



PART OF **nocn** GROUP

QUALIFICATION SPECIFICATION

Suite of Hospitality and Catering Qualifications

NOCN Level 1 Award in Introduction to the Hospitality Industry

Qualification No: 600/4475/5

NOCN Level 1 Certificate in Introduction to the Hospitality Industry

Qualification No: 600/4476/7

Operational Start Date: 1st February 2012

Version: 4.2 June 2025

To know more about NOCN:

- Visit the NOCN website: www.nocn.org.uk
- Call the Customer Service Team: **0300 999 1177**

Introduction

NOCN is a market-leading awarding organisation that has been providing qualifications for a wide range of Centres, including FE colleges and training providers, for 30 years both in the UK and internationally.

We work with Centres to deliver a high quality and flexible service for learners to underpin our passionate belief in the power of education and its impact on communities and individuals.

We offer all the advantages of being with a national awarding organisation with a diverse portfolio of qualifications, alongside providing a personalised, bespoke, service to our Centres and learners.

As an accredited Leader in Diversity we are proud of our reputation as a provider of fully accessible, trusted and flexible qualifications.

About NOCN Group

NOCN is part of NOCN Group, a progressive educational charity whose core aims are to help learners reach their potential and organisations thrive. The group includes business units specialising in regulated UK and international qualifications, end point assessment, endorsed programmes and assured short courses, Smart job cards, assessment services, consultancy, and research.

NOCN Group shares a joint purpose to offer learners, training providers, employers, and FE Colleges a fully integrated range of learning and skills development products and services.

Information about all our courses and qualifications is available from our website:

www.nocn.org.uk/

Qualification at a Glance

NOCN Level 1 Award in Introduction to the Hospitality Industry.

The learner **must achieve 10 credits**. **5 credits** must be achieved from Mandatory Group.

The remaining **5 credits** must come from the Optional Group. A maximum of **4 credits** can be achieved at Entry 3.

NOCN Level 1 Certificate in Introduction to the Hospitality Industry.

The learner must achieve **14 credits**. **5 credits** must be achieved from Mandatory Group.

The **remaining 9 credits** must come from the Optional Group. A **maximum of 6 credits** can be achieved at Entry 3.

Title	Size
<p>NOCN Level 1 Award in Introduction to Hospitality and Catering.</p> <p>NOCN Level 1 Certificate in Introduction to Hospitality and Catering.</p>	<p>Award GLH - 85 Award TQT - 100 Award Credit -10</p> <p>Certificate GLH - 125 Certificate TQT - 140 Certificate Credit -14</p>
Purpose	Target Audience
<p>The purpose of these NOCN Level 1 qualifications is to equip learners with the knowledge and understanding to progress to further training in or progress into a job role in the hospitality industry.</p>	<p>The NOCN Level 1 qualifications are primarily for learners aged 14 years and above and who want to continue their education and develop their knowledge/competencies and understanding of their role.</p>
Content Overview	Entry Requirements
<p>These NOCN Level 1 qualifications provides learners with a range of knowledge and skills. Learners will also develop an understanding of health, safety and welfare requirements, the structure and job roles within the industry, key employability skills, and the principles of delivering good customer service for working in the hospitality and catering industry.</p>	<p>There are no formal entry requirements for learners undertaking these qualifications. These qualifications can be undertaken without any previous training or qualifications in this subject area.</p>
Assessment	Additional Resources

<p>There are a variety of assessment methods used in NOCN Level 1 qualifications, please see each unit for information on how it must be assessed.</p>	<p>NA</p>
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Summary of changes:

This section summarises the changes to the qualification specification since the last version (version 4.1).

Version	Publication Date	Summary of Amendments
4.2	June 2025	Qualification specification added to new template.

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1. Overview of Qualification

The NOCN Suite of Hospitality and Catering qualifications provides a practical introduction to the industry. Learners will develop sector-specific knowledge, including health and safety, employability, communication, and problem-solving skills. These qualifications allow learners to demonstrate practical skills, understanding, and knowledge in areas such as food preparation, customer service, event planning, achieved through hands-on activities and real-life scenarios.

These qualifications will prepare learners to progress to a qualification in the same subject area but at a higher level or requiring more specific knowledge, skills and understanding,

These qualifications are for:

Learners who wish to develop the skills and knowledge required for employment within the hospitality and catering industry, such as kitchen assistants, food and beverage assistants, or housekeeping assistants. They are particularly suited to those looking to gain practical experience and build confidence in a real or simulated work environment.

These qualifications have been developed in response to:

National skills priorities and labour market demand for a skilled hospitality workforce. It supports the government's focus on improving employability through vocational learning, and aligns with findings from sector bodies such as People 1st and the Department for Education's post-16 skills plan.

