

HOSPITALITY AND CATERING

Summary of Decisions Report

April 2024

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Introduction

This summary explains our decisions about new Made-for-Wales post-16 qualifications for hospitality and catering at levels 1 to 3.

These decisions follow extensive collaboration, engagement and consultation on [the Made-for-Wales post-16 hospitality and catering qualifications offer](#). We are very grateful to everyone who has engaged with us on this journey. There were 55 responses to our consultation, which was open between March and June 2023, and they have helped inform our decisions.

For further details, you can also read our [full decisions report](#).

Background

In March 2023, we published [Going Places](#), our review of qualifications in the travel, tourism, hospitality and catering sector.

The review found that the current post-16 hospitality and catering qualifications offered by awarding bodies in Wales were not meeting fully the needs of learners and the industry.

Alongside the report, we launched a consultation on proposals for a new suite of qualifications to address the review's findings, namely:

- the complex and confusing qualification structure
- outdated content and focus
- omission of important up-to-date content such as the use of modern technology, dietary requirements and sustainability
- lack of relevance to the Welsh context

Proposal 1 – Restriction and commissioning

We proposed commissioning, through a fair and open procurement process, a single awarding body to develop a suite of Made-for-Wales hospitality and catering qualifications. We also outlined our intention to use our legal powers to 'restrict' approval to only one version of each qualification.

These qualifications would be the only qualifications eligible for use on publicly funded courses and apprenticeships in further education colleges and work-based learning settings.

Decision 1:

We will not restrict and commission one awarding body to develop the suite of Made-for-Wales post-16 qualifications for hospitality and catering at levels 1 to 3.

We will secure a suite of new hospitality and catering qualifications through an open market approach, by publication of relevant approval criteria.

This decision is based on:

- securing hospitality and catering qualifications through an open market approach, with the publication of approval criteria, allowing us to:
 - meet the recommendations of the [Going Places](#) review
 - secure a suite of Welsh-medium qualifications
 - give interested awarding bodies the opportunity to develop qualifications that meet the approval criteria, thereby providing choice to centres
- the judgement that resource demands on awarding bodies, with regard to restriction and commissioning, seem unlikely to afford significant benefits to the qualifications being secured whilst creating additional unnecessary burdens

Proposal 2 – Qualification model

The consultation proposed that there should be a single hospitality and catering qualification at levels 1, 2 and 3. This would be aimed at meeting the needs of both further education colleges and work-based learning settings.

We proposed an introductory qualification, at Level 1, covering basic practical technical skills and industry knowledge, including core units on interpersonal and basic customer service skills.

We outlined that, at Level 2 and Level 3, the qualifications would have common core units in industry and customer relations, with optional routes of hospitality or culinary or both. These qualifications would be developed to meet the needs of both further education colleges and work-based learning settings (apprenticeships) and to allow a range of pathways a learner can take.

We also proposed that the optional units for hospitality and culinary at Level 2 and Level 3 would also be able to be delivered as stand-alone units for short courses or continued professional development. The units would be based on the relevant

National Occupational Standards to ensure that they would be eligible for use on apprenticeship programmes funded by Welsh Government.

Decision 2:

We will not have a single qualification at levels 1, 2 and 3 with multiple pathways.

We will establish a streamlined suite of Made-for-Wales hospitality and catering post-16 qualifications, covering levels 1, 2 and 3, through publication of approval criteria.

These will be delivered in both further education colleges and work-based learning settings and enable learners at levels 1, 2 and 3 to progress in catering, food and beverage, or both (hospitality services).

This decision is based on:

- meeting the recommendations of the [Going Places](#) review for:
 - a clearer, simpler and coherent landscape of qualifications
 - clear progression routes from Level 1 to Level 3 for learners in catering, food and beverage, or both (hospitality services)
- making sure, through the publication of our hospitality and catering approval criteria, that:
 - we do not return to multiple role-specific qualifications of variable content and quality
 - we can oversee a level of consistency in terms of content, assessment and delivery

Next steps

Over the next year, we will develop and publish approval criteria against which awarding bodies will develop specifications for new Made-for-Wales post-16 qualifications for hospitality and catering at levels 1 to 3.

From 2026, awarding bodies can start to submit qualifications for us to review. We will only approve qualifications once we are satisfied that they meet the requirements set out in our approval criteria. Once a qualification is approved, the awarding body will publish the final specification and sample assessment materials a year before first teaching.

Our planned timeline for the roll-out of these qualifications is outlined in Figure 1.



Once teaching is underway, we will monitor the delivery of the new qualifications and evaluate the extent to which they have achieved their intended benefits.