

Level 2 Diploma in Food Preparation and Culinary Arts (8064-01)

June 2020 (Version 1.0)

Candidate Logbook

Qualification at a glance

Subject area	Hospitality and Catering
City & Guilds number	8064
Age group approved	16+
Entry requirements	None
Assessment types	Practical assessments and multiple choice tests
Approvals	
Support materials	SmartScreen materials, Assessment packs
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds qualification number
Level 2 Diploma in Food Preparation and Culinary Arts (8064-01)	505	609	8064-01

Version and date	Change detail	Section

Contents

Qualification at a glance	2
Contents	3
1 About your Candidate Logbook/Work-Based Evidence Record	5
Contact details	5
Introduction to the logbook	6
About City & Guilds	6
2 About your approved centre	7
Types of approved centres	7
Centre responsibilities	7
Assessment roles	7
3 About candidates	9
Candidate role and responsibilities	9
Learner registration number	9
Moving to a new centre	9
4 Qualification assessment	10
Before you start your qualification	10
The assessment process	11
5 Using your logbook	13
Recording forms	13
Units	14
6 Recording forms	15
Candidate job profile	16
Skill scan/initial assessment –units	17
Tracking document	19
On-site assessment plan/feedback	20
On-site observation report	21
Professional discussion supplementary evidence sheet	22
Oral questioning supplementary evidence sheet	23
Photographic supplementary evidence sheet	24
Work-based recorder/expert witness details	25
Assessor’s/work-based recorder’s continuation sheet (on-site assessment plan/feedback/observation)	26
Signature sheet	27
Unit 201	Unit title: Understand the hospitality industry
	28

Unit 202	Unit title: Understand business success	37
Unit 203	Unit title: Provide a guest service	51
Unit 204	Unit title: Awareness of sustainability in the hospitality industry	60
Unit 205	Unit title: Professional workplace standards	67
Unit 206	Unit title: Understand own role in self-development	74
Unit 207	Unit title: Food safety	80
Unit 208	Unit title: Meet guest requirements through menu planning	105
Unit 209	Unit title: Mise en place	115
Appendix 1	Relationships to other qualifications	216
Appendix 2	Sources of general information	217
Appendix 3	Useful contacts	219

1 About your Candidate Logbook/Work-Based Evidence Record

Contact details

Candidate name

Candidate address

Centre name

Centre number

Programme start date

City & Guilds registration number

Date of registration with City & Guilds

This Candidate Logbook/Work-Based Evidence Record is your personal achievement in practical work carried out mostly in the workplace and knowledge assessments achieved. It may not be possible to replace this document, therefore it should be kept in good condition and in a safe place to be used by you to record your progress.

Once completed, you must keep this portfolio for a period of three years. During this time your training centre can request that you submit your portfolio to them. This will be returned to you.

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)

**Internal Quality
Assurer (IQA)**

**External Quality
Assurer (EQA)**

Introduction to the logbook

This logbook will help you complete the units in **the Level 2 Diploma in Food Preparation and Culinary Arts (8064-01)**. It contains forms you can use to record your evidence of what you have done.

This Logbook contains all the units only for the Diploma.

About City & Guilds

City & Guilds is your awarding body for this qualification. 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.

2 About your approved centre

Types of approved 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 their 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 you work towards your NVQ. 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 assessment process works
- produce an assessment plan for you.

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:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

You may have more than one assessor depending on which units of the qualification you take.

The Internal Quality Assurer (IQA)

The Internal Quality Assurer (IQA) maintains the quality of assessment within the centre.

The Work-Based Recorder/Expert Witness

The role of the work-based recorder/expert witness is to:

- observe you carrying out work activities
- take photographs as evidence of work carried out
- authenticate work based recordings and testimonies
- ensure all work meets current industrial standards
- ensure all work is carried out in a safe manner
- be in regular communication with your assessor to evaluate your performance on site
- try to make sure you get the relevant work experience needed to meet the criteria of your NVQ
- provide support, guidance and motivation to help you complete your NVQ successfully.

3 About candidates

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are 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
- attend regular meetings with your assessor to discuss your progress and to amend your plan 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 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 registration number

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

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 candidate enrolment number, your assessment records and evidence to help you complete your qualification.

4 Qualification assessment

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
- 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.

Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have and decide how this can be used towards your qualification. This process is sometimes called a skill scan. There is a Skill Scan Form in this logbook you can use to record the skills you may already have.

The assessment process

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 can include:

- direct observation in the workplace by a qualified assessor
- witness testimony of work carried out by you in the workplace written by an expert witness
- questioning – this could be verbal, written or computer based
- other evidence which can include photographs or personal accounts.

Assessment requirements

Site Observations (SO) should be conducted in the workplace by your Assessor. For individual criteria not directly observed, evidence of your ability to complete a number of different tasks to confirm competence must be recorded.

Types of evidence

SO = Site Observation

OQ = Oral Question

WQ = Written Question and Answer

WT = Witness Testimony

PS = Photographic Supplementary

PD = Professional Discussion

The following people at your centre will explain the assessment and recording process and help you achieve your unit(s).

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

The Internal Quality Assurer (IQA)

The IQA maintains the quality of assessment within the centre.

The External Quality Assurer (EQA)

The EQA works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

5 Using your logbook

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.

Candidate job profile

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

Tracking document

You can use this form to log your achievement of the units for the whole qualification including completion of assignments and online assessment

On-site assessment plan/feedback

You and your assessor will use this form to plan each assessment session. Your assessor will use this form to give feedback on the task. It will also enable you and your assessor to plan what actions need to be done before the next session.

On-site observation report

Your assessor will complete during observation. You will both sign this as a true record.

Professional discussion supplementary evidence sheet

To be completed by you, your work-based recorder or another witness to evidence meeting assessment criteria that could not be signed off during direct observation with your assessor.

Oral questioning supplementary evidence sheet

Your assessor will use this form to log any additional questions and answers asked during observation or to mop up any missing evidence.

Photographic supplementary evidence

Use this form to include a photo and brief description of the task being carried out.

Work-based recorder/expert witness details

To be completed by your work-based recorders to confirm occupational competence.

Assessor's/work-based recorder's continuation sheet

Additional space for your assessor/work-based recorder to make notes with regard to the on-site assessment plan/feedback/observation

Signature sheet

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

Units

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence an evidence reference number. The units contained in each pathway are listed below.

A copy of each form is included in Section 6, please photocopy these forms as many times as required to complete your evidence log.

Units

To achieve the **Level 2 Diploma in Food Preparation and Culinary Arts (8064-01)** learners must complete all units.

City & Guilds unit no.	Unit title	Unit level
Unit 201	Understand the hospitality industry	2
Unit 202	Understand business success	2
Unit 203	Provide guest service	2
Unit 204	Awareness of sustainability in the hospitality industry	2
Unit 205	Professional workplace standards	2
Unit 206	Understand own role in self development	2
Unit 207	Food safety	2
Unit 208	Meet guest requirements through menu planning	2
Unit 209	Mise en place	2
Unit 210	Cooking methods, techniques and commodities: boiling, poaching and steaming	2
Unit 211	Cooking methods, techniques and commodities: stewing and braising	2
Unit 212	Cooking methods, techniques and commodities: baking, roasting and grilling	2
Unit 213	Cooking methods, techniques and commodities: deep and shallow frying	2
Unit 214	Understand food commodities	2

6 Recording forms

This section contains all the forms that you need to complete your evidence log, please photocopy these forms as many times as required.

Skill scan/initial assessment –units

Level 2 Diploma in Food Preparation and Culinary Arts (8064-01)

Pathway:

Candidate name:

Unit	Duties	Examples	Training Required

Unit	Duties	Examples	Training Required

Tracking document

To achieve the **Level 2 Diploma in Food Preparation and Culinary Arts (8064-01)** learners must complete all units.

City & Guilds unit no.	Unit title	Unit level	Achieved Grade	Date
201	Understand the hospitality industry	2		
202	Understand business success	2		
203	Provide guest service	2		
204	Awareness of sustainability in the hospitality industry	2		
205	Professional workplace standards	2		
206	Understand own role in self development	2		
207	Food safety	2		
208	Meet guest requirements through menu planning	2		
209	Mise en place	2		
210	Cooking methods, techniques and commodities: boiling, poaching and steaming	2		
211	Cooking methods, techniques and commodities: stewing and braising	2		
212	Cooking methods, techniques and commodities: baking, roasting and grilling	2		
213	Cooking methods, techniques and commodities: deep and shallow frying	2		
214	Understand food commodities	2		

On-site assessment plan/feedback

Portfolio evidence reference:		
Candidate name:		Date:
Candidate prepared for assessment Yes/No	Candidate requires support Yes/No	
Candidate briefed on appeals procedure Yes/No	Support required Yes/No	
Assessment location/address and postcode:		
Type of work to be carried out:		
Assessor feedback (use continuation sheet if required):		
Forward planning:		
Candidate signature:		Date:
Assessor's name:	Assessor's signature:	Date:
IQA's name:	IQA's signature:	Date:

On-site observation report

Portfolio evidence reference:		
Candidate name:		Date:
Candidate prepared for assessment Yes/No	Candidate requires support Yes/No	
Candidate briefed on appeals procedure Yes/No	Support required Yes/No	
Assessment location/address and postcode:		
Unit/LO/AC reference	Assessor observation (use continuation sheet if required):	
Candidate signature:		Date:
Assessor's name:	Assessor's signature:	Date:
IQA's name:	IQA's signature:	Date:

Professional discussion supplementary evidence sheet

Unit number:		Portfolio evidence reference:			
Candidate name:					Date:
Completed by (please tick)	Candidate		Work-based recorder		Witness
Unit/LO/AC reference	Written evidence:				
Candidate signature:					Date:
Assessor's/Work-based recorder's name:					Date:
Assessor's/Work-based recorder's signature:					Date:
IQA's name:			IQA's signature:		Date:

Oral questioning supplementary evidence sheet

Unit number:	Portfolio evidence reference:	
Candidate name:		Date:
Assessor's question(s)	Candidate's answer(s)	
Candidate signature:		Date:
Assessor's name:		Date:
Assessor's signature:		Date:
IQA's name:	IQA's signature:	Date:

Photographic supplementary evidence sheet

Unit number:	Portfolio evidence reference:	
Candidate name:		Date:
Brief description of task being carried out in the photograph (to be completed by the candidate):		
Insert image in this box		
Candidate signature:		Date:
Assessor's name:		Date:
Assessor's signature:		Date:
IQA's name:	IQA's signature:	Date:

Work-based recorder/expert witness details

If a work-based recorder/expert witness is to be used to confirm your competence in the workplace (system to be agreed by assessor) then to meet the requirements of the hospitality industry qualification assessment strategy (as agreed by the key industry bodies) he/she must be occupationally competent, endorsed by the employer the IQA or the assessor. The designated work-based recorder should ordinarily be your immediate work supervisor. It is recognised that over the lifetime of the qualification you may be allocated more than one work-based recorder. The requirements detailed below therefore **must** be completed by each work-based recorder allocated to you.

