Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Logbook

www.cityandguilds.com
March 2018
Version 2.1

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Version and date	Change detail	Section
2.1 March 2018	Unit 531 added	Summary of achievement
	Structure amended to include unit 531	About the qualification and Skill scan/initial assessment

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1 About your learner logbook

1.1 Contact details

Learner name	
Learner enrolment no	
Centre name	
Centre number	
N/SVQ start date	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your learner logbook

1.2 Introduction to the logbook

This logbook will help you complete your Level 3 NVQ Diploma in Hospitality Supervision and Leadership. It contains

- the units you need to achieve to complete your N/SVQ
- information about your responsibilities as a learner
- forms you can use to record and organise your evidence.

It will also tell you:

- about the Diploma
- what you need to do to complete your Diploma
- who will help you.

About City & Guilds

City & Guilds is your awarding body for this Diploma. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com** or email **centresupport@cityandguilds.com.**

2 About the qualification

2.1 What are N/SVQs?

The Level 3 NVQ Diploma in Hospitality Supervision and Leadership is a nationally recognised qualification gained in the workplace. It is based on National Occupational Standards, which are standards written by employers and experts in your industry.

When you achieve your qualification it will prove that you can work to the standards expected by employers in your industry. Your qualification will show you are competent to do a job and have the skills, knowledge and understanding needed to do it well.

NVQs are work based qualifications, so you should choose an NVQ that best matches the type of work you already carry out, or expect to carry out in the future. If you are not in work, your centre will need to arrange a work placement for your assessment.

2 About the qualification

2.2 The structure of the Level 3 Diploma in Hospitality Supervision and Leadership

How is the qualification made up?

The qualification is made up of a number of **units, each with a credit value.** Units are either mandatory or optional with each unit coverings a different work activity so you can build up to the full qualification unit by unit (37 credits).

If learners wish they can take units that in total exceed more than 37 credits.

Your centre will explain which units you need to take and help you choose those that best match your job.

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

To attain the qualification learners would have to gain a minimum of 37 credits. This comprises of:

- all of the mandatory units in Section A (23 credits)
- at least one unit from Section B (4 credits)
- the remaining credits can come from either Section B or C

SECTION A MANDATORY UNITS		Credit Value
401 (HSL1)	Set objectives and provide support for team members	5
402 (HSL2)	Develop working relationships with colleagues	3
403 (HSL3)	Contribute to the control of resources	4
404 (HSL4)	Maintain the health, hygiene, safety and security of the working environment	4
405 (HSL5)	Lead a team to improve customer service (ICS 42)	7

SECTION B OPTIONAL UNITS

Learners that select any of the following units, HSL7 (407), HSL10 (410) or HSL11 (411) from Section B are strongly recommended to take unit HSL30 (430).

407 (HSL7)	Supervise food production operations	4
408 (HSL8)	Supervise functions	5
410 (HSL10)	Supervise food services	4
411 (HSL11)	Supervise drink services	4
417 (HSL17)	Supervise housekeeping services	4
420 (HSL20)	Supervise portering and concierge services	4
421 (HSL21)	Supervise reception services	5
422 (HSL22)	Supervise reservations and booking services	5

SECTION C OPTIONAL UNITS

406 (HSL6)	Contribute to promoting hospitality products and services	5
409 (HSL9)	Contribute to the development of recipes and menus	4
412 (HSL12)	Supervise off-site food delivery service	4
413 (HSL13)	Supervise cellar and drink storage operations	5
414 (HSL14)	Manage the receipt, storage or dispatch of goods	3
415 (HSL15)	Supervise the wine store/cellar and dispense counter	5
416 (HSL16)	Supervise vending service	5
418 (HSL18)	Supervise linen services	4
419 (HSL19)	Monitor and solve customer service problems	6
423 (HSL23)	Improve the customer relationship	7
424 (HSL24)	Support learning and development within own area of responsibility	5
425 (HSL25)	Supervise the use of technological equipment in hospitality services	4
426 (HSL26)	Supervise practices for handling payments	4
427 (HSL27)	Contribute to the development of a wine list	5
428 (HSL28)	Manage the environmental impact of work activities	5
429 (HSL29)	Contribute to the selection of staff for activities	5
430 (HSL30)	Ensure food safety practices are followed in the preparation and serving of food and drink	5
431 (HSL31)*	Lead and manage meetings	4
432 (PERR)	Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector	2
531**	Lead and manage meetings	4

* Learners registered before 1st July 2017 should use this unit.

** Learners registered after 1st July 2017 should use this unit.

Structure of a unit

Units describe what you must be able to do to show you can competently perform activities in your job. Units are broken down into

- **Outcomes** – the tasks you need to do.
  - **Performance criteria (what you must do)** – which describe what you have to do to for each task
  - **Knowledge criteria (what you must know)** – which describe what you need to know and understand
- **Evidence requirements** – a summary of the evidence you need to prove you are competent.

3 About N/SVQ centres

3.1 Types of centres

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

Centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

Centres are also responsible for supporting you as your work towards your qualification. Centres will

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the qualification assessment process works
- produce an assessment plan for you.

3 About N/SVQ centres

3.2 Assessment roles

The following people at your centre will help you achieve your qualification.

The assessor

The assessor is the person you will have the most contact with as you work towards your qualification.

Your assessor will

- carry out an induction
- carry out an initial assessment using a skills scan
- help you identify any training you need
- agree an assessment plan with you
- help you plan suitable sources of evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make and record decisions about your evidence and
- judge when you are competent and meet the national occupational standards
- give you feedback about your evidence and competence.

Your assessor may be your manager or supervisor at work or somebody who visits you in your place of work. You may have more than one assessor depending on which units of the qualification you take.

The internal verifier

The internal verifier maintains the quality of assessment within the centre by monitoring and reviewing assessment and sampling evidence.

The external verifier

The external verifier is employed by City & Guilds to ensure that your centre meets the required national standards for quality and assessment.

The mentor

- is someone in your workplace who can help and support you as you are working towards your qualification but does not carry out assessments
- may be able to provide you with witness testimony for your qualification.

Witnesses

- witnesses do not judge your overall competence but may provide you with statements about your performance which can be used as evidence of your work.

4 About N/SVQ learners

Learner role and responsibilities

Your responsibilities as a City & Guilds learner is to

- provide your centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan with your assessor
- attend regular meetings with your assessor to discuss your progress and to amend your plans when required
- meet with other centre and City & Guilds staff to talk about your qualification and evidence
- make sure you understand and comply with Health and Safety law and all other regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

Learner enrolment number

Make sure you keep a note of your unique City & Guilds enrolment number on the front page of this logbook.

You will need this number again if you take any other City & Guilds qualifications. Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

Moving to a new centre

If you change jobs or move to a new centre before you complete your qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your records.

A new centre will need your learner enrolment number, your assessment records and evidence to help you complete your qualification.

5 The assessment process

5.1 Before you start your qualification

Initial assessment

Before you start work on your qualification you will meet with your assessor to discuss what you need to do to complete your qualification. This can include

- checking you are taking the right qualification level
- Identify any prior learning
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

Skills scan

The purpose of a skills scan is to identify the skills and knowledge you may already have, and decide how this can be used towards your qualification. There is a skill scan form in this logbook you can use to record the skills you may already have.

5 The assessment process

5.2 Qualification assessment

Once you have chosen your units you will make and agree an assessment plan with your assessor. This will show

- the units the plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The plan should also indicate the methods of assessment to be used to collect your evidence.

Evidence could include

- observation by your assessor
- products of your work
- projects and assignments
- questioning – this could be verbal, written or computer based
- peer reports
- witness testimonies.
- professional discussion

Your centre will explain the different types of evidence to you in more detail.

6 Using your logbook

6.1 Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

Learner recording forms

City & Guilds has developed these recording forms for you and your assessor to use.

Learner and centre contact details

Record these details on the form at the beginning of the logbook to easily identify who the learner is..

Learner résumé

You can use this form to record your personal details if you don't already have a CV.

Skill scan/Initial assessment

This can be used to record the skills and knowledge you may already have. This may be part of your initial assessment, but can be done in a different format by your assessor. It is important that you ensure that this exercise is carried out.

Expert/witness status list

This is used to record the details of staff that will provide you with witness testimony.

Unit record form

The unit record is used to record all of the work activities and tasks you do as you complete the unit. There is one unit record for each N/SVQ unit.

Unit assessment and verification declaration

At the end of each unit, you and your assessor will sign this form to show that you both agree that your evidence meets the standards.

Summary of achievement

This form is used to show how many units of your NVQ you have completed. When you have completed all of the units and are ready to ask for your certificate, you and your assessor will sign this.

Please photocopy these forms as required.

Learner résumé

If you already have your own CV you can use that instead of this form.

Name

Address

Telephone Number

Education (school attended and dates)

Qualifications (gained and dates)

Employment history and/or voluntary work

Current work role and main responsibilities

Courses attended in the last 5 years

Interests

7 Skill scan/Initial assessment

Level 3 NVQ Diploma in Hospitality Supervision and Leadership

To attain the qualification learners will achieve a minimum of 37 credits. This comprises of:

- all of the mandatory units in Section A (23 credits)
- at least one unit from Section B (4 credits)
- the remaining credits can come from either Section B or C

Activities undertaken – do you		often	Sometimes	Never	Examples from job	Learning support required	Comments/ Action
SECTION A MANDATORY UNITS							
401	Set objectives and provide support for team members (5 credits)						
402	Develop working relationships with colleagues (3 credits)						
403	Contribute to the control of resources (4 credits)						
404	Maintain the health, hygiene, safety and security of the working environment (4 credits)						
405	Lead a team to improve customer service (ICS42) (7 credits)						
SECTION B OPTIONAL UNITS							
407	Supervise food production operations (4 credits)						
408	Supervise functions (5 credits)						
410	Supervise food services (4 credits)						
411	Supervise drinks services (4 credits)						
417	Supervise housekeeping services (4 credits)						
420	Supervise portering and concierge services (4 credits)						
421	Supervise reception services (5 credits)						
422	Supervise reservations and bookings services (5 credits)						
SECTION C OPTIONAL UNITS							
406	Contribute to promoting hospitality products and services (5 credits)						
409	Contribute to the development of recipes and menus (4 credits)						

412		Supervise off-site food delivery service (4 credits)						
413		Supervise cellar and drink storage operations (5 credits)						
414		Manage the receipt, storage or dispatch of goods (3 credits)						
415		Supervise the wine store/cellar and dispense counter (5 credits)						
416		Supervise vending service (5 credits)						
418		Supervise linen services (4 credits)						
419		Monitor and solve customer service problems (6 credits)						
423		Improve the customer relationship (ICS 26) (7 credits)						
424		Support learning and development within own area of responsibility (5 credits)						
425		Supervise the use of technological equipment in hospitality services (4 credits)						
426		Supervise practices for handling payments (4 credits)						
427		Contribute to the development of a wine list (5 credits)						
428		Manage the environmental impact of work activities(MSC E9) (5 credits)						
429		Contribute to the selection of staff for activities (5 credits)						
430		Ensure food and safety hygiene practice are followed in the preparation and serving of food and drink (5 credits)						
431*		Lead and manage meetings (4 credits)						
432		Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector (2 credits)						
531**		Lead and manage meetings (4 credits)						

* Learners registered before 1st July 2017 should use this unit.

** Learners registered after 1st July 2017 should use this unit.

Assessment site			
Learner name (print)			
Learner signature			
Assessor name (print)			
Assessor signature		Date	

8 Expert / Witness Status list

Learner name.....

Name and Witness Signature	Status *	Professional relationship to learner **	Unit or elements witnessed

* Status

1 Occupational expert meeting specific requirements for role of expert witness	3 Non expert familiar with the standards
2 Occupational expert not familiar with the standards	4 Non expert not familiar with the standards

** Professional relationship to learner

Manager = M **Supervisor = S** **Colleague = Coll** **Customer = Cus** **Other (please specify)**

9 Summary of achievement

To gain the qualification you must complete the units listed below.

Tick the element boxes as you complete each element. When all the elements making up a unit have been completed you can tick the left-hand unit column. This will show you how well you are doing and what you need to concentrate on to cover the whole NVQ.

At-a-glance qualification summary

Multi-skilled hospitality services

Section A Mandatory units

Unit Number	Start date	Outcome					Unit Title	Credit value	Completion date
401							Set objectives and provide support for team members	5	
402							Develop working relationships with colleagues	3	
403							Contribute to the control of resources	4	
404							Maintain the health, hygiene, safety and security of the working environment	4	
405							Lead a team to improve customer service (ICS 42)	7	

Section B Optional Units

407							Supervise food production operations	4	
408							Supervise functions	5	
410							Supervise food services	4	
411							Supervise drink services	4	
417							Supervise housekeeping services	4	
420							Supervise portering and concierge services	4	
421							Supervise reception services	5	
422							Supervise reservation and booking services	5	

Section C Optional Units

406							Contribute to promoting hospitality products and services	5	
409							Contribute to the development of recipes and menus	4	
412							Supervise off-site food delivery	4	

							service		
413							Supervise cellar and drink storage operations	5	
414							Manage the receipt, storage or dispatch of goods	3	
415							Supervise the wine store/cellar and dispense counter	5	
416							Supervise vending service	5	
418							Supervise linen services	4	
419							Monitor and solve customer service problems (ICS 32)	6	
423							Improve the customer relationship	7	
424							Support learning and development within own area of responsibility	5	
425							Supervise the use of technological equipment in hospitality services	4	
426							Supervise practices for handling payments	4	
427							Contribute to the development of a wine list	5	
428							Manage the environmental impact of work (MSC E9)	5	
429							Contribute to the selection of staff for activities	5	
430							Ensure food safety practices are followed in the preparation and serving of food and drink	5	
431*							Lead and manage meetings	4	
432							Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector	2	
531**							Lead and manage meetings	4	

* Learners registered before 1st July 2017 should use this unit.

** Learners registered after 1st July 2017 should use this unit.

Competence has been demonstrated in all of the units/award recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Learner name..... Enrolment No .....

Learner signature ..... Date .....

Assessor name ..... Date .....

Assessor signature ..... Date .....

Internal verifier signature..... Date.....

Unit 401 Set objectives and provide support for team members (M&L B5)

Unit aim(s)

This unit is about providing direction to the members of your team and motivating and supporting them to achieve the objectives of the team and their personal work objectives.

