City & Guilds

SVQ in Hospitality Services at SCQF Level 4 (7090-10)

Version 1 (April 2018)

Qualification HandBook

Qualification at a glance

Subject area	Hospitality and Catering
City & Guilds number	7090
Age group approved	16-19, 19+
Entry requirements	None
Assessment types	Portfolio
Approvals	Qualification approval
Support materials	Support Materials; Support Materials; Support Materials
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
SVQ in Hospitality Services at SCQF Level 4	7090-10	

Version and date	Change detail	Section
1.01 April 2018	Input of initial data	Document

Contents

1   Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	This competence-based qualification is aimed at Candidates who have little or no experience of working in hospitality and catering and want to develop some basic skills and knowledge, as well as get an understanding of the industry.
What does the qualification cover?	This qualification consists of mandatory units covering knowledge and skills competencies. Candidates select to undertake units from one of the two optional routes. The mandatory unit content covers health and safety, working effectively as a team as well as maintaining excellent standards of personal behaviour. The optional units are designed to meet either the requirements for working within a kitchen environment or providing service.
What opportunities for progression are there?	This qualification can help Candidates to progress to a wide range of roles within the hospitality and catering sector including. • Bartender • Waiting staff • Kitchen porter/assistant Candidates can progress to: SVQ in Food and Beverage Service at SCQF Level 5 SVQ in Professional Cookery at SCQF Level 5
Who did we develop the qualification with?	This qualification was developed in partnership with People 1st the Sector Skills Council for the UK Hospitality and Catering Sector. This involved collaborating on content, assessment strategy. To ensure the qualifications are operated to a consistent standard across Scotland they have been credit and levelled on the SCQF Framework.
Is it part of an apprenticeship framework or initiative?	This qualification is not part of a Modern Apprenticeship Framework. However It can provide progression to Modern Apprenticeships at SCQF Level 5

Structure

To achieve the SVQ in Hospitality Servicess at SCQF Level 4 candidates must complete seven units in total:

Three mandatory units and four optional units. All four optional units should be selected from either Group A or Group B.

If Group A is selected then candidates must complete the unit PPL2GEN4 Maintain Food Safety in a Kitchen Environment.

If Group B is selected then candidates must complete the unit PPL2GEN5 Maintain Food Safety in a Hospitality Environment.

SVQ in Hospitality Services at SCQF Level 4

City & Guilds unit number	Unit title	SCQF Credit

Mandatory units

City & Guilds unit number	Unit title	SCQF Credit
101	Maintain Health and Safety in Hospitality	3
102	Maintain Excellent Standards of Personal Behaviour in Hospitality	2
103	Work Effectively as Part of a Hospitality Team	2

Optional Group A

City & Guilds unit number	Unit title	SCQF Credit
106	Prepare Vegetables	2
107	Cook Vegetables	2
108	Prepare and Cook Fish	3
109	Prepare and Cook Meat and Poultry	3
110	Prepare and Finish Simple Salad and Fruit Dishes	2
111	Prepare and Cook Rice	2
112	Prepare and Cook Pasta	3
113	Prepare and Cook Eggs	2
114	Cook and Finish Simple Bread and Dough Products	3
201	Maintain Food Safety in a Kitchen Environment	5
202	Maintain Customer Care	3
205	Prepare Hot and Cold Sandwiches	3

Optional Group B

City & Guilds unit number	Unit title	SCQF Credit
104	Clean and Store Crockery and Cutlery	2
105	Prepare and Clear Areas for Food and Beverage Service	3
202	Maintain Customer Care	3
203	Provide a Food and Beverage Service	4
204	Prepare and Serve Dispensed and Instant Hot Drinks	3
206	Maintain Food Safety in a Hospitality Environment	3

2 Centre requirements

Approval

If your centre is currently approved to offer 7040-04 SVQ1 in Accommodation Services, SVQ1 in Food and Beverage Services or SVQ1 in Hospitality Services, you will be able to fast track to offer 7090-10 SVQ in Hospitality Services

Centres should use the fast track form if:
• there have been no changes to the way the qualifications are delivered, and
• they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the Centre Manual - Supporting Customer Excellence for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Resource requirements

Resources

The majority of assessment for this competence-based qualification should ideally take place in the workplace. However if this is not feasible candidates can be assessed under Realistic Working Environments (RWE). It is essential for organisations operating a RWE to ensure that it reflects current and real work settings. The table below includes the criteria for RWE which has been taken from the People 1st Assessment Strategy for SVQs for the Hospitality Sector, 1 March 2017.

1	The work situation being represented is relevant to the competence based unit being assessed	• The type of work situation being represented mirrors the relevant setting eg quick service takeaway, restaurant, brassiere, café/snack bar, cafeteria. • Appropriate industrial equipment, furnishings and resources (eg ingredients and technology) that replicate the work situation are used, ensuring that assessment requirements can be covered. • Industry trends are considered in the product and service offer.
2	The candidate's work activities reflect those found in the situation being represented	• Candidates operate in a professional capacity with corresponding job schedules and/or descriptions. • Candidates are clear on their work activities and responsibilities.

3	The RWE is operated in the same manner to as a real work situation	• Customers are not prompted to behave in a particular manner. • Customer feedback received is maintained and acted upon.
4	The RWE is under pinned by commercial principles and responsibilities	• Organisational charts indicate the anticipated job roles in the RWE and their hierarchical structure taking into account supervisory requirements. • There is evidence of business planning, for example product/service plans, staffing/rotas, costing, promotions. • Candidates are encouraged to carry out their function in line with business expectations, eg within timescales and budget, minimizing wastage. • Legislative regulations are adhered to eg food safety, health and safety, equal opportunities, trade description. • Consumer information is provided on products and services eg allergy advice on food products.

The number of hours candidate work and their input in not prescribed, as it is acknowledged that RWEs cannot operate without some flexibility. However, centres must provide evidence that the following criteria are being met as well as fulfilling the awarding organisation's criteria for this purpose.

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

• be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
• have recent relevant experience in the specific area they will be assessing
• have good knowledge and understanding of the national occupational standards (refer to section 5 of the handbook) which are being assessed or verified.
• hold or be working towards relevant assessment and/or verification qualifications(s) as identified by SQA accreditation, confirming their competence to assess or verify SVQ units and qualifications. *Further details as set out in the Assessment strategy can be found in appendix 1.*
• hold qualifications, or have undertaken training that has legislative relevance to the competence based units a being assessed; this may include Health and Safety, Food Safety and Licensing. *Further details as set out in the Assessment strategy can be found in appendix 2*
• Update their occupational expertise and industry knowledge in the ares being assessed and veririfed thorugh planned Continuous Professional Development. *Further details as set out in the Assessment strategy can be found in appendix 3*

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

Candidate entry requirements

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

Age restrictions

City & Guilds cannot accept any registrations for Candidates under 14 as these qualifications are not approved for Candidates under 14.

3   Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:
- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, Learning Assistant, an easy-to-use and secure online tool to support and evidence Candidates' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. Recording forms are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

4   Assessment

Summary of assessment methods

Candidates must:

• complete a portfolio that includes evidence which covers each unit

Time constraints

The following must be applied to the assessment of this qualification:
• Candidates must be registered with the Awarding Organisation before formal assessment commences
• Candidates must finish their assessment within their period of registration

Assessment strategy

The qualification must be assessed in accordance with the People 1st Assessment Strategy for SVQs for Hospitality and Catering, 1 March 2017 and can be down loaded from the SQA Accreditation website
https://accreditation.sqa.org.uk/accreditation/Qualifications/Search_for_Approved_Qualifications_Products

The qualification will be assessed by a portfolio of evidence. The Candidate must meet all the performance criteria and knowledge and understanding elements in within the chosen units to be able to be awarded the qualification.

Assessment of the sector's competence based units will, ideally, take place within the workplace and assessment should, where possible, be conducted by the candidate's supervisors and/or line managers. However, if this is not always feasible for candidates to be assessed in the workplace the use of assessment within Realistic Working Environments (RWE) is permitted (refer to resources section of this handbook for the criteria of RWE.

It is expected that the majority of assessment of the sector's SVQs units will be based on performance evidence, ie direct observation, outputs of work and witness testimony within the workplace or an RWE.

Witness Testimonies

Witness statements can be used when it is not possible for the assessor to be present to observe a candidates performance. They can be obtained from people that are occupationally competent and whom may be familiar with the national occupational standards, such as the candidate's line manager.They may also be obtained from people who are not occupationally competent and do not have a knowledge of the national occupational standards such as other people within the candidate's workplace, customers and suppliers. It is not necessary for witnesses to hold an assessor qualfication as it will the resonsibility of the assessor to judge the validity of the witness testimony make the final

assessment decisions. Witness testimonies should not form the majority of evidence within candidate's portfolios.

Expert witnesses

Expert witnesses may be used where additional support in relation to the assessment of technical competence is required. Expert witnesses may be:

- other approved assessors that are recognised to assess the relevant national occupational standards, or
- line managers, other managers or experienced colleagues that are not approved assessors, but who the awarding body agrees have current occupational competence, knowledge and expertise to make a judgement on a candidate's competence.