I confirm I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-based recorder name:	
Work-based recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-based recorder name:	
Work-based recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-based recorder name:	
Work-based recorder signature:	Date:

Assessor's/work-based recorder's continuation sheet (on-site assessment plan/feedback/observation)

Unit number:		Portfolio evidence reference:
Candidate signature:		Date:
Assessor's/Work-based recorder's name:		Date:
Assessor's/Work-based recorder's signature:		Date:
IQA's name:	IQA's signature:	Date:

Signature sheet

Candidate name:			Date:
Anyone who witnesses and signs a piece of the candidate's evidence must provide a specimen signature in the table below			
Relationship to candidate (e.g. supervisor, lecturer, assessor)	Name	Signature	Date

Unit 201 Unit title: Understand the hospitality industry

Level 2

Unit aim

The aim of this unit is to provide learners with a basic understanding of the hospitality industry and the roles that exist within the industry. Learners will gain knowledge of the structure of the hospitality industry and the types of establishments that exist. They will learn about the job roles available in different departments and how the skills developed in those job roles can be used to support career progression.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able:							
Describe types of hospitality establishment	*PER	SO	OQ	WQ	WT	PS	PD
Restaurants							
Hotels/resorts							
Pubs and bars							
Contract catering							
Event catering							
Cafes and coffee shops							

1.2. You must be able to:							
Describe the types of business operations that are typically found in the hospitality industry Types of business operation	*PER	SO	OQ	WQ	WT	PS	PD
Multinational/global							
Sole traders							
Independent							
Franchises							
Partnerships							
Groups							
Brands							
Local/independent							
Regional							
National							
Global							

1.3. You must be able to:							
Identify services provided at different types of hospitality establishments	*PER	SO	OQ	WQ	WT	PS	PD
Food and beverage services							
Bar services							
Accommodation/guest services							
Reception service							
Business services							
Concierge/portering							
Leisure facilities							
Event management							
Entertainment							
Gambling							
Butlering							

1.4. You must be able to:							
Describe how departments contribute to the effective running of a hospitality establishment	*PER	SO	OQ	WQ	WT	PS	PD
Kitchen							
Food and Beverage							
Reception							
Housekeeping							
Maintenance							
Back office (HR, accounts, bookings, management)							

2.1							
Identify responsibilities of different job roles in the kitchen	*PER	SO	OQ	WQ	WT	PS	PD
Executive chef							
Head chef							
Sous chef							
Chef de Partie							
Specialist (patisserie)							
Commis/line chef							
Kitchen/catering assistant							
Apprentice/trainee							
Kitchen porter							
Kitchen/catering manager							

2.2. You must be able to:							
Identify responsibilities of different job roles in food and beverage service	*PER	SO	OQ	WQ	WT	PS	PD
Restaurant manager							
Maître d'hôtel							
Sommelier							
Waiter/waitress							
Bar manager/supervisor							
Bar Staff/mixologist							
Events manager							

Conference & banqueting manager							
Barista							

2.3. You must be able to:							
Identify responsibilities of different job roles in front of house service	*PER	SO	OQ	WQ	WT	PS	PD
Front office manager							
Concierge							
Porter							
Receptionist							
Host							

2.4. You must be able to:							
Identify responsibilities of different job roles in housekeeping	*PER	SO	OQ	WQ	WT	PS	PD
Executive housekeeper							
Floor housekeeper							
Room attendant							
Public areas cleaner							
Laundry attendant							
Maintenance							

3.1. You must be able to:

Explain how skills are transferable across different job roles skills	*PER	SO	OQ	WQ	WT	PS	PD
Communication							
Guest Services							
Planning							
Time keeping							
Attitude							
Appearance							
Respecting diversity							
Reliability							
Honesty							
Resilience							

3.2. You must be able to:							
Describe working patterns in hospitality	*PER	SO	OQ	WQ	WT	PS	PD
Full time							
Part time							
Shift work							
Split shifts							
Rotational							
Seasonal							

3.3. You must be able to:							
Explain progression routes for team member roles	*PER	SO	OQ	WQ	WT	PS	PD
Vertical/horizontal							
Trainee							
Apprentice/graduate							
Team member							
Supervisor							
Front line manager							
Department manager							
Senior manager							

Unit: 201 Unit title: Understand the hospitality industry
Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 202

Unit title: Understand business success

Level 2

Unit aim

The aim of this unit is for learners to learn about a range of internal and external factors and how they can affect business success. Through this unit learners will develop knowledge of the types of legislation that have to be taken into account when managing a business and the implications for non-compliance. Learners will develop knowledge of health and safety risks and how these can be controlled in hospitality establishments. They will learn the importance of profit and people and how these can be managed effectively. Finally, they will learn about emerging technologies, how they are used in hospitality and how they contribute to business success.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able to:							
Describe the purpose of key legislation and regulation within the hospitality sector	*PER	SO	OQ	WQ	WT	PS	PD
Company law							
Environmental health and food safety							
Employment law							
Equality law							
Licensing							
Data protection							

1.2. You must be able to:							
Describe the importance of compliance with legislation and regulations within the hospitality industry	*PER	SO	OQ	WQ	WT	PS	PD
Good governance							
Keeping guests and staff safe							
Protecting reputation							
Honoring employment agreements and							
Secure record keeping regulations							
Protection of staff and management rights							
Clear assignment of responsibilities							

1.3. You must be able to:							
Identify implications of non-compliance with regulation to a hospitality business	*PER	SO	OQ	WQ	WT	PS	PD
Legal compliance							
Environment							
Guest experience							
Fair and equal opportunities for both guests and staff							
Reputation							
Best practice							
Health & safety issues							
Guest complaints							
Employee disputes							
Legal action							
Fines							
Loss of reputation							
Risk of closure							

2.1. You must be able to:							
Describe principles of legal responsibilities for employers and employees with regard to health and safety guidance	*PER	SO	OQ	WQ	WT	PS	PD
Legal responsibilities: Employers							
Provide and maintain equipment and a workplace which is safe and healthy							
Reduce the risks associated with manual handling tasks							
Deal with chemical substances safely							
Legal responsibilities: Employees							

Take care of their own health and safety at work							
Take care of the health and safety of others							
Cooperate with their employer							
Use personal protective equipment (PPE) in the correct way instructed							

2.2. You must be able to:							
Identify common causes of accidents in the workplace	*PER	SO	OQ	WQ	WT	PS	PD
Occupational/workplace							
Environmental							
Human							

2.3. You must be able to:							
Identify ways to minimise the risks of accidents in the workplace	*PER	SO	OQ	WQ	WT	PS	PD
Occupational							
Correct PPE's							
Staff safety training- manual handling, fire safety, first aid							
Strict enforcement of rules							
Correct lifting equipment							
Environmental							
Improved and safe design of building							
Correct and clear/visible signage							
Good housekeeping standard							
Well-lit and ventilated working areas							

Human							
Training staff in routine work practices							
Correct use of PPE at all times							
Ensure employee is in a physical/mental state ready for work							

2.4. You must be able to:							
Identify the potential consequences of not applying good health and safety practices	*PER	SO	OQ	WQ	WT	PS	PD
Accidents							
Illnesses							
Stress							
Death							
Damaged reputation							
Increased sick leave and staff turnover							
Prosecution							
Compensation claims							
Legal costs							

2.5. You must be able to:							
Identify risks to guest health and safety within the hospitality industry	*PER	SO	OQ	WQ	WT	PS	PD
Security risks							
Unattended luggage							
Self-harm							

2.6. You must be able to:							
Outline the procedure to be followed when a major incident is reported	*PER	SO	OQ	WQ	WT	PS	PD
Accident/incident resulting in serious injury or even death							
Fire							
Explosion							
Suspected threat of terrorism incident							

3.1. You must be able to:							
Identify factors that affect profitability	*PER	SO	OQ	WQ	WT	PS	PD
Increasing revenue return							
Knowing break-even point							
Increasing operational efficiency & performance							
Reducing costs							

3.2. You must be able to:							
Explain ways of increasing revenue	*PER	SO	OQ	WQ	WT	PS	PD
Staff training							
Marketing							
Increase competitiveness							
Increase perceived value							

Up sell at every opportunity when interacting with the guest							
Increase sales of branded merchandise or local partners							
Respond to guest requests							

3.3. You must be able to:							
Describe ways to increasing operational efficiency and performance	*PER	SO	OQ	WQ	WT	PS	PD
Standard operating procedures							
Evaluate performance							
Implement or use technological improvements							
Training of staff							
Implement better supervision practices							
Up grading of equipment or supplies							
Outsource when appropriate							

3.4. You must be able to:							
Identify the main costs associated with a hospitality business	*PER	SO	OQ	WQ	WT	PS	PD
Fixed costs							
Staff or labour costs							
Rent							
Equipment costs							
Variable costs							
Food & beverage stock costs							
Utilities including electricity, gas, water, waste management							

Maintenance costs							
Sundries							

3.5. You must be able to:							
Identify ways to reduce costs in a hospitality business	*PER	SO	OQ	WQ	WT	PS	PD
Monitor and evaluate costs within the business							
Time management							
Managing resources more efficiently							
Reducing waste							
Replace obsolete or update old equipment							
Manage and reduce stock wastage							
Manage and reduce the use of power and utilities such as water, electricity and gas							

3.6. You must be able to:							
Outline ways of monitoring business financial performance	*PER	SO	OQ	WQ	WT	PS	PD
Financial analysis							
Guest satisfaction rating							
Departmental performance analysis							
Performance reviews							

4.1. You must be able to:							
Identify how people skills contribute to business success	*PER	SO	OQ	WQ	WT	PS	PD
Effective communicator							
Professional work practice and attitude							
Team player							
Guest focused							

4.2. You must be able to:							
Outline the importance of product knowledge to successfully contribute to a business	*PER	SO	OQ	WQ	WT	PS	PD
Helps respond to guest requests or queries							
Helps meet or exceed guest expectations							
Provides confidence when engaging with the guest							
Provides an opportunity to up sell and increase revenue							
Increases brand awareness and reputation							

4.3. You must be able to:							
Describe the content of an induction process	*PER	SO	OQ	WQ	WT	PS	PD
Introduction to the organizational structure							
Staff training in: Key policies and procedures Health and safety policy Rules and regulations Standard operating procedures Employment rights							

Performance management systems							
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4.4. You must be able to:							
Describe the characteristics of an effective team	*PER	SO	OQ	WQ	WT	PS	PD
Clear direction to achieve a common goal							
Effective communication							
Collaborative spirit							
Encouraging inclusion and difference of opinions							
Adhering to the rules							
Mutual accountability							
Team trust							
Improved decision making							
Happy team members							

4.5. You must be able to:							
Explain how the key principles of good teamwork contribute to effective team operations	*PER	SO	OQ	WQ	WT	PS	PD
Defined goals and objectives							
Clear roles							
Honest communication							
Accountability							
Building on strengths							
Review and feedback							
Celebrating success							

4.6. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe how the interactions between departments contribute to business success							

5.1. You must be able to:							
Outline the technologies used in the hospitality industries	*PER	SO	OQ	WQ	WT	PS	PD
Information communication technology (ICT)							
Software- apps							
Electronic point of sales (EPOS)							
Resource management tools and equipment							
CCTV							
Room booking systems							
Room charging facilities							
Faster payment systems							
Digital monitoring of equipment							

5.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe how technologies can be used to contribute to business success							

5.3. You must be able to:							
Describe the responsibilities a hospitality business has to manage digital information	*PER	SO	OQ	WQ	WT	PS	PD
Legal responsibilities							
Manage personal and guest information with confidentiality							
Restrict access of information to those authorised to have access							
Comply with data protection legislation							
Use information for the purposes it was gathered for							

5.4. You must be able to:							
Identify the consequences of inappropriate use of digital communication technology	*PER	SO	OQ	WQ	WT	PS	PD
Non-compliance of data legislation							
Legal action							
Loss of data or data breaches							
Misuse of important, financial or business sensitive data							
Bad publicity							
Loss of reputation							
Loss of guest confidence							
Brand damage							

Unit: 202 Unit title: Understand business success
Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 203

Unit title: Provide a guest service

Level 2

Unit aim

The aim of the unit is to enable learners to gain knowledge of how guest service and effective communication benefits a hospitality establishment. This unit will provide candidates with the knowledge of how effective communication and guest service benefits the hospitality establishments they will work for. They will learn about the principles of effective communication and the different methods used in different situations. They will learn the principles of good guest service and the effect this has on different stakeholders such as guests, suppliers and colleagues. They will also learn about different types of guest service issues they may encounter and how to deal with them.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able to:							
Describe methods of communication when dealing with guests	*PER	SO	OQ	WQ	WT	PS	PD
Face to face							
In writing							
Over the telephone							
Non-verbal (body language, personal presentation)							
In emails							

1.2. You must be able to:							
Describe the principles of effective communication	*PER	SO	OQ	WQ	WT	PS	PD
Effective listening							
Tone of voice							
Clarity of message							
Accuracy of message							
Understanding of needs							
Language used							
Cultural expectations							

1.3. You must be able to:							
Identify the barriers to effective communication	*PER	SO	OQ	WQ	WT	PS	PD
Language							

Use of jargon							
Perception or viewpoints							
Expectations							
Assumptions							
Prejudices							
Cultural differences							