Entry Requirements

There are no formal entry requirements for learners undertaking these qualifications.

Learners must be in a position to demonstrate the requirements of the qualification and have access to required assessment opportunities and relevant resources. Please refer to specific assessment requirements on individual components for more information.

Centres should undertake initial assessment activities with learners to ensure this is an appropriate qualification and they are capable of achieving the level they will be studying before enrolling them onto a programme of learning.

These qualifications are available to learners aged 14 years or over.

Progression Routes

- Kitchen Assistant
- Food and Beverage Assistant
- Housekeeping Assistant
- Catering Assistant
- Front of House Operative

Further Learning and Qualifications, for example:

- Level 2 Certificate or Diploma in Hospitality and Catering
- Level 2 Apprenticeship in Hospitality Team Member
- Functional Skills in English and Maths (to support wider employability)
- Sector-specific short courses (e.g. food hygiene, barista skills, or customer service)

Achievement of these qualifications confirm the learner has gained the knowledge and skills required to:

- gain employment as a kitchen assistant, food and beverage assistant, catering assistant, or housekeeping assistant
- progress onto a Level 2 qualification such as Level 2 Certificate or Diploma in Hospitality and Catering
- progress onto an apprenticeship, such as the Level 2 Hospitality Team Member Apprenticeship Standard

2. Qualification Details

2.1. Qualification Structure

NOCN Level 1 Award in Introduction to the Hospitality Industry.

The learner **must achieve 10 credits**. **5 credits** must be achieved from Mandatory Group. The remaining **5 credits** must come from the Optional Group. A maximum of **4 credits** can be achieved at Entry 3.

Mandatory Group	M	Level	Ofqual Unit Ref	Credits	GLH	Assessment
Introduction to the Hospitality Industry	M	1	M/502/4894	2	20	Portfolio
Customer Service in the Hospitality Industry	M	1	J/502/4898	3	20	Portfolio
Optional Group Level 1	O	Level	Ofqual Unit Ref	Credits	GLH	Assessment
Preparing and serving drinks	O	1	L/502/5051	3	30	Portfolio
Food service	O	1	K/502/4957	3	30	Portfolio
Introduction to healthy eating	O	1	K/502/5008	3	25	Portfolio
Using kitchen equipment	O	1	T/502/5075	1	10	Portfolio

Front office operations	O	1	K/502/5073	3	30	Portfolio
Introduction to food commodities	O	1	A/502/5059	1	10	Portfolio
Basic food preparation and cooking	O	1	K/502/5042	3	30	Portfolio
Optional Group Entry 3	O	Level	Ofqual Unit Ref	Credits	GLH	Assessment
Serving food and drink	O	E3	F/502/4835	2	20	Portfolio
Basic cooking	O	E3	Y/502/4808	2	20	Portfolio
Basic food preparation	O	E3	J/600/0711	2	30	Portfolio

NOCN Level 1 Certificate in Introduction to the Hospitality Industry.

The learner must achieve **14 credits**. **5 credits** must be achieved from Mandatory Group.

The remaining 9 credits must come from the Optional Group. A **maximum of 6 credits** can be achieved at Entry 3.

Mandatory Unit	M	Level	Ofqual Unit Ref	Credits	GLH	Assessment
Introduction to the Hospitality Industry	M	1	M/502/4894	2	20	Portfolio
Customer Service in the Hospitality Industry	M	1	J/502/4898	3	20	Portfolio
Optional Group Entry 3	O	Level	Ofqual Unit Ref	Credits	GLH	Assessment
Serving food and drink	O	E3	F/502/4835	2	20	Portfolio
Using kitchen equipment	O	E3	T/502/5075	1	10	Portfolio
Basic cooking	O	E3	Y/502/4808	2	20	Portfolio
Basic food preparation	O	E3	J/600/0711	2	30	Portfolio
Optional Group Level 1 and 2	O	Level	Ofqual Unit Ref	Credits	GLH	Assessment
Provide reception services	O	2	H/506/1814	3	15	Portfolio
Promote additional products and/or services to customers	O	2	L/506/2133	2	14	Portfolio

Preparing and serving drinks	O	1	L/502/5051	3	30	Portfolio
Food service	O	1	K/502/4957	3	30	Portfolio
Introduction to healthy eating	O	1	K/502/5008	3	25	Portfolio
Basic food preparation and cooking	O	1	K/502/5042	3	30	Portfolio
Front office operations	O	1	K/502/5073	3	30	Portfolio
Introduction to food commodities	O	1	A/502/5059	1	10	Portfolio

2.2. Total Qualification Time (TQT)

Through consultation with users, TQT has been agreed by considering the total number of learning hours required for the average learner to achieve these qualifications.

