# Level 2 Diploma in Food Preparation and Culinary Arts - Patisserie (8064-02)

**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 - Patisserie | 492 | 705 | 8064-02 |

| Version and date | Change detail | Section |
|---|---|---|
| | | |

# Contents

# 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 **Level 2 NVQ Diploma in Food Preparation and Culinary Arts – Patisserie (8064-02)**. 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 your 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 – Patisserie (8064-02)** 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 215 | Prepare, cook and finish cakes, biscuits and sponge products using standardised recipes | 2 |
| Unit 216 | Prepare, cook and finish pastry products using standardised recipes | 2 |
| Unit 217 | Produce, cook and finish dough products using standardised recipes | 2 |
| Unit 218 | Prepare, cook and finish hot desserts using standardised recipes | 2 |
| Unit 219 | Prepare, cook and finish cold desserts using standardised recipes | 2 |
| Unit 220 | Prepare and finish simple chocolate products using standardised recipes | 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.

# Candidate job profile

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

| | |
|---|---|
| **Name:** | |
| **Place of work:** | |
| **Assessor:** | |

**Outline of job role:**

**Previous roles and responsibilities relevant to the qualification:**

**Previous relevant qualification(s)/training**

| Qualification/training | Where achieved | Date | Grade |
|---|---|---|---|
| | | | |

## Skill scan/initial assessment – mandatory units

Level 2 Diploma in Food Preparation and Culinary Arts - Patisserie (8064-02)

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 – Patisserie (8064-02)** 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 | | |
| 215 | Prepare, cook and finish cakes, biscuits and sponge products using standardised recipes | 2 | | |
| 216 | Prepare, cook and finish pastry products using standardised recipes | 2 | | |
| 217 | Produce, cook and finish dough products using standardised recipes | 2 | | |
| 218 | Prepare, cook and finish hot desserts using standardised recipes | 2 | | |
| 219 | Prepare, cook and finish cold desserts using standardised recipes | 2 | | |
| 220 | Prepare and finish simple chocolate products using standardised recipes | 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 to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| 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 | *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. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| 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 | *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 | | | | | | | |
| 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:<br>Key policies and procedures<br>Health and safety policy<br>Rules and regulations<br>Standard operating procedures<br>Employment rights | | | | | | | |

| Performance management systems | | | | | | | |
|---|---|---|---|---|---|---|---|

| 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 industry | *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 | | | | | | | |

| | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| 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: | | | | | | | |
|---|---|---|---|---|---|---|---|
| State types of sustainable practices used in the hospitality industry | *PER | SO | OQ | WQ | WT | PS | PD |
| 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 – posters | | | | | | | |
| People champions | | | | | | | |
| Objective setting | | | | | | | |

| Target setting | | | | | | | |
|---|---|---|---|---|---|---|---|

| 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: | |
|---|---|
| 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, line managers, peers) | | | | | | | |

| 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: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Outline the control points of a food safety management system (HACCP) | *PER | SO | OQ | WQ | WT | PS | PD |
| 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: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Identify the benefits of food safety management system (HACCP) | *PER | SO | OQ | WQ | WT | PS | PD |
| 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 | | | | | | | |

| 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 | | | | | | | |

| 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: | | | | | | | |
|---|---|---|---|---|---|---|---|
| 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 | | | | | | | |
| Sanitizing 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 | | | | | | | |

| 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 PPE | | | | | | | |
| 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: |
|---|

| 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 | | | | | | | |

| 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 | | | | | | | |

| | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| 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**<br>Temperature<br>Time | | | | | | | |
| **Cooking**<br>Core temperature<br>Thorough cooking | | | | | | | |
| **Hot Holding**<br>Core temperature<br>Time | | | | | | | |
| **Chilling**<br>Core temperature<br>Time | | | | | | | |
| **Re-heating**<br>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:**<br>Heart disease<br>Strokes<br>Obesity<br>Diabetes<br>Malnutrition<br>Tooth decay<br>High blood pressure | | | | | | | |
| **Positive:**<br>Lower cholesterol<br>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 | | | | | | | |

| 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: | | | | | | | |
|---|---|---|---|---|---|---|---|
| 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

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 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 service | *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<br>Ingredient lists<br>Equipment list<br>Allergen risk | | | | | | | |

| Service requirements | | | | | | | |
|---|---|---|---|---|---|---|---|
| Business requirements<br>1 course<br>2 courses<br>3 courses<br>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 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|

## Unit: 209　　　Unit title: Mise en place

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 215**     **Unit title: Prepare, cook and finish cakes, biscuits and sponge products using standardised recipe**

# Level 2

**Unit aim**

The aim of this unit is to provide learners with the knowledge and skills of how to produce, cook and finish biscuits, cakes and sponges using standardised recipes. It will provide learners with a comprehensive experience in preparing and working with different commodities to produce biscuits, cakes and sponges. Learners will develop the understanding and skills to produce, cook and finish biscuits, cakes and sponges using standardised recipes.

Learners will learn the different types of biscuits, cakes and sponges. Learners will develop knowledge of the specialist equipment and commodities used in different biscuits, cakes and sponge recipes and apply the methods that they have learnt to produce a range of biscuits, cakes and sponges.

*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 biscuits | *PER | SO | OQ | WQ | WT | PS | PD |
| Shortbread | | | | | | | |
| Cookies | | | | | | | |
| