





This qualification specification covers the following qualification:

Qualification Number	Qualification Title
610/0533/2	Gateway Qualifications Level 2 Award in Nutrition, Wellness and Customer Experience

Version and date	Change detail	Section/Page Reference
2.0 February 2025	Change in assessment method and specification template	n/a

## About this qualification specification

Gateway Qualifications is a nationally regulated Awarding Organisation that supports education and training providers through its strong relationships, adaptability and expert team.

This qualification specification contains everything you need to know about this qualification and should be used by everyone involved in the planning, delivery and assessment of the Gateway Qualifications Level 2 Award in Nutrition, Wellness and Customer Experience.

This document should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and quality assurance practice.

In order to offer this qualification, you must be a Gateway Qualifications recognised centre and be approved to offer this qualification.

If your centre is not yet recognised, please contact our Business Development team to discuss becoming a Gateway Qualifications recognised centre:

Telephone: 01206 911211

Email: [enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)

Website: <https://www.gatewayqualifications.org.uk/advice-guidance/delivering-our-qualifications/become-recognised-centre/>

## Contents

<b>Introduction .....</b>	<b>6</b>
<b>1. Qualification Information .....</b>	<b>7</b>
1.1 Key Information .....	7
1.2 Progression opportunities.....	7
1.3 Equity, diversity and inclusion.....	7
1.4 Reasonable adjustments and special considerations .....	8
<b>2. Learner Entry Requirements .....</b>	<b>9</b>
2.1 Entry requirements .....	9
2.2 Prior skills/knowledge.....	9
<b>3. Qualification Details .....</b>	<b>10</b>
3.1 Achieving this qualification .....	10
3.2 Recognition of prior learning.....	10
3.3 Links to other qualifications .....	10
<b>4. Unit Details.....</b>	<b>11</b>
Unit 01 - Customer Service in the Health and Wellbeing Retail Sector .....	11
Unit 02 - Wellness and Complementary Products and Services .....	13
<b>5. Assessment .....</b>	<b>15</b>
5.1 Assessment overview.....	15
<b>6. Quality Assurance .....</b>	<b>16</b>
6.1 Internal Quality Assurance .....	16
6.2 Quality assuring centre assessment decisions .....	16
6.3 External Quality Assurance .....	16
6.4 Direct claim status.....	18
6.5 Malpractice.....	18
<b>7. Glossary of terms .....</b>	<b>19</b>

## Introduction

The qualification has been developed in collaboration with Holland & Barrett and reflects the training undertaken by Holland & Barrett staff to ensure that they have the appropriate product and customer service knowledge to provide information and advice to customers safely. The achievement of this qualification is directly linked to personal professional development for Holland & Barrett employees.

This is a restricted qualification for the sole use of Holland & Barrett.

## 1. Qualification Information

### 1.1 Key Information

Qualification summary	
Qualification title	Gateway Qualifications Level 2 Award in Nutrition, Wellness and Customer Experience
Qualification number	610/0533/2
Level	2
Guided learning hours (GLH)	56
Total qualification time (TQT)	100
Credit value	10
Sector subject area	1.3 Health and Social Care
Minimum age	16
Qualification purpose	This qualification is to support Holland & Barrett employees in their job roles within the workplace.
Assessment method	Internal assessment – synoptic assessment
Regulation information	This qualification is regulated by Ofqual for use in England and Qualifications Wales for use in Wales.

### 1.2 Progression opportunities

Achievement of the qualification is linked to personal professional development for Holland & Barrett employees.

### 1.3 Equity, diversity and inclusion

At Gateway Qualifications we aim to create an environment which celebrates differences and strives for equitable opportunities and outcomes for all. More than a mere commitment, this Equity, Diversity, and Inclusion Policy stands as a framework, informing every aspect of the work we do. It is our aim to support our staff and learners of all abilities, ensuring the development, delivery, and awarding of qualifications in a fair and inclusive manner.

For full details please see the [Equity, Diversity and Inclusion Policy](#).

## 1.4 Reasonable adjustments and special considerations

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For learners who require a reasonable adjustment or special consideration, centres should refer to the [Reasonable Adjustments and Special Considerations Policy](#).

## 2. Learner Entry Requirements

### 2.1 Entry requirements

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There is no requirement for learners to have achieved any specific qualifications prior to undertaking this qualification.

Learners must be employed by Holland & Barrett.

### 2.2 Prior skills/knowledge

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Centres must ensure that learners have the correct information and advice when selecting qualifications to ensure that the qualification will meet their needs.

Centres must assess each potential learner and make justifiable and professional judgements about their potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualification.