TQT is split into two areas:

Area	Example of activities
<p>1. Guided Learning Hours (GLH):</p> <ul style="list-style-type: none"> • Learning activity under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training. • Includes the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training. 	<ul style="list-style-type: none"> • Classroom-based learning supervised by a teacher • Work-based learning supervised by a teacher. • Live webinar or telephone tutorial with a teacher in real time. • E-learning supervised by a teacher in real time. • All forms of assessment which take place under the immediate guidance or supervision of an appropriate provider of training. • Exam time.

<p>2. Other Learning Hours (OLH):</p> <ul style="list-style-type: none"> • An estimate of the number of hours a learner will spend, as directed by (but not under the immediate guidance or supervision of) a lecturer, supervisor, tutor or other appropriate provider of education or training, including: <ul style="list-style-type: none"> ○ Preparatory work. ○ Self-study. ○ Any other form of education or training, including assessment. 	<ul style="list-style-type: none"> • Independent and unsupervised research / learning. • Unsupervised compilation of a portfolio of work experience. • Unsupervised e-learning. • Unsupervised e-assessment. • Unsupervised coursework. • Watching a pre-recorded podcast or webinar. • Unsupervised work-based learning.
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2.3. Assessment and Evidence

These qualifications are a combination of internally set and internally assessed units, externally set and internally assessed and externally set and externally assessed units.

Internal assessment (internally set and internally assessed)

Internal assessment activity must ensure evidence of achievement against **all** the requirements specified within each component.

For assessments that are internally set, the IQA will need to ensure pre-verification of assessment tasks take place prior to its use to ensure that it is an appropriate assessment tool, that it is inclusive to learners of all needs, that it meets the principles of assessment and does not hinder learner attainment of the NOCN assessment evidence requirements.

Refer to the **NOCN Quality Assurance Manual** for further information on the Internal Quality Assurance process. This can be found on the NOCN website at www.nocn.org.uk

Centres must ensure that knowledge-based learning is at the correct level for the qualification.

Assessment activities must be robust in that the assessment decisions are made based on evidence, which is valid, authentic, current, sufficient and reliable regarding the assessment taking place:

- Valid** The validity of an assessment decision is ensuring that the right thing has been assessed in the right way to deliver an accurate assessment result.
- Authentic** The assessment process must ensure that all evidence of achievement is authentic in that it has been created solely by the learner (unless otherwise required) and has not been plagiarised. If work was not authentic, it would undermine the entire the assessment process and overall qualification system.
- Current** The assessment process must ensure that the evidence used to claim qualification or unit achievement reflects current industry/qualification practice. This can be done by ensuring that the evidence is relevant at the time of the assessment as well as ensuring that the assessor has used the most-up-date assessment documentation.
- Sufficient** The Assessor must review assessment evidence to judge whether the learner has generated enough evidence at the right level to confidently cover all relevant learning outcome or assessment criteria requirements. The Assessor must also ensure their records of the assessment are complete, legible and accurate.
- Reliable** The Assessor must ensure that they are making reliable and consistent assessment decisions across their learners and with other Assessors within the Centre. Assessment decisions must also be consistent over time and across academic/programme cycles. This can be supported by attending standardisation activities.

External Assessment (externally set and internally assessed)

Learners will be required to complete the assessments created by NOCN for some units. Once the learner has completed the tasks they are to be assessed internally by appropriate Centre staff.

The assessment documents are available from NOCN and they include all information needed by the learner to complete the tasks. The assessment decisions are to be recorded on the assessment documents.

2.4. Fair and Equitable Assessment

Assessment must be designed to be accessible and inclusive and the assessment methodology must be appropriate for individual assessment, giving due consideration to any assessment requirements attached to individual components.

2.5. Learners with Particular Requirements

If you are a NOCN Recognised Centre and have learners with particular requirements, please see the **NOCN Reasonable Adjustments and Special Considerations Policy and Procedure** found on the NOCN website at www.nocn.org.uk

This policy gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the assessment criteria.

The NOCN Centre Approval process requires the Centre to hold policy statements on Equal Opportunities, Diversity and Disability Discrimination, which will be reviewed by NOCN.

Please refer to the **NOCN Quality Assurance Manual** for further details.

2.6. Recognised Prior Learning

Recognising Prior Learning is an assessment process that recognises learning that has its origins in a learner's experience and/or previous formal and informal learning contexts. This includes knowledge and skills gained within school, college, university and outside formal learning situations such as through life, employment, apprenticeships and other work experiences.