1.4. You must be able to:							
Describe how to overcome barriers to effective communication	*PER	SO	OQ	WQ	WT	PS	PD
Positive interactions including body language							
Using clear appropriate language never jargon							
Keeping an open mind							
Never assume or interrupt							
Consider cultural differences							
Summarise the discussion							
Ensure understanding by paraphrasing and clarifying							

1.5. You must be able to:							
Describe the benefits of effective communication	*PER	SO	OQ	WQ	WT	PS	PD
Better understanding							
Increased sales/happy guests							
Fewer complaints							
Numbers of compliments							

Repeat business/brand loyalty							
Reduced staff turnover							
Job satisfaction and staff motivation							

2.1. You must be able to:							
Identify different types of guests in the hospitality industry	*PER	SO	OQ	WQ	WT	PS	PD
Internal							
Team members and staff							
Managers							
Supervisors							
External							
Existing guests							
New guests							
Potential guests							
Delivery personnel							

2.2. You must be able to:							
Describe the principles of guest service	*PER	SO	OQ	WQ	WT	PS	PD
Welcoming, friendly, and courteous							
Knowledgeable							
Efficient							
Well timed							
Flexible attitude							

Consistent							
Effective communication							
Building of trust and confidence							
Exceeding expectations							

2.3. You must be able to:							
Describe factors that affect good guest service	*PER	SO	OQ	WQ	WT	PS	PD
Price point							
Value for money							
Reputation							
Brand							
Past experiences							
Recommendations							
Media influences							
Cultural influences							
Faith-based influences							

2.4. You must be able to:							
Describe the effect of good guest service on stakeholders	*PER	SO	OQ	WQ	WT	PS	PD
The employee							
The business							
The guest							

3.1. You must be able to:							
Identify guest expectations	*PER	SO	OQ	WQ	WT	PS	PD
Level of service							
Value for money							
Product quality							
Presentation							
Hygiene							
Health and safety							
Luxury factor							

3.2. You must be able to:							
Describe types of guest issues that can occur in hospitality establishments	*PER	SO	OQ	WQ	WT	PS	PD
Difficult guests							
Intoxicated guests							
Medical incidents							
Special requirements							
Communication difficulties							
Guest requests							
Dissatisfaction with service							
Dissatisfaction with products							

3.3. You must be able to:

Explain the benefits to stakeholders of dealing with guest issues effectively	*PER	SO	OQ	WQ	WT	PS	PD
The employee							
The business							
The guest							

3.4. You must be able to:							
Describe the methods for gathering guest satisfaction	*PER	SO	OQ	WQ	WT	PS	PD
Guest questionnaires							
Verbal feedback							
Letters							
Emails							
Telephone calls							
Comments on social media sites and influencers							
Comments on websites and travel blogs							
Reviews on travel booking engines							
Team briefing/meetings							

3.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Explain how guest issues are dealt with in hospitality establishments							

Unit: 203 Unit title: Provide a guest service

Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 204

Unit title: Awareness of sustainability in the hospitality industry

Level 2

Unit aim

The aim of this unit is to provide learners with an awareness of sustainability and how it affects the hospitality industry. Learners will develop knowledge of the principles of sustainability, and the implications for the introduction of sustainable practices into a business. Learners will also develop knowledge of specific examples for how they can contribute to sustainability when working in the hospitality industry.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Define the term sustainability in the hospitality industry							

1.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
State types of sustainable practices used in the hospitality industry							
Waste reduction							
Waste reuse/recycle							
Energy usage best practices							
Water reduction							
Food commodities sourcing							
Environmentally friendly activities/operations							

1.3. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Define the term carbon footprint							

1.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe how carbon footprint be reduced							

1.5. You must be able to:							
Describe the advantages of a hospitality business adopting sustainable practices	*PER	SO	OQ	WQ	WT	PS	PD
Positive							
Reputation							
Financial							
Staff morale							
Recognition							
Environmental							

1.6. You must be able to:							
Describe the limitations of a hospitality business adopting sustainable practices	*PER	SO	OQ	WQ	WT	PS	PD
Knowledge							
Financial investment							
Staff training							
Guest expectations							

2.1. You must be able to:							
Describe how different types of materials can be recycled	*PER	SO	OQ	WQ	WT	PS	PD
Paper							
Food							
Metals							
Glass							
Food							

Liquid							
Hazardous							
Non-recyclable							

2.2. You must be able to:							
Describe the activities which can be implemented to reduce waste	*PER	SO	OQ	WQ	WT	PS	PD
Stock rotation							
Menu planning							
Reuse system							
Reduction in disposable items							
Separating waste streams							
Energy monitoring and management							
Reviewing of processes							
Smart procurement							
Returnable packaging							

2.3. You must be able to:							
Describe methods that hospitality businesses can use to promote sustainable practices	*PER	SO	OQ	WQ	WT	PS	PD
Training							
Toolbox talks							
Promotion activities – poster							
People champions							
Objective setting							

Target setting							
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2.4. You must be able to:							
Describe how different approaches to sustainability can be applied in the hospitality industry	*PER	SO	OQ	WQ	WT	PS	PD
At company level							
Locally							
National							
Global							
Code of practice							
Legislation							
Regulations							

Unit: 204**Unit title: Awareness of sustainability in the hospitality industry****Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
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IQA signature:	
Date:	

Unit 205

Unit title: Professional workplace standards

Level 2

Unit aim

The aim of this unit is to develop learner's skills needed to work professionally and effectively in hospitality roles. Through this unit, learners will be able to demonstrate a professional personal appearance and effective organisational skills. They will develop skills to work effectively as a team member, providing support to others and responding positively to feedback provided to them.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able to:							
Maintain a professional personal appearance	*PER	SO	OQ	WQ	WT	PS	PD
Apply personal hygiene standards							
Appearance - dressing appropriately to the job role, personal grooming							
Behaviour - conduct, attitude, initiative, standards, punctuality, dependability, skills							

1.2. You must be able to:							
Demonstrate a professional approach	*PER	SO	OQ	WQ	WT	PS	PD
Polite							
Helpful							
Professional attitude							
Punctual							
Guest etiquette-refers to the way in which hospitality staff interact with and respond to guests. Appropriate etiquette means that guests are treated with courtesy and respect and are made to feel welcome in the establishment.							

1.3. You must be able to:							
Demonstrate time management skills	*PER	SO	OQ	WQ	WT	PS	PD
Plan and prepare for work shift							
Attend on time							
Return from breaks on time							
Work at a reasonable pace							

1.4. You must be able to:							
Demonstrate organisational skills	*PER	SO	OQ	WQ	WT	PS	PD
Access appropriate information to plan the work day							
Adhere to time plan or checklists							
Follow standardised operating procedures							
Respond and adapt to changing daily requirements							

2.1. You must be able to:							
Demonstrate a collaborative approach	*PER	SO	OQ	WQ	WT	PS	PD
With team members							
With other departments							

2.2. You must be able to:							
Apply good practice in dealing with colleagues	*PER	SO	OQ	WQ	WT	PS	PD
Apply appropriate communication techniques							
Follow the standard organisations procedures							
Use colleagues name when speaking to them							
Respond to colleagues' requests in a timely manner							
Provide product knowledge or advise when asked							
Meet colleague expectations							
Check back with colleague							

2.3. You must be able to:							
Take responsibility within their own role	*PER	SO	OQ	WQ	WT	PS	PD
Take responsibility for own tasks within role							
Positively contribute to working as part of a team to achieve a common goal							
Use own initiative to support teamwork							

2.4. You must be able to:							
Provide constructive support to colleagues	*PER	SO	OQ	WQ	WT	PS	PD
Provide assistance to team members when required							
Offer advice or suggestions to team members to support or improve service							
Provide feedback to supervisor or management to improve service							

2.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Provide constructive feedback to colleagues							

2.6. You must be able to:							
Use communication devices to undertake their role	*PER	SO	OQ	WQ	WT	PS	PD
Use standard operating procedures for telephone communication							
Use email as a communication tool with, colleagues or other departments							
Engage responsibly with social media platforms to monitor guest feedback							

2.7. You must be able to:							
Work effectively with others to achieve targets	*PER	SO	OQ	WQ	WT	PS	PD
Complete tasks to meet deadlines							
Co-operation							
Communication							
Observing							
Anticipating needs of guests and colleagues							

2.8. You must be able to:							
Respond to feedback from others to improve service standards	*PER	SO	OQ	WQ	WT	PS	PD
Respond to feedback							
Appropriately respond to feedback							
Evaluate feedback							
Implement changes following feedback							
Others							
Team members							
Supervisors							
Management							
Guests							

Unit: 205 **Unit title: Professional workplace standards**
Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 206

Unit title: Understand own role in self-development

Level 2

Unit aim

The aim of this unit is to provide learners with an understanding of how to manage their own personal and professional development opportunities. Learners will develop an understanding of how to develop their own professional skills and knowledge taking account of their professional strengths and areas for development. They will be given time to follow a development plan in to order to review how they have improved their practice and be more effective in their hospitality roles.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able to:							
Describe own professional strengths	*PER	SO	OQ	WQ	WT	PS	PD
Knowledge							
Skills							
Behaviours							
Qualities							

1.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe areas for professional development							

1.3. You must be able to:							
State sources of information on development opportunities	*PER	SO	OQ	WQ	WT	PS	PD
Colleagues							
Line managers							
Newspapers							
Careers advisors/careers services							
Job centres							
Hospitality journals							
Colleges							
Professional organisations							
Trade exhibitions							

1.4. You must be able to:							
Outline methods available to develop own professional skills and knowledge	*PER	SO	OQ	WQ	WT	PS	PD
Continuing education (part-time, full-time, online/distance learning)							
Courses accredited by a professional body							
Attending networking events							
Attending trade shows							
Secondments							
On-the-job training							
Shadowing another employee							
Subscribing to newsletters, social media alerts							
Reading hospitality related books, journals, magazines and newsletters							
Conducting online research							
Volunteering work							

1.5. You must be able to:							
Describe methods of reviewing personal knowledge and skills development plan	*PER	SO	OQ	WQ	WT	PS	PD
Appraisals							
1-2-1 meeting							
Performance reviews							
Feedback (guests, peers, line managers)							
Witness testimony							

2.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe how own development contributes to improved practice							

2.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Identify areas for own development							

2.3. You must be able to:							
Confirm development of skills and knowledge	*PER	SO	OQ	WQ	WT	PS	PD
Through self-assessment							
From others (guests, peers, line managers)							

2.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Review personal development plan							

Unit: 206**Unit title: Understand own role in self-development****Declaration**

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
------------------	--

IQA signature:	
Date:	

Unit 207

Unit title: Food safety

Level 2

Unit aim

The aim of this unit is to provide learners with the training needed to handle food safely. Through this unit, learners will develop knowledge of food safety procedures to be applied in the kitchen and service environment. They will learn the requirements for keeping themselves and their work area clean and hygienic. Understanding how reducing the risks associated with food storage together with the knowledge of how food should be handled will also be covered in this unit.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Define food safety							

1.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Define food poisoning							

1.3. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Outline the control points of a food safety management system (HACCP)							
Identify hazards associated with food safety							
Identify control points and critical control points							
Set control limits							
Apply corrective actions							
Auditing							
Validation/verification of documentation							

1.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Identify the benefits of food safety management system (HACCP)							
Reduces the risk associated with food safety							
Saves the business money in the long run							
Reduces the risk of food poisoning							

Improves food safety standards							
Ensures compliance with the law							
Improved food quality standards							
Processes to produce safe food							

1.5. You must be able to:							
Identify key food safety records used in a food safety management system	*PER	SO	OQ	WQ	WT	PS	PD
Fitness to work records							
Training records							
Pest control records							
Temperature records – hot and cold							
Refrigerator/freezer temperature records							
Cleaning records							
Rotation of stock records							
Audit records							

2.1. You must be able to:							
Identify the features of protective clothing for food handlers	*PER	SO	OQ	WQ	WT	PS	PD
No external pockets							
Press studs and Velcro rather than buttons							
Able to cover all own clothes							
Durable							
Easy to clean							
Light in colour							
Head covering							
Long sleeves							

2.2. You must be able to:							
Identify poor personal hygiene practices	*PER	SO	OQ	WQ	WT	PS	PD
Eating/chewing							
Spitting							
Nail biting							
Scratching							
Smoking							
Infrequent cleaning of oneself							
Infrequent cleaning of working environment							
Touching any part of the body							
Tasting using fingers							

