Certificate Specification NFQ Level 5

Restaurant Operations 5M2089

1. Certificate Details

Title	Restaurant Operations
Teideal as Gaeilge	Oibríochtaí Bialainne
Award Class	Major
Code	5M2089
Level	5
Credit Value	120
Purpose	The purpose of this award is to enable the learner to work in a restaurant independently under supervision.
Statements of Knowledge, Skill and Competence	Learners will be able to:
Knowledge	
Breadth	Demonstrate a broad range of knowledge of the organisation of a professional restaurant operation and the role of restaurants within the wider tourism and hospitality sector
Kind	Demonstrate an understanding of key concepts in restaurant operations and service including standard operating procedures and detailed product knowledge of popular food and beverage items
Know How & Skill	
Range	Implement the principles and standard procedures for sales, stock, cost and cash control and information technology systems
Selectivity	Carry out the full range of restaurant service and opening and closing duties, observing the relevant legislation, regulations, hygiene, health and safety procedures
Competence	

Context	Operate in a professional manner with colleagues, management and customers	
Role	Implement best practice in relation to hospitality, teamwork, communications and customer care, providing tourism information to visitors	
Learning to Learn	Demonstrate the capacity to take responsibility for own learning within a managed context and to plan a career in the tourism and hospitality industry	
Insight	Demonstrate respect for diversity in lifestyles, religion, ability and culture	

The learning outcomes associated with this award are outlined in the associated Component Specifications.

Access To access programmes leading to this award the learner should have reached the standards of knowledge, skill and competence associated with the preceding level of the National Framework of Qualifications. This may have been achieved through a formal qualification or through relevant life and work experience.

Transfer Achievement of this award will enable the learner to transfer to other appropriate programmes leading to awards at the same level of the National Framework of Qualifications.

Progression Achievement of this award will enable the learner to progress to other appropriate programmes leading to awards at the next or higher levels of the National Framework of Qualifications.

Progression Awards Learners who successfully complete this award may progress to a range of different awards.

Grading Pass

Merit

Distinction

The grade achieved will be determined by the grades achieved on the components

2. Certificate Requirements

The total credit value required for this certificate is 120. This will be achieved by completing:

Award Code	Title	Level	Credit Value
All of the following component(s)			
5N2080	Restaurant Skills	5	30
5N2019	Beverage Service	5	10
5N2082	Restaurant Hospitality	5	15
5N0633	Licensed Trade Law	5	5

5N1390	Personal Effectiveness	5	15
5N1433	Work Practice	5	15

A minimum credit value of 15 from the following components

5N0972	Customer Service	5	15
5N2078	Tourism Principles and Practice	5	15

A minimum credit value of 15 from the following components

5N1358	Word Processing	5	15
5N1977	Spreadsheet Methods	5	15
5N0783	Database Methods	5	15
5N1952	Information and Communication Systems	5	15
5N1611	The Internet	5	15
5N0785	Desktop Publishing	5	15
5N1623	French	5	15
5N1624	German	5	15
5N1627	Polish	5	15
5N1628	Russian	5	15
5N1629	Slovak	5	15
5N1630	Spanish	5	15
5N1631	Irish	5	15
5N1632	English as a Second Language	5	15
5N1626	Italian	5	15

3. Supporting Documentation

None

4. Specific Validation Requirements

The provider must have the following in place to offer this award:
Access to a training restaurant
1. Access to a fully equipped production kitchen in compliance with health and safety requirements and current regulations
2.

5. Europass Certificate Supplement

The Europass Certificate Supplement for this award can be accessed at: **www.qqi.ie**.

6. FET Award Standards

QQI award standards are determined within the National Framework of Qualifications (NFQ), http://www.nfq-qqi.com. QQI determines standards for the education and training awards that it makes itself and that are made by providers to whom it has delegated authority to

make an award. Providers offering programmes leading to QQI awards **must** have their programme(s) validated in accordance with current validation policy (see www.qqi.ie).

Award standards are designed to be consistent with the NFQ's award classes i.e. major, special purpose, supplemental and minor awards. They are expressed in terms of **learning outcomes** i.e. concise statements of what the learner is expected to know or be able to do in order to achieve a particular award. Learning outcomes for QQI awards are contained within the associated specifications:

AWARD CLASS	STANDARDS	AWARDS
Major Award	Certificate Specification	Certificate (Levels 1 to 5) Advanced Certificate (Level 6)
Supplemental Award	Supplemental Specification	Supplemental Certificate (Level 3 to 6)
Special Purpose	Specific Purpose Specification	Specific Purpose Certificate (Levels 3 to 6)
Minor Award	Component Specification	Component Certificate (Levels 1 to 6)

Award standards are thresholds, they describe standards of knowledge, skill or competence to be acquired, and where appropriate, demonstrated, by a learner before an award may be made.

Award standards will be reviewed from time to time as necessary. Minor changes may be made by the QQI executive outside the review cycle where necessary. Changes to standards are published on QQI's website. Providers with validated programmes and providers with delegated authority to make awards are responsible for monitoring relevant standards and making necessary responses to changes.

7. FET Credit

Every FET certificate and component specification includes an FET credit value (Table 1). FET credit is quantified in multiples of 5 FET credits (up to 50 hours of learner effort). Learner effort is based on the time taken by typical learners at the level of the award to achieve the learning outcomes for the award. It includes all learning time involved including: guided learning hours, self-directed learning and assessment.

Table 1: FET Credit Values

NFQ Level	Major Awards Credit Values	Default Credit Values Minor Awards	Other Permitted Minor Award Credit Values	Special Purpose and Supplemental Award Credit Value Ranges
1	20	5	10	
2	30	5	10	
3	60	10	5,20	>5 and<60
4	90	10	5,15,20	>5 and<90
5	120	15	5,10,30	>5 and <120
6	120	15	5,10,30	>5 and <120

Guide to Level

Learning outcomes at this level include a broad range of skills that require some theoretical understanding. The outcomes may relate to engaging in a specific activity, with the capacity to use the instruments and techniques relating to an occupation. They are associated with work being undertaken independently, subject to general direction.

Strand	Sub-strand	Nature of learning
Knowledge	Breadth	Broad range of knowledge
	Kind	Some theoretical concepts and abstract thinking, with significant depth in some areas.
Know How & Skill	Range	Demonstrate a broad range of specialised skills and tools
	Selectivity	Evaluate and use information to plan and develop investigative strategies and to determine solutions to varied unfamiliar problems
Competence	Context	Act in a range of varied and specific contexts, taking responsibility for the nature and quality of outputs; identify and apply skill and knowledge to a wide variety of contexts
	Role	Exercise some initiative and independence in carrying out defined activities; join and function within multiple, complex and heterogeneous groups
	Learning to Learn	Learn to take responsibility for own learning within a managed environment
	Insight	Assume full responsibility for consistency of self- understanding and behaviour

Extract from 'Determinations for the Outline National Framework of Qualifications': NQAI