Expert witnesses must be able to demonstrate through relevant qualifications, practical experience and knowledge that they are qualified to provide an expert opinion on a candidate's performance in relation to the unit being assessed. Expert witnesses should have a minimum relevant sector experience of 12 months. The final judgement on the validity of the expert witness testimony rests with the assessor.

Professional Discussion

Professional discussion is encouraged as a supplementary form of evidence to confirm a candidate's competence. Such discussions should not be based on a prescribed list of questions but be a structured discussion which enables the assessor to gather relevant evidence to ensure the candidate has a firm understanding of the standard being assessed.

Simulation

Within this qualification there aren't any units that can solely be achieved by simulation.

Simulation can only be used to assess candidates for the sector's SVQs units where the opportunity to assess naturally occurring evidence is unlikely or not possible, for example assessment relating to health and safety, fire and emergency procedures. It should not include routine activities that must be covered by performance evidence. Subsequently the following unit permits the use of simulation.

- PPL1Gen1 Maintain health and safety in hospitality

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience, or qualifications which have already been achieved, to contribute to a new qualification.

For this qualification, RPL is allowed and is not sector specific.

Opportunities to ascertain candidate's accreditation of prior learning is maximised by early contact between the assessor and candidate and during initial assessment / induction period

5   Units

Structure of the units

These units each have the following:
- City & Guilds reference number
- National Occupational Standards (NOS) reference
- Title
- SCQF Level
- Credits
- Outcomes, which are comprised of performance criteria and knowledge statements
- Range

Range are statements or lists that provide amplification for specific learning outcomes. They define the breadth or scope of a specific area by setting out the various circumstances in which they could be applied.

Unit 101   Maintain health and safety in hospitality (PPL1GEN1)

Unit level:	SCQF 4
Credit value:	3
Unit aim:	This standard is about basic health and safety in a hospitality environment. The standard covers following procedures to maintain a healthy and safe workplace, helping to spot workplace hazards promptly and dealing with them in line with workplace procedures, and following emergency procedures if incidents or accidents occur. When you have completed this standard you will have demonstrated your understanding of and your ability to: • Maintain health and safety in hospitality
Relationship to NOS:	PPL1GEN1
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Help to maintain a hygienic, safe and secure workplace

You must be able to:

P1. Identify any hazards or potential hazards in your work area
P2. Deal with identified hazards correctly
P3. Report any accidents or near accidents quickly and accurately to the appropriate person
P4. Follow your organisation's health and safety procedures in all your work
P5. Practise emergency procedures correctly
P6. Follow your organisation's security procedures

Outcome

2   For the whole unit

You need to know and understand:

K1. Your responsibilities under the Health and Safety at Work Act and COSHH
K2. Why it is important to work in a healthy and safe way
K3. The types of personal protective equipment to be worn

K4. Where you can get information about health and safety in your workplace

Outcome

3   Help to maintain a healthy and safe workplace

You need to know and understand:

K5. The types of hazards that you may find in your workplace and how to deal with these within your limit of authority
K6. How to warn other people about hazards and why this is important
K7. Why and how you should report accidents and near accidents and who you should report these to
K8. Types of incidents and emergencies that may happen in your workplace
K9. How to follow your organisation's procedures for dealing with incidents and emergencies and why it is important to do so
K10. Where to find first aid equipment and who the appointed first-aider is in your workplace
K11. Ways of working safely that are relevant to your job, including safe lifting and handling techniques, and why these are important
K12. The possible causes of fire in your workplace and what you can do to minimise the risk of fire
K13. Where to find fire alarms, when and how to set them off
K14. Why you should never approach a fire unless it is safe to do so
K15. Why it is important to follow fire safety regulations

Unit 101 Maintain health and safety in hospitality (PPL1GEN1)

Supporting Information

Scope/range

1. **Hazards**
1.1 relating to equipment
1.2 relating to areas where you work
1.3 relating to personal clothing

2. **Ways to deal with hazards**
2.1 putting them right yourself
2.2 reporting them to appropriate colleagues
2.3 warning other people

3. **Emergency procedures**
3.1 fire
3.2 threat
3.3 security

Unit 102   Maintain excellent standards of personal behaviour in hospitality (PPL1GEN2)

Unit level:	SCQF 4
Credit value:	2
Unit aim:	Our behaviour within the workplace can contribute positively to creating a productive and harmonious environment in which employees can be inspired and achieve their full potential. However, when behaviour is inappropriate or dysfunctional it can have serious consequences on productivity, job satisfaction and on the physical and psychological wellbeing of staff. All team members have a duty of care to each other and must comply with organisational and brand standards to prevent and minimise behaviour which may adversely affect the harmony of the workplace and/or cause harm or injury to others. When you have completed this standard you will have demonstrated your understanding of and your ability to: • Maintain excellent standards of personal behaviour in hospitality
Relationship to NOS:	PPL1GEN2
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Maintain excellent standards of personal behaviour in hospitality

You must be able to:

P1. Present yourself in line with organisational requirements
P2. Organise own work to maximise performance and achieve goals
P3. Follow procedures consistently and respond positively to instruction
P4. Use technology in an honest and trustworthy way
P5. Comply with brand standards inside and outside the organisation / represent your organisation positively
P6. Work with integrity in a safe, fair and professional manner

Outcome

2   Maintain excellent standards of personal behaviour in hospitality

You need to know and understand:

K1. What organisational standards are and why they exist
K2. How standards vary between different organisations
K3. What the organisation's brand standards are and why it is important to comply with them
K4. Why it is important to comply with organisational standards for clothing and personal presentation
K5. How to represent your organisations' brand standards positively internally and externally
K6. How to organise own work and when to ask for guidance or support
K7. What behaviour is acceptable both on and off the organisation's premises and why it is important to behave in this way
K8. How to promote brand standards
K9. How social media can impact on brand standards

Unit 103   Work effectively as part of a hospitality team (PPL1GEN4)

Unit level:	SCQF 4
Credit value:	2
Unit aim:	This standard is about making a useful contribution to the work of a team, i.e. the people you work with. 'Team' includes your line manager or supervisor as well as other people in your team working at the same level as yourself. The standard includes accurately following instructions; working on time; helping others when they need help; communicating with the people you work with; getting feedback on what you do well and where you could improve and continuing to learn and develop yourself. When you have completed this standard you will have demonstrated your understanding of and your ability to: • Work effectively as part of a hospitality team
Relationship to NOS:	PPL1GEN4
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Plan and organise your work

You must be able to:

P1. Check that you understand the requirements of the work
P2. Ask questions about things you do not understand
P3. Follow instructions accurately
P4. Complete required tasks to the agreed level
P5. Organise everything you need for your work
P6. Keep your work area as clean and tidy as possible
P7. Ask for help or support from the relevant person if you need it

Outcome

2   Work effectively with team members

You must be able to:

P8. Assist team members when they ask for help within the limits of your job role and if does not prevent you from completing your own work on time

P9. Pass on important information to team members as soon as possible

P10. Maintain good working relationships with team members

P11. Report any problems with working relationships to the relevant person

P12. Communicate clearly and effectively with team members

Outcome

3   Develop your own skills

You must be able to:

P13. Seek feedback on your work, receive and deal with this feedback positively

P14. Identify, with the relevant person, aspects of your work which are up to standard and areas that you could improve upon

P15. Agree what you have to do to improve your work

P16. Agree a development plan with the relevant person

P17. Review and develop your plan

Outcome

4   Plan and organise your work

You need to know and understand:

K1. Why it is essential to understand the requirements of the work

K2. The benefits to you and your team of planning and organising your work

K3. How to make the most efficient use of your time and avoid things that may unnecessarily disrupt it

K4. The benefits of keeping everything you need for your work organised and available

K5. How working safely and hygienically contributes to effective teamwork

K6. When to ask for help and who you can ask

Outcome

5   Work effectively with team members

You need to know and understand:

K7. Why effective teamwork is important

K8. The people in your team and how they fit into the organisation

K9. The responsibilities of the team and why it is important to the organisation as a whole

K10. How to maintain good working relationships and co-operate with team members

K11. How to determine if helping a team member will prevent you from completing your own work on time

K12. The limits of your job role and what you can and cannot do when helping team members

K13. What could be important information that needs to be passed on to a team member and why you need to pass it on as soon as possible

K14. The types of positive behaviour that help the team to work well and the types that do not

K15. When, how and why you should report any problems with working relationships

K16. How to communicate clearly and why it is important

Outcome

6   Develop your own skills

You need to know and understand:

K17. Why it is important to improve your knowledge and skills
K18. How to get feedback and how this can help you
K19. How a development plan should help to improve your work
K20. Why it is important to review your development plan regularly

Unit 104   Clean and store crockery and cutlery (PPL1GEN5)

Unit level:	SCQF 4
Credit value:	2
Unit aim:	This standard is about cleaning crockery and cutlery either by machine or by hand, disposing of broken or damaged items and waste and dirty water. It also covers storing cutlery and crockery, and polishing it where necessary. When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Clean and store crockery and cutler
Relationship to NOS:	PPL1GEN5
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Clean crockery and cutlery

You must be able to:

P1. Prepare crockery and cutlery items ready for cleaning
P2. Ensure that cleaning equipment and machinery is clean, undamaged and ready for use
P3. Use cleaning materials according to manufacturers' instructions
P4. Clean items using the appropriate cleaning methods at the recommended temperature
P5. Ensure that finished items are clean, dry and free from damage
P6. Dispose of damaged or broken items correctly
P7. Dispose of waste or dirty water correctly
P8. Leave cleaning equipment or machinery clean, undamaged and ready for future use

Outcome

2   Store crockery and cutlery

You must be able to:

    P9. Ensure that items to be stored are dry and clean
    P10. Keep storage areas clean, tidy and free from rubbish
    P11. Stack crockery carefully and store it in the correct location ready for use
    P12. Polish cutlery, where appropriate, and store it in the correct location ready for use
    P13. Dispose of damaged or broken crockery following recommended procedures

Outcome

3   Clean crockery and cutlery

You need to know and understand:

    K1. The correct methods of preparing crockery and cutlery for cleaning
    K2. How to check cleaning equipment and machinery
    K3. Dilution ratios for cleaning materials
    K4. The correct methods of cleaning crockery and cutlery
    K5. What the procedures are in the event of breakages of crockery
    K6. The importance of leaving cleaning equipment ready for future use
    K7. What types of unexpected situations may occur when cleaning crockery and cutlery and how you should deal with these

Outcome

4   Store crockery and cutlery

You need to know and understand:

    K8. Why items should be clean and dry before storage
    K9. Why storage areas should be clean, tidy and free from rubbish
    K10. Correct storage locations for crockery and cutlery and why items should be stored in the correct place
    K11. What types of unexpected situations may occur when storing crockery and cutlery and how you should deal with these

Unit 104   Clean and store crockery and cutlery (PPL1GEN5)

Supporting Information

Scope/range

1. **Cleaning methods**
1.1 machine
1.2 hand

2. **Items to be stored**
2.1 crockery
2.2 cutlery

Unit 105   Prepare and clear areas for food and beverage service (PPL1FBS1)

Unit level:	SCQF 4
Credit value:	3
Unit aim:	This standard is about how you prepare the food service area ready for your customers and clear it down at the end of the service. This includes preparing the equipment such as trolleys and fridges, service items such as crockery and trays and ensuring that the food service area is set up correctly prior to service.

The standard concludes with the efficient clearing of the food service and dining areas and correct storage of equipment and condiments.

This standard focuses on the technical knowledge and skills required to prepare and clear areas for food and beverage service; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:
• Maintain basic food safety in catering
• Maintain food safety in a hospitality environment
• Provide basic advice on allergens to customers
• Minimise the risk of allergens to customers

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:
• Prepare and clear areas food and beverage service |
Relationship to NOS:	PPL1FBS1
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Prepare and clear areas and equipment for food and beverage service

You must be able to:

- P1. Check that the food service area is clean, undamaged and ready for use according to your workplace standard
- P2. Check that the service equipment is clean, undamaged, where it should be and switched on ready for use
- P3. Check that you have sufficient supply of service items clean, undamaged, ready for use and stored appropriately
- P4. Prepare condiments and accompaniments and store appropriately ready for service
- P5. Display food items according to your workplace standard in a way that will promote sales and appeal to your customers

Outcome

2   Prepare customer areas for food and beverage service

You must be able to:

- P6. Check that the customer areas are clean, undamaged and set up according to your workplace standard
- P7. Check that service items are clean, undamaged and placed ready for customers
- P8. Check that menus and promotional items are clean, correct, current and ready for customers' use
- P9. Check the customer area is appealing and welcoming to customers according to your workplace standard

Outcome

3   Clear customer and service areas after food and beverage service

You must be able to:

- P10. Check that service items, food items, condiments and accompaniments are assembled for cleaning or reusable items are stored according to your workplace standard and food hygiene regulations
- P11. Dispose of rubbish and waste food appropriately
- P12. Check that all service equipment is clean, turned off and stored away correctly
- P13. Check that the service area is clean and ready for the continuing service
- P14. Check that customer areas and furniture is clean, tidy and ready for the continuing service

Outcome

4   Prepare and clear areas and equipment for food and beverage service

You need to know and understand:

K1. Safe and hygienic working practises for preparing service areas and the correct equipment for food and beverage service
K2. Your workplace service style and standards
K3. Why waste must be handled and disposed of correctly
K4. Why condiments and accompaniments should be checked and prepared ready for service
K5. When to prepare service areas and equipment ready for service
K6. Why a constant stock of food service items should be maintained
K7. Why presentation and food safety standards must be followed when displaying food
K8. The types of unexpected situations that may occur when preparing and clearing areas for service and how to deal with these

Outcome

5   Prepare customer areas for food and beverage service

You need to know and understand:

K9. Safe and hygienic working practices for preparing customer areas for food and beverage service
K10. Why all service items should be checked before service
K11. Why menus and promotional items should be checked before use
K12. The types of unexpected situations that may occur when preparing and clearing customer areas and how to deal with these

Outcome

6   Clear customer and service areas after food and beverage service

You need to know and understand:

K13.   Safe and hygienic working practices for clearing customer and service areas after food and beverage service
K14.   Why all food service and customer areas should be left clean after service
K15.   Why certain electrical equipment should be turned off after service
K16.   Why waste must be handled and disposed of correctly
K17.   Why perishable foods should be removed after service and stored correctly in the kitchen
K18.   What types of unexpected situations may occur when clearing areas after food and beverage service and how to deal with these

Unit 105   Prepare and clear areas for food and beverage service (PPL1FBS1)

Supporting Information

Scope/range

1. **Service Style**
1.1 table service
1.2 tray service
1.3 counter / takeaway service
1.4 trolley service
1.5 buffet / carvery service

2   **Work area**
2.1 serving area
2.2 customer area

3   **Service equipment**
3.1 hot / cold beverage serving units
3.2 refrigerated units
3.3 heated units
3.4 service / display units

4   **Service items (disposable/reusable)**
4.1 trays
4.2 food containers / crockery
4.3 cutlery
4.4 table coverings
4.5 napkins
4.6 menus / promotional items
4.7 drinks containers
4.8 service utensils
4.9 decorative items

5   **Condiments and accompaniments**
5.1 seasonings
5.2 sugars / sweeteners
5.3 prepared sauces / dressings
5.4 prepared bread items

Unit 106   Prepare vegetables (PPL1PC1)

Unit level:	SCQF 3
Credit value:	2
Unit aim:	This standard is about preparing vegetables for use in cooked or uncooked dishes, for example: • tubers – potatoes, artichokes or sweet potatoes • roots – parsnips, carrots • flower heads – cauliflower, broccoli • leaves – cabbage, lettuce You will prepare the vegetables by: • washing • peeling • cutting – slicing, chopping and shredding • blanching This standard focuses on the technical knowledge and skills required to prepare vegetables; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Prepare vegetables
Relationship to NOS:	PPL1PC1
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Prepare vegetables

You must be able to:

P1. Check the vegetables are fit to be prepared
P2. Choose the correct tools, knives and equipment to prepare vegetables
P3. Use the tools, knives and equipment correctly when preparing vegetables
P4. Prepare the vegetables to meet the requirements
P5. Store any prepared vegetables not for immediate use safel

Outcome

2   Prepare vegetables

You need to know and understand:

K1. How to store frozen and unfrozen vegetables before preparation
K2. What you should look for to make sure each type of vegetable is fit to be prepared
K3. Why and to whom you should report any problems with the vegetables
K4. The right tools and equipment for each preparation method
K5. Why it is important to use the correct tools and equipment
K6. How you should carry out each preparation method correctly
K7. The correct storage requirements for basic vegetables not for immediate consumption

Unit 106   Prepare vegetables (PPL1PC1)

Supporting Information

Scope/range

1. **Vegetables**
1.1 tubers
1.2 roots
1.3 flower heads
1.4 leaves
1.5 vegetable fruits
1.6 stems
1.7 bulbs
1.8 basic fungi

2. **Preparation methods**
2.1 washing
2.2 peeling
2.3 cutting (slicing / chopping / shredding)
2.4 blanching

Unit 107   Cook vegetables (PPL1PC2)

Unit level:	SCQF 3
Credit value:	2
Unit aim:	This standard is about cooking vegetables for simple dishes, for example: • chips (fresh and frozen) • boiled vegetables • fried onions • mashed potatoes • buttered carrots • steamed courgette • roasted Mediterranean vegetables This standard focuses on the technical knowledge and skills required to cook vegetables; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Cook vegetables
Relationship to NOS:	PPL1PC2
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Cook vegetables

You must be able to:

- P1. Check the vegetables meet quality standards
- P2. Choose the correct tools and equipment to cook vegetables
- P3. Use the tools and equipment correctly when cooking vegetables
- P4. Cook the vegetables to meet requirements
- P5. Finish the vegetables to meet requirements
- P6. Ensure the vegetables are at the correct temperature for holding and serving
- P7. Store any cooked vegetables not for immediate use in line with food safety regulations

Outcome

2   Cook vegetables

You need to know and understand:

- K1. How to store frozen and unfrozen vegetables before cooking
- K2. What to look for in vegetables before you cook them
- K3. Why and to whom you should report any problems with the vegetables
- K4. Which tools and equipment you should use for each vegetable cooking method
- K5. How to carry out each vegetable cooking method correctly
- K6. Why it is important to use the correct techniques, tools and equipment when cooking vegetables
- K7. Why it may be necessary to avoid contamination from meat and fish products and how to do so
- K8. How to store vegetables that are not for immediate use

Unit 107   Cook vegetables (PPL1PC2)

Supporting Information

Scope/range

1. **Vegetables**
1.1 frozen
1.2 pre-prepared
1.3 Fresh

2. **Cooking methods**
2.1 boiling
2.2 frying
2.3 grilling
2.4 microwaving
2.5 baking
2.6 roasting

Unit 108   Prepare and cook fish (PPL1PC3)

Unit level:	SCQF 4
Credit value:	3
Unit aim:	This standard is about preparing and cooking fish for simple dishes, for example: • fish cake • battered fish (prepared) • breaded fish (prepared) • scampi (prepared) • frozen fish fillet portion This standard focuses on the technical knowledge and skills required to prepare and cook fish; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Prepare and cook fish
Relationship to NOS:	PPL1PC3
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Prepare and cook fish

You must be able to:

P1. De-frost fish if necessary, correctly and according to food safety guidelines
P2. Check that the fish is fit for cooking
P3. Choose the right tools and equipment for preparing and cooking fish
P4. Use the tools and equipment correctly when preparing and cooking fish
P5. Prepare the fish to meet requirements
P6. Cook the fish as required
P7. Finish the fish as required
P8. Make sure the fish is at the right temperature for holding and serving
P9. Store any fish not for immediate use in line with food safety regulations

Outcome

2   Prepare and cook fish

You need to know and understand:

K1. How to store fish correctly before cooking
K2. How to check that fish are fit for preparation and cooking
K3. How to decide whether fish needs de-frosting before cooking and why this is important
K4. How to de-frost fish correctly and why this is important
K5. Why and to whom you should report any problems with the fish or other ingredients
K6. The right temperatures and cooking times for different types of fish
K7. The right tools and equipment for the preparation methods
K8. How to prepare fish correctly
K9. The right tools and equipment for the cooking methods
K10. Why it is important to use the right tools and equipment
K11. How to carry out the cooking methods correctly
K12. How to decide which cooking methods are appropriate for different types of fish and how to make sure they are properly cooked
K13. How to garnish and present cooked fish according to requirements
K14. The correct temperatures for holding and serving fish
K15. The correct storage requirements for fish products not for immediate consumption

Unit 108   Prepare and cook fish (PPL1PC3)

Supporting Information

Scope/range

1. **Fish**
1.1 coated
11.2 Uncoated
1.3 frozen
1.4 unfrozen

2. **Preparation methods**
2.1 de-frosting
2.2 coating

3. **Cooking methods**
3.1 frying (deep / shallow)
3.2 grilling
3.3 baking

Unit 109   Prepare and cook meat and poultry (PPL1PC4)

Unit level:	SCQF 4
Credit value:	3
Unit aim:	This standard is about preparing and cooking meat and poultry for simple dishes, for example: • Steak • Burgers • Cutlets • Sausages • Bacon • chicken cuts This standard focuses on the technical knowledge and skills required to prepare and cook meat and poultry; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Prepare and cook meat and poultry
Relationship to NOS:	PPL1PC4
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Prepare and cook meat and poultry

You must be able to:

- P1. De-frost meat and poultry if necessary, correctly and following food safety guidelines
- P2. Check that the meat and poultry is fit for cooking
- P3. Choose the right tools and equipment for preparing and cooking meat and poultry
- P4. Use the tools and equipment correctly when preparing and cooking meat and poultry
- P5. Prepare the meat and poultry to meet requirements
- P6. Cook the meat and poultry as required
- P7. Finish the meat and poultry as required
- P8. Ensure the meat and poultry is at the right temperature for holding and serving
- P9. Store the meat or poultry not for immediate use in line with food safety regulations

Outcome

2   Prepare and cook meat and poultry

You need to know and understand:

- K1. How to store fresh and frozen meat and poultry correctly before cooking
- K2. How to check that meat and poultry is fit for preparation and cooking
- K3. How to decide whether meat and poultry needs de-frosting before cooking and why this is important
- K4. How to defrost meat and poultry correctly and why this is important
- K5. Why and to whom you should report any problems with the meat & poultry or other ingredients
- K6. The right temperatures and cooking times for different types of meat and poultry
- K7. The right tools and equipment for the preparation methods
- K8. How to prepare meat and poultry using the correct preparation methods
- K9. The right tools and equipment for the cooking methods
- K10. Why it is important to use the right tools and equipment
- K11. How to carry out the cooking methods correctly
- K12. How to decide which cooking methods are appropriate for different types of meat and poultry and how to make sure they are cooked correctly
- K13. How to finish and season meat and poultry according to requirements
- K14. The correct storage requirements for meat and poultry not for immediate consumption
- K15. How to store cooked meat and poultry not for immediate consumption

Unit 109   Prepare and cook meat and poultry (PPL1PC4)

Supporting Information

Scope/range

1. **Meat and poultry**
1.1 pre-prepared
1.2 Uncoated
1.3 steaks
1.4 chops
1.5 Poultry cuts

2. **Preparation methods**
2.1 defrosting
2.2 seasoning

3. **Cooking methods**
3.1 grilling
3.2 griddling
3.3 frying (deep / shallow)

Unit 110 Prepare and finish simple salad and fruit dishes (PPL1PC5)

Unit level:	SCQF 4
Credit value:	2
Unit aim:	This standard is about preparing and presenting salad and fruit dishes, for example: • fruit based salads • vegetable based salads • pulse and bean based salads This standard focuses on the technical knowledge and skills required to prepare and finish simple salad and fruit dishes; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Prepare and finish simple salad and fruit dishes
Relationship to NOS:	PPL1PC5
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Prepare and finish simple salad and fruit dishes

You must be able to:

- P1. Check the ingredients to make sure they are fit for preparation
- P2. Choose the correct tools, knives and equipment to prepare and finish salad and fruit
- P3. Use the tools, knives and equipment correctly when preparing and finishing salad and fruit
- P4. Prepare the ingredients correctly for the dish
- P5. Present the dish to meet requirements
- P6. Store any prepared items not for immediate use in line with food safety regulations

Outcome

2   Prepare and finish simple salad and fruit dishes

You need to know and understand:

- K1. How to store salad and fruit before preparation
- K2. What you should look for to make sure each type of salad, fruit and other ingredients are fit for use
- K3. Why and to whom you should report any problems with the salad, fruit or other ingredients
- K4. The right tools and equipment for the preparation methods
- K5. Why it is important to use the correct tools and equipment
- K6. How you should carry out the preparation methods correctly
- K7. The correct storage requirements for simple salad and fruit dishes not for immediate consumption

Unit 110   Prepare and finish simple salad and fruit dishes (PPL1PC5)

Supporting Information

Scope/range

1. **Ingredients**
1.1 frozen fruit
1.2 fresh fruit
1.3 fresh salad
1.4 prepared fruit
1.5 prepared salad

2. **Prepare by**
2.1 peeling
2.2 trimming
2.3 washing
2.4 soaking
2.5 cutting
2.6 mixing
2.7 seasoning
2.8 portioning
2.9 presenting

Unit 111　　　　　　Prepare and cook rice (PPL1PC6)

Unit level:	SCQF 4
Credit value:	2
Unit aim:	This standard is about preparing, cooking and finishing simple rice dishes, for example: • boiled rice • steamed jasmine rice • braised rice The standard covers the following types of rice: • Long • Short You will use the following preparation and cooking methods: Washing • Steaming • Boiling • Straining • Braising This standard focuses on the technical knowledge and skills required to prepare and cook rice; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Prepare and cook rice
Relationship to NOS:	PPL1PC6
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Prepare and cook rice

You must be able to:

P1. Check that the rice is fit for cooking
P2. Choose the right tools and equipment for preparing and cooking rice
P3. Use the tools and equipment correctly when preparing and cooking rice
P4. Prepare the rice to meet requirements
P5. Cook the rice as required
P6. Ensure the rice is at the right temperature for holding and serving
P7. Store any rice not for immediate use in line with food safety regulations, if permitted in your organisation

Outcome

2 Prepare and cook rice

You need to know and understand:

K1. How to store uncooked rice
K2. How to check the rice to make sure it is fit for preparation and cooking
K3. What you should do if there are problems with the rice
K4. The right tools and equipment for the preparation and cooking methods
K5. Why it is important to use the correct tools and equipment
K6. How to use the preparation and cooking methods
K7. How to tell if rice is properly cooked
K8. The correct temperatures for holding and serving cooked rice
K9. The correct storage requirements for rice not for immediate consumption

Unit 111   Prepare and cook rice (PPL1PC6)

Supporting Information

Scope/range

1. **Rice**
1.1 Long
1.2 short

2. **Preparation and cooking methods**
2.1 washing
2.2 steaming
2.3 boiling
2.4 braising
2.5 straining