Wetting fingers to open bags							
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2.3. You must be able to:							
Identify when Handwashing should occur	*PER	SO	OQ	WQ	WT	PS	PD
Starting work							
Between different tasks							
After handling raw foods							
Touching any part of the body							
Returning from breaks							
Returning from the toilet							
After smoking							
After handling money							
After handling chemicals							
After cleaning							
After handling bins or waste							

2.4. You must be able to:							
Identify the procedure for safe hand washing	*PER	SO	OQ	WQ	WT	PS	PD
Locate the resources required for safe hand washing							
Turn on taps							
Wet hands							
Apply non perfumed soap							
Create lather							

Rub hands palm to palm							
Rub the back of your left hand with your right palm with interlaced fingers. Repeat with the other hand							
Rub your palms together with fingers interlaced							
Rub the backs of your fingers against your palms with fingers interlocked							
Clasp your left thumb with your right hand and rub in rotation. Repeat with your left hand and right thumb							
Rub the tips of your fingers in the other palm in a circular motion, going backwards and forwards							
Repeat with the other hand							
Rinse hands with warm water							
Dry thoroughly with a disposable towel							
Use the disposable towel to turn off the tap. Rinse hands							
Dry hands with disposable paper towel							
Turn off taps using paper towel avoiding contaminating clean hands							

2.5. You must be able to:							
Identify reportable illnesses and infections	*PER	SO	OQ	WQ	WT	PS	PD
Diarrhoea							
Vomiting							
Colds							
Sore throats							
Congested eyes							
Skin infections							
Stomach upset							

Suspected food poisoning							
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2.6. You must be able to:							
Explain the term carriers	*PER	SO	OQ	WQ	WT	PS	PD
Healthy							
Convalescent							

2.7. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
State the importance of being 'fit for work'							

2.8. You must be able to:							
State the features of plasters suitable for use by food handlers	*PER	SO	OQ	WQ	WT	PS	PD
Non-food coloured usually blue							
Waterproof							
Metal strip							

2.9. You must be able to:							
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Identify sources of pathogenic bacteria found in human beings	*PER	SO	OQ	WQ	WT	PS	PD
Hands							
Hair							
Nose							
Mouth							
Ears							
Throat							
Septic cuts							
Spots and boils							

3.1. You must be able to:							
Identify different types of cleaning resources needed to keep the work area clean and hygienic	*PER	SO	OQ	WQ	WT	PS	PD
Detergent							
Sanitisers							
Disinfectant							
Sterilisers							
Bactericides							
Mops							
Buckets							
Cloths							
Vacuum cleaner							

3.2. You must be able to:							
State the practices used in a 'clean as you go' policy	*PER	SO	OQ	WQ	WT	PS	PD
Working tidily							
Removing waste							
Cleaning down worktops							
Sanitising work areas							
Emptying bins							
Sweeping floor area							
Mopping							

3.3. You must be able to:							
State the correct order in which the six stages of cleaning is used	*PER	SO	OQ	WQ	WT	PS	PD
Pre-clean							
Main clean							
Rinse							
Disinfect							
Rinse							

Dry							
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3.4. You must be able to:							
State the key features of cleaning schedules	*PER	SO	OQ	WQ	WT	PS	PD
Who is responsible							
What needs to be cleaned							
When or how often it needs to be cleaned							
How it should be cleaned							
What safety measures are required or considered							

3.5. You must be able to:							
Describe the process for cleaning tools and equipment	*PER	SO	OQ	WQ	WT	PS	PD
Use personal protective equipment							
Dismantle component parts before cleaning							
Use the six-stage cleaning process							
Reassemble component parts after cleaning							

3.6. You must be able to:							
Describe the safety requirements for handling and storing chemicals	*PER	SO	OQ	WQ	WT	PS	PD
Storage away from foods							
Storage in original containers							
Labelling							

Decanting							
PPE							
Dilution							
Manufacturers' instructions							

3.7. You must be able to:							
List the features of equipment and surfaces suitable for use in food handling areas	*PER	SO	OQ	WQ	WT	PS	PD
Smooth							
Non-porous							
Easily cleaned							
Non-toxic							
Resistant to corrosion							

3.8. You must be able to:							
Describe how waste should be managed safely	*PER	SO	OQ	WQ	WT	PS	PD
Unfit food							
Food waste							
Packaging							

3.9. You must be able to:							
You must be able to: Describe the importance of keeping the waste storage area clean	*PER	SO	OQ	WQ	WT	PS	PD
To prevent odours							
To prevent pests							
To prevent bacteria growth							

3.10. You must be able to:							
Explain how common types of pests pose a risk to food safety	*PER	SO	OQ	WQ	WT	PS	PD
Rodents							
Cockroaches							
Insects							
Domestic pets							
Damage to property							
Carry diseases							
Carry pathogenic bacteria							
Dead bodies and droppings are physical contaminants							

3.11. You must be able to:

Identify signs of food pest infestation	*PER	SO	OQ	WQ	WT	PS	PD
Droppings							
Smell							
Smear marks							
Pupae cases							
Larvae							
Damaged/gnawed packaging							
Food spillages							

3.12. You must be able to:							
State different methods of pest control	*PER	SO	OQ	WQ	WT	PS	PD
Kick plates							
Bait points							
Insectacutors							
Bristle strips							
Self-closing door							
Fly screens							
Building maintenance							

4.1. You must be able to:							
Describe the checks that should be made when storing foods	*PER	SO	OQ	WQ	WT	PS	PD
Food temperature							
Storage area conditions are correct							
Damage							
Dates							
Quality							
Signs of pest infestation							
Temperature probe is working correctly							
Raw and cooked foods stored separately							

4.2. You must be able to:							
Describe the methods of storing foods safely	*PER	SO	OQ	WQ	WT	PS	PD
Placed in appropriate storage area							
Covered							
Wrapped- in suitable containers							
Labelled							
Dated							
Off floor							

Chilled and frozen food to be stored correctly as soon as possible							
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4.3							
You must be able to: Describe stock rotation systems	*PER	SO	OQ	WQ	WT	PS	PD
First in first out (FIFO)							
Day dots							
Date systems							
Labelling							

4.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Describe the difference between 'best before' and 'use by' dates							

4.5. You must be able to:							
Describe the storage conditions for food	*PER	SO	OQ	WQ	WT	PS	PD
Ambient							
Chilled							
Frozen							

4.6. You must be able to:							
Describe reasons why certain foods require refrigeration	*PER	SO	OQ	WQ	WT	PS	PD
To prevent spoilage bacteria from spoiling the food							
To prevent pathogenic bacteria growing on foods							
To comply with food safety legislation							

4.7. You must be able to:							
Describe the types of food contamination	*PER	SO	OQ	WQ	WT	PS	PD
Chemical							
Physical							
Microbiological							
Allergenic							

4.8. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Define the term cross contamination							

4.9. You must be able to:							
Describe ways of reducing cross contamination	*PER	SO	OQ	WQ	WT	PS	PD
Good personal hygiene practice							
Cleaning and disinfecting of work area							
Keeping foods covered and separated							

Separately zoned areas for raw and cooked foods							
Colour coded systems							
Thorough cleaning procedures							
Thorough cooking							
Safe storage practices							
Linear workflow							
Appropriate training							

4.10. You must be able to:							
State best practice for thawing/defrosting foods	*PER	SO	OQ	WQ	WT	PS	PD
Adhering to food regulation guidelines							
Use of thawing cabinets							
Use of fridges							
Use of refrigerated rooms							

4.11. You must be able to:							
Identify the documents used for recording food storage and temperature control	*PER	SO	OQ	WQ	WT	PS	PD
Delivery monitoring record							
Fridge/freezer monitoring record							

Cooking/cooling record							
Reheating record							
Chilling record							

5.1. You must be able to:							
List the micro-organisms associated with food poisoning	*PER	SO	OQ	WQ	WT	PS	PD
Pathogens							
Food borne diseases							
Spoilage organisms							

5.2. You must be able to:							
Identify non-bacterial causes of food poisoning	*PER	SO	OQ	WQ	WT	PS	PD
Metals							
Poisonous plants							
Chemicals							
Equipment							
Tampering							
Viruses							

5.3. You must be able to:

State the conditions for bacterial growth	*PER	SO	OQ	WQ	WT	PS	PD
Warmth							
Food							
Moisture							
Time							

5.4. You must be able to:							
Identify types of high risk foods:	*PER	SO	OQ	WQ	WT	PS	PD
Ready to eat food							
Foods that receive no further heat treatment or cooking							
Cooked meats							
Poultry							
Dairy products							
Cooked rice							
Stocks							
Sauces							
Fish							
Shellfish							

5.5. You must be able to:							
Describe common symptoms of food poisoning	*PER	SO	OQ	WQ	WT	PS	PD
Nausea							
Diarrhoea							
Vomiting							
Abdominal pain							

5.6. You must be able to:							
Identify the people most at risk from food poisoning	*PER	SO	OQ	WQ	WT	PS	PD
Young children							
Elderly							
Sick							
Pregnant women							
Those with immune deficiency							

5.7. You must be able to:							
List sources of common allergens and intolerances	*PER	SO	OQ	WQ	WT	PS	PD
Peanuts							
Tree nuts							
Eggs							
Shellfish							
Gluten							
Sesame seeds							

Milk							
Soya							
Mustard							
Sulphur dioxide							
Celery							

5.8. You must be able to:							
Describe the symptoms of common food allergens and intolerances	*PER	SO	OQ	WQ	WT	PS	PD
Tingling							
Swelling							
Breathing difficulties							
Vomiting							
Diarrhoea							
Cramps							
Anaphylactic shock							

5.9. You must be able to:							
Identify sources of physical contaminants	*PER	SO	OQ	WQ	WT	PS	PD
People							
Equipment							
Pests							
Premises							
Product							

5.10. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Define the term temperature danger zone							

5.11. You must be able to:							
Understand how temperature requirements impact the safety of food	*PER	SO	OQ	WQ	WT	PS	PD
Preparation Temperature Time							
Cooking Core temperature Thorough cooking Hot							
Holding Core temperature Time							
Chilling Core temperature Time							
Re-heating Core temperature Only reheat once							

5.12. You must be able to:							
Describe techniques that prevent food poisoning	*PER	SO	OQ	WQ	WT	PS	PD
Cleaning procedures							
Good personal hygiene							
Pest control							
Temperature control							
Storage procedures							
Separate areas for preparation							
Cooking							
Chilling							

5.13							
You must be able to: Identify the best practice for chilling food	*PER	SO	OQ	WQ	WT	PS	PD
Rapid cooling of food							
Blast chiller/freezer							
Stand/stir food over ice cold water							
Decant large quantities into smaller portions							

Unit: 207

Unit title: Food safety

Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 208

Unit title: Meet guest requirements through menu planning

Level 2

Unit aim

The aim of this unit is to enable the learner to develop knowledge and understanding to better meet guest requests. Learners will develop an understanding of nutrition and special diets that affect menu choices, best practice in menu development, preparation and cooking of dishes and to ensure that changes in nutritional value are minimised for our ever-evolving guest needs

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony
PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able to:							
Describe the purpose of essential nutrients	*PER	SO	OQ	WQ	WT	PS	PD
Carbohydrates							
Starches							
Fibre							
Protein							
Fat (including fatty acids)							
Vitamins and minerals							

1.2. You must be able to:							
State sources of essential nutrients	*PER	SO	OQ	WQ	WT	PS	PD
Bread							
Cereals							
Fruit							
Vegetables							
Dairy products							
Meat							
Fish							
Pulses							
Foods containing fat							
Foods containing sugar							

1.3. You must be able to:							
Describe the impact of diet on health	*PER	SO	OQ	WQ	WT	PS	PD
Negative: Heart disease Strokes Obesity Diabetes Malnutrition Tooth decay High blood pressure							
Positive: Lower cholesterol Reduce the risk of heart disease and obesity							

1.4. You must be able to:							
Describe the culinary practices that supports a healthier eating and balanced diet	*PER	SO	OQ	WQ	WT	PS	PD
Preparation methods							
Healthier cooking methods							
Finishing techniques							
Minimal service holding times							

2.1. You must be able to:							
Describe types of special diets	*PER	SO	OQ	WQ	WT	PS	PD
Vegetarian							
Vegan							
Religious/cultural- kosher, halal							
Medically related							
Allergies and intolerance							
Life stages - babies, adolescents, pregnant women, elderly							

2.2. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Explain the impact of special diets on health and wellbeing							

2.3. You must be able to:							
Describe culinary practices to be considered when planning and providing meals for those on special diets	*PER	SO	OQ	WQ	WT	PS	PD
Interpreting information on labels							
Adjusting menus and recipes							
Substitution of ingredients							
Separation of food items and equipment							
Clear labelling of food options							
Communication with staff and guests							

Providing balanced healthy							
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2.4. You must be able to:							
Identify alternative ingredients used to meet guest special dietary requirements	*PER	SO	OQ	WQ	WT	PS	PD
Soya bean products							
Textured vegetable proteins							
Natural sugar replacements							
Gluten free flours							
Cream replaced with coconut cream							
Corn based products							

3.1. You must be able to:							
Describe different types of menu	*PER	SO	OQ	WQ	WT	PS	PD
Breakfast							
Afternoon tea							
Table d'hôte							
A la carte							
Dessert							
Function							
Tasting							

3.2. You must be able to:

Describe internal factors to be considered in the planning of menus	*PER	SO	OQ	WQ	WT	PS	PD
Staff - availability, expertise							
Equipment							
Food commodities							

3.3. You must be able to:							
Describe external factors to be considered in the planning of menus	*PER	SO	OQ	WQ	WT	PS	PD
Type of guests							
Guest needs							
Cost of food commodities							
Availability of food commodities							
Location							

3.4. You must be able to:							
Explain the basic considerations when designing menus	*PER	SO	OQ	WQ	WT	PS	PD
Balance of dishes							
Colour variety							
Texture variety							
Flavours variety							
Balance of ingredients							

4.1. You must be able to:							
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Identify influencing factors affecting guest menu choices	*PER	SO	OQ	WQ	WT	PS	PD
Lifestyle choices							
Life stage factors							
Health factors							
Current trends							
Religion							
Traditions							
Customs							

4.2. You must be able to:							
Describe ways to assist guests when making menu choices	*PER	SO	OQ	WQ	WT	PS	PD
Provide information							
Provide dietary advice							
List allergens							
List nutritional values							
Familiarise staff with ingredients used							
Offer a range of dishes							
Design dishes that can be adapted to suit guest needs							
Descriptive language							

4.3. You must be able to:							
Explain the considerations when adapting menu items to meet guest dietary needs	*PER	SO	OQ	WQ	WT	PS	PD
Maintaining a balanced nutritional dish							
Avoiding using ingredients that do not meet the guest requirements							
Maintain the organisations standards for the dish							
Texture							
Colour							
Flavour							
Appealing presentation							
Awareness of dietary trends							

Unit: 208 Unit title: Meet guest requirements through menu planning
Declaration

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Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 209

Unit title: Mise en place

Level 2

Unit aim

The aim of this unit is to enable the learner to plan for the cooking and service process, and to be able to use knives, and small and large equipment safely and confidently for a range of preparation techniques. Through this unit, learners will develop the skills needed to effectively prepare the kitchen and themselves ready for cooking. They will learn to select, use and maintain a range of tools and equipment to ensure they are safe and effective as chefs. They will develop the skills for a range of preparation techniques.

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question

WT – Witness testimony

PS – Product supplementary

PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able to:							
Use key sources of information required to prepare food production and services	*PER	SO	OQ	WQ	WT	PS	PD
Function sheet							
Tasking sheet							
Verbal instruction from line manager							
Team briefings							
Guest requests							
Standardised recipes							
Standard operating procedures							

1.2. You must be able to:							
Follow establishment procedures to ensure the kitchen area is clean and ready for mise en place	*PER	SO	OQ	WQ	WT	PS	PD
Sections clean							
Fridge checks							
Freezer checks							
Equipment turned on and ready for service							

1.3. You must be able to:							
Plan the production of simple hot and cold dishes to meet business requirements	*PER	SO	OQ	WQ	WT	PS	PD
Time plans							
Ingredient lists							
Equipment list							

Allergen risk							
Service requirements							
Business requirements:							
1 course							
2 courses							
3 courses							
Banquet							

2.1. You must be able to:							
Select correct knives and cutting equipment	*PER	SO	OQ	WQ	WT	PS	PD
Chef's knife							
Paring knife							
Filleting knife							
Boning knife							
Carving knife							
Turning knife							
Palette knife							
Serrated knife							
Steel/sharpening tools							
Peeler							
Scissors							
Corers							

2.2. You must be able to:							
Check knives and cutting equipment	*PER	SO	OQ	WQ	WT	PS	PD
Damage							
Cleanliness							
Sharpness							

2.3. You must be able to:							
Use knives and cutting equipment effectively	*PER	SO	OQ	WQ	WT	PS	PD
Safely							
Accuracy							
Precision							
Food safety							
Speed							
Minimum waste							
Hand eye coordination							

2.4. You must be able to:							
Maintain knives and cutting equipment	*PER	SO	OQ	WQ	WT	PS	PD
Cleaning							
Sharpening							

Handling and transportation							
Safe and hygienic storage							
Security							

3.1. You must be able to:							
Select correct small equipment	*PER	SO	OQ	WQ	WT	PS	PD
Blender							
Blow torch							
Can opener							
Carving fork							
Chopping boards							
Cooling rack							
Food processor							
Frying pan/wok							
Grater							
Mandolin							
Measuring jug							
Mixers							
Moulds and cases							
Pastry brushes							
Piping bag and nozzles							
Ricer							
Rolling pin							
Saucepans							

Scales							
Sieve							
Spatula							
Spider							
Spoons							
Strainers							
Temperature probe							
Trays							
Whisk							

3.2. You must be able to:							
Check small equipment	*PER	SO	OQ	WQ	WT	PS	PD
Damage							
Cleanliness							

3.3. You must be able to:							
Use small equipment effectively	*PER	SO	OQ	WQ	WT	PS	PD
Safely							
Accuracy							
Precision							
Food safety							
Minimum waste							

3.4. You must be able to:							
Maintain small equipment	*PER	SO	OQ	WQ	WT	PS	PD
Cleaning							
Safe and hygienic storage							
Reporting any damage or faults							

4.1. You must be able to:							
Select large equipment	*PER	SO	OQ	WQ	WT	PS	PD
Cold holding equipment							
Hot holding equipment							
Fryers and griddles							
Grills							
Hobs							
Ovens							
Steamers							
Water bath							

4.2. You must be able to:							
Check large equipment	*PER	SO	OQ	WQ	WT	PS	PD
Damage							
Cleanliness							
Fit for purpose							

4.3. You must be able to:							
Use large equipment effectively	*PER	SO	OQ	WQ	WT	PS	PD
Safely							
Food safety							
Minimum waste							

4.4. You must be able to:							
Maintain large equipment	*PER	SO	OQ	WQ	WT	PS	PD
Cleanliness							
Disassembled and assembled correctly							
Reporting any damage or faults							

5.1. You must be able to:							
Check quality of ingredients	*PER	SO	OQ	WQ	WT	PS	PD
Visual							
Aroma							
Texture							
Use by and best before dates							
Report issues							

5.2. You must be able to:

Check correct quantity of ingredients against recipe	*PER	SO	OQ	WQ	WT	PS	PD
Increase quantity							
Decrease quantity							
Report issues							

5.3. You must be able to:							
Use small equipment to carry out the preparation techniques	*PER	SO	OQ	WQ	WT	PS	PD
Basting							
Beating							
Blanching							
Blending							
Brushing							
Coating							
Cooling/chilling/refreshing							
Cutting/shaping							
Draining							
Filling							
Folding							
Glazing							

Grating							
Lining							
Mashing							
Measuring							
Mixing							
Moulding and demoulding							
Passing							
Piping							
Portioning							
Pureeing							
Reducing							
Rolling							
Saucing							
Searing							
Serving							
Skimming							
Slicing							
Straining							
Trussing							
Tying							
Turning							
Weighing							
Whisking							

5.4. You must be able to:

Use large equipment to carry out the following techniques	*PER	SO	OQ	WQ	WT	PS	PD
Baking							
Boiling							
Chilling							
Cold holding							
Freezing							
Frying							
Grilling							
Hot holding							
Poaching							
Roasting							

Steaming							
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Unit: 209

Unit title: Mise en place

Declaration

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Candidate name:	
Candidate signature:	

Date:	
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I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 210

Unit title: Cooking methods, techniques and commodities: boiling, poaching and steaming

Level 2

Unit aim

The aim of this unit is for learners to produce a range of items using boiling, poaching and steaming techniques which can be incorporated to produce a range of dishes. This will include making a variety of stocks, sauces and soups. Learners will develop knowledge of these cooking methods and the related food commodities to develop dishes that are produced using these techniques.

They will learn the principles of boiling, poaching and steaming applying the skills they have learnt in the mise en place unit, selecting appropriate equipment, checking quantity, checking ingredient quality, preparing food and cook foods using these methods. They will develop skills to produce a range of dishes, from the checking of ingredients to the final preparation of the dish. Learners will gain the skills and knowledge required to create new and exciting dishes that will enhance any modern-day menu.

PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question

WT – Witness testimony

PS – Product supplementary

PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

Boiling**1.1. You must be able to:**

	*PER	SO	OQ	WQ	WT	PS	PD
Define boiling as a method of cookery							

1.2. You must be able to:

Describe quality checks used when boiling foods	*PER	SO	OQ	WQ	WT	PS	PD
Appearance							
Freshness							
Size							
Shape							
Texture							
Type							

1.3. You must be able to:

Outline different preparation techniques used for boiling	*PER	SO	OQ	WQ	WT	PS	PD
Washing							
Peeling							
Cutting							
Tying							

1.4. You must be able to:							
List types of food items suitable for boiling	*PER	SO	OQ	WQ	WT	PS	PD
Eggs							
Grains							
Meats							
Mixed ingredients for stocks, soups and sauces							
Pasta							
Fish							
Poultry							
Pulses							
Rice							
Vegetables							

1.5. You must be able to:							
Describe the benefits of using boiling as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Appropriate for large-scale cookery.							
Rapid method of cookery							
Maximum colour retained for green vegetables							
Older, tougher, cheaper cuts of meat and poultry can be made digestible							
Nutritious, well-flavoured stock is produced							

1.6. You must be able to:							
Describe the limitations of using boiling as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Loss of water-soluble vitamins							
Does not add flavour							
Does not add colour to food							

1.7. You must be able to:							
Explain the health & safety points when using boiling as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Avoid hazards such as handles sticking out							
Secure lids if requires							

4.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method (boiling)							

4.2. You must be able to:							
Cook a range of food items by using boiling as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Meat/poultry/fish							
Eggs							

Vegetables							
Farinaceous							
Grains							

4.3. You must be able to:							
Apply quality checks during boiling	*PER	SO	OQ	WQ	WT	PS	PD
Correct temperature							
Timing							
Liquid levels							
Texture							
Evaporation							

4.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Use equipment safely when using boiling as a method of cookery							

4.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Comply with food safety whilst using boiling as a method of cookery							

Poaching

2.1. You must be able to:

	*PER	SO	OQ	WQ	WT	PS	PD
Define poaching as a method of cookery							

2.2. You must be able to:

Describe quality checks used when poaching foods	*PER	SO	OQ	WQ	WT	PS	PD
Appearance							
Freshness							
Size							
Shape							
Texture							
Type							

2.3. You must be able to:

Outline different preparation techniques used for poaching	*PER	SO	OQ	WQ	WT	PS	PD
Washing							
Peeling							
Cutting							

2.4. You must be able to:							
List types of food items suitable for poaching	*PER	SO	OQ	WQ	WT	PS	PD
Eggs							
Meats							
Fish							
Poultry							
Fruits							

2.5. You must be able to:							
Describe the benefits of using poaching as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Appropriate for large-scale cookery							
Rapid method of cookery							
Minimise moisture loss							
Retains the basic shape of food							
Doesn't overpower the delicate flavour of food							
Healthy method of cookery							

2.6. You must be able to:

Describe the limitations of using poaching as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Loss of water-soluble vitamins							
Does not add colour							
Does not add flavour							