Level	3
Credit value	5

Evidence requirements

This is an imported unit from CfA. Please refer to the Assessment Strategy and Evidence Requirements available on **www.cfa.uk.com**

Unit 401 Set objectives and provide support for team members (M&L B5)

Outcome 1 Be able to communicate a team's purpose and objectives to the team members

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Describe the purpose of a team						
1.2	Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)						
1.3	Communicate the team's purpose and objectives to its members						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 401 Set objectives and provide support for team members (M&L B5)

Outcome 1 Be able to communicate a team's purpose and objectives to the team members

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

Unit 401 Set objectives and provide support for team members (M&L B5)

Outcome 2 Be able to develop a plan with team members showing how team objectives will be met

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
2.1 Discuss with team members how team objectives will be met						
2.2 Ensure team members participate in the planning process and think creatively						
2.3 Develop plans to meet team objectives						
2.4 Set SMART personal work objectives with team members						
Assessor initials:						

Summary of evidence or portfolio references

Unit 401 Set objectives and provide support for team members (M&L B5)

Outcome 2 Be able to develop a plan with team members showing how team objectives will be met

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

Unit 401 Set objectives and provide support for team members (M&L B5)

Outcome 3 Be able to support team members identifying opportunities and providing support

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
3.1 Identify opportunities and difficulties faced by team members						
3.2 Discuss identified opportunities and difficulties with team members						
3.3 Provide advice and support to team members to overcome identified difficulties and challenges						
3.4 Provide advice and support to team members to make the most of identified opportunities						
Assessor initials:						

Summary of evidence or portfolio references

Unit 401 Set objectives and provide support for team members (M&L B5)

Outcome 3 Be able to support team members identifying opportunities and providing support

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

Unit 401 Set objectives and provide support for team members (M&L B5)

Outcome 4 Be able to monitor and evaluate progress and recognise individual and team achievement

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
4.1 Monitor and evaluate individual and team activities and progress						
4.2 Provide recognition when individual and team objectives have been achieved						
Assessor initials:						

Summary of evidence or portfolio references

Unit 401 Set objectives and provide support for team members (M&L B5)

Outcome 4 Be able to monitor and evaluate progress and recognise individual and team achievement

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

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Unit assessment and verification declaration

Unit 401 Set objectives and provide support for team members (M&L B5)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	

Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

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Unit 402 Develop working relationships with colleagues (M&L D1)

Unit aim(s)

This unit is about developing working relationships with colleagues; within your own organisation and within other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation. 'Colleagues' are any people you are expected to work with, whether they are at a similar position or in other positions.

Level	3
Credit value	3

Evidence Requirements

This is an imported unit from CfA. Please refer to the Assessment Strategy and Evidence Requirements available on **www.cfa.uk.com**

Unit 402 Develop working relationships with colleagues (M&L D1)

Outcome 1 Understand the benefits of working with colleagues

Assessment criteria

(What you must know)

	Portfolio reference number
1.1 Describe the benefits of productive working relationships	
Assessor initials:	

Unit 402 Develop working relationships with colleagues (M&L D1)

Outcome 2 Be able to establish working relationships with colleagues

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
2.1 Identify colleagues within own and other organisations						
2.2 Agree the roles and responsibilities for colleagues						
Assessor initials:						

Summary of evidence or portfolio references

Unit 402 Develop working relationships with colleagues (M&L D1)

Outcome 2 Be able to establish working relationships with colleagues

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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Unit 402 Develop working relationships with colleagues (M&L D1)

Outcome 3 Be able to act in a professional and respectful manner when working with colleagues

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
3.1 Explain how to display behaviour that shows professionalism						
Assessor initials:						

Summary of evidence or portfolio references

Unit 402 Develop working relationships with colleagues (M&L D1)

Outcome 3 Be able to act in a professional and respectful manner when working with colleagues

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 402 Develop working relationships with colleagues (M&L D1)

Outcome 4 Be able to communicate with colleagues

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
4.1 Identify, information to others clearly and concisely						
4.2 Explain how to receive and clarify own understanding of information						
Assessor initials:						

Summary of evidence or portfolio references

Unit 402 Develop working relationships with colleagues (M&L D1)

Outcome 4 Be able to communicate with colleagues

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 402 Develop working relationships with colleagues (M&L D1)

Outcome 5 Be able to identify potential work-related difficulties and explore solutions

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
5.1 Identify potential work-related difficulties and conflicts of interest						
5.2 Explain how to resolve identified potential difficulties						
Assessor initials:						

Summary of evidence or portfolio references

Unit 402 Develop working relationships with colleagues (M&L D1)

Outcome 5 Be able to identify potential work-related difficulties and explore solutions

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 402 Develop working relationships with colleagues (M&L D1)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	

Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 403 Contribute to the control of resources (HSL3)

Unit aim(s)

This unit is about ensuring that you and staff you are responsible for, use resources effectively and efficiently, without undue waste. It covers obtaining supplies, checking equipment, monitoring the use of resources and keeping records.

Level	3
Credit value	4

Evidence requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when managing the resources under their control. Resources should include: equipment, supplies and people. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to contribute to the control of resources	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Order forms Email and other correspondence Store records Maintenance records Work plans Witness Statements Records of professional discussion
2. Understand how to contribute to the control of resources	Oral questioning Written questioning Project Reflective account Professional discussion Inferring knowledge and understanding	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.3 deal with any problems in obtaining resources following agreed procedures and keeping relevant people informed	Oral questions Written questions Professional discussion	Records of oral questioning Question/answer sheets Records of professional discussion

Unit 403 Contribute to the control of resources (HSL3)

Outcome 1 Be able to contribute to the control of resources

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Identify the resources needed from those available						
1.2	Follow organisational procedures for obtaining additional resources						
1.3	Follow organisational procedures when dealing with any problems in obtaining resources						
1.4	Update relevant people within the organisation when dealing with any problems in obtaining resources						
1.5	Determine the quality, quantity and suitability of resources needing to be used						
1.6	Ensure that equipment and materials are correctly stored and maintained						
1.7	Encourage colleagues to make efficient use of resources						
1.8	Monitor the use of resources in own area of responsibility						
1.9	Contribute to the effective and efficient use of resources in line with organisational and legal requirements						
1.10	Maintain accurate records about resources in line with organisational requirements						
1.11	Propose ways of making better use of resources following organisational requirements						
Resources to include:							
Equipment							
Supplies							
People							

Assessor initials:						

Summary of evidence or portfolio references

Unit 403 Contribute to the control of resources (HSL3)

Outcome 1 Be able to contribute to the control of resources

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 403 Contribute to the control of resources (HSL3)

Outcome 2 Understand factors affecting the use of resources

Underpinning knowledge

(What you must know)

The learner can:		Portfolio reference number
2.1	Identify the resources that are used in own area of responsibility	
2.2	Explain how to check the resources that are required for the work needing to be carried out	
2.3	Explain how to ensure resources are suitable for the work that needs to be carried out	
2.4	Describe normal consumption levels for resources in own area of responsibility	
2.5	Identify the approximate costs of the resources used in own area of responsibility	
2.6	Explain how resource costs affect the organisation's financial targets	
2.7	Explain the importance of working within agreed spending limits	
2.8	Describe the procedures that need to be followed when it is necessary to go beyond agreed spending limits	
2.9	Explain the importance of getting management approval when needing to go beyond agreed spending limits	
2.10	Identify the organisation's regular suppliers	
2.11	Identify who within the organisation is responsible for ordering supplies	
	Assessor initials:	

Unit 403 Contribute to the control of resources (HSL3)

Outcome 3 Understand how to contribute to the control of resources

Underpinning knowledge

(What you must know)

The learner can:		Portfolio reference number
3.1	Describe the appropriate lifting and handling methods and techniques for moving resources in own area of responsibility	
3.2	Describe the health and safety requirements for the resources used in own area of responsibility	
3.3	Explain the environmental impact some resources can have on the environment	
3.4	Describe the organisation's policies and procedures for: - obtaining resources - using resources - controlling waste - recycling	
3.5	Explain how to monitor the use of resources	
3.6	Outline how resources should be stored	
3.7	Explain the importance of keeping waste to a minimum	
3.8	Explain how to keep waste to a minimum	
3.9	Explain how to encourage efficient use of resources to benefit the organisation and the environment	
3.10	Explain how to ensure resources are handled and stored in line with organisational requirements	
3.11	Explain how to present recommendations to improve the use of resources	
3.12	Explain the advantages of using computerised stock control systems	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 403 Contribute to the control of resources (HSL3)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 404 Maintain the health, hygiene, safety and security of the working environment (HSL4)

Unit aim(s)

This unit is about maintaining health, safety, security and hygiene standards relevant to your area of responsibility. The maintenance of these standards is essential in protecting staff and customers from harm.

Level	3
Credit value	4

Evidence Requirement

s Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when maintaining health, safety and security in their area of responsibility. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis.

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to maintain the health, hygiene, safety and security of the working environment	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos Information held by the learner on health, safety and security Notes of meetings with line manager Risk assessments Team briefing notes Emails and other correspondence Witness Statements Records of professional discussion
2. Understand how to maintain the health, hygiene, safety and security of the working environment	Oral questioning Written questioning Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.6 deal with risks and accidents promptly, following organisational and legal requirements for safeguarding customers and staff	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 404 Maintain the health, hygiene, safety and security of the working environment (HSL4)

Outcome 1 Be able to maintain the health, hygiene, safety and security of the working environment

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Obtain information on the health, hygiene, safety and security procedures in own area of responsibility						
1.2	Ensure colleagues have relevant information on the health, hygiene, safety and security issues within own area of responsibility						
1.3	Inform colleagues about the importance of following health, hygiene, safety and security procedures						
1.4	Check that colleagues follow the health, hygiene, safety and security procedures in own area of responsibility						
1.5	Monitor own area of responsibility for risks to health, hygiene, safety and security						
1.6	Deal with risks and accidents promptly, following organisational and legal requirements for safeguarding customers and staff						
1.7	Follow organisational procedures when recording or reporting risks and any health, hygiene, safety or security action taken						
1.8	Pass on information about how health, hygiene, safety or security procedures are working						
1.9	Recommend improvements for health, hygiene, safety or security procedures						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 404 Maintain the health, hygiene, safety and security of the working environment (HSL4)

Outcome 1 Be able to maintain the health, hygiene, safety and security of the working environment

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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Unit 404 Maintain the health, hygiene, safety and security of the working environment (HSL4)

Outcome 2 Understand the importance of maintaining the health, hygiene, safety and security of the working environment

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
2.1	Identify the statutory authorities that enforce the health, hygiene and safety laws and regulations	
2.2	Explain the implications of breaking the law on health, hygiene and safety for: - individuals - organization	
2.3	Describe the main areas of health, hygiene and safety laws and regulations for own area of responsibility	
2.4	Describe the organisation's health, hygiene, safety and security procedures for own area of responsibility	
2.5	Describe own responsibilities for health, hygiene, safety, and security	
2.6	Explain the importance of making sure permanent and temporary staff are aware of relevant procedures	
2.7	Explain how to communicate with colleagues on issues relating to health, hygiene, safety, and security	
2.8	Identify the person responsible in the organisation for first aid, health, hygiene, safety and security and their responsibilities	
2.9	Explain the organisation's emergency procedures	
2.10	Describe the evacuation procedures that relate to own area of responsibility	
2.11	Describe the procedures that should be followed when recording and storing information about health, hygiene, safety and security	
2.12	Describe the procedures that should be followed when making recommendations about health, hygiene, safety and security	
2.13	Identify who to make recommendations to regarding health, hygiene, safety and security	
	Assessor initials:	

Unit 404 Maintain the health, hygiene, safety and security of the working environment (HSL4)

Outcome 3 Understand how to maintain the health, hygiene, safety and security of the working environment

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Identify information about health, hygiene, safety and security that should be recorded and stored	
3.2	Identify other people and organisations who need to have access to information about health, hygiene, safety and security	
3.3	Identify the information on health, hygiene, safety and security that external authorities may need to access	
3.4	Identify the potential health, hygiene, safety and security hazards that exist, or may exist, in own area of responsibility	
3.5	Explain how to monitor own area of responsibility to ensure maintenance of health, hygiene, safety and security of employees, customers and other members of the public	
3.6	Identify how frequently health, hygiene, safety and security inspections should be carried out	
3.7	Explain how to assess the potential risks associated with the typical health, hygiene, safety and security hazards in own area of responsibility	
3.8	Explain how to eliminate or minimise the risk associated with potential health, hygiene, safety and security hazards	
3.9	Explain the limits of own authority when dealing with risks and hazards	
3.10	Explain the procedures to deal with faults of equipment in own area of responsibility	
3.11	Explain how to develop contingency plans to reduce the impact of any health, hygiene, safety and security problems that occur	
3.12	Explain the procedure to follow in the event of an emergency, including - bomb alert - fire	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 404 Maintain the health, hygiene, safety and security of the working environment (HSL4)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

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Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

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IV name			
IV signature		Date	

Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 405 Lead a team to improve customer service (ICS D11)

Unit aim(s)

This unit is about looking at both your organisation and your staffing resources and bringing these together in a constructive way to improve overall customer service.

You need to give support and guidance to your team to encourage them to improve their customer service delivery. It is about having a passion for customer service and sharing this enthusiasm with your colleagues and staff team. It is about leading by example.

Level	3
Credit value	7

Evidence Requirements

This is an imported unit from CfA. Please refer to the Assessment Strategy and Evidence Requirements available on **www.cfa.uk.com**

Unit 405 Lead a team to improve customer service (ICS D11)

Outcome 1 Be able to plan and organise the work of a team

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1 treat team members with respect at all times						
1.2 agree with team members their role in delivering effective customer service						
1.3 involve team members in planning and organising their customer service work						
1.4 allocate work which takes full account of team members' customer service skills and the objectives of the organisation						
1.5 motivate team members to work together to raise their customer service performance						
Assessor initials:						

Summary of evidence or portfolio references

Unit 405 Lead a team to improve customer service (ICS D11)

Outcome 1 Be able to plan and organise the work of a team

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 405 Lead a team to improve customer service (ICS D11)

Outcome 2 Be able to provide support for team members

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
4.1 check that team members understand what they have to do to improve their work with customers and why that is important						
4.2 check with team members what support they feel they may need throughout this process						
4.3 provide team members with support and direction when they need help						
4.4 encourage team members to work together to improve customer service						
Assessor initials:						

Summary of evidence or portfolio references

Unit 405 Lead a team to improve customer service (ICS D11)

Outcome 2 Be able to provide support for team members

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
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5		
6		

Unit 405 Lead a team to improve customer service (ICS D11)

Outcome 3 Be able to review performance of team members

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
3.1	provide sensitive feedback to team members about their customer service performance						
3.2	encourage team members to discuss their customer service performance						
3.3	discuss sensitively with team members action they need to take to continue to improve their customer service performance						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 405 Lead a team to improve customer service (ICS D11)

Outcome 3 Be able to review performance of team members

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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5		
6		

Unit 405 Lead a team to improve customer service (ICS D11)

Outcome 4 Understand how to lead a team to improve customer service

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
4.1	describe the roles and responsibilities of their team members and where the team members fit in the overall structure of the organisation	
4.2	explain how team and individual performance can affect the achievement of organisational objectives	
4.3	explain the implications of failure to improve customer service for their team members and their organization	
4.4	describe how to plan work activities	
4.5	explain how to present plans to others to gain understanding and commitment	
4.6	explain how to facilitate meetings to encourage frank and open discussion	
4.7	explain how to involve and motivate staff to encourage teamwork	
4.8	describe how to recognise and deal sensitively with issues of underperformance	
	Assessor initials:	

Evidence requirements	Portfolio reference number
5. The Learner will show they have taken into account the organisation constraints of: • cost • time • human resources • other resources	
6. **The Learner will show they have taken into account the team or individual constraints of:** • existing workloads • individual capabilities and sensitivities	
7. **The Learner will prove that they have taken time with each team member to:** • plan and organise their work • provide support and guidance • give and seek feedback on performance	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 405 Lead a team to improve customer service (ICS D11)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

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Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

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Unit 406 Contribute to promoting hospitality products and services (HSL6)

Unit aim(s)

This unit covers the competence a hospitality supervisor needs to promote services and products. Promotion may be through regular activities such as posters, leaflets and discounts, as well as more irregular innovations such as special events.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when helping to promote services and products. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to contribute to promoting hospitality services and products	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes from meetings with line manager Internal and external correspondence Records of promotional activities Team Briefing notes Work schedules detailing promotional work Witness Statements Records of professional discussion
2. Understand how to contribute to promotion of hospitality goods and services	Oral questioning Written questioning Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Professional discussion Discussion cross reference to outcome 1

Unit 406 Contribute to promoting hospitality products and services (HSL6)

Outcome 1 Be able to contribute to promoting hospitality services and products

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Identify possible activities to promote the services and products in own area of responsibility						
1.2	Identify the sales improvements promotional activities could generate						
1.3	Consult with relevant colleagues about own ideas for promotional activities						
1.4	Ensure promotional activities are consistent with: - targets - the organisation's objectives and values - social responsibility practices - legal requirements						
1.5	Collect relevant information to support ideas for promotional activities						
1.6	Organise relevant information to support ideas for promotional activities						
1.7	Contribute to the development and implementation of plans						
1.8	Instruct colleagues on planned activities as appropriate						
1.9	Monitor activities to ensure that: - targeted customers are being reached - promotional activities are run according to agreed plans and standards						
1.10	Collect information about the promotional activities						
1.11	Evaluate the effectiveness of promotional activities						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 406 Contribute to promoting hospitality products and services (HSL6)

Outcome 1 Be able to contribute to promoting hospitality services and products

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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Unit 406 Contribute to promoting hospitality products and services (HSL6)

Outcome 2 Understand how to plan the promotion of hospitality products and services promotions

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Outline the legal requirements that should be taken into account when developing and implementing promotional activities including: - Trades Descriptions Act - Health and Safety at Work Act - Discrimination Acts - Copyright law - COSHH - Food Hygiene	
2.2	Explain the consequences of promotional activities not meeting legal requirements	
2.3	Describe social responsibility practices, 'Best Practice' principles and ethical considerations that need to be considered when promoting hospitality services and products	
2.4	Identify the organisation's target markets, sales targets and main competitors that are relevant to own area of responsibility	
2.5	Identify what information is needed to support suggested promotional activities	
2.6	Identify the resources that are available for promotional activities	
2.7	Explain how to obtain additional resources	
2.8	Explain how to cost promotional activities to ensure profitability is maintained and improved	
	Assessor initials:	

Unit 406 Contribute to promoting hospitality products and services (HSL6)

Outcome 3 Understand how to contribute to promoting hospitality products and services

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Describe the nature of the product being promoted and any other materials that feature in the promotion	
3.2	Outline any other promotional plans within the organisation that are relevant	
3.3	Describe the possible adverse results that the promotion, products and other materials may have and how to avoid these	
3.4	Identify the terms and conditions that need to be included in promotions and how these should be written	
3.5	Describe how to present promotional ideas to other people in the organization	
3.6	Identify which colleagues need to be briefed in relation to different types of promotional plans	
3.7	Outline the information that colleagues should be given about promotional activities	
3.8	Explain when to use product and organisational logos, trademarks and branding to support promotional activities	
3.9	Describe how to use product and organisational logos, trademarks and branding to support promotional activities	
3.10	Outline the organisation's procedures for implementing promotional activities	
3.11	Explain how promotional activities could become disrupted and how to deal with this	
3.12	Describe how to measure the effectiveness of promotional activities	
3.13	State who to make recommendations for improving promotional activities to	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 406 Contribute to promoting hospitality products and services (HSL6)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	

Countersignature | Date

(for staff working towards the Internal Verifier qualification)

Unit 407 Supervise food production operations (HSL7)

Unit aim(s)

This unit is about supervising food production to ensure that the customer receives their order within reasonable timescales and to quality standards. The unit is about making sure staff have the necessary skills, knowledge and resources required to carry out their work. It is also about monitoring work, dealing with food production problems and supervising operations to ensure the quality of the product.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising food production operations. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise food production operations	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos Staff rotas Information held by the learner on food hygiene procedures Team briefing notes Notes of meetings with line manager Records of food production operations supervised by the learner Witness Statements Records of professional discussion
2. Understand how to supervise food production operations	Oral questioning Written questioning Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.5 promptly take action to minimise the effect of problems that could delay	Simulation Oral questions Written questions	Observation sheet Video Question/answer sheets

food production or affect the standard of food service	Professional discussion	Records of professional discussion

Unit 407 Supervise food production operations (HSL7)

Outcome 1 Be able to supervise food production operations

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Ensure that all stages of food production comply with relevant legislation and organisational policies						
1.2	Implement procedures to meet control points following relevant legislation and organisational policy						
1.3	Ensure that procedures are being followed correctly						
1.4	Ensure staff have the skills, knowledge and resources needed						
1.5	Encourage staff to ask questions when needed						
1.6	Encourage staff to report any problems with the control points						
1.7	Collect feedback that may help to identify any problems with procedures						
1.8	Manage problems that may affect food production or the standard of food service						
1.9	Complete the required records according to organisation's procedures						
1.10	Ensure staff's agreed targets are achieved						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 407 Supervise food production operations (HSL7)

Outcome 1 Be able to supervise food production operations

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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Unit 407 Supervise food production operations (HSL7)

Outcome 2 Understand how to plan food production operations

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Explain how to organise a team to ensure that food production operations are efficient	
2.2	Describe the skills required to implement the organisation's procedures for food production	
2.3	Compare the skills required for food production with those available	
2.4	Explain how to estimate the resources needed for food production operations	
2.5	Explain how to make best use of resources available	
2.6	Identify who to approach to get approval for additional resources	
	Assessor initials:	

Unit 407 Supervise food production operations (HSL7)

Outcome 3 Understand how to supervise food production operations

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Identify legislation and other industry specific regulations and codes of practice that need to be followed	
3.2	Describe the roles and responsibilities of individuals in the organisation and own area of responsibility that are relevant to food production	
3.3	Identify the food production timescales	
3.4	Explain the importance of portion control	
3.5	Explain how to minimise wastage	
3.6	Explain the importance of quality of the food production operation	
3.7	Explain how to assess the quality of own and others work	
3.8	Explain how to motivate staff to achieve the required standards of quality	
3.9	Explain how to monitor activities and performance against organisational standards and targets	
3.10	Explain what to do when performance does not meet standards and targets	
3.11	Explain importance of confidentiality	
3.12	Explain how confidential information can be kept secure	
3.13	Describe the acceptable format for presenting and storing information in their area of responsibility	
3.14	Explain when it is appropriate to use spoken or written instructions or demonstrations and pictures/diagrams	
3.15	Identify when and how to provide information to management	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 407 Supervise food production operations (HSL7)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

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Unit 408 Supervise functions (HSL8)

Unit aim(s)

This unit is about supervising a function such as a banquet, corporate entertainment event, reception or conference. The unit covers the preparation, running and closing of the event. As such it includes activities such as briefing, monitoring, clearing up and debriefing staff beyond the close of the function.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising functions. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	**Example Assessment Methods**	**Examples of Evidence Requirements**
1. Be able to supervise functions	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos Notes of meetings with client/line manager Staff rotas Team briefing notes Plans for functions Records of functions supervised by the learner Witness Statements Records of professional discussion
2. Understand how to supervise functions	Oral questioning Written questioning Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	**Alternative assessment methods**	**Examples of evidence**
1.12 deal with any problems that threaten to disrupt operations	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 408 Supervise functions (HSL8)

Outcome 1 Be able to supervise functions

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Be able to supervise functions						
1.2	Plan procedures to ensure that requirements are met and contingencies are developed						
1.3	Ensure staff have the skills, knowledge and resources to needed to carry out their responsibilities						
1.4	Inspect the function venue to ensure that it has been prepared as agreed						
1.5	Ensure that the equipment and materials needed for the function are available to the staff that will use them						
1.6	Communicate relevant health, safety and legal requirements to customers						
1.7	Liaise with relevant people throughout the function to ensure that the arrangements meet customer requirements						
1.8	Monitor the function to ensure that it is running to plan						
1.9	Deal with any problems that threaten to disrupt operations						
1.10	Ensure the function and all associated activities comply with relevant legislation and the organisation's standards						
1.11	Record all relevant information in a suitable format						
1.12	Make records available to the relevant people						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 408 Supervise functions (HSL8)

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 408 Supervise functions (HSL8)

Outcome 2 Understand how to plan functions

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Describe the health and safety and other legal requirements that - affect the function - need to be communicated to the customer	
2.2	Describe the food safety measures that need to be employed	
2.3	Explain the importance of assessing the impact that the function is likely to have on others	
2.4	Explain how to assess and minimise the impact the function is going to have on others	
2.5	Identify the variety of information required to plan different types of functions including: - customers' specific requirements - staffing - equipment - budget - venue capacity - other specifications	
2.6	Identify the types of specific requirements customers may have	
2.7	Identify the factors that need to be considered in arranging food and beverages for the functions	
2.8	Explain how to deal with special requirements for different client groups including: - children - older people - people with disabilities	
2.9	Explain the importance of anticipating problems that may occur at functions	
2.10	Explain how to inspect a venue to ensure preparations are in order	
2.11	Explain how to carry out a risk assessment of the venue	
2.12	Describe what to do with the information relating to risk assessment of the venue	
2.13	Explain how to ensure that staff have the required skills, knowledge and resources to carry out their responsibilities	
2.14	Identify how to ensure appropriate appointment of contractors in own area of responsibility	
	Assessor initials:	

Unit 408 Supervise functions (HSL8)

Outcome 3 Understand how to supervise functions

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Describe the organisation's customer care policy	
3.2	Explain how to ensure the organisation of products and services support a variety of functions	
3.3	Explain how to ensure effective management of staff for the function, including: - allocation of responsibilities - briefing - supervision	
3.4	Explain how to manage resources available for a function	
3.5	Explain how to monitor a function and ensure it goes as planned	
3.6	Describe how to deal with problems that may occur	
3.7	Describe how to adjust the atmosphere of functions	
3.8	Describe how to inspect equipment used during functions	
3.9	Describe how to evacuate premises safely in the event of an emergency	
3.10	Identify who is responsible for storing equipment and reporting loss or damage	
3.11	Explain how to respond to requests and complaints	
3.12	Describe how information about the function should be communicated to customers	
3.13	Explain the importance of communicating with the organiser of the function	
3.14	Describe the legal requirements that cover the clearing of a venue	
3.15	Describe the types of records that should be maintained for functions	
3.16	Describe the organisation's procedures in relation to record keeping for functions	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 408 Supervise functions (HSL8)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

Unit 409 Contribute to the development of recipes and menus (HSL9)

Unit aim(s)

This unit covers the competence hospitality supervisors need to plan and introduce new menu items. It involves researching the menu item, taking account of food combinations, flavours and dietary requirements and implementing the new items.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when helping to develop recipes and menus. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis.

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to contribute to the development of recipes and menus	Products of work Witness testimony Professional discussion Learner statement	Observation sheets Photos Notes of meetings with line manager and other staff Correspondence with other staff Records of research Sample recipes and menus to which the learner has contributed Witness statements Records of professional discussion
2. Understand how to contribute to the development of recipes and menus	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Unit 409 Contribute to the development of recipes and menus (HSL9)

Outcome 1 Be able to contribute to the development of recipes and menus

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Consider food combinations, flavours and dietary requirements when introducing new recipe and menu suggestions						
1.2	Calculate ingredient ratios, cooking times and temperatures to produce a recipe in varying quantities						
1.3	Identify suitable supply sources						
1.4	Identify methods for presenting, holding and distributing the recipe item						
1.5	Cost recipe suggestions taking into account the resources available						
1.6	Follow organisational procedures for registering and passing on relevant information about the suitability of new menu items						
1.7	Make suggestions on the layout and presentation of the menu						
1.8	Produce recipe suggestions in accordance with: - the style and policy of the organization - available resources - the expectations and standards of customers						
1.9	Ensure staff have the resources needed to carry out responsibilities in relation to new menu items						
1.10	Collect feedback from staff and customers						
1.11	Evaluate feedback from staff and customers						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 409 Contribute to the development of recipes and menus (HSL9)

Outcome 1 Be able to contribute to the development of recipes and menus

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 409 Contribute to the development of recipes and menus (HSL9)

Outcome 2 Understand how to plan the development of recipes and menus

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Explain the existing style and policy of the organisation in relation to recipes and menu	
2.2	Explain how location and styles of operation can affect proposed menu items	
2.3	Describe the quality standards required for each recipe item considered	
2.4	Explain how to assess the quality of potential ingredients	
2.5	Explain how the equipment available can affect the production of food items	
2.6	Identify the factors that need to be considered in selecting presentation, holding and distribution methods	
2.7	Explain how to calculate gross profit against the cost of proposed recipes	
2.8	Explain how the quality of the food can be affected by the choice of the supplier	
2.9	Explain how to identify and assess the suitability of suppliers or supply sources	
2.10	Identify the appropriate person to consult with on proposed recipes	
2.11	Explain why staff skills should be assessed prior to proposing new recipes and menu items	
2.12	Explain how to estimate lead times for the preparation of new menu items	
	Assessor initials:	

Unit 409 Contribute to the development of recipes and menus (HSL9)

Outcome 3 Understand how to contribute to the development of recipes and menus

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Explain the concept of a balanced diet	
3.2	Explain how a balanced diet is important for good health	
3.3	Describe current government guidelines for healthy eating	
3.4	Describe the types, combinations and proportions of ingredients that make up a healthy dish	
3.5	Explain the nutritional benefits of - minimising the fat, sugar and salt content of dishes - starchy foods, fruit, vegetables and pulses	
3.6	Identify healthier flavourings that can be used as alternatives to salt and sugar	
3.7	Explain how to record information relating to proposed recipes	
3.8	Identify the appropriate person to make records of proposed recipes available to	
3.9	Explain how to carry out and evaluate test runs of recipes	
3.10	Describe what training may be needed to support the implementation of new menu items	
3.11	Explain how to brief staff on new menu items and implementation plans	
3.12	Describe how to gain feedback from staff on operational problems which may arise	
3.13	Explain how to allocate resources to staff to enable them to implement new menu items	
3.14	Identify lead times required by organisation for the implementation of new menu items	
3.15	Explain why measures should be closely monitored when introducing new items	
3.16	Explain the importance of gaining feedback from customers on new items and methods for doing this	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 409 Contribute to the development of recipes and menus (HSL9)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

Unit 410 Supervise food services (HSL10)

Unit aim(s)

This unit is about supervising the food service and making sure that the service area and equipment are clean and ready for use. It involves: planning; supervising cleaning, clearing and restocking; checking equipment, liaising with other departments and dealing with problems to ensure that service meets the required standard.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising food service. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis.