Unit 112   Prepare and cook pasta (PPL1PC7)

Unit level:	SCQF 4
Credit value:	3
Unit aim:	This standard is about preparing and cooking pasta. The standard covers the following types of pasta: • Dried • fresh bought in You will use the following preparation and cooking methods: • Storing • boiling • blanching • straining This standard focuses on the technical knowledge and skills required to prepare and cook pasta; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Prepare and cook pasta
Relationship to NOS:	PPL1PC7
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Prepare and cook pasta

You must be able to:

P1. Check the pasta to make sure it is fit for preparation and cooking
P2. Choose the right tools and equipment for preparing and cooking pasta
P3. Use the tools and equipment correctly when preparing and cooking pasta
P4. Prepare the pasta to meet requirements
P5. Cook the pasta as required
P6. Finish the pasta as required
P7. Ensure the pasta is at the right temperature for holding and serving
P8. Store cooked pasta not for immediate use in line with food safety regulations

Outcome

2 Prepare and cook pasta

You need to know and understand:

K1. The different names and shapes of pasta that may be used
K2. How to check pasta to make sure it is fit for preparation and cooking
K3. Why and to whom you should report any problems with the pasta or other ingredients
K4. The right temperatures and cooking times for different types of pasta
K5. The right tools and equipment for the preparation methods
K6. How to prepare pasta using the correct preparation methods
K7. The right tools and equipment for the cooking methods
K8. Why it is important to use the correct tools and equipment
K9. How to carry out the cooking methods correctly
K10. How to identify when cooked pasta has the correct texture
K11. Why it is important not to overcook pasta
K12. The correct temperatures for holding and serving pasta
K13. The correct storage requirements for pasta not for immediate consumption

Unit 112   Prepare and cook pasta (PPL1PC7)

Supporting Information

Scope/range

1. **Pasta**
1.1 dried
1.2 fresh bought in

2. **Preparation methods**
2.1 blanch
2.2 strain

3. **Cooking methods**
3.1 boil

Unit 113   Prepare and cook eggs (PPL1PC11)

Unit level:	SCQF 3
Credit value:	2
Unit aim:	This standard is about preparing, cooking and finishing simple egg dishes, for example: • fried eggs • scrambled eggs • boiled eggs • poached eggs The preparation and cooking techniques covered include: • Cracking • Beating • Seasoning • Boiling • shallow frying • griddling • scrambling • poaching This standard focuses on the technical knowledge and skills required to prepare and cook eggs; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Prepare and cook eggs
Relationship to NOS:	PPL1PC11
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Prepare and cook eggs

You must be able to:

P1. Check that the eggs and other ingredients are fit for cooking
P2. Choose the right tools and equipment to prepare and cook eggs
P3. Use the tools and equipment correctly when preparing and cooking eggs
P4. Prepare the eggs to meet requirements
P5. Cook the eggs as required
P6. Finish the eggs as required
P7. Ensure the eggs are at the right temperature for holding and serving
P8. Store any eggs not for immediate use in line with food safety regulation

Outcome

2   Prepare and cook eggs

You need to know and understand:

K1. How to store raw eggs
K2. How to check raw eggs are fit for preparation and cooking
K3. Why and to whom you should report any problems with eggs or other ingredients
K4. The right tools and equipment to carry out the preparation and cooking methods
K5. Why it is important to use the correct tools and equipment
K6. How to use the preparation and cooking methods
K7. How to tell if eggs are properly cooked
K8. The correct temperatures for holding and serving cooked eggs
K9. The correct storage requirements for eggs not for immediate consumption

Unit 113 Prepare and cook eggs (PPL1PC11)

Supporting Information

Scope/range

1. **Preparation methods**
1.1 cracking
1.2 beating
1.3 seasoning

2. **Cooking methods**
2.1 boiling
2.2 shallow frying
2.3 griddling
2.4 scrambling
2.5 poaching

Unit 114 Cook and finish simple bread and dough products (PPL1PC12)

Unit level:	SCQF 4
Credit value:	3
Unit aim:	This standard is about cooking and finishing simple bread and dough products, for example: • freshly made dough • ready-made par-cooked dough You will use the following cooking and finishing methods: • Baking • Glazing • Dusting This standard focuses on the technical knowledge and skills required to cook and finish simple bread and dough products; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Cook and finish simple bread and dough products
Relationship to NOS:	PPL1PC12
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Cook and finish simple bread and dough products

You must be able to:

    P1. Check the products to make sure they are fit for cooking
    P2. Choose the correct tools and equipment to cook and finish simple bread and dough products
    P3. Use the tools and equipment correctly when cooking and finishing simple bread and dough products
    P4. Cook and finish the product as required
    P5. Ensure the bread and dough product is at the correct temperature for holding and serving
    P6. Store any cooked bread and dough products not for immediate use in line with food safety regulations

Outcome

2   Cook and finish simple bread and dough products

You need to know and understand:

    K1. How to store uncooked bread and dough products
    K2. How to check to make sure bread and dough products are fit for cooking and finishing
    K3. Why and to whom you should report any problems with the bread, dough or other ingredients
    K4. The right tools and equipment for the cooking and finishing methods
    K5. Why it is important to use the correct tools and equipment
    K6. How to use the cooking and finishing methods correctly
    K7. The correct storage requirements for simple bread and dough products not for immediate consumption

Unit 114   Cook and finish simple bread and dough products (PPL1PC12)

Supporting Information

Scope/range

1. **Bread and dough product**
1.1 Freshly made dough
1.2 Ready-made par-cooked dough

2. **Preparation, cooking and finishing methods**
2.1 Baking
2.2 Glazing
2.3 Dusting

Unit 201   Maintain food safety in a kitchen environment (PPL2GEN4)

Unit level:	SCQF 5
Credit value:	5
Unit aim:	This standard covers the main skills and knowledge needed for preparing, cooking, and holding food safely, and focuses on the four main areas of control - cooking, cleaning, chilling and preventing cross contamination, in addition to supplies being satisfactory. It provides staff with a broad understanding of reviewing hazards and hazard procedures as part of their day to day role in maintaining food safety.
	This standard is appropriate to staff that work in a professional kitchen and directly prepare, cook and hold food.
	When you have completed this standard you will have demonstrated your understanding of and your ability to: • Maintain food safety in a kitchen environment
Relationship to NOS:	PPL2GEN4
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Keep yourself and your working area clean and hygienic

You must be able to:

P1. Ensure surfaces and equipment are clean and in good condition
P2. Use clean and suitable cloths and equipment for wiping and cleaning between tasks
P3. Remove from use any surfaces and equipment that are damaged or have loose parts, and report them to the person responsible for food safety
P4. Dispose of waste promptly, hygienically and appropriately
P5. Identify, take appropriate action on and report to the appropriate person, any damage to walls, floors, ceilings, furniture and fittings
P6. Identify, take appropriate action on and report to the appropriate person, any signs of pests
P7. Comply with legal and organisational requirements for personal hygiene and behaviour

Outcome

2   Store food safely

You must be able to:

P8. Check that food is undamaged, is at the appropriate temperature and within date on delivery
P9. Identify and retain any important labelling information
P10. Prepare food for storage and put it in the correct storage area as quickly as necessary to maintain its safety
P11. Ensure storage areas are clean, suitable and maintained at the correct temperature for the type of food
P12. Store food so that cross contamination is prevented
P13. Follow stock rotation procedures
P14. Dispose of food that is past its date in line with organisation and food safety regulations
P15. Keep necessary records up-to-date

Outcome

3   Prepare, cook and hold food safely

You must be able to:

P16. Check food before and during operations for any hazards, and follow the correct procedures for dealing with these
P17. Follow your organisation's procedures for items that may cause allergic reactions
P18. Prevent cross-contamination, such as between raw foods, foods already Cooking/reheating and ready-to-eat foods
P19. Use methods, times, temperatures and checks to make sure food is safe following operations
P20. Keep necessary records up-to-date

Outcome

4   For the whole standard

You need to know and understand:

K1. How to operate a food safety management system
K2. The concept of hazards to food safety in catering operation, and the necessity of controlling these hazards in order to remove or keep risks to a safe level
K3. What might happen if these hazards are not controlled
K4. The types of hazards that you are likely to come across in a catering operation
K5. How you must control these hazards by cooking, chilling, cleaning and the avoidance of cross-contamination
K6. Why monitoring is important and key stages in the process
K7. The importance of knowing what to do when things go wrong
K8. The role of record-keeping
K9. Why some hazards are more important than others in terms of food safety
K10. Who you should report to if you believe there are food safety hazards

Outcome

5   Risks to food safety

You need to know and understand:

K11. The types of contamination and cross-contamination of food and surfaces and how They can occur
K12. Vehicles of contamination including surfaces
K13. The types of food poisoning and how food poisoning organisms can contaminate Food
K14. The common symptoms of food poisoning
K15. The factors which enable the growth of food poisoning organisms
K16. How personal hygiene and behaviour affect the safety of food
K17. Your role in spotting and dealing with hazards, and in reducing the risk of Contamination
K18. The importance of identifying food hazards promptly
K19. The potential impact on health if hazards are not spotted and dealt with promptly
K20. The importance of risk assessments
K21. Types of unsafe behaviour that may impact on the safety of food and why it is Important to avoid this type of behaviour when working with food
K22. The legal and regulatory requirements for food safety, the importance of complying With them, the implications of non-compliance and the role of enforcement officers