2.7. You must be able to:							
Explain the health & safety points when using poaching as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Avoid hazards such as handles sticking out							
Avoid splashing							
Careful placing of food into liquid							

5.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method (poaching)							

5.2. You must be able to:							
Cook a range of food items by using poaching as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Meat/poultry/fish							
Eggs							

Fruit							
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5.3. You must be able to:							
Apply quality checks during poaching	*PER	SO	OQ	WQ	WT	PS	PD
Correct temperature							
Timing							
Liquid levels							
Texture							
Evaporation							

5.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Use equipment safely when using poaching as a method of cookery							

5.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Comply with food safety whilst using poaching as a method of cookery							

Steaming

3.1. You must be able to:

	*PER	SO	OQ	WQ	WT	PS	PD
Define steaming as a method of cookery							

3.2. You must be able to:

Describe quality checks used when steaming foods	*PER	SO	OQ	WQ	WT	PS	PD
Appearance							
Freshness							
Size							
Shape							
Texture							
Type							

3.3. You must be able to:							
Outline different preparation techniques used for steaming	*PER	SO	OQ	WQ	WT	PS	PD
Washing							
Peeling							
Cutting							
Tying							

3.4. You must be able to:							
List types of food items suitable for steaming	*PER	SO	OQ	WQ	WT	PS	PD
Eggs							
Meats							
Fish							
Poultry							
Vegetables							
Rice							

3.5. You must be able to:							
Describe the benefits of using steaming as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Appropriate for large-scale cookery							
Rapid method of cookery							
Minimise moisture loss							

Avoids burning of food							
Avoids using additional fat							
Retains the basic shape of food							
Doesn't overpower the delicate flavour of food							

3.6. You must be able to:							
Describe the limitations of using steaming as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Loss of water-soluble vitamins							
Does not add flavour							

3.7. You must be able to:							
Explain the health & safety points when using steaming as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Avoid placing hands into the steam vapour							
Operate pressurised equipment safely							

6.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method (steaming)							

6.2. You must be able to:							
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Cook a range of food items by using steaming as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Meat/poultry/fish							
Vegetables							

6.3. You must be able to:							
Apply quality checks during steaming	*PER	SO	OQ	WQ	WT	PS	PD
Correct temperature							
Timing							
Texture							
Sufficient liquid levels							

6.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Use equipment safely when using steaming as a method of cookery							

6.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Comply with food safety whilst using steaming as a method of cookery							

7.1 You must be able to:							
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Finish foods for hot and cold service when using the boiling, poaching and steaming method	*PER	SO	OQ	WQ	WT	PS	PD
Seasoning							
Correcting consistency							
Dressing/saucing							
Cooling-refreshing							
Reheating							
Garnishing							

7.2. You must be able to:							
Complete quality checks when finishing foods by boiling, poaching and steaming	*PER	SO	OQ	WQ	WT	PS	PD
Against specification or recipe							
Portion size is correct							
Correct temperature for service							

Unit: 210 **Unit title: Cooking methods, techniques and commodities: boiling, poaching and steaming**
Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 211

Unit title: Cooking methods, techniques and commodities: stewing and braising

Level 2

Unit aim

The aim of this unit is for learners to produce a range of items using stewing and braising techniques which can be incorporated to produce a range of dishes. This will include making a variety of stewed and braised meat, poultry, fish, vegetable and fruit dishes. Learners will develop knowledge of these cooking methods and the related food commodities to develop dishes that are produced using these techniques. They will learn the principles of stewing and braising applying the skills they have learnt in the mise en place unit, selecting appropriate equipment, checking quantity, checking ingredient quality, preparing food and cook foods using these methods.

They will develop skills to produce a range of dishes, from the checking of ingredients to the final preparation of the dish. Learners will gain the skills and knowledge required to create new and exciting dishes that will enhance any modern-day menu. When being assessed for this unit, learners will also be assessed against the mise en place criteria; selection of equipment, checking of quality and quantity and correct preparation of food for the relevant cooking method.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

Stewing**1.1. You must be able to:**

	*PER	SO	OQ	WQ	WT	PS	PD
Define stewing as a method of cookery							

1.2. You must be able to:

Describe quality checks used when stewing foods	*PER	SO	OQ	WQ	WT	PS	PD
Appearance							
Freshness							
Size							
Shape							
Texture							
Type							

1.3. You must be able to:

Outline different preparation techniques used for stewing	*PER	SO	OQ	WQ	WT	PS	PD
Washing							
Peeling							
Cutting							
Tying							
Trimming fat							
Browning							

1.4. You must be able to:							
List types of food items suitable for stewing	*PER	SO	OQ	WQ	WT	PS	PD
Meats							
Fish							
Poultry							
Vegetables							
Fruits							

1.5. You must be able to:							
Describe the benefits of using stewing as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Juices are retained as part of the stew							
Correct slow cooking results in very little evaporation							
It is economic on fuel							
Nutrients are conserved							
Tough foods are tenderised							
Economical in labour because foods can be bulk cooked							

1.6. You must be able to:							
Describe the Limitations of using stewing as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Slow method of cookery							

1.7. You must be able to:							
Explain the health & safety points when using stewing as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Risk assess the task							
Avoid hazards such as handles sticking out							
Avoid splashing							

3.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method							

3.2. You must be able to:							
Cook a range of food items by using stewing as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Meat							
Poultry							
Fish							
Vegetables							
Fruit							

3.3. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Apply quality checks during stewing							

3.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Use equipment safely when using stewing as a method of cookery							

3.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Comply with food safety whilst using stewing as a method of cookery							

Braising

2.1. You must be able to:

	*PER	SO	OQ	WQ	WT	PS	PD
Define braising as a method of cookery							

2.2. You must be able to:

Describe quality checks used when braising foods	*PER	SO	OQ	WQ	WT	PS	PD
Appearance							
Freshness							
Size							
Shape							
Texture							
Type							

2.3. You must be able to:

Outline different preparation techniques used for braising	*PER	SO	OQ	WQ	WT	PS	PD
Washing							

Peeling							
Cutting							
Tying							
Trimming fat							
Browning							

2.4. You must be able to:							
List types of food items suitable for braising	*PER	SO	OQ	WQ	WT	PS	PD
Meats							
Fish							
Poultry							
Vegetables							
Fruits							

2.5. You must be able to:							
Describe the benefits of using braising as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Juices are retained as part of the finished dish							
Correct slow cooking results in very little evaporation							
It is economic on fuel							
Nutrients are conserved							
Tough foods are tenderised							
Economical in labour because foods can be bulk cooked							

2.6. You must be able to:							
Describe the limitations using braising as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Slow method of cookery							

2.7. You must be able to:							
Explain the health and safety points when using braising as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Risk assess the task							
Avoid hazards such as handles sticking out							
Avoid splashing							

4.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method							

4.2. You must be able to:							
Cook a range of food items by using braising as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Meat							

Poultry							
Fish							
Vegetables							
Rice							
Fruit							

4.3. You must be able to:							
Apply quality checks during braising	*PER	SO	OQ	WQ	WT	PS	PD
Correct temperature							
Liquid levels							
Texture							
Evaporation							

4.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Use equipment safely when using braising as a method of cookery							

4.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Comply with food safety whilst using braising as a method of cookery							

5.1. You must be able to:							
Finish foods for service when using the stewing and braising methods of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Seasoning							
Correcting consistency							
Reheating							
Garnishing							

7.1. You must be able to:							
Complete quality checks when finishing foods by stewing and braising methods of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Against specification or recipe							
Portion size is correct							
Correct temperature for service							

Unit: 211 **Unit title: Cooking methods, techniques and commodities: stewing and braising**
Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 212

Unit title: Cooking methods, techniques and commodities: baking, roasting and grilling

Level 2

Unit aim

The aim of this unit is for learners to produce a range of items using baking, roasting and grilling techniques which can be incorporated to produce a range of dishes. This will include making a variety of dishes focused on using these methods. Learners will develop knowledge of these cooking methods and the related food commodities to develop dishes that are produced using these techniques. They will learn the principles of baking, roasting and grilling applying the skills they have learnt in the mise en place unit, selecting appropriate equipment, checking quantity, checking ingredient quality, preparing food and cook foods using these methods. They will develop skills to produce a range of dishes, from the checking of ingredients to the final preparation of the dish. Learners will gain the skills and knowledge required to create new and exciting dishes that will enhance any modern-day menu.

When being assessed for this unit, learners will also be assessed against the mise en place criteria; selection of equipment, checking of quality and quantity and correct preparation of food for the relevant cooking method.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

Baking

1.1. You must be able to:

	*PER	SO	OQ	WQ	WT	PS	PD
Define baking as a method of cookery							

1.2. You must be able to:

Describe quality checks used when baking foods	*PER	SO	OQ	WQ	WT	PS	PD
Appearance							
Size							
Shape							
Texture							
Even colour							
Crustiness							
Setting points							

1.3. You must be able to:

Outline different preparation techniques used for baking	*PER	SO	OQ	WQ	WT	PS	PD
Glazing							
Docking							
Blind baking							
Egg washing							

1.4. You must be able to:							
List types of food items suitable for baking	*PER	SO	OQ	WQ	WT	PS	PD
Meats							
Fish							
Pastry							
Dough products							
Eggs							
Vegetables							
Cakes							
Egg custards							
Baked potatoes							
Fruits							
Rice							

1.5. You must be able to:							
Describe the benefits of using baking as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
A wide range of savoury and sweet foods can be produced							
Baked products are appealing to the eye and to the mouth							

1.6. You must be able to:							
Describe the limitations of using baking as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Requires regular attention							
Expensive energy							

1.7. You must be able to:							
Explain the health and safety points when using baking as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Risk assess the task							
Avoid hazards such as leaving hot trays on surfaces							

4.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method							

4.2. You must be able to:							
Cook a range of food items by using baking as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Meats/fish							
Vegetables							
Pastry							
Eggs							
Cakes							
Egg custards							
Fruits							
Rice							

4.3. You must be able to:							
Apply quality checks during baking	*PER	SO	OQ	WQ	WT	PS	PD
Correct temperature							
Even temperature							
Accurate timing							
Humidity							
Texture							
Colour							
Setting point							

4.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Use equipment safely when using baking as a method of cookery							

4.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Comply with food safety whilst using baking as a method of cookery							

Roasting

2.1. You must be able to:

	*PER	SO	OQ	WQ	WT	PS	PD
Define roasting as a method of cookery							

2.2. You must be able to:

Describe quality checks used when roasting foods	*PER	SO	OQ	WQ	WT	PS	PD
Appearance							
Size							
Shape							
Marbling							
Even fat content							

2.3. You must be able to:

Outline different preparation techniques used for roasting	*PER	SO	OQ	WQ	WT	PS	PD
Trussed/tied							
Peeled							
Even size cuts							
Deseeded							

Seasoned							
Oiled							
Larding							
Trivet							

2.4. You must be able to:							
List types of food items suitable for roasting	*PER	SO	OQ	WQ	WT	PS	PD
Meats							
Poultry							
Game							
Fish							
Vegetables							

2.5. You must be able to:							
Describe the benefits of using roasting as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Good quality meat and poultry is tender when roasted							
Meat juices from the joint are used for gravy							
Use of energy and oven temperature can be controlled							
Cooking can be observed (transparent oven doors)							
Basting with meat juices adds to a distinctive flavour							
Maillard effect / browning adds to flavour							

2.6. You must be able to:							
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Describe the limitations of using roasting as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Requires regular attention							
Expensive energy							

2.7. You must be able to:							
Explain the health and safety points when using roasting as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Risk assess the task							
Avoid hazards such as leaving hot trays on surfaces							
Avoid splashes from hot oils							

5.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method							

5.2. You must be able to:							
Cook a range of food items by using roasting as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Meats/poultry/fish							
Vegetables							

5.3. You must be able to:							
Apply quality checks during roasting	*PER	SO	OQ	WQ	WT	PS	PD
Correct temperature							
Even temperature							
Accurate timing							
Texture							
Colour							

5.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Use equipment safely when using roasting as a method of cookery							

5.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Comply with food safety whilst using roasting as a method of cookery							