## 3. Qualification Details

### 3.1 Achieving this qualification

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The qualification will be awarded to learners who successfully demonstrate their achievement of all learning outcomes of the units of the qualification.

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within unit details.

To be awarded this qualification learners must successfully achieve **two mandatory units**.

Unit Number	Unit Title	Level	Credit Value	GLH
K/650/1497	Customer Service in the Health and Wellbeing Retail Sector	2	6	30
L/650/1498	Wellness and Complementary Products and Services	2	4	24

### 3.2 Recognition of prior learning

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The process of Recognition for Prior Learning is not applicable to this qualification.

### 3.3 Links to other qualifications

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The mandatory units within this qualification are found in the Level 2 Award in Customer Service in the Health and Wellbeing Retail Sector and Level 2 Award in Wellness and Complementary Products and Services.

## 4. Unit Details

### Unit 01 - Customer Service in the Health and Wellbeing Retail Sector

<b>Unit Reference:</b>	K/650/1497
<b>Unit Level:</b>	2
<b>GLH:</b>	30
<b>Credit Value:</b>	6

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know how to give advice safely to customers	1.1 Describe organisational procedures relating to customer safety  1.2 Identify own responsibilities with regard to ensuring customer safety  1.3 Describe the cautions that are in place to ensure appropriate recommendations are given to customers
2. Know about the impact of excellent customer service	2.1 Describe the elements that make up a great customer experience including customer loyalty opportunities  2.2 Describe the factors that influence the approach to customer service  2.3 Describe how to tailor advice and product recommendation to a customer's individual needs  2.4 Describe the benefits of an omnichannel strategy  2.5 Describe how digital tools can enhance the customer experience
3. Know about nutrition	3.1 Describe different product types including vitamins and minerals, herbal, nutritional and complementary therapies  3.2 Explain how different product types work  3.3 Describe the features and benefits of different product types

	3.4 Describe ways that different products can be used to support customer needs
4. Understand the different product types and how they work	<p>4.1 Describe different product types including vitamins and minerals, herbal, nutritional and complementary therapies</p> <p>4.2 Explain how different product types work</p> <p>4.3 Describe the features and benefits of different product types</p> <p>4.4 Describe ways that different products can be used to support customer needs</p>
5. Know about common ailments/conditions and need states	<p>5.1 Identify the symptoms and root causes of common ailments or need states</p> <p>5.2 Describe how dietary and lifestyle choices can impact on the management of everyday ailments</p> <p>5.3 Describe how different products can help with the management of everyday ailments</p>

## Unit 02 - Wellness and Complementary Products and Services

<b>Unit Reference:</b>	L/650/1498
<b>Unit Level:</b>	2
<b>GLH:</b>	24
<b>Credit Value:</b>	4

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand Customer Wellness	1.1 Describe the approach to wellness adopted by the organisation 1.2 Describe how the approach to wellness influences the customer journey 1.3 Identify opportunities to bring different aspects of wellness into balance during a customer conversation
2. Know about less common conditions	2.1 Describe the symptoms and root causes of less common conditions 2.2 Describe how the different products can aid the management of these conditions
3. Understand the role of nutrition in managing energy requirements	3.1 Explain the role of diet, including electrolytes in maintaining sports performance 3.2 Describe symptoms of energy deficiency 3.3 Explain the health benefits of energy-related products 3.4 Describe risk factors associated with recommended energy-related products
4. Know the effects of a high intake of certain nutrient types	4.1 Describe the effects of the excessive consumption of sugar 4.2 Describe the effects of a high intake of certain types of carbohydrate or fibre on customers with specific ailments
5. Know the benefits of specific commonly used complementary products	5.1 Describe the benefits of the most commonly used aromatherapy oils

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	<p>5.2 Describe the benefits of the most commonly used homeopathic remedies</p> <p>5.3 Describe the benefits of the most commonly used Bach Flower Remedies</p>
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## 5. Assessment

### 5.1 Assessment overview

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The qualification is internally assessed through a synoptic test for each unit. The questions for the test are mapped against each unit and the LMS will randomly pull questions from a question bank for each unit and will ensure that all assessment criteria are covered.

The assessment will be accessible through the LMS and will be automatically marked by the LMS.

The pass mark is 80%

The qualification is assessed in English only and all assessment evidence provided for external quality assurance must be in English.

## 6. Quality Assurance

Centres should refer to the online [Centre Handbook](#) for further guidance on staffing requirements.