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise food services	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos Staff rotas Notes of meetings with line manager Checklists Team briefing notes Food service records Witness statements Records of professional discussion
2. Understand how to supervise food services	Oral questioning Written questioning Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.1 deal with problems that may affect the standard of food service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 410 Supervise food services (HSL10)

Outcome 1 Be able to supervise food service

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Obtain up-to-date information about food safety procedures						
1.2	Check that staff have the skills, knowledge and resources to carry out their responsibilities						
1.3	Check that service equipment is ready for use and located correctly						
1.4	Ensure service areas are stocked in preparation for service						
1.5	Ensure that procedures for clearing, cleaning and stocking service areas are followed correctly						
1.6	Ensure the environment meets customer requirements						
1.7	Ensure any special customer areas are arranged as agreed						
1.8	Carry out preparations in sufficient time to allow an effective service to be provided						
1.9	Liaise with relevant people and departments to ensure effective delivery of the service						
1.10	Monitor staff conduct and communications with customers						
1.11	Confirm that communication with customers by all staff takes place in a manner that is likely to promote goodwill and understanding						
1.12	Deal with problems that may affect the standard of food service						
1.13	Feedback on the effectiveness of procedures in own area of responsibility to the appropriate person in the organisation						

Assessor initials:						

Summary of evidence or portfolio references

Unit 410 Supervise food services (HSL10)

Outcome 1 Be able to supervise food service

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
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Unit 410 Supervise food services (HSL10)

Outcome 2 Understand how to plan food service

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
2.1	Identify the appropriate person to liaise with when organising the food service	
2.2	Explain how to identify trends in levels of demand which influence staffing requirements	
2.3	Explain how to identify and obtain the resources needed for food service	
2.4	Explain how to organise staff depending on service requirements	
2.5	Explain how to communicate operational procedures to staff	
2.6	Explain how to develop contingency plans	
2.7	Explain how to ensure staff receive the correct training to support their responsibilities	
2.8	Explain how to check that equipment is ready for use	
	Assessor initials:	

Unit 410 Supervise food services (HSL10)

Outcome 3 Understand how to supervise food service

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
3.1	Identify industry specific regulations and codes of practice that need to be followed	
3.2	Explain how to obtain information on regulations and codes of practice to ensure procedures are kept up-to-date	
3.3	Explain how to identify, deal with and report breaches of legislation, regulations and codes of practice	
3.4	Describe the organisation's procedures and standards for food service and customer service	
3.5	Explain how food service operations integrate with other activities and departments in the organization	
3.6	Explain how the roles and responsibilities of individuals within own department affect the food service	
3.7	Describe how staff should communicate with customers and conduct themselves in the food service area	
3.8	Describe what to do in the event of equipment failure	
3.9	Identify the information about food service that customers may need	
3.10	Identify how the information should be presented	
3.11	Explain how to prioritise tasks to regulate the time available	
3.12	Explain how to ensure that staff follow procedures and standards	
3.13	Describe how to correct and report failures according to organisational standards and procedures	
3.14	Identify the appropriate person to consult in the event of food service problems	
3.15	Evaluate potential solutions to problems that may occur in food service	
3.16	Explain how to minimise disruptions to the food service	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 410 Supervise food services (HSL10)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

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Unit 411 Supervise drink services (HSL11)

Unit aim(s)

This unit is about supervising the preparation and delivery of the drink service. It is about enabling a friendly, hygienic efficient service in relaxed safe surroundings, ensuring that the law is fully complied with and that customer behaviour problems are dealt with quickly and correctly.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising drink services. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise drinks services	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos Staff rotas Plans for drink services Drink service records Team briefing notes Notes of meetings with line manager Witness Statements Records of professional discussion
2. Understand how to supervise drinks services	Oral questioning Written questioning Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.11 take prompt and effective action to deal with any problems	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 411 Supervise drink services (HSL11)

Outcome 1 Be able to supervise drinks services

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Ensure staff have the skills, knowledge and resources to carry out their responsibilities						
1.2	Agree procedures for staff to follow when preparing and restocking the drink service area						
1.3	Ensure that the attractiveness and comfort of drinking areas meet customer needs and expectations						
1.4	Liaise with other relevant people and departments to ensure the delivery of an effective drinks service						
1.5	Carry out preparations in good time to allow the scheduled drink service to be provided						
1.6	Ensure specified standards and procedures for the service of products are maintained						
1.7	Ensure the drink service complies with social responsibility practices and relevant legislation						
1.8	Confirm that communication with customers by all staff takes place in a manner that is appropriate to them and the situation						
1.9	Maintain the comfort and well-being of other customers and local residents when carrying out activities						
1.10	Deal with any problems promptly and effectively when monitoring drink service areas						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 411 Supervise drink services (HSL11)

Outcome 1 Be able to supervise drinks services

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 411 Supervise drink services (HSL11)

Outcome 2 Understand the requirements that need to be met when supervising drink services

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	State where to find information about licensing legislation	
2.2	Describe the basic legal requirements that affect the drink service and how to implement these in relation to: - Permitted hours - Closing time - Licences - Residents and non- residents - Diners and non-diners - Young persons, service and employment - Right to eject and duty to refuse service - Gaming, betting and lotteries - Public entertainment - Weights and measures - Price lists, notices and payment for drinks - Drugs - Trades descriptions and consumer protection laws	
2.3	Explain the implications of failing to implement basic legal requirements	
2.4	Explain how to identify and correct deviations from legislation and industry specific regulations	
2.5	Describe the organisation's policies and procedures that are relevant to the drink service	
2.6	describe the various procedures that need to be followed for the preparation of the drink service area, including those relating to: - clearing, - stocking products - equipment	
	Assessor initials:	

Unit 411 Supervise drink services (HSL11)

Outcome 3 Understand how to supervise drinks services

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
3.1	Explain how to supervise the preparation of the drink service area so that the service meets organisational requirements and is done in time	
3.2	Describe the range of products in own area of responsibility	
3.3	Explain how to prepare and serve the range of products in own area of responsibility	
3.4	Explain the roles and responsibilities of people in own area of responsibility and in other parts of the organisation as relevant to the drink service	
3.5	Describe the skills and knowledge staff need to carry out their responsibilities effectively	
3.6	Compare different methods of monitoring the drinks service area effectively	
3.7	Explain how to monitor and supervise staff practice in order to maintain standards	
3.8	Explain what action needs to be taken when preparation and delivery standards are not met	
3.9	Explain how to identify and address the problems that can affect the drink service and the preparation of areas	
3.10	Explain how to develop contingency plans to reduce the impact of drinks service problems	
3.11	Explain how to reallocate work to different members of staff to reduce the impact of service problems	
3.12	Describe how to vary practice according to: - quiet periods - busy periods - delivery of service to customers with special requirements	
3.13	Explain how an effective drinks service affects profitability and customer satisfaction	
3.14	Describe the possible consequences of alcohol misuse	
3.15	Describe best practice in the refusal of service	
3.16	Explain how to communicate and deal effectively with the range of customer groups (including those who are experiencing the effects of alcohol)	
3.17	Explain the importance of effective communication	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 411 Supervise drink services (HSL11)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

Unit 412 Supervise off-site food delivery services (HSL12)

Unit aim(s)

This unit is about supervising the food service and making sure that the service area and equipment are clean and ready for use. It involves: planning; supervising cleaning, clearing and restocking; checking equipment, liaising with other departments and dealing with problems to ensure that service meets the required standard.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising off-site delivery services. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis.

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise off-site food delivery services	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Staff rotas Videos Notes of meetings with line manager Internal and external correspondence Records of promotional activities Team briefing notes Work schedules Witness statements Records of professional discussion
2. Understand how to supervise off-site food delivery	Oral questioning Written questioning Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.6 deal with problems which arise in order to minimise disruption to the service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 412 Supervise off-site food delivery services (HSL12)

Outcome 1 Be able to supervise off-site food delivery services

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Ensure staff follow agreed procedures for the processing and delivery of food orders						
1.2	Control packaging, containers and delivery times to ensure food is maintained in line with relevant legislation and quality control procedures						
1.3	Co-ordinate activities to ensure the delivery service meets customer expectations						
1.4	Ensure that staff have the information, knowledge and skills required to deliver the food in line with the required standard of service						
1.5	Deal with problems which arise in order to minimise disruption to the service						
1.6	Implement contingency plans when food items and delivery times fail to reach required standards						
1.7	Communicate with customers to investigate or update on problems that occur with food orders						
1.8	Follow organisation's procedures when registering information relevant to off-site food delivery						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 412 Supervise off-site food delivery services (HSL12)

Outcome 1 Be able to supervise off-site food delivery services

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
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Unit 412 Supervise off-site food delivery services (HSL12)

Outcome 2 Understand the procedures that need to be followed in own area of responsibility

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Explain the industry specific regulations and codes of practice relevant to own are of responsibility	
2.2	Explain how to implement up-to-date industry specific regulations and codes of practice in own area of responsibility	
2.3	Describe the organisation's procedures relevant to the delivery of food to the customer	
2.4	Explain own responsibilities in relation to food safety within the organisation including: - helping to check procedures - assisting with hazard analysis - allocating and supervising food safety responsibilities - identifying and meeting staff training needs - ensuring application and monitoring of control measures - ensuring corrective action is taken when control measures fail - following recording procedures	
2.5	Explain the importance of monitoring delivery times to maintain: - food safety - the quality of the product - customer service expectations	
2.6	Explain when to implement contingency plans and who needs to be notified	
2.7	Describe procedures that need to be followed when communicating with customers to investigate or update on problems that occur with food orders	
2.8	Identify the type of information that should be registered	
2.9	Describe organisational procedures for registering information relevant to off-site delivery	
2.10	Explain the consequences of failing to register required information relevant to off-site delivery	
	Assessor initials:	

Unit 412 Supervise off-site food delivery services (HSL12)

Outcome 3 Understand how to supervise off-site food delivery service

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Identify the roles and responsibilities of individuals within the organisation who are responsible for delivering food to the customer	
3.2	Explain how individuals responsible for delivering food to the customer should work together	
3.3	Describe the knowledge, information and skills that staff require to deliver food to meet: - industry codes of practice - organisational requirements - customer service standards	
3.4	Explain how to communicate with own team and other colleagues in the organisation	
3.5	Describe how to lead own team by example	
3.6	Describe the methods that can be used to supervise activities and performance in relation to organisational procedures	
3.7	Compare stock that is available in the department to what is required	
3.8	Identify the packaging and containers that are available	
3.9	Explain how the packaging and containers that are available: - maintain the quality of the food items - minimise the negative impact on the environment - maximise the positive impact on the environment	
3.10	Explain how to monitor delivery times	
3.11	Describe how to ensure the quality of food is maintained before and during delivery	
3.12	Explain how to plan, prioritise and co-ordinate activities to ensure the delivery service meets customer expectations	
3.13	Explain how to review and evaluate own operations	
3.14	Describe the format for presenting information	
3.15	Explain how to make recommendations to management on operations	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 412 Supervise off-site food delivery services (HSL12)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 413 Supervise cellar and drinks storage operations (HSL13)

Unit aim(s)

This unit covers the competence that hospitality supervisors need to supervise cellar and drink stores to ensure that drinks are available for consumption in the best possible condition. It involves monitoring procedures, operations and equipment and dealing with any problems that might occur.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising cellar and drinks storage operations. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise cellar and drink storage operations	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes of meetings with line manager Correspondence with other staff Cellar and drink storage records Work schedules Witness statements Records of professional discussion
2. Understand how to supervise cellar and drink storage operations	Oral questioning Written questioning Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.4 take effective action to address problems relating to cellar and drink storage	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 413 Supervise cellar and drinks storage operations (HSL13)

Outcome 1 Be able to supervise cellar and drinks storage operations

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Maintain the quality of drink products						
1.2	Ensure staff follow agreed cellar and drink storage procedures						
1.3	Encourage staff to look for and report problems						
1.4	Ensure all activities in the cellar area comply with relevant legislation and organisational policy						
1.5	Ensure problems relating to cellar and drink storage are addressed						
1.6	Implement contingency plans to minimise any risks resulting from problems						
1.7	Suggest ways of improving the efficiency of procedures to the relevant person in the organization						
1.8	Record details of cellar and drinks storage operations, problems and corrective action taken in a suitable format						
1.9	Ensure records are available to the relevant people using organisational systems and procedures						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 413 Supervise cellar and drinks storage operations (HSL13)

Outcome 1 Be able to supervise cellar and drinks storage operations

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

Unit 413 Supervise cellar and drinks storage operations (HSL13)

Outcome 2 Understand the requirements that need to be met when supervising cellar and drink storage operations

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Describe legislation and codes of practice relevant to cellar and drink storage operations	
2.2	Explain the organisational procedures that need to be followed relating to cellar and drink storage operations	
2.3	Explain action that needs to be taken when implemented procedures and codes of practice have not been followed	
2.4	Explain the importance of organisational procedures	
2.5	Explain how to keep up-to-date with relevant legislation and codes of practice	
2.6	Explain how procedures regarding cellar and drink storage operations should be communicated to staff	
	Assessor initials:	

Unit 413 Supervise cellar and drinks storage operations (HSL13)

Outcome 3 Understand how to supervise cellar and drink storage operations

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Describe the products that are kept in cellars and drink stores	
3.2	Explain the environmental benefits of effective cellar and drink storage operations	
3.3	Explain the economic impact of not following cellar and drink storage procedures on: - the organisation - its employees - its customers	
3.4	Summarise the skills and knowledge needed to carry out cellar and drink storage operations	
3.5	Explain how cellar and drink storage operations can be monitored	
3.6	Identify the types of problems that may occur in drinks storage operations	
3.7	Explain how to rectify drinks storage problems	
3.8	Explain limits of own authority when dealing with drink storage problems	
3.9	Explain ways to encourage staff to report drinks storage problems	
3.10	Explain how to develop contingency plans to - minimise negative effects on drinks storage - minimise disruption to service	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 413 Supervise cellar and drinks storage operations (HSL13)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

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Unit 414 Manage the receipt, storage or dispatch of goods (SfL WS20) (HSL14)

Unit aim(s)

This unit covers the competence that hospitality supervisors require to manage the receipt, storage and dispatch of goods.