Grilling

3.1. You must be able to:

	*PER	SO	OQ	WQ	WT	PS	PD
Define grilling as a method of cookery							

3.2. You must be able to:

Describe quality checks used when grilling foods	*PER	SO	OQ	WQ	WT	PS	PD
Appearance							
Size							
Shape							
Marbling							
Even fat content							

3.3. You must be able to:

Outline different preparation techniques used for grilling	*PER	SO	OQ	WQ	WT	PS	PD
Pre-heating							
Oiling							
Marinating							
Glazing							
Scoring							

3.4. You must be able to:							
List types of food items suitable for grilling	*PER	SO	OQ	WQ	WT	PS	PD
Meats							
Fish							
Vegetables							
Fruits							

3.5. You must be able to:							
Describe the benefits of using grilling as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Food can be quickly cooked to order							
Charring foods gives them a pleasing appearance and better flavour							
Better control as food is visible during cooking							
Excess fats drain away from the food for healthier diet							

3.6. You must be able to:							
Describe the limitations of using grilling as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Requires regular attention							
Most suitable for expensive cuts of meats							
Requires greater skill							

3.7. You must be able to:							
Explain the health and safety points when using grilling as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Risk assess the task							
Avoid hazards such as leaving hot trays on surfaces							
Fire precaution							

6.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method							

6.2. You must be able to:							
Cook a range of food items by using grilling as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Meats							
Fish							
Vegetables							
Fruits							

6.3. You must be able to:							
Apply quality checks during grilling	*PER	SO	OQ	WQ	WT	PS	PD
Correct Temperature							
Even colour							

6.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Use equipment safely when using grilling as a method of cookery							

6.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Comply with food safety whilst using grilling as a method of cookery							

7.1. You must be able to:							

Finish foods for service when using baking, roasting and grilling methods of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Seasoning							
Correcting consistency							
Food is set / cooked							
Food is correct colour							
Food is glazed if required							
Garnishing							

7.2. You must be able to:							
Complete quality checks when finishing foods	*PER	SO	OQ	WQ	WT	PS	PD
Against specification or recipe							
Portion size is correct							
Temperature of food is correct for serving							

Unit: 212 Unit title: Cooking methods, techniques and commodities: baking, roasting and grilling

Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	

Date:	
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I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 213

Unit title: Cooking methods, techniques and commodities: deep and shallow frying

Level 2

Unit aim

The aim of this unit is for learners to produce a range of items using deep frying and shallow frying techniques which can be incorporated to produce a range of dishes. This will include making a variety of dishes focused on using these methods. Learners will develop knowledge of these cooking methods and the related food commodities to develop dishes that are produced using these techniques. They will learn the principles of deep frying and shallow applying the skills they have learnt in the mise en place unit, selecting appropriate equipment, checking quantity, checking ingredient quality, preparing food and cook foods using these methods. They will develop skills to produce a range of dishes, from the checking of ingredients to the final preparation of the dish. Learners will gain the skills and knowledge required to create new and exciting dishes that will enhance any modern-day menu.

When being assessed for this unit, learners will also be assessed against the mise en place criteria; selection of equipment, checking of quality and quantity and correct preparation of food for the relevant cooking method.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

Deep frying**1.1. You must be able to:**

	*PER	SO	OQ	WQ	WT	PS	PD
Define deep frying as a method of cookery							
Dry method of cookery							
Oil/fat temperature							
Type of oil/fat							

1.2. You must be able to:

	*PER	SO	OQ	WQ	WT	PS	PD
Describe quality checks used when deep frying foods							
Appearance							
Freshness							
Size							
Shape							
Texture							
Type							

1.3. You must be able to:							
Outline different preparation techniques used for deep frying	*PER	SO	OQ	WQ	WT	PS	PD
Washing							
Peeling							
Cutting							
Blanching							
Coating							
Draining							

1.4. You must be able to:							
List types of food items suitable for deep frying	*PER	SO	OQ	WQ	WT	PS	PD
Fish							
Fruit							
Meat							
Poultry							
Vegetable							
Dough based							
Pastry based							

1.5. You must be able to:							
Describe the benefits of using deep frying as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Quick method of cookery							
Adds colour							
Seals in flavour							
Adds texture							
You must be able to:							
Describe the limitations of using deep frying as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Destroys certain nutrients							
Adds additional oils/fats into the diet							

1.6. You must be able to:							
Explain the health & safety points when using deep frying as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Risk assess the task							
Avoid overfilling							
Avoid dropping foods into hot oil/fats							

3.1. You must be able to:

	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method							

3.2. You must be able to:							
Cook food items by using deep frying as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Fish							
Fruit							
Meat							
Poultry							
Vegetable							
Dough based							
Pastry based							

3.3. You must be able to:							
Apply quality checks during deep frying	*PER	SO	OQ	WQ	WT	PS	PD
Correct temperature							
Oil/fat levels							
Texture							
Colour							

3.4. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Maintain health and safety standards when using deep frying as a method of cookery							

3.5. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Comply with food safety standards whilst using deep frying as a method of cookery							

Shallow frying

2.1. You must be able to:

Define shallow frying as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Dry method of cookery							
Oil/fat temperature							
Type of oil/fat							
Stir frying							
Sautéing							

2.2. You must be able to:

Describe quality checks used when shallow frying foods	*PER	SO	OQ	WQ	WT	PS	PD
Appearance							
Freshness							
Size							
Shape							
Texture							
Type							

2.3. You must be able to:							
Outline different preparation techniques used for shallow frying	*PER	SO	OQ	WQ	WT	PS	PD
Washing							
Peeling							
Cutting							
Batting							
Coating							
Marinating							
Mixing							

2.4. You must be able to:							
List types of food items suitable for shallow frying	*PER	SO	OQ	WQ	WT	PS	PD
Eggs							
Fish							
Fruit							
Meats							
Batter-based products							
Noodles							
Pasta							
Poultry							
Rice							
Vegetables							

2.5. You must be able to:							
Describe the benefits of using shallow frying as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Quick method of cookery							
Maintains colour							
Maintains food texture							
Seals in flavour							
You must be able to:							
Describe the limitations of using shallow frying as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Destroys certain nutrients							

2.6. You must be able to:							
Explain the health & safety points when using shallow frying as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Select safe equipment							
Avoid touching hot surfaces							
Risk assess the task							

Avoid hazards such as handles sticking out							
Avoid overfilling							
Avoid dropping foods into hot oil/fats							

4.1. You must be able to:							
	*PER	SO	OQ	WQ	WT	PS	PD
Select the equipment used appropriate for cookery method							

4.2. You must be able to:							
Cook food items by using shallow frying as a method of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Eggs							
Fish							
Fruit							
Meats							
Batter-based products							
Noodles							
Pasta							
Poultry							
Rice							
Vegetables							

4.3. You must be able to:							
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Apply quality checks during shallow frying	*PER	SO	OQ	WQ	WT	PS	PD
Correct temperature							
Oil/fat levels							
Texture							
Colour							

5.1. You must be able to:							
Finish foods for service when using deep frying and shallow frying methods of cookery	*PER	SO	OQ	WQ	WT	PS	PD
Seasoning							
Correcting consistency							
Dressing/saucing							
Cooling-refreshing							
Reheating							
Garnishing							
Coating							

5.2. You must be able to:

Complete quality checks when finishing foods	*PER	SO	OQ	WQ	WT	PS	PD
Against specification or recipe							
Portion size is correct							
Temperature of food							
Seasoning							

Unit: 213 Unit title: Cooking methods, techniques and commodities: deep and shallow frying
Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 214 Unit title: Understand food commodities

Level 2

Unit aim

The aim of this unit is to develop the knowledge needed to effectively prepare, cook and finish dishes using a wide range of commodities and techniques. They will understand how commodities can be the focus of a dish or used to enhance a dish and apply their knowledge for different situations. In this unit the learner will develop their knowledge of the key commodity groups; types, preparation, preservation, finishing and quality points for finished dishes.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1.1. You must be able to:							
Describe types of stocks, soups and sauces	*PER	SO	OQ	WQ	WT	PS	PD
Stocks <ul style="list-style-type: none"> • Fish • Meat/Poultry • Vegetable • Convenience products 							
Soups <ul style="list-style-type: none"> • Bisques • Broth • Chowder • Clear • Cream • Purée • Velouté • Cold 							
Sauces <ul style="list-style-type: none"> • Béchamel derivatives • Brown sauces • Cold • Emulsified • Foams • Gravies • Purées • Reductions • Velouté derivatives 							

1.2. You must be able to:							
Describe the preparation techniques for stocks, soups and sauces	*PER	SO	OQ	WQ	WT	PS	PD
Washing							
Cutting							
Blanching							
Browning							
Checking and preparing bones							

1.3. You must be able to:							
Describe the cooking techniques for stocks, soups and sauces	*PER	SO	OQ	WQ	WT	PS	PD
Simmering							
Boiling							
Skimming							

1.4. You must be able to:							
State timings for cooking of stocks	*PER	SO	OQ	WQ	WT	PS	PD
Brown							
White							
Fish							
Vegetable							

1.5. You must be able to:							
Describe the finishing techniques for stocks, soups and sauces	*PER	SO	OQ	WQ	WT	PS	PD
Stocks <ul style="list-style-type: none"> • Skimming • Straining • Chilling Soups <ul style="list-style-type: none"> • Adjusting consistency • Seasoning • Chilling • Garnishing • Passing Sauces <ul style="list-style-type: none"> • Adjusting consistency • Seasoning • Chilling • Garnishing • Passing 							

1.6. You must be able to:							
Describe the quality points in finished stocks, soups and sauces	*PER	SO	OQ	WQ	WT	PS	PD
Aroma							
Colour							
Consistency							

Portion size							
Presentation							
Taste							
Temperature							
Texture							

2.1. You must be able to:							
State types of meat and offal	*PER	SO	OQ	WQ	WT	PS	PD
Meat <ul style="list-style-type: none"> • Red meat • White meat Offal <ul style="list-style-type: none"> • Liver • Kidneys • Tongue • Tail • Sweetbreads • Heart 							

2.2. You must be able to:							
Describe cuts and joints of meat and offal	*PER	SO	OQ	WQ	WT	PS	PD
Beef: shin, brisket, sirloin, fillet, T-Bone, rump, chuck, neck, fore rib, topside, thick flank, leg							
Lamb: neck, shoulder, best end, saddle, leg, breast							
Pork: head, shoulder, loin, leg, belly, fillet, trotter							

Veal: cushion, loin, cutlets, escalopes							
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2.3. You must be able to:							
Describe suitable preservation methods for meat and offal	*PER	SO	OQ	WQ	WT	PS	PD
Curing							
Drying							
Freezing							
Marinating							
Salting							
Smoking							
Vac packing							
Tenderizing							

2.4. You must be able to:							
Describe the preparation techniques for meat and offal	*PER	SO	OQ	WQ	WT	PS	PD
Meat							
• Boning							
• Dicing							
• Jointing							
• Larding							
• Mincing							
• Skinning							
• Slicing							
• Stuffing							

<ul style="list-style-type: none"> • Trimming • Tying/securing 							
Offal <ul style="list-style-type: none"> • Boning • Dicing • Mincing • Skinning • Slicing • Trimming • Tying/securing 							

2.5. You must be able to:							
Describe the finishing techniques for meat and offal dishes	*PER	SO	OQ	WQ	WT	PS	PD
Adjusting consistency							
Carving							
Chilling							
Garnishing							
Resting							
Seasoning							
Saucing							
Skimming							

2.6. You must be able to:

Describe the quality points in finished meat and offal dishes	*PER	SO	OQ	WQ	WT	PS	PD
Aroma							
Colour							
Consistency							
Portion size							
Presentation							
Taste							
Temperature							
Texture							

3.1. You must be able to:							
Identify types of poultry	*PER	SO	OQ	WQ	WT	PS	PD
Chicken							
Duck							
Goose							
Guinea fowl							
Poussin							
Turkey							

3.2. You must be able to:							
Describe cuts and joints of poultry	*PER	SO	OQ	WQ	WT	PS	PD
Breasts							
Dice							

Drumstick							
Escalopes							
Flat/spatchcock							
Legs							
Strips							
Sauté							
Suprêmes							
Thighs							
Whole							

3.3. You must be able to:							
Describe suitable preservation methods for poultry	*PER	SO	OQ	WQ	WT	PS	PD
Curing							
Drying							
Freezing							
Marinating							
Smoking							
Vac packing							
Tenderizing							

