in this vibrant industry. The course is also suitable for individuals who have recently been employed or are developing their job role into the food production area.

\* Apprenticeships are available

### Key Objectives:

Equip and develop practical catering skills to enable the pursuit of a career in the Hotel and Catering Industry.

### Course content:

- Food Preparation & Production
- Larder & Pastry Preparation
- Food Hygiene
- Health and Safety
- Preparing, Cooking and Finishing Meats, Poultry, Fish and Vegetables
- Contributing to Effective Teamwork

### Course outcome:

- Develop practical and theoretical skills in this rapidly changing industry

**DURATION:** 9 months to 1 year

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** NVQ Level 3 Professional Cookery

## NVQ LEVEL 3 PROFESSIONAL COOKERY (PREPARATION AND COOKING)

### Who Should Participate:

Those who have already completed Level 2 Professional Cookery or who can demonstrate the required skill level gained through practical experience in the Hospitality Industry.

\*Apprenticeships are available

### Key Objectives:

To equip participants with advanced practical skills to enable the development of a career in the Hotel & Catering Industry.

### Course content:

- Advanced Food Preparation & Production Skills
- Larder Preparation
- Food Hygiene
- Health and Safety
- Preparation, Cooking and Finishing of Complex Fish, Meat and Vegetable Dishes

### Course outcome:

- Advanced skills development
- Candidates will receive an accredited qualification

**DURATION:** 1 year

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** Foundation Degree in International Culinary Arts



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## NVQ LEVEL 3 PROFESSIONAL COOKERY (PATISSERIE AND CONFECTIONERY)

### Who Should Participate:

Those who have already completed Level 2 Professional Cookery or who can demonstrate the required skill level gained through practical experience in the Hospitality Industry.

\*Advanced Apprenticeships are available

### Key Objectives:

To equip participants with advanced practical skills to enable the development of a career in the Hotel & Catering Industry.

### Course content:

- Food Hygiene
- Health and Safety
- Preparing and Cooking Complex Hot and Cold Desserts, Bread and Dough Products
- Processing and Finishing of Chocolate, Marzipan, Pastillage and Sugar Produces

### Course outcome:

- Advanced skills development
- Candidates will receive an accredited qualification

**DURATION:** 1 year

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** Foundation Degree in International Culinary Arts

## NVQ LEVEL 2 FOOD PROCESSING AND COOKERY

### Who Should Participate:

Those who are or wish to be employed in a job role where some food preparation and service is involved.

### Key Objectives:

To equip and develop practical catering and food management skills to enable pursuit of a career in the Catering Industry.

### Course content:

- Food Preparation & Production
- Food Hygiene
- Health and Safety
- Food Service
- Supervise the Work of Staff
- Maintain and Deal With Payments
- Complete Kitchen Documentation
- Setting Up and Closing a Kitchen and Dining Room

### Course outcome:

Develop practical and theoretical skills in this rapidly changing industry.

**DURATION:** 9 months to 1 year

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** NVQ Level 2/3  
- Professional Cookery  
- Hospitality Supervision  
- Team Leading

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## NVQ LEVEL 2 FOOD & DRINK SERVICE

### Who Should Participate:

Anyone working in Catering & Hospitality. Suitable for any age group.

\* Apprenticeships are available

### Key Objectives:

Designed for those wishing to pursue or further their career.

### Course content:

Units include:

- Food, Health & Safety and Customer Service
- Serving Alcoholic and Soft Drinks
- Preparing and Serving Cocktails
- Preparing and Serving Wines
- Cellar Management
- Serving Food at the Table, including Silver Service, Buffet and Carvery

### Course outcome:

Develop greater understanding and skills associated with the service of either food and drink or both.

**DURATION:** 9 months to 1 year

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** Customer Service or Hospitality Supervision Level 3

## NVQ LEVEL 2 HOUSEKEEPING

### Who Should Participate:

Anyone working in Catering & Hospitality. Suitable for any age group.

\* Apprenticeships are available

### Key Objectives:

Designed for those wishing to pursue or further their career.

### Course content:

Units include:

- Food Safety, Health & Safety and Effective Teamwork Units
- Maintaining Health and Safety
- Cleaning and Servicing a Range of Areas
- Working with Different Chemicals and Equipment
- Providing a Linen Service

### Course outcome:

- Completion of NVQ and/or Apprenticeship
- Development of knowledge and skills

**DURATION:** Qualification delivered in the workplace by assessors. 9 months on average to complete the NVQ. 12 months to complete Apprenticeships

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** Team Leading NVQ Level 2 or Hospitality Supervision Level 3



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## NVQ LEVEL 3 HOSPITALITY SUPERVISION

### Who Should Participate:

Anyone employed in a management role in Hospitality and Catering whose major job role is supervising the work of others.

### Key Objectives:

To develop/improve in a management role.

### Course content:

Units include:

- Supervising Staff
- Maintaining Food Safety and Health & Safety in the Working Environment
- Managing Yourself
- Supervising and Maintaining Services

### Course outcome:

- A better understanding and development of management skills

**COST:** Cost depends on funding options

**DURATION:** 12 to 15 months

**PROGRESSION ROUTE:** Foundation Degree

## NVQ LEVEL 2 FRONT OFFICE

### Who Should Participate:

For those working in reception in hotels and conference centres.

\*Apprenticeships are available

### Key Objectives:

Designed for those wishing to pursue or further their career.

### Course content:

- Includes Health and Safety and Customer Service units

### Course outcome:

- The development of knowledge and skills
- Dealing with customer enquires
- Dealing with payments
- Entering, retrieving and printing data
- Providing tourism related information
- Exchanging foreign cash and travellers cheques
- Resolving customer service issues

**COST:** Cost depends on funding options

**DURATION:** 9 months to 1 year

**PROGRESSION ROUTE:** Customer Service, Team Leading, Hospitality Supervision Level 3 and Management Level 3

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## FOUNDATION DEGREE IN HOSPITALITY MANAGEMENT

### Who Should Participate:

Designed for those already employed in hospitality and who do not have a higher education qualification. The course is also aimed at college leavers.

### Key Objectives:

The two-year programme aims to provide managerial skills to enable responsibility for the work of others at an early stage in a career. It also provides an appreciation of skills required for more senior management.

### Course content:

- Food & Beverage Operations
- Rooms Division Operation
- Personal Development
- Customer Service
- Human Resource Management
- Operations Management

### Course outcome:

To learn how to manage resources, people, information and the working environment.

**DURATION:** 2 days a week for 3 terms of 11 weeks

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** BA (Hons) Hospitality Management

## FOUNDATION DEGREE IN INTERNATIONAL CULINARY ARTS

### Who Should Participate:

Designed for those already employed in hospitality, who have achieved NVQ Level 3 in Professional Cooking (or have the equivalent trade experience) and do not have a higher education qualification. The course is also aimed at college leavers.

### Key Objectives:

The two-year programme aims to provide managerial and culinary skills to enable responsibility for the work of others at an early stage in a career. It also provides an appreciation of skills required for more senior management.

### Course content:

- Hot & Cold Salads, Canapés, Terrines
- Meat, Poultry, Offal and Game
- Fish & Shellfish
- Vegetables, Potatoes & Legumes
- Management of Resources & Hygiene
- Human Resources and Personal Development

### Course outcome:

How to manage resources, people, information and the working environment.

**DURATION:** 2 days a week for 3 terms of 11 weeks

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** BA (Hons) Hospitality Management



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## CIEH LEVEL 2 AWARD IN FOOD SAFETY IN CATERING – COMPLY TRAINING

### Who Should Participate:

Anyone working in a catering setting where food is prepared, cooked or served.

### Key Objectives:

#### To enable participants to understand:

- The terminology used in food safety
- The laws that apply to food businesses/handlers and be able to describe in general terms the requirements of the current regulations
- The concepts of food hazards and how the risk of food poisoning can be contained
- How to take product and equipment temperatures
- How a reduction in storage temperature will minimise bacterial multiplication
- The importance of high temperatures in the supply of safe food
- That food handlers can pose a risk to food safety
- The importance of utilising appropriate storage conditions for different types of food
- The importance of cleaning in food premises
- The need for high standards for structure and equipment to promote good hygiene in food premises

### Course content:

- Legislation
- Principles of Safe Food Storage
- Food Safety Handling and Hazards
- Cleaning
- Temperature Control
- Refrigeration, Chilling and Cold Holding
- Cooking, Hot Handling and Re-Heating
- Food Premises and Equipment

### Course outcome:

Successful participants will be awarded CIEH Level 2 Award in Food Safety in Catering.

**DURATION:** 1 day

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** CIEH Level 3 Award in Supervising Food Safety in Catering

## CIEH LEVEL 2 AWARD IN HEALTHIER FOOD AND SPECIAL DIETS – COMPLY TRAINING

### Who Should Participate:

All employees who prepare and serve food. Particularly applicable to those involved in selecting ingredients, recipes and menus.

### Key Objectives:

#### To enable participants to understand:

- The relationship between health and diet
- Individual nutritional requirements of different groups of people
- Specific standards and recommendations that apply to catering for certain groups
- How food preparation and processing affects the nutritional value of food
- The significance of information on food labels

### Course content:

- Nutrition, Diet and Health
- The Nutritional Requirements of Different Population Groups and Cultures
- Nutrition Labelling
- Current Policy, Legislation and Voluntary Guidelines
- The Effects of Food Processing on Nutrient Content

### Course outcome:

Successful participants will be awarded CIEH Level 2 Award in Healthier Food and Special Diets.

**DURATION:** 1 day

**COST:** Cost depends on funding options

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## CIEH LEVEL 3 AWARD IN SUPERVISING FOOD SAFETY IN CATERING – COMPLY TRAINING

### Who Should Participate:

Managers and supervisors in medium and large catering businesses.

### Key Objectives:

#### To enable participants to understand:

- Terminology used in respect to supervising food safety procedures
- A supervisor's role in ensuring compliance with UK and European food safety legislation
- Concept of contamination and the risks it imposes on food safety
- Temperature control in food safety
- Importance of good workplace and equipment design to ensure food safety
- Importance of supervising high standards of cleanliness in food premises
- The need for good pest control practice
- Need for high standards of personal hygiene
- Importance of being able to contribute to staff training
- Principles of the HACCP system and how a supervisor can contribute to the implementation of a food safety management system
- Function of tools, such as 'Safer Food, Better Business' in implementing a food safety management system

### Course content:

- Legislation and Best Practice
- Supervisory Management
- Implementing Good Safety Procedures
- Contributing to the Safety Training of Others
- Temperature Control (Chilling, Cooking)
- Cleaning/Contamination Control

- Applying and Monitoring Good Hygiene Practices

### Course outcome:

Successful participants will gain the CIEH Level 3 Award in Supervising Food Safety.

**DURATION:** 3 days

**COST:** Cost on application

**PROGRESSION ROUTE:** Level 4 Award in Managing Food Safety in Catering



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## CIEH LEVEL 3 AWARD IN IMPLEMENTING FOOD SAFETY MANAGEMENT PROCEDURES – COMPLY TRAINING

### Who Should Participate:

Business owners and managers of small and medium-sized catering and hospitality businesses. Particularly suitable for those with the responsibility for implementing a food safety management system.

### Key Objectives:

#### To enable participants to understand:

- The legal requirement for businesses to adopt a food safety management procedure based on the HACCP principles (Hazard Analysis and Critical Content Point)
- The seven basic principles of the HACCP system and how these can be adapted to a food safety management system in a catering enterprise
- The controls that need to be put in place to ensure the safety of food and how these should be monitored
- How tools, such as 'Safer Food, Better Business', can assist small catering businesses to comply with the legal requirement and best practice

### Course content:

- Developing and Implementing HACCP Processes
- Establishing Controls Required to Ensure Food Safety
- Use of a Management Tools Such as the 'Safer Food, Better Business' Pack

### Course outcome:

Successful participants will gain the CIEH Level 3 Award in Implementing Food Safety Management Procedures.

**DURATION:** 1 day

**COST:** Cost on application

**PROGRESSION ROUTE:** CIEH Level 3 Award in Supervising Food Safety in Catering



## **CIEH LEVEL 4 AWARD IN MANAGING FOOD SAFETY IN CATERING – COMPLY TRAINING**

### **Who Should Participate:**

Owners, managers and supervisors of catering businesses as well as those involved in training others in food safety.

### **Key Objectives:**

#### **To enable participants to:**

- Guide and advise on the management of food safety in a catering business
- Contribute to the management of food safety in a catering business
- Identify further technical knowledge necessary in food safety management procedures
- Determine further training requirements
- Identify areas for legal compliance
- Determine good practice
- Design an improvement plan
- Develop and implement a HACCP-type plan
- Promote and encourage good standards of food safety
- Liaise with enforcement officers
- Deliver Level 1 and 2 food safety training (with appropriate training skills)

### **Course content:**

- Bacteriology
- Food-Borne Illnesses
- Physical Contamination of Food
- Food Storage, Temperature Control, Preservation
- Design and Construction of Food Premises and Equipment
- Cleaning and Disinfection
- Pest Control
- Personal Hygiene
- Training Strategies
- Legislation

- Management Control Technique

### **Course outcome:**

Successful participants will gain the CIEH Level 3 Award in Implementing Food Safety Management Procedures.

**DURATION:** 6 days

**COST:** Cost on application



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## WSET LEVEL 1 FOUNDATION CERTIFICATE IN WINES

### Who Should Participate:

The Level 1 Foundation Certificate in Wines (Hospitality): participants with their first job in hospitality.

The Level 1 Foundation Certificate in Wines (Retail): participants with their first job in retailing.

### Key Objectives:

To provide the basic product knowledge and skills in the service and sale of wine.

### Course content:

- The Main Styles of Wine
- The Characteristics of Major Grape Varieties
- A Portfolio of Tasting Notes
- Service and Retailing of Wine
- Health, Safety and Legal Issues
- A Food and Wine Matching Exercise
- A Multiple Choice Paper of 30 Questions

### Course outcome:

To boost the confidence of new or inexperienced frontline staff in the Hospitality and Retail sectors.

**DURATION:** 1 day

**COST:** Cost on application

## WSET LEVEL 2 INTERMEDIATE CERTIFICATE IN WINES AND SPIRITS

### Who Should Participate:

Anyone employed in the Drinks and Hospitality Industries with little previous knowledge of alcoholic beverages.

Wine enthusiasts who wish to acquire in-depth knowledge of wines and spirits and want to obtain an internationally recognised wine qualification.

### Key Objectives:

Provide training in a broad range of alcoholic beverages to underpin job skills and competencies in the customer service and sales functions of the Hospitality, Retail and Wholesale Industries.

### Course content:

- A Wine Portfolio
- Grape Growing and Wine Making
- A Multiple Choice Paper of 50 Questions

### Course outcome:

To provide a broad coverage of all product categories in the field of alcoholic drinks together with basic wine tasting techniques.

**DURATION:** 3 days – 9am to 5pm

**COST:** Cost on application

**PROGRESSION ROUTE:** Further WSET courses

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## WSET LEVEL 2 PROFESSIONAL CERTIFICATE IN SPIRITS

### Who Should Participate:

Anyone employed in the Spirits Industry needing basic information on the characteristics of the principal spirits and liqueurs of the world.

### Key Objectives:

Provide guidance on brand selection and assist with tasting and evaluating of spirits and liqueurs.

Provides a basic level of product knowledge of spirits and liqueurs to underpin job skills and competencies in the customer service and sales functions of the Hospitality, Retail, Wholesale and Spirits Industries.

### Course content:

- Production, Marketing and Service of Spirits and Liqueurs
- A Written Theoretical Tasting Note for One Spirit or Liqueur
- A Multiple Choice Examination of 50 Questions

### Course outcome:

To provide in-depth knowledge of Brandy, Gin, Rum, Tequila, Vodka, Whiskies and Liqueurs.

**DURATION:** 3 days - 9am to 5.45pm

**COST:** Cost on application

**PROGRESSION ROUTE:** Further WSET courses

## WSET LEVEL 3 ADVANCED CERTIFICATE IN WINES AND SPIRITS

### Who Should Participate:

Those employed in the Drinks and Hospitality Industries in a supervisory capacity, needing core information to advise management and customers with authority and make informed selections of wine and spirits.

Wine connoisseurs who wish to learn about wines and spirits in a rigorous and structured manner and gain an internationally recognised wine and spirit qualification.

### Key Objectives:

To provide a core knowledge of the wide range of wines and spirits around the world.

