

Level 1 Award in Hospitality and Catering

Summary of Changes

Purpose of Update: Following a scheduled review of this qualification, several updates have been made to ensure it remains fit for purpose, relevant and engaging.

Swapping the existing unit Food Allergy and Intolerance for the updated unit Food allergy, intolerance, sensitivity and coeliac disease strengthens the suite of Level 1 Hospitality and Catering qualifications by broadening learners' understanding of dietary needs and the risks associated with poor food-handling practices. The revised unit updates an existing learning outcome focused on food intolerances, sensitivities, and coeliac disease, ensuring learners gain a more accurate and comprehensive understanding of conditions that require strict management in hospitality settings. This enhanced focus supports safer working practices, aligns with current industry expectations for allergen management, and better prepares learners to meet the needs of diverse customers in real-world environments.

In addition, the unit *Health and Safety and Food Safety Awareness in Catering* has been updated to include a new assessment criteria focusing on preventing contamination for individuals with allergies, intolerances and sensitivities, supporting more accurate teaching of safe food-handling practices.

The unit *Customer Service in the Hospitality Industry* has also been revised, with a new assessment criteria added requiring learners to give examples of how digital services can enhance the customer experience.

Collectively, these enhancements ensure the qualification reflects current industry expectations, supports improved teaching delivery and better prepares learners for modern hospitality environments.

The information below details what changes have been made for teaching from 1st August 2026 onwards.

Revision date	Updated by	Previous version	New version	What this means for you
January 2026	Product	The unit 'Food Allergy and Intolerance' (L/618/1195) will be withdrawn on 31 st July.	A new unit has been created called 'Food allergy, intolerance, sensitivity and coeliac disease' (A/651/9485).	Centres must ensure that they are registering learners onto the new unit as of 1st August 2026.

January 2026	Product	The unit 'Health and Safety and Food Safety Awareness in Catering' (Y/503/9583) will be withdrawn on 31 st July.	A new unit with the same title, but a different code, has been created. Health and Safety and Food Safety Awareness in Catering (M/652/0271). The newer version of the unit includes one additional assessment criteria, 'State how food can be stored, prepared and cooked to prevent contamination for those who have allergies, intolerances or sensitivities.	To aid accurate teaching and/or improve teaching on safety practices that address a wider range of dietary needs.
January 2026	Product	The unit 'Customer Service in the Hospitality Industry' (J/502/4898) will be withdrawn on 31 st July.	A new unit with the same title, but a different code, has been created. Customer Service in the Hospitality Industry (L/652/0270). The newer version of the unit includes one additional assessment criteria, 'Give examples of how digital services can benefit the customer service experience'.	This change has been introduced to aid accurate teaching and/or improve teaching on the role of digital services in enhancing the customer experience.