### 6.1 Internal Quality Assurance

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As the internally set synoptic test is assessed internally by the LMS, the centre must operate an internal quality assurance process. This ensures that the qualification standards are being applied consistently within a centre through training, standardisation, sampling of marking and feedback. A centre's internal quality assurance process is led by the Internal Quality Assurer (IQA) who is responsible for ensuring that all tutor/assessors are assessing evidence in line with the standards set by Gateway Qualifications.

#### Internal Standardisation

Internal standardisation is a collaborative process by which tutors within a centre consider work that they have assessed and, using pre-determined criteria, reach a common agreement on standards as being typical of work at a particular level by comparing samples and providing peer evaluation.

Standardisation will be facilitated by the Centre's IQA and should include all those involved in assessing learner evidence. Centre standardisation events should be held at regular intervals. Centres will be required to keep records of each internal standardisation event including the date, attendees and notes on any outcomes and actions. Centres will be required to store these records securely for three years and Gateway Qualifications may ask to see them as part of the centre quality assurance and monitoring activities.

### 6.2 Quality assuring centre assessment decisions

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Once the internal quality assurance process is complete, an External Quality Assurer (EQA) will be allocated to the centre to sample the centre's assessment decisions.

The EQA will consider whether the sample provides sufficient, valid, authentic, current and relevant evidence that the centre understands the standard set out in the module and that it is applying assessment decisions consistently. A report will be completed by the EQA and made available to the Centre once the sampling activity has been completed.

The sample selected is based on the number of learners and the centre's risk rating, derived from centre monitoring.

### 6.3 External Quality Assurance

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The external quality assurance process for this qualification involves a risk-based approach where external monitoring visits are carried out to review the internal quality systems of centres against key quality standards. This includes sampling of assessment decisions and internal quality assurance activity to ensure that qualification standards are maintained.

Centre monitoring is undertaken by an EQA allocated to the centre. The EQA plays a critical role in the Gateway Qualifications approach to centre assessment standards scrutiny as they are responsible for:

- validating the centre's procedures for delivery of qualifications and assessment
- completing reports for each visit with clear action points where needed
- carrying out an annual compliance visit
- risk rating centres on the above.

The EQA will carry out an initial risk assessment at the centre recognition stage and then annually on an on-going basis, and will give a high/medium/low risk rating in each of the following categories:

- centre resourcing and arrangements: this includes consideration of centre staffing, induction and training, policies and compliance with our centre agreement
- internal assessment and delivery: including reference to staff knowledge and skills, understanding of requirements, and appropriateness of delivery arrangements; also, delivery of external assessments including invigilation, conduct of assessments and confidentiality (where appropriate)
- internal quality assurance: covering IQA procedures, whether staff are appropriately trained, and standardisation arrangements in place
- learner experience: that embraces appropriateness of initial assessment and learners being on the correct programme, learner induction and qualification support.

The EQA will arrange the quality monitoring visits. These visits:

- monitor the centre's compliance with the centre recognition terms and conditions by reviewing programme documentation and meeting managers and centre staff
- identify any staff development needs
- ensure that all procedures are being complied with, through an audit trail, and make sure that the award of certificates of achievement to learners is secure.

The EQA will contact the centre in advance of a visit, however Gateway Qualifications reserves the right to undertake unannounced visits including during assessment times.

The EQA will request information from the centre in advance of a planned visit to help inform the evidence to be reviewed during the visit.

Once a visit date has been agreed, the centre should ensure that the appropriate members of staff attend the meeting, all requested documentation is provided and access to qualification, learner and staff records is available.

Following the visit, the EQA completes a monitoring report which will be sent to the centre for reference afterwards.

The frequency of the quality monitoring visits will be determined by the volume of learner registrations and the actions arising from previous monitoring activity.

## 6.4 Direct claim status

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Direct claim status (DCS) is not permitted on this qualification.

## 6.5 Malpractice

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Malpractice is any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process, and/or the validity of certificates. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- the assessment process
- the integrity of a regulated qualification
- the validity of a result or certificate
- the reputation and credibility of Gateway Qualifications
- the qualification to the public at large.

Centre staff should be familiar with the [Malpractice and Maladministration Policy and Procedure](#).

## 7. Glossary of terms

This section provides a concise compilation of frequently used terms and acronyms within our organisation and the broader educational context.

Term	Definition
<b>Guided Learning Hours (GLH)</b>	Is the amount of direct contact time a Learner has with immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training. This cannot be unsupervised study, preparation for study or time used for assessments.
<b>Total Qualification Time (TQT)</b>	<p>Is the number of notional hours which represents an estimate of the total amount of time that could be reasonably expected to be required for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.</p> <p>Total Qualification Time is comprised of the following two elements:</p> <ul style="list-style-type: none"><li>• the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and</li></ul> <p>an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.</p>



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