To equip those in a supervisory capacity with the authority and confidence to make informed decisions in a wide variety of trade situations.

### Course content:

#### Two units:

#### Unit 1 – Wines and Spirits of The World

- A Multiple Choice Paper of 50 Questions
- A Question Paper Requiring Short Written Answers

#### Unit 2 – Wine Tasting

- An Internally Set and Assessed Blind Tasting of One Wine

### Course outcome:

To prepare participants who plan to study for the Level 4 Diploma in Wines and Spirits Qualification.

**DURATION:** 5 days – 9am to 4.45pm

**COST:** Cost on application

**PROGRESSION ROUTE:** Further WSET courses



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## BIAB LEVEL 1 AWARD IN RESPONSIBLE ALCOHOL RETAILING – COMPLY TRAINING

### Who Should Participate:

Anyone who works on licensed retail premises involved in the sale of alcohol, including bar staff, supermarket cashiers and licensed shop cashiers.

### Key Objectives:

Understanding the legislation concerning under-age sales, serving persons who are drunk and the licensing objectives.

### Course content:

- The Nature of Alcohol and the Effect That it Has on the Human Body
- How to Recognise Drunkenness and Your Duty Not to Serve Drunk Customers
- Strategies to Prevent or Eliminate Alcohol-Related Crime and Conflict and the Importance of Personal Safety
- The Main Issues in the '2003 Licensing Act' as They Relate To Alcohol Retailers and Servers
- Licensing Law in Relation to the Protection of Children from Harm

### Course outcome:

Successful participants will gain the BIAB Level 1 Award in Responsible Alcohol Retailing.

**DURATION:** 1/2 day

**COST:** Cost on application

**PROGRESSION ROUTE:** Participants can progress to the BIAB Level 2 National Certificate for Personal Licence Holders

## BIAB LEVEL 2 NATIONAL DESIGNATED PREMISES SUPERVISORS – COMPLY TRAINING

### Who Should Participate:

Personal licence holders responsible for the day to day operations of licensed premises.

### Key Objectives:

Provide designated premises supervisors with an understanding of their role and responsibilities within the 'Licensing Act 2003'.

### Course content:

- The Role and Responsibilities of the Designated Premises Supervisor
- The Licensable Activities Carried Out in Licensed Premises
- The Requirements of Legislation and Best Practice to Support the Four Licensable Objectives
- Other Key Legislation Affecting Licensed Premises
- How to Conduct a Risk Assessment and How it is Used to Underpin the Operating Schedule
- The Relationship Between the Operating Schedule and Management Controls

### Course outcome:

Successful participants will be awarded BIAB Level 2 National Certificate for Designated Premises Supervisors.

**DURATION:** 1 day

**COST:** Cost on application

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## BIIAB LEVEL 2 NATIONAL CERTIFICATE FOR PERSONAL LICENCE HOLDERS – COMPLY TRAINING

### Who Should Participate:

Anyone who works in licensed premises and authorises the sale of alcohol to the public.

### Key Objectives:

To achieve the qualification necessary to gain a personal licence.

To enable participants to understand their responsibilities under the law.

### Course content:

- The Roles, Responsibilities and Functions of Licensing Authorities within the Framework of the Licensing Objectives
- The Application Process for a Personal Licence
- The Role and Legal Responsibilities of the Personal Licence Holder and the Penalties Relating to Failure to Comply with the Law
- The Premises Licence
- The Content and Purpose of Operating Schedules
- The Role and Duties of the Designated Premises Supervisor
- Unauthorised Licensable Activities
- Permitted Temporary Licensable Activities
- Rights of Entry to Licensed Premises
- Police Powers with Regard to Suspension and Closure of Licensed Premises
- The Specific Prohibitions for the Sale of Alcohol
- The Strengths of Alcoholic Drinks and the Effects of Alcohol on the Human Body
- The Protection of Children From Harm
- The Responsible Retail Sale of Alcohol

### Course outcome:

Successful participants will be awarded the BIIAB Level 2 National Certificate for Personal Licence Holders.

**DURATION:** 1 day

**COST:** Cost on application

**PROGRESSION ROUTE:** Participants can progress to the BIIAB Level 2 National Certificate for 'Designated Premises Supervisors'



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