Outcome

6   How to control risks to food safety

You need to know and understand:

K23. The importance of, and methods for, separation of raw and cooked foods, separation of finished dishes
K24. The temperature danger zone, why food needs to be kept at specified temperatures and how to ensure this
K25. What procedures to follow when dealing with stock including deliveries, storage, date, marking and stock rotation, and why it is important to consistently follow them
K26. Why it is important to keep work areas and environment clean and tidy, and tools, Utensils and equipment in good order, clean condition and stored correctly
K27. How the methods and frequency of cleaning and maintenance of equipment, surfaces and environment affect food safety in the workplace

K28. The actions that should be taken in response to spotting a potential hazard, including the correct person to whom issues should be reported

K29. The types of food waste which can occur in the workplace and how it should be safely handled in the workplace

K30. The main types of pests and infestation that may pose a risk to the safety of food, How they can occur, how to recognise them, how to prevent them

Outcome

7   Keep your working area clean and hygienic

You need to know and understand:

K31. Why surfaces and equipment must be clean, hygienic and suitable for the intended= Use before beginning a new task and how to ensure this

K32. Why it is important only to use clean and suitable clothes when cleaning between Tasks, and how to ensure this is done

K33. Why surfaces and equipment that are damaged or have loose parts can be Hazardous to food safety

K34. The types of damaged surfaces and equipment that can cause food safety hazards, and what to do about them

K35. Why it is important to clear and dispose of waste promptly and safely, and how to do so

K36. How damage to walls, floors, ceilings, furniture, food equipment and fittings can cause food safety hazards, and the type of damage you should look for

K37. The types of pests that you may find in catering operations, and recognising the signs that they may be there

Outcome

8   Store food safely

You need to know and understand:

K38. Why it is important to make sure food deliveries are undamaged, at the correct temperature and within date and how to do this

K39. Why it is important to prepare food for storage, including removing and disposing of outer packaging(while retaining any important labelling information

K40. Why food must be put in the correct storage area, and the temperatures that different foods should be stored at

K41. Why it is important that storage areas are clean and tidy, and what to do if they are not

K42. Why it is important to store food at the correct temperatures, and how to achieve this

K43. What types of food are raw and what types are ready-to-eat

K44. Why it is important to separate raw and ready-to-eat food

K45. Why stock rotation procedures are important, and why you must dispose of food past its date

Outcome

9   Prepare, cook and hold food safely

You need to know and understand:

K46. Why and when it is necessary to defrost foods before cooking and how to do so safely and thoroughly

K47. How to recognise conditions leading to food safety hazards during preparation and cooking and what to do if you find any

K48. Why it is important to know that certain foods can cause allergic reactions and the procedures you should follow in your organisation to deal with these foods, including what you should do if a customer asks if a particular dish is free from a certain food allergen

K49. How cross-contamination can occur between raw food, food in storage and preparation and food that is ready to eat - and how to avoid this

K50. Why you should use thorough cooking and reheating methods

K51. Cooking/reheating methods, temperatures and times you must use for the food you work with

K52. How to check that the food you work with is thoroughly cooked/safely reheated

K53. Why it is important to make sure food is at the correct temperature before and during holding, prior to serving it to the customer, and how to do so

K54. The types of cooked foods you may need to chill or freeze because they are not for immediate consumption and how to do so safely

Unit 201 Maintain food safety in a kitchen environment (PPL2GEN4)

Supporting Information

Scope/range

1. **Hazards / Sources of contamination**
1.1 Microbial
1.2 Chemical
1.3 Physical
1.4 Allergenic

2. **Vehicles of contamination**
2.1 hands
2.2 cloths and equipment
2.3 hand contact surfaces
2.4 food contact surfaces
2.5 contamination routes

3. **Personal hygiene and behaviour**
3.1 wearing protective clothing and headgear
3.2 keeping direct handling of food should be kept to a minimum
3.3 following recommended procedures for washing hands, including when to wash your
     hands (after going to the toilet, when going into food preparation, cooking and service
     areas, after touching raw food and waste, and before serving food)
3.4 reporting cuts, boils, grazes and injuries
3.5 treating and covering cuts, boils, skin infections and grazes
3.6 reporting illnesses and infections, particularly stomach illnesses, before entering the
     production area
3.7 having clean hair, skin, nails and clothing
3.8 wearing jewellery only in line with organisational procedures
3.9 recording incidents
3.10 avoid unsafe behaviours including: touching face, nose or mouth; chewing gum; eating;
     smoking – when you are working with food

4. **Surfaces and equipment**
4.1 surfaces and utensils for preparing, cooking and holding food
4.2 surfaces and utensils used for displaying and serving food
4.3 appropriate cleaning equipment

5**. Storage areas**
5.1 ambient temperature
5.2 refrigerator
5.3 freezer

6. Operations

6.1 defrosting food

6.2 preparing food, including washing and peeling

6.3 cooking food

6.4 reheating food

6.5 holding food before serving

6.6 cooling cooked food not for immediate consumption

6.7 freezing cooked food not for immediate consumption

Unit 202   Maintain customer care (PPL1GEN3)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	This standard is about providing a good level of service to your customers and helping to deal with any problems they may have. When you have completed this standard you will have demonstrated your understanding of and your ability to: • Maintain customer care
Relationship to NOS:	PPL1GEN3
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Deal with customers

You must be able to:

P1. Follow your organisation's procedures for dress and appearance
P2. Establish and maintain a professional and polite relationship with the customer
P3. Maintain focus on the customer and their needs
P4. Deal with customer requests according to your organisation's service procedures
P5. Deal with any additional needs customers may have
P6. Give the customer the information customers need without giving them any confidential information
P7. Provide the service correctly and check that the customer is satisfied or if you may help them in any other way

Outcome

2   Deal with customers' problems

You must be able to:

P8. Recognise when something is a problem from the customer's point of view

P9. Acknowledge the customer's problem and apologise for any inconvenience

P10. Reassure them that it will be dealt with by the appropriate person

P11. Deal with the customer's problem quickly and calmly, following the correct organisational procedures

P12. Report to an appropriate member of staff for help If you cannot deal with the problem yourself

P13. Let the guest know what is happening

P14. Ensure the problem has been dealt with

Outcome

3   For the whole unit

You need to know and understand:

K1. Your organisation's procedures for customer care and how to put these into practice
K2. The importance of good customer care to you and your organisation
K3. The importance of brand /organisational values and guidelines and how to represent them

Outcome

4   Deal with customers

You need to know and understand:

K4. Your organisation's procedures for dress and appearance and why these are important
K5. How to make a good first impression to the customer and why this is important
K6. Why it is important to maintain your focus on the customer and their needs
K7. How to help your customer feel welcome and at ease
K8. Routine and special requests that customers may have and how to deal with these
K9. The types of questions that customers may have and how to answer these
K10. The types of information you should not give to customers
K11. How to behave with customers when you are providing a service

K12. Why it is important to find out if you can assist the customer further
K13. How to be polite and helpful to customers and behave in a way that makes them feel valued

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Outcome

5 Deal with customers' problems

You need to know and understand:

K14. Why it is important to see the problem from the customer's point of view, acknowledge the problem and apologise to the customer
K15. The types of problems that customers may have and how to deal with these yourself
K16. The types of customer problems that you should pass on to another member of staff and who this should be
K17. Situations where it is important to explain to the customer what has caused their problem
K18. Why it is important to let the customer know what is happening to solve their problem
K19. Why it is important to make sure the customer is satisfied with what you have done
K20. How reporting customer problems can help to improve customer care in the future

Unit 202   Maintain customer care (PPL1GEN3)

Supporting Information

Scope/range

1. **Customers**
1.1 With routine needs
1.2 With non-routine needs

2 **Problems**
2.1 With service
2.2 communication
2.3 incidents and accidents

Unit 203   Provide a food and beverage service (PPL1FBS2)

Unit level:	SCQF 5
Credit value:	4

Unit aim:	This standard is about providing customers with an excellent food and beverage service experience. It covers greeting and seating customers, providing customers with information to enhance their visit, the service and appealing display of food and beverages and the maintenance of a welcoming service area.
	