Level	3
Credit value	3

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when managing the receipt, storage or dispatch of goods. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to manage the receipt, storage or dispatch of goods	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes of meetings with line manager Store records Correspondence with other staff Work schedules Witness statements Records of professional discussion
2. Understand how to manage the receipt, storage or dispatch of goods	Oral questioning Written questioning Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.10 identify any problems with managing goods 1.11 take the appropriate action to deal with any problems with managing goods	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 414 Manage the receipt, storage or dispatch of goods (SfL WS20) (HSL14)

Outcome 1 Be able to manage the receipt, storage and dispatch of goods

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Confirm the quantity and types of goods being managed						
1.2	Determine the storage conditions and equipment required to manage the goods						
1.3	Evaluate the capacity of the storage facility						
1.4	Identify appropriate areas for receiving, storing, or dispatching goods						
1.5	Organise the movement or rotation of goods to assist receiving, storing, or dispatching goods						
1.6	Ensure any monitoring activities, tests, and other storage arrangements required for the goods are carried out in accordance with organisational procedures						
1.7	Determine requirements for facilities and equipment to be used with the goods						
1.8	Maintain the organisations logistics resources						
1.9	Manage the receipt, storage, and dispatch of goods						
1.10	Provide information on the goods and their requirements to all relevant people						
1.11	Identify any relevant health, safety, and security issues relating to the management of the goods						
1.12	Identify any problems when managing the goods						

1.13	Deal with any problems with managing the goods						
1.14	Report work activities in the appropriate information systems according to organisational procedures						
1.15	Comply with all relevant work and safety legislation, regulations, standards and organisational procedures						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 414 Manage the receipt, storage or dispatch of goods (SfL WS20) (HSL14)

Outcome 1 Be able to manage the receipt, storage and dispatch of goods

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
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Unit 414 Manage the receipt, storage or dispatch of goods (SfL WS20) (HSL14)

Outcome 2 Understand how to manage the receipt, storage and dispatch of goods

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Identify sources of information on legislation and regulations	
2.2	Describe the legislation and regulations that apply to own area of responsibility	
2.3	Describe the legal requirements for the storage and distribution of specific goods and materials	
2.4	Describe the working practices, operating procedures, guidelines and codes of practice	
2.5	Explain the roles and responsibilities of different colleagues	
2.6	Identify the resources available within the organization	
2.7	Describe the reporting responsibilities and information systems used by the organisation for specific work activities	
2.8	Identify sources of information on the capacity and limitations of a storage facility	
2.9	Identify the storage areas relevant to the type of goods to be received, stored, or dispatched	
2.10	Explain any special requirements relating to the receipt, storage or dispatch of goods	
2.11	Explain monitoring and testing systems and procedures	
2.12	Explain the methods of stock rotation and movement	
2.13	Identify the types of problem that may arise when managing the processing of goods	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 414 Manage the receipt, storage or dispatch of goods (SfL WS20) (HSL14)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	

Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 415 Supervise the wine store/cellar and dispense counter (HSL15)

Unit aim(s)

This unit covers the competence that hospitality supervisors require ensure wine is maintained and dispensed in the best possible condition.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising the wine store/cellar and dispense counter. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise the wine store/cellar dispense counter	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes of meetings with line manager Correspondence Wine store/cellar records Team briefing notes Work schedules Witness statements Records of professional discussion
2. Understand how to supervise the wine store/cellar dispense counter	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.5 deal with damage, deterioration and loss of wine and dispense counter stock correctly 1.7 deal with unforeseen situations and problems	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 415 Supervise the wine store/cellar and dispense counter (HSL15)

Outcome 1 Be able to supervise the wine store/cellar and dispense counter

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Carry out regular inspections to make sure staff are following established cellar and dispense counter procedures						
1.2	Ensure wine and dispense counter stock is handled in a way that minimises damage to bottles, containers, packaging and content						
1.3	Ensure that staff follow relevant legal requirements for the sale of wine						
1.4	Store wine and dispense counter stock under the correct environmental conditions						
1.5	Deal with damage, deterioration and loss of wine and dispense counter stock correctly						
1.6	Ensure service equipment is clean, free from damage and stored in the correct place						
1.7	Deal with unforeseen situations and problems						
1.8	Record information so that it is available to the appropriate people						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 415 Supervise the wine store/cellar and dispense counter (HSL15)

Outcome 1 Be able to supervise the wine store/cellar and dispense counter

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

Unit 415 Supervise the wine store/cellar and dispense counter (HSL15)

Outcome 2 Understand the procedures for the storage and dispensing of wine

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Describe legislation, industry codes and best practice relating to the sale of wine	
2.2	Explain how to ensure that legal requirements relating to the wine cellar operation are met	
2.3	Explain the requirements for storing and maintaining different types of wine in own area of responsibility	
2.4	Describe the procedures that need to be in place to ensure - wine stock is stored correctly - damage to labels and bottles is minimized	
2.5	Explain why wine stocks need specific methods of care	
2.6	Explain the impact that the care of wine stocks can have on - customers - employees - profitability of the organization	
2.7	Explain the importance of maintaining security needs within the wine cellar	
2.8	Explain the principles and procedures for the cleaning and disinfection of - service areas - equipment - glassware	
2.9	Explain the importance of contributing to the evaluation of procedures	
2.10	Explain how to contribute to the evaluation of procedures in own organisation	
	Assessor initials:	

Unit 415 Supervise the wine store/cellar and dispense counter (HSL15)

Outcome 3 Understand how to supervise the storage and dispensing of wine

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Explain how to identify damaged or sub-standard wine stock	
3.2	Explain how to deal with damaged or sub-standard wine stock	
3.3	Describe how to respond to faults with wines identified by customers	
3.4	Identify the types of difficulties that are likely to arise in own area of responsibility	
3.5	Describe how to prepare for difficulties in own area of responsibility	
3.6	Explain how to ensure staff receive appropriate training to meet their responsibilities	
3.7	Explain how to monitor staff involved in the storage and dispensing of wine	
3.8	Identify the type of service equipment typically used in the sale of wine (including draft wine)	
3.9	Explain how service equipment should be used	
3.10	Identify glassware appropriate for serving different wines	
3.11	Explain how to maintain the environmental conditions required in the wine store/cellar	
3.12	Explain how to monitor and maintain stock rotation systems	
3.13	Explain how to control cross contamination of physical, chemical, microbial and allergen contaminants that affect wine stocks	
3.14	Identify the information relating to the wine cellar/wine store that needs to be recorded	
3.15	Describe how information relating to the wine cellar/wine store needs to be recorded	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 415 Supervise the wine store/cellar and dispense counter (HSL15)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 416 Supervise vending service (HSL16)

Unit aim(s)

This unit covers the competence that hospitality supervisors require to maintain a vending service. The unit deals with the monitoring and supervision of the service and involves briefing staff on procedures and work schedules, reviewing sales, inspecting vending machines and dealing with problems.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising vending services. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise vending services	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes of meetings with line manager Vending machine records Team briefing notes Work schedules Internal correspondence Witness statements Records of professional discussion
2. Understand how to supervise vending services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.7 take effective action to manage problems that may disrupt the vending service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 416 Supervise vending service (HSL16)

Outcome 1 Be able to supervise vending services

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Ensure staff have the resources needed to maintain the vending service						
1.2	Assist with the development of procedures and work schedules						
1.3	Update staff on any new procedures and work schedules						
1.4	Carry out inspections to ensure staff are following procedures and work schedules that comply with legislation and organisation's policies						
1.5	Manage problems that may disrupt the vending service						
1.6	Inform staff and customers about any service changes that may affect them						
1.7	Collect feedback on the service from staff and customers						
1.8	Suggest how the service could be improved						
1.9	Record information as required and make it available to the relevant people						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 416 Supervise vending service (HSL16)

Outcome 1 Be able to supervise vending services

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
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Unit 416 Supervise vending service (HSL16)

Outcome 2 Understand the procedures that need to be followed when providing a vending service

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Describe the legal requirements that govern vending operations	
2.2	Describe own organisation's policies for providing a vending service	
2.3	Identify the resources needed for the hygiene, maintenance and operation of the vending service	
2.4	Explain how to obtain the resources needed for the vending service	
2.5	Describe the procedures used to monitor sales	
2.6	Identify how frequently machines in own area of responsibility should be refilled	
2.7	Describe the procedures that staff need to follow when: - cleaning machines containing cash - filling machines containing cash - emptying machines containing cash	
2.8	Explain how to communicate procedures to staff	
2.9	Describe the systems that are in place to ensure staff follow the correct procedures	
2.10	Describe own organisation's policies for identifying faults, breaches of security and damage	
2.11	Explain how products should be presented and displayed	
2.12	Explain the importance of recording procedures	
2.13	Describe the recording procedures that apply to the maintenance and operation of the vending service	
	Assessor initials:	

Unit 416 Supervise vending service (HSL16)

Outcome 3 Understand how to supervise a vending service

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
3.1	Identify the range of products provided by own organization	
3.2	Identify the type of machines used by own organization	
3.3	Explain the importance of reporting fluctuations in sales	
3.4	Identify who to report fluctuations in sales to	
3.5	Explain how to deal with cash discrepancies	
3.6	Explain how to contribute to the development of procedures for the vending service	
3.7	Explain the importance of maintaining the temperature of products in own area of responsibility	
3.8	Identify the temperatures that should be maintained for products in own area of responsibility	
3.9	Identify vended products that may cause allergic reactions	
3.10	Explain the measures that can be taken to prevent reactions to potent allergens	
3.11	Describe how to monitor and review the vending service	
3.12	Explain the importance of contingency plans	
3.13	Explain how to manage problems that may affect the vending service	
3.14	Explain the importance of liaising with customers and staff	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 416 Supervise vending service (HSL16)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

Unit 417 Supervise housekeeping operations (HSL17)

Unit aim(s)

This unit covers the competence that hospitality supervisors require to maintain and improve the housekeeping service. This unit deals with the preparation, supervision and review of the service, involving the planning of equipment and supplies, preparing staff rotas, briefing staff and collecting customer feedback.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising housekeeping services. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise housekeeping services	Observation Products of work Witness testimony Professional discussion Learner statement	Observation sheets Videos Housekeeping schedules Notes of meetings with line manager Staff rotas Team briefing notes Plans for functions Housekeeping records Witness statements Records of professional discussion
2. Understand how to supervise housekeeping services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.9 take effective to manage problems that may disrupt the housekeeping service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 417 Supervise housekeeping operations (HSL17)

Outcome 1 Be able to supervise housekeeping operations

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Schedule housekeeping procedures at suitable intervals to ensure the standards of the housekeeping service are maintained						
1.2	Allocate housekeeping duties to staff						
1.3	Brief staff on housekeeping duties including: - procedures - work routines - standard of behaviour - how to communicate with customers and other members of staff						
1.4	Ensure staff have the skills, knowledge and resources needed						
1.5	Ensure staff follow the housekeeping procedures						
1.6	Inform staff and customers about any changes that may affect the service						
1.7	Manage any problems that may disrupt the housekeeping service						
1.8	Collect feedback on the services from staff and customer						
1.9	Monitor and review procedures to ensure the housekeeping service meets the needs of customers						
1.10	Recommend ways of improving housekeeping operations following organisations requirements						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 417 Supervise housekeeping operations (HSL17)

Outcome 1 Be able to supervise housekeeping operations

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
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Unit 417 Supervise housekeeping operations (HSL17)

Outcome 2 Understand the requirements of housekeeping operations

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Describe the health and safety standards that need to be followed with regards to the housekeeping service	
2.2	Explain how legislation affects housekeeping procedures	
2.3	Explain the impact that a breach of health and safety standards could have on: - customers - staff - the organization	
2.4	Describe the legal requirements in relation to storing information about customers, staff and their comments	
2.5	Explain the importance of regularly reviewing the implications of legal requirements	
2.6	Identify the organisation's standards for - personal presentation - customer care - behaviour of staff	
2.7	Describe the procedures for obtaining and recording feedback from customers and staff	
2.8	Explain how the organisation's policies can affect the development of procedures for the housekeeping service	
2.9	Explain the importance of reviewing procedures	
2.10	Explain how to review procedures	
	Assessor initials:	

Unit 417 Supervise housekeeping operations (HSL17)

Outcome 3 Understand how to supervise housekeeping operations

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
3.1	Explain the economic importance of an effective customer focused housekeeping service to the organisation and its staff members	
3.2	Describe how different cleaning agents, materials and tools should be - used - stored	
3.3	Describe how different surfaces and materials should be maintained	
3.4	Describe the roles and responsibilities of individuals in the organisation and department relevant to the housekeeping service	
3.5	Explain how the housekeeping service integrates with other departments	
3.6	Identify the problems that may arise with the housekeeping service	
3.7	Explain how to deal with problems with the housekeeping service	
3.8	Explain the limits of own authority when dealing with problems	
3.9	Explain how to allocate work to staff	
3.10	explain how to choose appropriate methods to brief staff including - verbal instructions - written instructions - demonstrations - diagrams	
	Assessor initials:	

Unit 417 Supervise housekeeping operations (HSL17)

Outcome 4 Understand the importance of monitoring and reviewing housekeeping services

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
4.1	Explain how to monitor the use of housekeeping resources	
4.2	Explain how to monitor responsibilities to ensure standards are maintained	
4.3	Explain how to identify training needs to ensure that staff have the skills and knowledge needed	
4.4	Explain how to motivate staff when giving them feedback	
4.5	Describe the different ways of completing and storing computerised and paper-based records	
4.6	Compare the advantages and disadvantages of computerised and paper-based records	
4.7	Explain the importance of collecting feedback on the service from customers and staff	
4.8	Explain the importance of confidentiality when collecting feedback on the housekeeping service	
4.9	Explain how to alter work allocation in order to improve the service	
4.10	Explain how to recommend ways of improving the housekeeping service	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 417 Supervise housekeeping operations (HSL17)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

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Unit 418 Supervise linen services (HSL18)

Unit aim(s)

This unit covers the competence that hospitality supervisors need to maintain and improve the linen service. This unit deals with the preparation, supervision and review of the service, involving the planning of equipment and supplies, preparing staff rotas and briefing staff and collecting customer feedback.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising linen services. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise linen services	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes of meetings with line manager Linen service records Correspondence Team briefing notes Work schedules Witness statements Records of professional discussion
2. Understand how to supervise linen services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.10 take effective action to manage problems that may disrupt the linen service when they occur	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 418 Supervise linen services (HSL18)

Outcome 1 Be able to supervise linen services

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Allocate and brief staff to linen duties including: - relevant procedures - work routines						
1.2	Ensure staff have the skills, knowledge and resources needed						
1.3	Encourage staff to ask questions when needed						
1.4	Ensure the conduct and presentation of staff: - Promotes goodwill and understanding with customers - Complies with the organisational policy - Complies with legal requirements						
1.5	Inform staff and customers about any service changes that may affect them						
1.6	Manage problems that disrupt the linen service						
1.7	Collect feedback on the service from staff and customers						
1.8	Monitor and review procedures to ensure the service meets the needs of customers and complies with relevant legislation and organisational policy						
1.9	Recommend ways of improving the linen service following organisation's requirements						
1.10	Complete the required records according to organisations procedures						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 418 Supervise linen services (HSL18)

Outcome 1 Be able to supervise linen services

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

Unit 418 Supervise linen services (HSL18)

Outcome 2 Understand how to plan the linen service

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
2.1	Explain how to estimate the time and resources needed for the linen service	
2.2	Identify who to approach to get approval for the use of additional resources	
2.3	Explain how to write procedures and work instructions	
2.4	Explain how to brief staff on procedures relevant to the running of the linen service	
2.5	Explain the importance of contingency plans	
2.6	Explain how to develop contingency plans	
	Assessor initials:	

Unit 418 Supervise linen services (HSL18)

Outcome 3 Understand the importance of supervising the linen service

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Explain how the different roles and responsibilities of individuals within the organisation and department relate to the running of the linen service	
3.2	Explain how the linen service integrates with other departments in the organization	
3.3	Explain the consequences of the linen service and other departments not working together	
3.4	Describe the organisation's objectives and policies that are relevant to the running of the linen service	
	Assessor initials:	

Unit 418 Supervise linen services (HSL18)

Outcome 4 Understand how to supervise linen services

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
4.1	Explain how to implement the requirements of: - health and safety - employment legislation - equal opportunities legislation - other industry specific regulations and codes of practice	
4.2	Describe the actions to take when legal requirements are not met	
4.3	Explain how to monitor staff performance against the organisation's standards	
4.4	Explain how to communicate effectively with others	
4.5	Explain how to deal with problems that are likely to occur when running a linen service	
4.6	Describe the limits of own authority when dealing with problems	
4.7	Identify who to approach when a solution to a problem is beyond the limits of own authority	
4.8	Compare the advantages and disadvantages of completing and storing computerised and paper-based records	
4.9	Explain the importance of feedback from staff and customers	
4.10	Describe how to collect and analyse feedback from staff and customers	
4.11	Identify the types of recommendations that could be made to meet customer needs and improve efficiency	
4.12	Identify who to present recommendations to	
4.13	Explain how to support recommendations with appropriate evidence	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 418 Supervise linen services (HSL18)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

Unit 419 Monitor and solve customer service problems (ICS C5)

Unit aim(s)

This unit is about developing working relationships with colleagues; within your own organisation and within other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation. 'Colleagues' are any people you are expected to work with, whether they are at a similar position or in other positions.