NOCN is committed to the Recognition of Prior Learning (RPL) and has developed a policy and procedures to inform and support Centres. This is available on the NOCN website at www.nocn.org.uk

2.7. Assessment and Evidence for the Components

Assessment materials are only available to Centres approved to deliver these qualification.

Forms and guidance for gathering learner evidence against the individual assessment criteria are available for download in Word format on the NOCN website:

www.nocn.org.uk/support/nocn-support/quality-assurance/

3. Centre Information

3.1. Required Resources for Delivering the Qualification

As part of the requirement to deliver these qualifications there is an expectation that staff undertaking roles as part of the delivery and assessment of these qualifications have a demonstrable level of expertise.

NOCN expects that Tutors and Assessors are able to demonstrate the following competencies:

3.1.1 Tutor Requirements

Be subject matter experts, hold or be registered as working towards, a recognised education and training qualification, have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. Additionally, the minimum requirement is that the level of competence of the Tutor should be at the same level as the training that is to be delivered.

3.1.2 Assessor Requirements

Be technically competent, have experience of carrying out assessment activities and hold, or be registered as working towards, a recognised assessing qualification. Assessors must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge. Additionally, the minimum requirement is that the level of competence of the Assessor should be at the same level as the qualification being assessed.

3.1.3 Internal Quality Assurer Requirements

Each centre must have internal quality assurance policies and procedures in place to ensure that decisions made by Assessors are appropriate, consistent, fair and transparent, and that they do not discriminate against any learner. The policies and procedures must be sufficient to secure the quality of the award, ensuring validity, reliability and consistency.

NOCN requires that an Internal Quality Assurer can demonstrate the following competencies:

Have an understanding of the subject area, have experience in carrying out internal quality assurance activities and hold, or be registered as working towards, a recognised Internal Quality Assurance qualification. Additionally, the minimum requirement is that the level of competence should be at the same level as the qualification being quality assured.

NOCN supports and recognises Centres' internal quality assurance systems which support the above; any system should include standardisation and sharing of good practice.

An individual may perform the role as both Tutor/Trainer and Assessor, where they meet the requirements of both roles in respect of the qualification. Tutors, Trainers and Assessors **must not** perform the role of the IQA for cohorts where they have delivered training or assessment.

Refer to the **NOCN Quality Assurance Manual** for further information on the Internal Quality Assurance process. This can be found on the NOCN website at [www.nocn.org.uk/Data/Support_Downloads/NOCNQualityAssuranceManual\(V7.3202208\).pdf](http://www.nocn.org.uk/Data/Support_Downloads/NOCNQualityAssuranceManual(V7.3202208).pdf)

3.1.4 Continuing Professional Development (CPD)

Centres are expected to support their staff, ensuring that their subject knowledge remains current and that their members of staff are up to date with regards to best practice in delivery, assessment and quality assurance.

3.1.5 External Quality Assurance

Once recognised as a Centre, NOCN will allocate an External Quality Assurer. The External Quality Assurer will have ongoing responsibility for monitoring the Centre's compliance with the requirements of recognised Centre approval status.

The External Quality Assurer will make regular visits to all Centres. During these visits they will:

Monitor the Centre's compliance with the Centre approval criteria by reviewing course documentation, meeting managers, tutors, internal quality assurers, learners, and administrative staff.

Review the standard of the Centre's assessment and internal quality assurance practices and decisions to determine whether all assessment requirements are met to support safe and valid claims for certification.

Refer to the **NOCN Quality Assurance Manual** for further information on the External Quality Assurance process. This can be found on the NOCN website at www.nocn.org.uk

3.2. Offering the Qualification

Existing Centres

If you are already recognised to offer NOCN qualifications and would like more information about offering these qualifications, please contact: business-enquiries@nocn.org.uk, alternatively use Horizon to add these qualifications to your Centre.

New Centres

If you are interested in offering these qualifications, but are not yet a NOCN Approved Centre and would like more information about becoming a NOCN Centre and offering these qualification please see **Become a Registered Centre** on our website <https://www.nocn.org.uk/customers/nocn-centres/> and click Become a Centre.

4. Component Information

These qualifications consists of Mandatory and Optional components. The qualification structures (**see section 2**) sets out the rules for achieving the qualification.

To achieve these qualifications a learner must provide evidence of learning and achievement against all the assessment requirements within each of their chosen components.

A copy of all Mandatory and Optional components can be downloaded via the NOCN website.

- <https://www.nocn.org.uk/products/qualifications/600-4475-5-nocn-level-1-award-in-introduction-to-the-hospitality-industry/>
- <https://www.nocn.org.uk/products/qualifications/600-4476-7-nocn-level-1-certificate-in-introduction-to-the-hospitality-industry/>

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