3.4. You must be able to:							
Describe the preparation techniques for poultry	*PER	SO	OQ	WQ	WT	PS	PD
Boning							

Mincing							
Skinning							
Slicing							
Stuffing							
Trimming							
Tying/securing							
Trussing							

3.5. You must be able to:							
Describe the finishing techniques for poultry dishes	*PER	SO	OQ	WQ	WT	PS	PD
Adjust consistency							
Carving							
Chilling							
Garnishing							
Resting							
Seasoning							
Saucing							
Skimming							

3.6. You must be able to:							
Describe the quality points in finished poultry dishes	*PER	SO	OQ	WQ	WT	PS	PD
Aroma							
Colour							

Consistency							
Portion size							
Presentation							
Taste							
Temperature							
Texture							

4.1. You must be able to:							
Identify types of fish	*PER	SO	OQ	WQ	WT	PS	PD
Fresh water							
Flat							
Oily							
Round							
Exotic							

4.2. You must be able to:							
Identify types of shellfish	*PER	SO	OQ	WQ	WT	PS	PD
Crustacean							
Cephalopods							
Mollusca							

4.3. You must be able to:							
Describe cuts and folds of types of fish	*PER	SO	OQ	WQ	WT	PS	PD
Darne							
Délice							
Double filets							
En tresse							
Fillets,							
Goujonette							
Goujons							
Paupiettes							
Sole colbert							
Suprême							
Tronçon							

4.4. You must be able to:							
Know suitable preservation methods for fish and shellfish	*PER	SO	OQ	WQ	WT	PS	PD
Curing							
Drying							
Freezing							
Marinating							
Pickling							
Salting							
Smoking							
Vac packing							

Tenderizing							
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4.5. You must be able to:							
Describe the preparation techniques for fish and shellfish dishes	*PER	SO	OQ	WQ	WT	PS	PD
Fish <ul style="list-style-type: none"> • Cleaning • Coating/crumbing • Filleting • Gutting • Mincing/blending • Portioning • Scaling • Skinning • Stuffing • Trimming • Wrapping 							
Shellfish <ul style="list-style-type: none"> • Boiling • Removing Byssus threads • Coating/crumbing • Debearding • Mincing/blending • Purging • Removing barnacles • Removing beak and bone • Removing meat from claws, body, legs and shell 							

<ul style="list-style-type: none"> • Stuffing • Trimming • Washing clean 							
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4.6. You must be able to:							
Describe the finishing techniques for fish and shellfish dishes	*PER	SO	OQ	WQ	WT	PS	PD
Adjust consistency							
Carving							
Chilling							
Garnishing							
Resting							
Seasoning							
Saucing							
Skimming							

4.7. You must be able to:							
Describe the quality points in finished fish and shellfish dishes	*PER	SO	OQ	WQ	WT	PS	PD
Aroma							
Colour							
Consistency							
Portion size							
Presentation							
Taste							

Temperature							
Texture							

5.1. You must be able to:							
Identify types of fruits, vegetables and pulses	*PER	SO	OQ	WQ	WT	PS	PD
Fruits <ul style="list-style-type: none"> • Citrus • Hard • Soft • Stoned • Tropical 							
Vegetables <ul style="list-style-type: none"> • Bulbs • Fungi • Flower • Leaves and brassicas • Nuts • Pods and seeds • Roots • Sea vegetable • Squash • Stems and shoots • Tubers • Vegetable protein 							
Pulses <ul style="list-style-type: none"> • Beans 							

<ul style="list-style-type: none"> • Peas • Lentils 							
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5.2. You must be able to:							
Identify cuts used in the preparation of fruit, vegetables and pulses	*PER	SO	OQ	WQ	WT	PS	PD
Brunoise							
Baton							
Chiffonade							
Jardiniere							
Julienne							
Macedoine							
Mirepoix							
Paysanne							

5.3. You must be able to:							
Know suitable preservation methods for fruit, vegetables and pulses	*PER	SO	OQ	WQ	WT	PS	PD
Drying							
Canning							
Freezing							
Marinating							
Pickling							
Smoking							
Vac packing							

5.4. You must be able to:							
Describe the preparation techniques for fruit, vegetables and pulses	*PER	SO	OQ	WQ	WT	PS	PD
Blanching							
Boiling							
Coating							
Concassè							
Coring							
Cutting							
Crushing							
Deseeding							
Draining							
Marinating							
Peeling							
Portioning							
Scoring							
Segmenting							
Skinning							
Soaking							
Sorting							
Stuffing							
Trimming							
Tying Washing							
Re -washing							
Stoning							

5.5. You must be able to:							
Describe the finishing techniques for fruit and vegetables dishes	*PER	SO	OQ	WQ	WT	PS	PD
Adjust consistency							
Slicing							
Chilling							
Garnishing							
Gratinate							
Seasoning							
Saucing							

5.6. You must be able to:							
Describe the quality points in finished fruit and vegetables dishes	*PER	SO	OQ	WQ	WT	PS	PD
Aroma							
Colour							
Consistency							
Portion size							
Presentation							
Taste							
Temperature							

Texture							
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6.1. You must be able to:							
Identify types of farinaceous ingredients and eggs	*PER	SO	OQ	WQ	WT	PS	PD
Rice <ul style="list-style-type: none"> • Glutinous rice • Long grain • Short grain 							
Pasta <ul style="list-style-type: none"> • Dried pasta • Filled • Fresh pasta 							
Grain <ul style="list-style-type: none"> • Barley • Buckwheat • Corn/maize • Millet • Oats • Quinoa • Rye • Wheat 							
Gnocchi <ul style="list-style-type: none"> • Choux paste • Potato • Semolina 							
Eggs							

<ul style="list-style-type: none"> • Chicken • Duck • Ostrich • Quail • Turkey 							
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6.2. You must be able to:							
Know suitable preservation methods for farinaceous products and eggs	*PER	SO	OQ	WQ	WT	PS	PD
Drying							
Freezing							
Pasteurizing							
Pickling							
Vac packing							

6.3. You must be able to:							
Describe the preparation techniques for farinaceous and egg dishes	*PER	SO	OQ	WQ	WT	PS	PD
Rice <ul style="list-style-type: none"> • Boiling • Chilling • Coating • Cutting 							

<ul style="list-style-type: none"> • Mixing • Picking • Rewashing • Rolling • Soaking • Straining • Stuffing • Sweating • Washing 							
Pasta <ul style="list-style-type: none"> • Chilling • Combining ingredients • Cutting • Filling • Mixing • Refreshing • Rolling • Straining • Stuffing 							
Grain <ul style="list-style-type: none"> • Chilling • Grinding • Mixing • Rewashing • Saucing • Seasoning • Soaking 							

<ul style="list-style-type: none"> • Washing 							
<p>Gnocchi</p> <ul style="list-style-type: none"> • Chilling • Combining ingredients • Cutting • Filling • Mixing • Refreshing • Rolling • Straining • Stuffing 							
<p>Eggs</p> <ul style="list-style-type: none"> • Combining ingredients • Mixing • Seasoning • Whisking 							

6.4. You must be able to:							
Describe the finishing techniques for farinaceous and egg dishes	*PER	SO	OQ	WQ	WT	PS	PD
Adjusting consistency							
Adjusting seasoning							

De-moulding							
Garnishing							
Gratinating							
Moulding							
Portioning							
Saucing							
Shaping							

6.5. You must be able to:							
Describe the quality points in finished farinaceous and egg dishes	*PER	SO	OQ	WQ	WT	PS	PD
Aroma							
Colour							
Consistency							
Portion size							
Presentation							
Taste							
Temperature							
Texture							

7.1. You must be able to:							
Describe types of dough products	*PER	SO	OQ	WQ	WT	PS	PD
Basic dough							

Enriched dough							
Fermented Dough							
Batter							

7.2. You must be able to:							
State types of commodities used in the production of dough products	*PER	SO	OQ	WQ	WT	PS	PD
Eggs							
Fats							
Flour							
Fruits/nuts							
Liquid							
Raising agents							
Sugar							

7.3. You must be able to:							
Describe the preparation techniques for dough products	*PER	SO	OQ	WQ	WT	PS	PD
Weighing/measuring							
Rolling							
Kneading							
Developing							
Proving							
Resting							
Knocking back							

Dividing							
Shaping							
Glazing							
Dusting							
Scoring							

7.4. You must be able to:							
Describe the finishing techniques for dough products	*PER	SO	OQ	WQ	WT	PS	PD
Icing							
Dusting							
Egg wash							
Brushing							
Glazing							
Piping							
Filling							

7.5. You must be able to:							
Describe the quality points in finished dough products	*PER	SO	OQ	WQ	WT	PS	PD
Aroma							
Colour							
Consistency							
Portion size							
Presentation							

Taste							
Temperature							
Texture							

8.1. You must be able to:							
Describe types of pastry	*PER	SO	OQ	WQ	WT	PS	PD
Choux							
Filo							
Puff							
Short							
Sweet							

8.2. You must be able to:							
State types of commodities used in the production of pastry products	*PER	SO	OQ	WQ	WT	PS	PD
Flour							
Fats							
Sugar							
Liquid							

8.3. You must be able to:							
Describe the preparation techniques for pastry products	*PER	SO	OQ	WQ	WT	PS	PD
Weighing/measuring							
Rubbing-in							
Creaming							
Folding							
Rolling							
Resting							
Beating							
Boiling/melting							

8.5. You must be able to:							
Describe the finishing techniques for pastry products	*PER	SO	OQ	WQ	WT	PS	PD
Brushing							
Dusting							
Egg wash							
Filling							
Glazing							
Icing							
Piping							

8.6. You must be able to:							
Describe the quality points in finished pastry products	*PER	SO	OQ	WQ	WT	PS	PD
Aroma							
Colour							
Consistency							
Portion size							
Presentation							
Taste							
Temperature							
Texture							

9.1. You must be able to:							
Identify types of hot and cold desserts	*PER	SO	OQ	WQ	WT	PS	PD
Hot desserts							
Batter based							
Fruit based							
Milk based							
Pastry							
Rice based							
Soufflés							
Sponge							
Cold desserts							

Bavarois based							
Fruit based							
Iced							
Meringue							
Mousse							
Pastry based							
Set egg custard							
Soufflé							

9.2. You must be able to:							
Describe types of commodities used in the production of hot and cold desserts	*PER	SO	OQ	WQ	WT	PS	PD
Creams							
Fats							
Flavourings, colourings and essence							
Flour							
Fruits							
Rice/grains							
Setting agents							
Sugar							

9.3. You must be able to:							
Describe the preparation techniques for hot and cold desserts	*PER	SO	OQ	WQ	WT	PS	PD
Weighing/measuring							

Aerating							
Whisking							
Sugar boiling							
Blending							
Passing/straining							
Lining							
Piping							
Shaping							
Creaming							
Folding							
Mixing							
Beating							
Sieving							
Rolling							
Churning							

9.4. You must be able to:							
Describe the finishing techniques for hot and cold desserts	*PER	SO	OQ	WQ	WT	PS	PD
Hot							
Decorating							
Dusting							
Filling							
Garnishing							
Glazing							

Icing							
Piping							
Saucing							
Cold							
Chilling							
Decorating							
Dusting							
Filling							
Garnishing							
Glazing							
Icing							
Piping							
Portioning							
Saucing							

9.5. You must be able to:							
Describe the quality points in finished hot and cold desserts and puddings	*PER	SO	OQ	WQ	WT	PS	PD
Aroma							
Colour							
Consistency							
Portion size							
Presentation							
Taste							
Temperature							

Texture							
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Unit: 214 Unit title: Understand food commodities

Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	

Date:	
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IQA name:	
IQA signature:	
Date:	

Appendix 1 Relationships to other qualifications

Links to other qualifications

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.nidirect.gov.uk/articles/essential-skills
- Essential Skills Wales – see www.walesessentialskills.com

Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the Centres and Training Providers homepage on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues.

Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

Centre Guide – Delivering International Qualifications contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.

Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Appendix 3 Useful contacts

UK learners General qualification information	E: learnersupport@cityandguilds.com
International learners General qualification information	E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	F: +44 (0)20 7294 2413

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If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

City & Guilds Group

The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries.

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