To cover this unit you also need to provide evidence for the associated underpinning behaviour shown at the bottom of the next page.

Level	3
Credit value	6

Evidence Requirements

This is an imported unit from CfA. Please refer to the Assessment Strategy and Evidence Requirements available on **www.cfa.uk.com**

Unit 419 Monitor and solve customer service problems (ICS C5)

Outcome 1 Be able to solve immediate customer service problems

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Respond positively to customer service problems following organisational guidelines						
1.2	Solve customer service problems when they have sufficient authority						
1.3	Work with others to solve customer service problems						
1.4	Keep customers informed of the actions being taken						
1.5	Check with customers that they are comfortable with the actions being taken						
1.6	Solve problems with service systems and procedures that might affect customers before customers become aware of them						
1.7	Inform managers and colleagues of the steps taken to solve specific problems						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 419 Monitor and solve customer service problems (ICS C5)

Outcome 1 Be able to solve immediate customer service problems

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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Unit 419 Monitor and solve customer service problems (ICS C5)

Outcome 2 Be able to identify repeated customer service problems and options for solving them

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
2.1 Identify repeated customer service problems						
2.2 Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option						
2.3 Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations						
Assessor initials:						

Summary of evidence or portfolio references

Unit 419 Monitor and solve customer service problems (ICS C5)

Outcome 2 Be able to identify repeated customer service problems and options for solving them

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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4		
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Unit 419 Monitor and solve customer service problems (ICS C5)

Outcome 3 Be able to take action to avoid the repetition of customer service problems

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
3.1 Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated						
3.2 Action their agreed solution						
3.3 Keep their customers informed in a positive and clear manner of steps being taken to solve any service problems						
3.4 Monitor the changes they have made and adjust them if appropriate						
Assessor initials:						

Summary of evidence or portfolio references

Unit 419 Monitor and solve customer service problems (ICS C5)

Outcome 3 Be able to take action to avoid the repetition of customer service problems

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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4		
5		
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Unit 419 Monitor and solve customer service problems (ICS C5)

Outcome 4 Understand how to monitor and solve customer service problems

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
4.1	Describe organisational procedures and systems for dealing with customer service problems	
4.2	Describe the organisational procedures and systems for identifying repeated customer service problems	
4.3	Explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers	
4.4	Explain how to negotiate with and reassure customers while their problems are being solved	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 419 Monitor and solve customer service problems (ICS C5)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

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Unit 420 Supervise portering and concierge operations (HSL20)

Unit aim(s)

This unit covers the competence that hospitality supervisors need to supervise the portering and concierge service. It includes preparation, supervision and review of the service and the staff providing it.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising portering and concierge services. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise portering and concierge services	Observation Products of work Witness testimony Professional discussion Learner statement	Observation sheets Videos Housekeeping schedules Notes of meetings with line manager Staff rotas Team briefing notes Plans for functions Housekeeping records Witness statements Records of professional discussion
2. Understand how to supervise portering and concierge services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.10 take effective action to manage problems that may disrupt the service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 420 Supervise portering and concierge operations (HSL20)

Outcome 1 Be able to supervise portering and concierge operations

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Allocate staff to portering and concierge duties						
1.2	Ensure staff have the skills, knowledge and resources needed						
1.3	Brief staff on their duties, relevant procedures and any variations relating to their work routines						
1.4	Encourage staff to ask questions if there is information that they do not understand						
1.5	Ensure staff conduct a presentation that - promotes good-will and understanding with customers - complies with organisational policy						
1.6	Monitor and review procedures to ensure the service meets the needs of customers						
1.7	Ensure the service complies with relevant legislation and organisational policy						
1.8	Inform staff and customers about any changes to the service that may affect them						
1.9	Manage problems that may disrupt the service						
1.10	Complete records according to the organisation's procedures						
1.11	Collect feedback on the service from staff and customers						
1.12	Present feedback to the relevant people according to the organisation's requirements						
1.13	Make recommendations to improve the service to the relevant person						

Assessor initials:						

Summary of evidence or portfolio references

Unit 420 Supervise portering and concierge operations (HSL20)

Outcome 1 Be able to supervise portering and concierge operations

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
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Unit 420 Supervise portering and concierge operations (HSL20)

Outcome 2 Understand the requirements of portering and concierge operations

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
2.1	Explain how legislation and industry codes of practice affect portering and concierge procedures	
2.2	Describe how to make sure the portering and concierge service complies with legislation	
2.3	Describe the organisation's policies and standards for customer service	
2.4	Describe the limits of own authority when it comes to developing procedures and managing the service	
2.5	Describe the limits of own authority when staff do not follow procedures	
2.6	Explain how to make sure the portering and concierge service complies with organisational requirements	
2.7	Explain the importance of maintaining confidentiality when dealing with information about staff and guests	
2.8	Identify who to communicate with in the organisation when developing procedures	
2.9	Explain why work procedures should be reviewed	
2.10	Describe the organisational procedures for recording and reporting feedback	
	Assessor initials:	

Unit 420 Supervise portering and concierge operations (HSL20)

Outcome 3 Understand how to plan portering and concierge operations

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Identify the information needed to run the portering and concierge service	
3.2	Explain how to collect and check the information needed to run the portering and concierge service	
3.3	Explain the importance of briefing staff on changes to work routines and about problems	
3.4	Describe when and how to brief staff	
3.5	Explain how to allocate work to members of staff to ensure standards of service are maintained	
	Assessor initials:	

Unit 420 Supervise portering and concierge operations (HSL20)

Outcome 4 Understand how to supervise portering and concierge operations

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
4.1	Explain how the portering and concierge service integrates with other departments	
4.2	Identify the problems that may arise with the portering and concierge service	
4.3	Explain how to deal with problems with the porteting and concierge service	
4.4	Explain the importance of monitoring relationships with internal customers to ensure an efficient service is provided	
4.5	Explain how to communicate with staff	
4.6	Identify standards of conduct and personal presentation for staff	
4.7	Describe how to ensure that standards of customer service are being maintained	
4.8	Describe how to give feedback to team members	
4.9	Explain how to monitor the allocation and use of resources	
4.10	Explain the importance of providing people with accurate information	
4.11	Describe the different ways of completing and storing computerised and paper-based records	
4.12	Compare the advantages and disadvantages of computerised and paper-based records	
4.13	Explain why feedback from customers and staff is essential in developing services	
4.14	Explain how recommendations for improvement should be developed and presented	
4.15	Suggest how the organisation can meet new customer needs and expectations	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 420 Supervise portering and concierge operations (HSL20)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

Unit 421 Supervise reception services (HSL21)

Unit aim(s)

This unit is about supervising the reception service to ensure that it has all the necessary staff, equipment and supplies. It involves ensuring that: procedures are in place for running the service and that staff conduct themselves appropriately and are properly briefed. The unit also covers the monitoring and improvement of the service.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising reception services. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise reception services	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos Staff rotas Reception records Checklists Team briefing notes Notes of meetings with line manager Witness Statements Records of professional discussion
2. Understand how to supervise reception services	Oral questioning Written questioning Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.11 take effective action to manage problems that may disrupt the reception service when they occur	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 421 Supervise reception services (HSL21)

Outcome 1 Be able to supervise reception services

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Ensure the reception service complies with relevant legislation and organisational policy						
1.2	Allocate and brief staff to reception duties including: - personal presentation - standard of behaviour - relevant procedures - work routines						
1.3	Ensure staff have the skills, knowledge and resources needed						
1.4	Encourage staff to ask questions						
1.5	Ensure staff follow the reception procedures						
1.6	Ensure staff maintain the appearance of the reception area according to organisational requirements						
1.7	Ensure staff communicate with customers in a manner that promotes goodwill and understanding						
1.8	Inform staff and customers about any service changes that may affect them						
1.9	Manage problems that disrupt the reception service						
1.10	Collect feedback on the service from staff and customers						
1.11	Monitor and review procedures to ensure the service meets the needs of customers						
1.12	Recommend ways of improving the reception service following organisation's requirements						
1.13	Report on performance and procedures as required						

1.14 Complete the required records						
Assessor initials:						

Summary of evidence or portfolio references

Unit 421 Supervise reception services (HSL21)

Outcome 1 Be able to supervise reception services

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
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Unit 421 Supervise reception services (HSL21)

Outcome 2 Understand policies and procedures relating to supervising reception services

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Explain how to implement the requirements of: - health and safety - employment legislation - equal opportunities legislation - other industry specific regulations and codes of practice	
2.2	Identify organisational standards for the reception area including: - personal presentation of staff - behaviour of staff	
2.3	Explain how to ensure the performance of staff meets organisational standards	
2.4	Describe how procedures and work instructions should be written	
2.5	Identify the relevant channels of communication for establishing and updating procedures	
2.6	Describe the organisation's discount policy	
2.7	Explain how promotional offers should be handled	
	Assessor initials:	

Unit 421 Supervise reception services (HSL21)

Outcome 3 Understand how to supervise reception services

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Explain how the reception service integrates with other departments in the organization	
3.2	Explain how the different roles and responsibilities of individuals within organisation and department affect reception service	
3.3	Explain the consequences of the reception service and other departments not working cooperatively	
3.4	Identify the department's service targets and standards	
3.5	Explain how to estimate the resources required for reception activities	
3.6	Explain how to develop a contingency plan	
3.7	Identify who in the organisation needs to approve the use of additional resources	
3.8	Describe how to build effective teams	
3.9	Describe ways staff can be encouraged to make decisions for themselves within limits of their authority	
3.10	Describe the limits of own authority when solving problems	
3.11	Explain how to communicate with customers and suppliers	
3.12	Identify customer needs and expectations	
3.13	Summarise the services that are available to customers	
3.14	Explain how to obtain information on guests including guest history where available	
3.15	Describe how customer complaints should be handled	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 421 Supervise reception services (HSL21)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 422 Supervise reservations and bookings services (HSL22)

Unit aim(s)

This unit covers the competence that hospitality supervisors require to supervise the reservations and bookings service. It includes preparation, supervision and review of the service and the staff providing it.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising reservations and booking services. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise reservations and bookings services	Observation Products of work Witness testimony Professional discussion Learner statement	Observation sheets Videos Notes of meetings with line manager Correspondence Staff rotas Team briefing notes Work schedules Reception records Witness statements Records of professional discussion
2. Understand how to supervise reservations and bookings services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.10 take effective action to manage problems that may disrupt the reservation and booking service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 422 Supervise reservations and bookings services (HSL22)

Outcome 1 Be able to supervise reservations and booking services

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Ensure the reservation and booking service complies with relevant legislation and organisational policy						
1.2	Brief staff on reservation and booking duties including: personal presentation, standard of behaviour, procedures, work routines						
1.3	Ensure staff have the skills, knowledge and resources needed						
1.4	Encourage staff to ask questions when needed						
1.5	Ensure staff follow the reservation and booking procedures						
1.6	Ensure staff communicate with customers in a manner that promotes goodwill and understanding						
1.7	Inform staff and customers about any changes that may affect the service						
1.8	Manage problems that may disrupt the reservation and booking service						
1.9	Collect feedback on the service from staff and customers						
1.10	Monitor and review procedures to ensure the service meets the needs of customers						
1.11	Recommend ways of improving the reservation and booking service following organisations requirements						

1.12	Report on performance and procedures as required						
1.13	Complete the required records						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 422 Supervise reservations and bookings services (HSL22)

Outcome 1 Be able to supervise reservations and booking services

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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Unit 422 Supervise reservations and bookings services (HSL22)

Outcome 2 Understand the organisation's standards and policies for reservations and booking services

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Explain how to monitor staff performance against the organisation's standards	
2.2	Explain what to do if staff performance does not meet these standards	
2.3	Describe the organisation's discount policy	
2.4	Describe how promotional offers should be handled	
2.5	Explain the organisation's overbooking policy	
2.6	Explain the organisation's policy for out-booking guests when full	
2.7	Explain how to develop reservation and booking procedures to meet requirements	
	Assessor initials:	

Unit 422 Supervise reservations and bookings services (HSL22)

Outcome 3 Understand the requirements that need to be met when supervising reservations and bookings services

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
3.1	Explain how to implement the requirements of: - health and safety - employment legislation - equal opportunities - other industry specific regulations and codes of practice	
3.2	Explain ways of assessing whether requirements are met	
3.3	Describe the action that should be taken in response to breaches of requirements	
3.4	Identify organisational policies that apply to: - the running of the reservation and booking service - review of procedures	
	Assessor initials:	

Unit 422 Supervise reservations and bookings services (HSL22)

Outcome 4 Understand how to supervise reservations and bookings services

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
4.1	Explain how the different roles and responsibilities of individuals in the organisation and department affect the reservation and booking service	
4.2	Explain how to estimate the time and resources required for reservation and booking activities	
4.3	Explain how to develop a contingency plan	
4.4	Identify who in the organisation needs to approve the use of additional resources	
4.5	Describe the limits of own authority when solving problems	
4.6	Describe how to communicate with customers	
4.7	Explain how to assess customers' needs	
4.8	Summarise the products and services that are available to customers	
4.9	Identify the guest facilities that are available in the organisation where the booking is being made	
4.10	Identify the information needed to maintain the reservation and booking service	
4.11	Explain how to collect required information on the reservation and booking service	
4.12	Describe the different ways of completing and storing computerised and paper-based records	
4.13	Compare the advantages and disadvantages of computerised and paper-based records	
4.14	Explain the importance of staff and customer feedback	
4.15	Explain how to collect and analyse feedback	
4.16	Explain how to give feedback to staff	
4.17	Explain how to present recommendations to improve the reservations and booking service	
4.18	Explain how to review and update: - plans - targets - objectives - activities - work performance	

Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 422 Supervise reservations and bookings services (HSL22)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

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Unit 423 Improve the customer relationship (ICS B11)

Unit aim(s)

This unit is about looking at both your organisation and your staffing resources and bringing these together in a constructive way to improve overall customer service.

You need to give support and guidance to your team to encourage them to improve their customer service delivery. It is about having a passion for customer service and sharing this enthusiasm with your colleagues and staff team. It is about leading by example.