	This standard focuses on the technical knowledge and skills required to provide a food and beverage service; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:
	  • Maintain basic food safety in catering
	  • Maintain food safety in a hospitality environment
	  • Provide basic advice on allergens to customers
	  • Minimise the risk of allergens to customers
	
	When you have completed this standard you will be able to demonstrate your understanding of and your ability to:
	  • Provide a food and beverage service

Relationship to NOS:	PPL1FBS2
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Greet customers and take orders

You must be able to:

P1. Acknowledge your customers on arrival and help with their requirements in line with your workplace service style
P2. Ensure your customers have the correct menu to choose from
P3. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
P4. Identify your customers' orders correctly and process them efficiently

Outcome

2   Serve customers

You must be able to:

P5. Serve your customers with the correct quality items, at the correct temperature and according to your workplace service style and standards
P6. Provide your customers with appropriate, clean and undamaged service items, condiments and accompaniments

Outcome

3   Maintain the customer service area

You must be able to:

P7. Clear the customer area of soiled, used or unused service items at appropriate times according to your workplace service style and standard
P8. Ensure the customer area is kept appealing and welcoming to customers according to your workplace standard
P9. Restock, replenish, store and display food and beverage items when necessary during the service
P10. Keep the customer service area clean and tidy and free from rubbish and food debris

Outcome

4   For the whole standard

You need to know and understand:

K1. Your workplace standard for customer care and service style and why you should follow these

Outcome

5   Greet customers and take orders

You need to know and understand:

K2. The correct procedures when greeting and determining customer requirements and why these are important
K3. Why accuracy of the information given to customers is important
K4. Why it is important to take customer orders accurately and how to make sure that you do so

K5. Why it is important to give customers information that will enhance their visit and promote your workplace

K6. The types of unexpected situations that may occur when greeting customers and taking orders and how to deal with these

Outcome

6   Serve customers

You need to know and understand:

K7. Safe and hygienic working practices when serving customers and why these are important

K8. Why it is important to use appropriate, clean, undamaged service equipment when serving food and beverage items to customers

K9. Why portions must be controlled when serving customers

K10. Why food which is prepared first must be served first

K11. The types of unexpected situations that may occur when serving food and beverage items and how to deal with these

Outcome

7   Maintain the customer service area

You need to know and understand:

K12. Safe and hygienic practices for maintaining the customer service areas and why these are important

K13. Why customer service areas must be kept tidy, free from rubbish and food debris

K14. Why a constant stock of service items and the appropriate condiments and

Unit 203   Provide a food and beverage service (PPL1FBS2)

Supporting Information

Scope/range

1. **Customers**
1.1 With routine needs
1.2 With non-routine needs

2. **Service styles**
2.1 table
2.2 tray
2.3 counter / takeaway
2.4 trolley
2.5 buffet / carvery

3. **Information**
3.1 items available
3.2 dish composition
3.3 prices, special offers, promotions

4. **Service items**
4.1 crockery
4.2 cutlery
4.3 napkins
4.4 trays
4.5 service cutlery

5. **Condiments and accompaniments**
5.1 seasonings
5.2 sugars / sweeteners
5.3 prepared sauces / dressings
5.4 prepared bread items

6. **Food and drink items**
6.1 hot food items
6.2 cold food items
6.3 hot drinks
6.4 cold drinks

Unit 204   Prepare and serve dispensed and instant hot drinks (PPL2FBS8)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	This standard is about how you prepare basic equipment such as dispensing machines, kettles, urns, and coffee and tea pots. It covers the preparation methods and how you serve hot drinks such as tea, coffee and hot chocolate. This standard focuses on the technical knowledge and skills required to prepare and serve dispensed and instant hot drinks; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a hospitality environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers • When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Prepare and serve dispensed and instant hot drinks
Relationship to NOS:	PPL2FBS8
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Prepare work area and equipment for hot drink service

You must be able to:

- P1. Ensure that the drink service area is clean, undamaged and ready for use according to your workplace standard
- P2. Ensure that the service equipment (including waste containers) is clean, undamaged, where it should be and switched on ready for use
- P3. Check that you have sufficient supply of service items clean, undamaged, ready for use and stored correctly
- P4. Prepare sufficient drink ingredients ready for service and store appropriately
- P5. Ensure the customer area looks appealing and welcoming to customers according to your workplace standard

Outcome

2   Prepare and serve hot drinks

You must be able to:

- P6. Acknowledge your customers
- P7. Provide customers with assistance as necessary
- P8. Ensure your customers have the correct drinks menu to choose from
- P9. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
- P10. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
- P11. Identify your customers' orders and process them promptly and efficiently
- P12. Keep the preparation/service area and equipment clean and tidy and free from rubbish and debris

Outcome

3   Prepare work area and equipment for hot drink service

You need to know and understand:

- K1. Safe and hygienic working practices when preparing the work area and equipment for the service of hot drinks
- K2. Why drinks and accompaniments must be ready for immediate use
- K3. Why it is important to check for damage in all work areas and equipment before service

Outcome

4   Prepare and serve hot drinks

You need to know and understand:

K4. Safe and hygienic working practices when preparing and serving hot drinks
K5. Why information given to customers must be accurate
K6. What the different techniques are for preparing different types of hot beverages
K7. Why and to whom all customer incidents should be reported
K8. Why and to whom all breakages should be reported
K9. Why customer and service areas should be kept clean, tidy and free from rubbish
K10. The types of unexpected situations which may occur when preparing and serving hot drinks

Unit 204   Prepare and serve dispensed and instant hot drinks (PPL2FBS8)

Supporting Information

Scope/range

1. **Preparation equipment**
1.1 small vending machine
1.2 urn / kettle
1.3 filter (pour and serve)
1.4 coffee / tea pots

2   Service equipment
2.1 crockery
2.2 cutlery
2.3 glassware
2.4 trays
2.5 paper cups
2.6 filter papers

3   Other equipment
3.1 dishwasher
3.2 fridges/freezers

4   Drinks
4.1 coffee
4.2 tea
4.3 hot chocolate

5   Drink ingredients
5.1 coffee bags / pods / capsules
5.2 instant coffee
5.3 pre-ground coffee beans
5.4 syrup
5.5 chocolate powder
5.6 loose tea
5.7 tea bags
5.8 fruit / herbal infusions

6   Accompaniments
6.1 sugar
6.2 milk
6.3 Cream
6.4 dusting powder
6.5 marshmallow / chocolate flakes

Unit 205   Prepare hot and cold sandwiches (PPL1PRD1)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	This standard is about how you prepare a variety of hot and cold sandwiches including: • Sandwiches • Rolls • Burgers • wraps / fajitas • paninis It covers preparing the fillings and the bread products while working in a safe and hygienic manner. This standard focuses on the technical knowledge and skills required to prepare hot and cold sandwiches; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard: • Maintain basic food safety in catering • Maintain food safety in a kitchen environment • Provide basic advice on allergens to customers • Minimise the risk of allergens to customers When you have completed this standard you will be able to demonstrate your understanding of and your ability to: • Prepare hot and cold sandwiches
Relationship to NOS:	PPL1PRD1
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Prepare hot and cold sandwiches

You must be able to:

P1. Ensure that the preparation area is clean, undamaged and ready for use according to your workplace standard

P2. Ensure that the equipment (including waste containers) is clean, undamaged, where it should be and switched on ready for use

P3. Select the correct equipment for the sandwich type according to your workplace standard

P4. Prepare the sandwiches correctly and efficiently according to your workplace and food safety standards

P5. Store any sandwiches and fillings not for immediate use in line with food safety regulations

P6. Keep the preparation area and equipment clean and tidy and free from rubbish and debris

Outcome

2   Prepare hot and cold sandwiches

You need to know and understand:

K1. Safe and hygenic working practices when preparing areas and equipment for preparing hot and cold sandwiches

K2. How to check bread products and fillings meet your workplace requirements and are fit for use

K3. How to present sandwiches in a way that meets your customers' high expectations and your workplace standards

K4. The correct storage requirements for sandwiches and fillings not for immediate use

K5. The types of unexpected situations that may occur when preparing hot and cold sandwiches and how to deal with them

Unit 204   Prepare and serve dispensed and instant hot drinks (PPL2FBS8)

Supporting Information

Scope/range

1. **Bread products**
1.1 sliced bread
1.2 un-sliced bread
1.3 wraps
1.4 rolls / buns / Paninis

2. **Fillings**
2.1 fats / spreads
2.2 meat and poultry
2.3 fish
2.4 dairy products
2.5 salad / vegetables / fruit
2.6 sauces / dressings / relishes

3. **Preparation methods**
3.1 slicing
3.2 preparing fillings
3.3 garnishing
3.4 heating / toasting

4. **Equipment**
4.1 chopping boards
4.2 knives
4.3 refrigerated units
4.4 toaster / Panini machine
4.5 stove / oven

Unit 206   Maintain food safety in a hospitality environment (PPL2GEN5)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	This standard reflects current food safety guidance in the UK and integrates the key themes of cleaning and preventing contamination. It provides staff with the knowledge and skills of reviewing hazards and using hazard based procedures to maintain food safety in their department.
	Separate standards are available for those who cook and prepare food, and for managers and supervisors who have wider responsibilities for food safety in a catering operation.
	When you have completed this standard you will have demonstrated your understanding of and your ability to:
	• Maintain food safety in a hospitality environment
Relationship to NOS:	PPL2GEN5
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1   Keep yourself and your working area clean and hygienic

You must be able to:

P1. Comply with legal and organisational requirements for personal hygiene and behaviour
P2. Ensure surfaces and equipment are clean and in good condition
P3. Use clean and suitable cloths and equipment for wiping and cleaning between tasks
P4. Remove from use any surfaces and equipment that are damaged or have loose parts and report them to the person responsible
P5. Dispose of waste promptly, hygienically and appropriately
P6. Identify, take appropriate action on and report to the appropriate person any damage to walls, floors, ceilings, furniture and fittings
P7. Identify, take appropriate action on and report to the appropriate person any signs of pests
P8. Keep necessary records accurate and up-to-date

Outcome

2   Risks to food safety

You need to know and understand:

K1. The types of contamination and cross-contamination of food and surfaces and how they can occur
K2. Vehicles of contamination including surfaces
K3. The types of food poisoning and how food poisoning organisms can contaminate food
K4. The common symptoms of food poisoning
K5. The factors which enable the growth of food poisoning organisms
K6. How personal hygiene and behaviour affect the safety of food
K7. Your role in spotting and dealing with hazards, and in reducing the risk of contamination
K8. The importance of identifying food hazards promptly
K9. The potential impact on health if hazards are not spotted and dealt with promptly
K10. The importance of risk assessments
K11. Types of unsafe behaviour that may impact on the safety of food and why it is important to avoid this type of behaviour when working with food
K12. The legal and regulatory requirements for food safety, the importance of complying with them, the implications of non-compliance and the role of enforcement officer

Outcome

3   How to control risks to food safety

You need to know and understand:

K13. The importance of, and methods for, separation of raw and cooked foods, Separation of finished dishes
K14. The temperature danger zone, why food needs to be kept at specified temperatures and how to ensure this
K15. What procedures to follow when dealing with stock including deliveries, storage, date marking and stock rotation, and why it is important to consistently follow them
K16. Why it is important to keep work areas and environment clean and tidy, and tools, utensils and equipment in good order, clean condition and stored correctly
K17. How the methods and frequency of cleaning and maintenance of equipment, surfaces and environment affect food safety in the workplace
K18. The actions that should be taken in response to spotting a potential hazard, including the correct person to whom issues should be reported

K19. The types of food waste which can occur in the workplace and how it should be safely handled in the workplace

K20. The main types of pests and infestation that may pose a risk to the safety of food, how they can occur, how to recognise them, how to prevent them

Outcome

4   Keep your working area clean and hygienic

You need to know and understand:

K21. Why surfaces and equipment must be clean before beginning a new task and how to do so

K22. Why it is important only to use clean and suitable cloths and equipment when cleaning between tasks and how to do so

K23. Why surfaces and equipment that are damaged or have loose parts can be dangerous to food safety

K24. The types of damaged surfaces and equipment that can cause food safety hazards and what to do about them

K25. Why it is important to clear and dispose of waste promptly and safely and how to do so

K26. How damage to walls, floors, ceilings, furniture and fittings can cause food safety hazards and the type of damage you should look for

K27. The types of pests that you may find in catering operations and how to identify the signs that they may be there

Unit 206   Maintain food safety in a hospitality environment (PPL2GEN5)

Supporting Information

Scope/range

1. **Hazards / Sources of contamination**
1.1 Microbial
1.2 Chemical
1.3 Physical
1.4 Allergenic

2. **Vehicles of contamination**
2.1 hands
2.2 cloths and equipment
2.3 hand contact surfaces
2.4 food contact surfaces
2.5 contamination routes

3. **Personal hygiene and behaviour**
3.1 wearing protective clothing and headgear
3.2 keeping direct handling of food should be kept to a minimum
3.3 following recommended procedures for washing hands, including when to wash your hands (after going to the toilet, when going into food preparation, cooking and service areas, after touching raw food and waste, and before serving food)
3.4 reporting cuts, boils, grazes and injuries
3.5 treating and covering cuts, boils, skin infections and grazes
3.6 reporting illnesses and infections, particularly stomach illnesses, before entering the food preparation, cooking and service areas
3.7 having clean hair, skin, nails and clothing
3.8 wearing jewellery only in line with organisational procedures
3.9 recording incidents
3.10 avoid behaviours including: touching face, nose or mouth; chewing gum; eating; smoking – when you are working with food

4. **Surfaces and equipment**
4.1 surfaces and utensils used in the department
4.2 appropriate cleaning equipment

6 Appendices

Appendix 1

Annex C *extracted from The People 1st Assessment Strategy March 2017*

Occupational Expertise of Assessors and Verifiers

The requirements set out below relates to all assessors and verifiers..

✓ = mandatory

Assessors and Internal Verifiers must:	A	IV	EV
Have a good knowledge and understanding of the national occupational standard and competence based untis and qualfications which are being assessed or verified.	✓	✓	✓
Hold or be working towards relevant and/or verification qualification (s) as identified by SQA Accreditation, qualifications regulator, confirming their competence to assess or verify SVQ units and qualifications as follows:			
• Assessors and verifiers who hold current assessor and/or verifier units and undertake appropriate continuous professional development.	✓	✓	✓
• Assessors and verifiers who hold previous version of assessor and/or verifier units, who work to the current Learning and Development (L&D) National Occupational Standards (NOS) and undertake appropriate continuous professional development (CPD)	✓	✓	✓
• Any new assessors or verifiers who do not currently hold any assessor or verifier units must undertake current unit(s) • In the case that an assessor or verifier is working towards their assessor/verification decision must unit, a representative sample of their assessment/verification decision must be counter-signed by a colleague who has achieved an appropriate assessor/verifier unit. The colleague should have the same occupational expertise.	✓	✓	✓

Assessors and Internal Verifiers must:	A	IV	EV
Have relevant occupational expertise and knowledge, at the appropriate level of the occupational area(s) they are assessing and/or verifying, which has been gained through 'hands on' experience in the industry.	✓	✓	✓
Adhere to the awarding body's assessment requirements and practise standardised assessment principles	✓	✓	✓
Adhere to the awarding organisation's assessment requirements and practise standardised assessment principles	✓	✓	✓
Have sufficient resources to carry out the role of assessor or verifier, ie time and budget	✓	✓	✓
Have supervisory/management, interpersonal and investigative skills, including the ability to analyse information, hold meetings, guide, advise, plan and make recommendations at all levels, taking into account the nature and size of the organisation in which assessment is taking place. High standards of administration and record keeping are also essential.		✓	✓
Hold qualifications, or have undertaken training, that has legislative relevance to the competence based units being assessed (See Annex D in appendix 2).	✓	Good practice	Good practice
Update their occupational expertise and industry knowledge in the areas being assessed and verified through planned Continuous Professional Development (see Annex E in appendix 3).	✓		✓

Appendix 2

Annex D *extracted from The People 1st Assessment Strategy March 2017*

Qualifications and Training Relevant to Assessors and Verifiers

The following sets out areas in which assessors, verifiers and external verifiers should either received training or achieve qualifications. People1st is **not** stipulating that assessors, verifiers or external verifiers must undertake and achieve specific qualifications, there is the option to either undertake appropriate training or an accredited qualification.

✓ **= mandatory**

Qualification / Training	SVQunit / qualification	A	IV	EV
Health and Safety	All sector units and qualifications	✓	Good Practice	Good Practice
Food Safety	Kitchen Services	✓	Good Practice	Good Practice
	Hospitality Services	✓		
	Professional Cookery	✓		
	Food and Beverage Service	✓		
	Hospitality Supervision and Leadership (*with food and drink units*)	✓		
Licensing	Food and Bervage Service	✓	Good Practice	
	Beverage Service	✓		
	Hospitality Supervision (*with food and drink units*)	✓		

Appendix 3

Annex E *extracted from The People 1ˢᵗ Assessment Strategy March 2017*

Continuous Professional Development for Assessors and Verifiers

It is necessary for assessors and verifiers to maintain a record of evidence of their continuous professional development (CPD). This is necessary to maintain currency of skills and understanding of the occupational area(s) being assessed, and can be achieved in a variety of ways. It should be a planned process, reviewed on an annual basis, for example as part of an individual's performance review.

Assessors and verifiers should select CPD methods that are appropriate to meeting their development needs. The following provides an example of a variety of methods that can be utilised for CPD purposes.

Updating occupational expertise	• Internal and external work placements • Work experience and shadowing (eg within associated departments) • External visits to other organisations • Updated and new training and qualifications (http://hospitalityguild.co.uk/uksp) • Training sessions to update skills • Visits to educational establishments • Trade fairs
Keeping up to date with sector developments and new legislation	• Relevant sector websites • Membership of professional bodies • Papers and documents on legislative change • Networking events • Seminars, conferences, workshops, membership of committees / working parties (e.g. People1st events) • Staff development days
Standardising and best practice in assessment	• Regular standardisation meetings with colleagues • Sharing best practice through internal meetings, news letters, email circulars • Comparison of assessment and verification in other sectors • Attending awarding body meetings / seminars

Downloadable guidance on CPD can be found at CPD Guidance (https://set.et-foundation.co.uk/professionalism/cpd/)

Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 **E: learnersupport@cityandguilds.com**
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 **E: intcg@cityandguilds.com**
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 **E: centresupport@cityandguilds.com**
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) **E: singlesubjects@cityandguilds.com**
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 **E: intops@cityandguilds.com**
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 **E: walledgarden@cityandguilds.com**
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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com