Level	3
Credit value	7

Evidence Requirements

This is an imported unit from CfA. Please refer to the Assessment Strategy and Evidence Requirements available on **www.cfa.uk.com**

Unit 423 Improve the customer relationship (ICS B11)

Outcome 1 Be able to improve communication with customers

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	select and use the best method of communication to meet their customers' expectations						
1.2	take the initiative to contact their customers to update them when things are not going to plan or when the learner requires further information						
1.3	adapt their communication to respond to individual customer's feelings						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 423 Improve the customer relationship (ICS B11)

Outcome 1 Be able to improve communication with customers

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 423 Improve the customer relationship (ICS B11)

Outcome 2 Be able to balance the needs of their customers and their organisation

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
4.1 meet their customers' expectations within their organisation's service offer						
4.2 explain the reasons to their customers sensitively and positively when the customers' expectations cannot be met						
4.3 identify alternative solutions for their customers either within or outside the organisation						
4.4 identify the costs and benefits of these solutions to their organisation and to their customers						
4.5 negotiate and agree solutions with their customers which satisfy the customers and are acceptable to the organisations						
4.6 take action to satisfy their customers with the agreed solution						
Assessor initials:						

Summary of evidence or portfolio references

Unit 423 Improve the customer relationship (ICS B11)

Outcome 2 Be able to balance the needs of their customers and their organisation

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 423 Improve the customer relationship (ICS B11)

Outcome 3 Be able to exceed customer expectations to develop the relationship with the customer

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
3.1	demonstrate that they make extra efforts to improve their relationship with customers						
3.2	recognise opportunities to exceed their customers' expectations						
3.3	take action to exceed their customers' expectations within the limits of their own authority						
3.4	gain the help and support of other to exceed their customers' expectations						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 423 Improve the customer relationship (ICS B11)

Outcome 3 Be able to exceed customer expectations to develop the relationship with the customer

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 423 Improve the customer relationship (ICS B11)

Outcome 4 Understand how to improve the customer relationship

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
4.1	describe how to make best use of the method of communication chosen for dealing with their customers	
4.2	explain how to negotiate effectively with their customers	
4.3	explain how to assess the costs and benefits to their customers and their organisation of any unusual agreement they make	
4.4	explain the importance of customer loyalty and/or improved internal customer relationships to their organisation	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 423 Improve the customer relationship (ICS B11)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

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Unit 424 Support learning and development within own area of responsibility (M&L D7)

Unit aim(s)

This unit is about supporting colleagues in identifying their learning needs and helping to provide opportunities to address these needs. Encouraging colleagues to take responsibility for their own learning is an aspect of this unit, as is the learner's role in providing an 'environment' in their team in which learning is valued. For the purpose of this unit, 'colleagues' means those people for whom the learner has line management authority.

Level	3
Credit value	5

Evidence Requirements

This is an imported unit from CfA. Please refer to the Assessment Strategy and Evidence Requirements available on **www.cfa.uk.com**

Unit 424 Support learning and development within own area of responsibility (M&L D7)

Outcome 1 Be able to identify the learning needs of colleagues in own area of responsibility

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Identify gaps between requirements of colleagues' current or future work roles and their existing knowledge, understanding and skills						
1.2	Prioritise learning needs of colleagues						
1.3	Produce personal development plans for colleagues in own area of responsibility						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 424 Support learning and development within own area of responsibility (M&L D7)

Outcome 1 Be able to identify the learning needs of colleagues in own area of responsibility

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 424 Support learning and development within own area of responsibility (M&L D7)

Outcome 2 Understand how to develop a learning environment in own area of responsibility

Assessment criteria

(What you must know)

2.1	Explain the benefits of continual learning and development	
2.2	Explain how learning opportunities can be provided for own area of responsibility	
	Assessor initials:	

Unit 424 Support learning and development within own area of responsibility (M&L D7)

Outcome 3 Be able to support colleagues in learning and its application

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
3.1 Identify information, advice and guidance to support learning						
3.2 Communicate to colleagues to take responsibility for their own learning						
3.3 Explain to colleagues how to gain access to learning resources						
3.4 Support colleagues to practise and reflect on what they have learned						
Assessor initials:						

Summary of evidence or portfolio references

Unit 424 Support learning and development within own area of responsibility (M&L D7)

Outcome 3 Be able to support colleagues in learning and its application

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 424 Support learning and development within own area of responsibility (M&L D7)

Outcome 4 Be able to evaluate learning outcomes and future learning and development of colleagues

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
4.1 Examine with each colleague, whether the learning activities undertaken have achieved the desired outcomes						
4.2 Support colleagues when updating their personal development plan						
Assessor initials:						

Summary of evidence or portfolio references

Unit 424 Support learning and development within own area of responsibility (M&L D7)

Outcome 4 Be able to evaluate learning outcomes and future learning and development of colleagues

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 424 Support learning and development within own area of responsibility (M&L D7)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	

Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 425 Supervise the use of technological equipment in hospitality services (HSL25)

Unit aim(s)

This unit covers the competence that hospitality supervisors need to support the use of technology in their area of responsibility.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supporting the use of technological equipment in hospitality. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise the use of technological equipment in hospitality services	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes of meetings with line manager Maintenance records Team briefing notes Work schedules Witness statements Records of professional discussion
2. Understand how to supervise the use of technological equipment in hospitality services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.3 deal with problems within own limits of competence 1.4 seek help and guidance from the relevant people if there are problems that cannot be resolved personally	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 425 Supervise the use of technological equipment in hospitality services (HSL25)

Outcome 1 Be able to supervise the use of technological equipment in hospitality services

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Ensure that staff are competent in the operation of equipment that they have to use in own area of responsibility						
1.2	Monitor the use of the equipment to ensure it is being used: - safely and efficiently - to the benefit of customers - to the benefit of the organisation - in line with the organisation's and manufacturer's guidelines						
1.3	Deal with problems promptly and effectively within the limits of own authority						
1.4	Seek help and guidance from the relevant people if unable to deal with problems						
1.5	Ensure that maintenance activities are carried out correctly						
1.6	Ensure records are completed accurately						
1.7	Identify and report ways in which use of the technology could be improved						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 425 Supervise the use of technological equipment in hospitality services (HSL25)

Outcome 1 Be able to supervise the use of technological equipment in hospitality services

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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Unit 425 Supervise the use of technological equipment in hospitality services (HSL25)

Outcome 2 Understand the requirements that need to be met when using technological equipment in hospitality services

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Describe the health and safety requirements and precautions in relation to the use of technology in own area of responsibility	
2.2	Describe the operational procedures that staff in own area of responsibility should follow when using technology	
2.3	Describe maintenance procedures for the technology in own area of responsibility	
2.4	Describe organisational procedures and contingency arrangements in the event of the failure of the technology in own area of responsibility	
	Assessor initials:	

Unit 425 Supervise the use of technological equipment in hospitality services (HSL25)

Outcome 3 Understand how to supervise the use of technological equipment in hospitality services

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	List existing technology that support activities in own field of work	
3.2	Compare the possible benefits and disadvantages of introducing new technologies in organizations	
3.3	Explain how to overcome or minimise the disadvantages of introducing new technologies	
3.4	Identify sources of information and best practice in relation to various types of technology used in the industry	
3.5	Explain how to ensure that self and staff are competent in the operation of the technology	
3.6	Explain how to identify and address training needs in connection with the use of technologies	
3.7	Explain how to empower staff members to deal with technological problems that are within their control and expertise	
3.8	Explain how to manage change during the introduction of new technology	
3.9	Explain how to monitor the use of equipment	
3.10	Explain how to minimise negative effects on the environment when using new technology	
3.11	Explain how to deal with a range of problems that might occur with the technology in own area of responsibility	
3.12	Explain how to deal with customers when equipment failure causes disruption	
3.13	Describe the systems used to record information on the maintenance of technology in own area of responsibility	
3.14	Explain the importance of maintaining accurate records	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 425 Supervise the use of technological equipment in hospitality services (HSL25)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	

Countersignature | Date

(for staff working towards the Internal Verifier qualification)

Unit 426 Supervise practices for handling payments (HSL26)

Unit aim(s)

This unit covers the competence that supervisors/team leaders require to supervise staff handling customer payments.

Level	3
Credit value	4

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising practices for payments. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to supervise practices for handling payments	Observation Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes of meetings with line manager Till and other financial records Team briefing notes Work schedules Witness statements Records of professional discussion
2. Understand how to supervise practices for handling payments	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.5 make sure refunds are correctly authorised 1.4 deal effectively with any problems which occur at payment points 1.10 follow the organisation's procedures and legal requirements to deal with any discrepancies	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 426 Supervise practices for handling payments (HSL26)

Outcome 1 Be able to supervise practices for handling payments

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Ensure staff have the resources, information and skills needed to carry out their responsibilities						
1.2	Ensure that staff communicate with customers in a way that is likely to promote good will and understanding						
1.3	Ensure staff handle payments and refunds according to the organisations procedures						
1.4	Ensure staff follow payment point safety and security procedures						
1.5	Deal effectively with any problems which occur at payment points						
1.6	Collect payment point contents in line with the organisation's procedures						
1.7	Reconcile actual takings against recorded takings						
1.8	Deal with discrepancies between takings following organisations procedures and legal requirements						
1.9	Complete documents relating to takings and process in line with the organisation's procedures						
1.10	Process documents relating to takings and process in line with the organisation's procedures						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 426 Supervise practices for handling payments (HSL26)

Outcome 1 Be able to supervise practices for handling payments

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
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Unit 426 Supervise practices for handling payments (HSL26)

Outcome 2 Understand how payments should be handled

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Describe the different roles and responsibilities of individuals in own area of responsibility in relation to handling payments and collecting takings	
2.2	Explain limits of own authority when controlling payments	
2.3	Identify the methods of payment that are - accepted in the organisation - used in the hospitality industry	
2.4	Identify the organisational guidelines and procedures that should to be followed when - handling payments - processing payments - processing payment information - collecting takings	
2.5	Describe how to present information relating to payment procedures to staff	
2.6	Describe the confirmation systems that should be used when authorising payments	
2.7	Identify the electronic point of sale systems (EPOS) used within own area of responsibility	
2.8	Explain how to identify and deal with discrepancies	
2.9	Explain how to complete documentation that is needed	
	Assessor initials:	

Unit 426 Supervise practices for handling payments (HSL26)

Outcome 3 Understand how to supervise practices for handling payments

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
3.1	Explain how to estimate the till items needed for handling payments	
3.2	Identify who to gain approval from when additional till items are required	
3.3	Describe how to control the issue and use of till items	
3.4	Explain how to operate the payment points and equipment used in own organization	
3.5	Explain how to obtain till readings	
3.6	Identify the types of problems that may occur when controlling payment practices	
3.7	Explain how to deal with payment practice problems	
3.8	Explain how to monitor staff performance against organisational standards	
3.9	Describe what action to take when staff performance falls below standards	
3.10	Explain how to deal with suspected dishonesty in the organization	
3.11	Explain how to deal with fraudulent payments	
3.12	Describe how to record information about payments	
3.13	Identify who information on payment handling should be passed on to	
3.14	Explain how to plan and implement the organisations security procedures to protect staff and takings	
3.15	Identify who to gain security advice from	
3.16	Explain how to deal with emergency situations including robbery and threats to safety	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 426 Supervise practices for handling payments (HSL26)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 427 Contribute to the development of a wine list (HSL27)

Unit aim(s)

This unit is about supervising a function such as a banquet, corporate entertainment event, reception or conference. The unit covers the preparation, running and closing of the event. As such it includes activities such as briefing, monitoring, clearing up and debriefing staff beyond the close of the function.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when supervising functions. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to contribute to the development of a wine list	Products of work Witness testimony Professional discussion Learner statement	Observation sheets Videos Notes of meetings with client/line manager Staff rotas Team briefing notes Plans for functions Records of functions supervised by the learner Witness Statements Records of professional discussion
2. Understand how to contribute to the development of a wine list	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.12 deal with any problems that threaten to disrupt operations	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Unit 427 Contribute to the development of a wine list (HSL27)

Outcome 1 Be able to contribute to the development of a wine list

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Collect information needed to help plan the development of the wine list						
1.2	Evaluate information collected to help with the development of the wine list						
1.3	Contribute to the decision making when agreeing the final wine list						
1.4	Record the decisions made for the wine list according to organisation's procedures						
1.5	Collect the information needed to introduce the new wines to the wine list						
1.6	Ensure staff have the resources needed to carry out their responsibilities in relation to the wine list						
1.7	Collect feedback from staff and customers on the introduction of the new wines						
1.8	Analyse feedback on the new wines from staff and customers						
1.9	Feedback to the relevant people regarding the wine list according to own organisational requirements						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 427 Contribute to the development of a wine list (HSL27)

Outcome 1 Be able to contribute to the development of a wine list

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 427 Contribute to the development of a wine list (HSL27)

Outcome 2 Understand how to plan the development of a wine list

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Identify the organisational procedures that apply to the development of a wine list	
2.2	Explain how to evaluate information that will help to plan and update the wine list	
2.3	Describe the types of wine direct competitors of own organisation are offering and how this can inform the development of own wine list	
2.4	Explain the types of customers the wine list is aimed at	
2.5	Identify the budget available for the wine list	
2.6	Identify the wines that are available from own suppliers	
2.7	Identify alternative wine suppliers that could be approached	
2.8	Identify who should be consulted when developing a wine list	
2.9	Explain how feedback can be used to evaluate the impact of new wines	
	Assessor initials:	

Unit 427 Contribute to the development of a wine list (HSL27)

Outcome 3 Understand how to contribute to the development of a wine list

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Describe legal requirements relevant to: - weights and measures - trades descriptions - licensing legislation	
3.2	Explain how to implement legal requirements for - weights and measures - trades descriptions - licensing legislation	
3.3	Explain the different roles and responsibilities of individuals within own organisation in relation to developing a wine list	
3.4	Explain how to communicate with - own team - customers - management - suppliers	
3.5	Describe the current and future trends in wine style and wine consumption	
3.6	Explain how to adjust the wine list according to market research	
3.7	Describe the characteristics of wines from different regions	
3.8	Identify the alcohol content of the different wines on the wine list	
3.9	Compare the compatibility of different wines with the organisation's menu	
3.10	Explain how wine should be priced to achieve an appropriate profit margin	
3.11	Explain how to present information to management in a format that will help decision making	
3.12	Explain how to promote customer awareness of new wines and wine lists	
3.13	Explain how to present the results of evaluating the wine list to management	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 427 Contribute to the development of a wine list (HSL27)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 428 Manage the environmental impact of work activities (M&L E9)

Unit aim(s)

This unit covers the competence that hospitality supervisors need to manage the environmental impact of work activities in their area of responsibility.

Level	3
Credit value	5

Evidence Requirements

This is an imported unit from CfA. Please refer to the Assessment Strategy and Evidence Requirements available on **www.cfa.uk.com**

Unit 428 Manage the environmental impact of work activities (M&L E9)

Outcome 1 Understand the legal requirements and environmental policies that impact on own area of responsibility

Assessment criteria

(What you must do)

The learner can:		Portfolio reference number
1.1	Explain the legal requirements that impact on own area of responsibility	
1.2	Explain the environmental policies that impact on own area of responsibility	
	Assessor initials:	

Unit 428 Manage the environmental impact of work activities (M&L E9)

Outcome 2 Understand how to assess the impact of work activities on the environment and how this can be minimised

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Explain what specialist advice is available to manage the environmental impact of work activities	
2.2	Explain how to assess the impact of work activities and resources on the environment	
2.3	Explain how to minimise the environmental impact of work activities	
	Assessor initials:	

Unit 428 Manage the environmental impact of work activities (M&L E9)

Outcome 3 Be able to assess and report on the environmental impact of work activities in own area of responsibility

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
3.1 Assess the environmental impact of work activities and resource use						
3.2 Produce a report on the environmental impact of work activities and resource use, with recommendations for improvement						
Assessor initials:						

Summary of evidence or portfolio references

Unit 428 Manage the environmental impact of work activities (M&L E9)

Outcome 3 Be able to assess and report on the environmental impact of work activities in own area of responsibility

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 428 Manage the environmental impact of work activities (M&L E9)

Outcome 4 Be able to organise work activities and resource use to minimise environmental impact

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
4.1 Adapt the use of resources in own area of responsibility to reduce environmental impact						
4.2 Organise activities in own area of responsibility to reduce environmental impact						
Assessor initials:						

Summary of evidence or portfolio references

Unit 428 Manage the environmental impact of work activities (M&L E9)

Outcome 4 Be able to organise work activities and resource use to minimise environmental impact

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 428 Manage the environmental impact of work activities (M&L E9)

Outcome 5 Be able to promote ongoing improvement in environmental performance

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
4.1 Establish means by which individuals can identify and report opportunities for improving environmental performance						
4.2 Communicate environmental benefits resulting from changes to work activities						
Assessor initials:						

Summary of evidence or portfolio references

Unit 428 Manage the environmental impact of work activities (M&L E9)

Outcome 5 Be able to promote ongoing improvement in environmental performance

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 428 Manage the environmental impact of work activities (M&L E9)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	

Countersignature | Date

(for staff working towards the Internal Verifier qualification)

Unit 429 Contribute to the selection of staff for activities (HSL29)

Unit aim(s)

This unit covers the competence that hospitality supervisors need to identify personnel needs for their team and assist in the selection of appropriate personnel.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when contributing to staff selection. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to contribute to the selection of staff for activities	Products of work Witness Testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes of meetings with line manager Correspondence Job descriptions to which the learner has contributed Notes from interviews and other selection processes Correspondence Team briefing notes Witness statements Records of professional discussion
2. Understand how to contribute to the selection of staff for activities	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion Cross reference to outcome 1

Unit 429 Contribute to the selection of staff for activities (HSL29)

Outcome 1 Be able to contribute to the selection of staff for activities

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Identify staffing requirements taking account of work objectives and constraints						
1.2	Ensure that identified staffing requirements are based on valid and reliable information						
1.3	Present staffing requirements to the relevant people following organisational procedures						
1.4	Follow organisational procedures when assessing and selecting staff						
1.5	Ensure the selection of staff is based on an objective assessment of the information available against agreed selection criteria						
1.6	Ensure records of own contribution to the selection process meet organisational requirements						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 429 Contribute to the selection of staff for activities (HSL29)

Outcome 1 Be able to contribute to the selection of staff for activities

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 429 Contribute to the selection of staff for activities (HSL29)

Outcome 2 Understand how to contribute to the selection of staff for activities

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
2.1	Describe the legal organisational requirements for identifying personnel needs	
2.2	Explain how to interpret the work objectives and constraints which are relevant to identifying own personnel needs	
2.3	Explain how to make a case for additional staffing requirements	
2.4	Describe the legal requirements that need to be followed when selecting staff	
2.5	Identify the organisational and industry requirements for the selection of personnel	
2.6	Explain how to collect the information necessary to contribute to identifying staffing requirements	
2.7	Explain how to check the validity of information for staffing requirements	
2.8	Explain the type of work objectives and constraints that may influence personnel considerations	
2.9	Explain how to present suggestions for selection procedures	
2.10	Describe the range of methods which may be used for the assessment and selection of staff	
2.11	Compare the advantages and disadvantages of different selection methods for own team	
2.12	Outline how own contribution that can be made to the assessment and selection of staff	
2.13	Explain how to make fair and objective assessments against criteria during the selection process	
2.14	Explain the importance of confidentiality during selection processes	
2.15	Outline the type of information that may be shared with specific staff	
2.16	Explain the importance of keeping accurate records of own contributions to the selection process	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 429 Contribute to the selection of staff for activities (HSL29)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

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Unit 430 Ensure food safety practices are followed in the preparation and serving of food and drink (3GEN1) (HSL30)

Unit aim(s)

This unit covers the competence that hospitality supervisors need to maintain food safety during the preparation and serving of food.

Level	3
Credit value	5

Evidence Requirements

Evidence from learning outcome 1 must come from the learner's work in a hospitality workplace when ensuring food safety hygiene practice. There must be sufficient evidence for the assessor to judge that the learner can achieve the learning outcomes and assessment criteria on a consistent basis

Learning outcomes	Example Assessment Methods	Examples of Evidence Requirements
1. Be able to ensure food safety practices are followed in the preparation and serving of food and drink	Products of work Witness testimony Professional discussion Learner statement	Observation sheets Videos/photos Notes of meetings with client/line manager Correspondence Food safety records Team briefing notes Witness statements Records of professional discussion
2. Understand how to ensure food safety practices are followed in the preparation and serving of food and drink	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Projects Reflective account Records of professional discussion cross reference to outcome 1

Contingencies	Alternative assessment methods	Examples of evidence
1.6 identify indicators of potential sources of food safety hazards 1.7 identify actual food safety hazards 1.8 identify control measures appropriate to the identified food safety hazards 1.9 report any new potential food safety hazards for review and evaluation of food safety procedures	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

to the person responsible

Unit 430 Ensure food safety practices are followed in the preparation and serving of food and drink (3GEN1) (HSL30)

Outcome 1 Be able to ensure food safety practices are followed in the preparation and serving of food and drink

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Ensure relevant information about food safety procedures is available						
1.2	Explain own responsibilities in relation to food safety procedures						
1.3	Ensure that good hygiene practices are in place						
1.4	Implement food safety procedures within the limits of own responsibility						
1.5	Monitor own area of responsibility for food safety hazards						
1.6	Identify potential food safety hazards in own area of responsibility						
1.7	Report any potential food safety hazards for review						
1.8	Identify control measures appropriate to food safety hazards						
1.9	Evaluate food safety procedures						
1.10	Feedback to the relevant person the effectiveness of the organisations' food safety procedures						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 430 Ensure food safety practices are followed in the preparation and serving of food and drink (3GEN1) (HSL30)

Outcome 1 Be able to ensure food safety practices are followed in the preparation and serving of food and drink

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 430 Ensure food safety practices are followed in the preparation and serving of food and drink (3GEN1) (HSL30)

Outcome 2 Understand the importance of ensuring food safety practices are followed in the preparation and serving of food and drink

Assessment criteria

(What you must know)

The learner can:		**Portfolio reference number**
2.1	Explain the importance of food safety procedures	
2.2	Outline the food safety legislation requirements affecting own area of responsibility	
2.3	Explain the importance of good hygiene practices	
2.4	Outline the hygiene practices relevant to own work	
2.5	Explain the importance of being aware of potential food safety hazards in own area of responsibility	
2.6	Outline the principal causes of food safety hazards	
2.7	Explain the importance of effective pest control measures	
2.8	Explain the importance of using effective methods for cleaning equipment and surfaces	
2.9	Explain the importance of disposing of waste hygienically and effectively	
2.10	Explain the importance of food temperature control	
2.11	Explain the consequences of cross-contamination	
2.12	Explain the importance of providing feedback on food safety procedures	
	Assessor initials:	

Unit 430 Ensure food safety practices are followed in the preparation and serving of food and drink (3GEN1) (HSL30)

Outcome 3 Understand how to ensure food safety practices are followed in the preparation and serving of food and drink

Assessment criteria

(What you must know)

The learner can:		Portfolio reference number
3.1	Explain the principles of good workplace design	
3.2	Explain how to implement the organisation's food safety procedures in own area of responsibility	
3.3	Describe the different types of food safety hazards including: - microbiological - physical - chemical - allergenic	
3.4	Describe the conditions that affect microbial growth	
3.5	Explain how to identify food safety hazards	
3.6	Explain how to control significant food safety hazards	
3.7	Identify the correct methods to control waste	
3.8	Describe the operational requirements in relation to personal hygiene practices that staff should follow	
3.9	Identify effective methods for cleaning equipment and surfaces	
3.10	Identify the temperature levels and controls for the types of food in own area of responsibility	
3.11	Explain how to eliminate cross contamination	
3.12	Explain the importance of providing feedback on food safety procedures	
3.13	Explain how to confirm responsibilities for food safety procedures to staff	
3.14	Identify the types of failures that may occur with control measures	
3.15	Identify the corrective actions to take for failures with control measures	
3.16	Identify the types of issues that should be communicated to the person responsible for the food safety procedures	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 430 Ensure food safety practices are followed in the preparation and serving of food and drink (3GEN1) (HSL30)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 431* Lead and manage meetings (M&L D11)

Unit aim(s)

This unit has been replaced by unit 531. Learners registered before 1st July 2017 should use this unit. Learners registered after 1st July 2017 should use unit 531.

This unit is about leading meetings in order to achieve their objectives, which may be to solve problems, take decisions, consult with people or to exchange information and knowledge.

Level	3
Credit value	4

Evidence Requirements

This is an imported unit from CfA. Please refer to the Assessment Strategy and Evidence Requirements available on **www.cfa.uk.com**

Unit 431* Lead and manage meetings (M&L D11)

Outcome 1 Be able to prepare to lead a meeting

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.11	Perform activities needed to be carried out in preparation for leading a meeting						
1.12	Produce documentation in support of activities						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 431* Lead and manage meetings (M&L D11)

Outcome 1 Be able to prepare to lead a meeting

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 431* Lead and manage meetings (M&L D11)

Outcome 2 Be able to manage meeting procedures

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
2.1 Identify any formal procedures that apply in own organisation						
Assessor initials:						

Summary of evidence or portfolio references

Unit 431* Lead and manage meetings (M&L D11)

Outcome 2 Be able to manage meeting procedures

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 431* Lead and manage meetings (M&L D11)

Outcome 3 Be able to chair a meeting

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
3.1 Manage the agenda in co-operation with participants to ensure meeting objectives are met						
3.2 Produce minutes of the meeting and allocate action points after discussions						
Assessor initials:						

Summary of evidence or portfolio references

Unit 431* Lead and manage meetings (M&L D11)

Outcome 3 Be able to chair a meeting

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Unit 431* Lead and manage meetings (M&L D11)

Outcome 4 Be able to undertake post-meeting tasks

Assessment criteria

(What you must do)

The Learner will:	Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
4.1 Explain that the minutes of the meeting provide an accurate record of proceedings						
4.2 Communicate and follow up meeting outcomes to relevant individuals						
4.3 Evaluate whether the meeting's objectives were met and identify potential improvements						
Assessor initials:						

Summary of evidence or portfolio references

Unit 431* Lead and manage meetings (M&L D11)

Outcome 4 Be able to undertake post-meeting tasks

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
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Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 431* Lead and manage meetings (M&L D11)

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 432 Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

Unit aim(s)

This unit is about ensuring that learners achieve the national occupational standard to understand employment rights and responsibilities within the hospitality, leisure, travel and tourism sector.

Level	2
Credit value	2

Evidence Requirements

This is an imported unit from CfA. Please refer to the Assessment Strategy and Evidence Requirements available on **www.cfa.uk.com**

Unit 432 Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

Outcome 1 Know employer and employee rights and responsibilities and own organisational procedures

Assessment criteria

(What you must know)

The Learner can:	Portfolio reference number
1.1 State employee and employer rights and responsibilities under employment law including Disability Discrimination Act, Health and Safety and other relevant legislation	
1.2 State importance of having employment rights and responsibilities	
1.3 Describe organisational procedures for Health and Safety, including documentation	
1.4 Describe organisational procedures for equality and diversity including documentation	
1.5 Identify sources of information and advice on employment rights and responsibilities, including access to work and additional learning support	
Assessor initials:	

Unit 432 Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

Outcome 2 Know factors that affect own organisation and occupation

Assessment criteria

(What you must do)

The Learner will:		Portfolio reference number
2.1	Describe the role played by own occupation within the organisation and industry	
2.2	Describe career pathways available to them	
2.3	State types of representative body related to the hospitality industry, their main roles and responsibilities and their relevance to the industry	
2.4	Identify sources of information and advice on own industry, occupation, training and career	
2.5	Describe principles policies and codes of practice used by own organisation and industry	
2.6	Describe issues of public concern that affect own organisation and industry	
	Assessor initials:	

Level 3 NVQ Diploma in Hospitality Supervision and Leadership (7250-02)

Unit assessment and verification declaration

Unit 432 Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	

Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Unit 531** Lead and manage meetings

Unit aim(s)

This unit has replaced unit 431. Learners registered before 1st July 2017 should use unit 431. Learners registered after 1st July 2017 should use this unit.

This unit is about leading meetings in order to achieve their objectives, which may be to solve problems, take decisions, consult with people or to exchange information and knowledge.

Level	3
Credit value	4

Unit 531** Lead and manage meetings

Outcome 1 Prepare to lead and manage a meeting

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
1.1	Carry out all activities needed when preparing for leading a meeting						
1.2	Produce documentation in support of activities						
1.3	Follow any formal procedures that apply in own organistation						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 531** Lead and manage meetings

Outcome 1 Prepare to lead and manage a meeting

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

Unit 531** Lead and manage meetings

Outcome 2 Chair a meeting

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
2.1	Manage the agenda to ensure meeting objectives are met						
2.2	Allocate action points after discussions						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 531** Lead and manage meetings

Outcome 2 Chair a meeting

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

Unit 531** Lead and manage meetings

Outcome 3 Undertake post-meeting tasks

Assessment criteria

(What you must do)

The Learner will:		Date1:	Date 2:	Date 3:	Date 4:	Date 5:	Date 6:
3.1	Produce minutes of the meeting which provide an accurate record of proceedings						
3.2	Communicate and follow up meeting outcomes						
3.3	Evaluate whether the meeting's objectives were met and identify potential improvements						
	Assessor initials:						

Summary of evidence or portfolio references

Unit 531** Lead and manage meetings

Outcome 3 Undertake post-meeting tasks

No.	Summary of evidence or portfolio reference	Portfolio reference No.
1		
2		
3		
4		
5		
6		

Level 3 NVQ Diploma in Hospitality Supervision and Leade (7250-02)

Unit assessment and verification declaration

Unit 531** Lead and manage meetings

Learner declaration

I confirm that the evidence listed for this unit is my own work and was carried out under the conditions and context specified in the National Occupational Standards.

Learner name			
Learner signature		Date	

Assessor declaration

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name			
Assessor signature		Date	
Countersignature		Date	

(If relevant; for staff working towards the assessor qualification)

Internal verifier declaration

I have internally verified the assessment work on this unit in the following ways (please tick and date):

Sampling learner and assessment evidence		Date	
Observation of assessment practice		Date	
Discussion with learner		Date	
Other – please state		Date	

I confirm that the learner's sampled work meets the standards specified for this unit and may be presented for external verification and/or certification.

IV name			
IV signature		Date	
Countersignature		Date	

(for staff working towards the Internal Verifier qualification)

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

All N/SVQ centres have to make sure that they provide a safe and healthy environment for training, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

You are responsible for making sure that you understand, and comply with, the Health and Safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website **www.cityandguilds.com**, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds N/SVQs are open to all learners, whatever their gender, race, creed, age or special needs. Some learners may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the N/SVQ allows for this. This must be agreed before you start your N/SVQ.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website **www.cityandguilds.com**, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website **www.cityandguilds.com** or is available from the City & Guilds Customer Relations Team or your centre.

Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)844 543 0000 E: learnersupport@cityandguilds.com	• General qualification information
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	• General qualification information
Centres	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	• Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	• Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	• Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: w Halledgarden@cityandguilds.com	• Re-issue of password or username • Technical problems • Entries • Results • GOLA • Navigation • User/menu option problems
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	• Employer solutions • Mapping • Accreditation • Development Skills • Consultancy
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	• Logbooks • Centre documents • Forms • Free literature

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: **feedbackandcomplaints@cityandguilds.com**

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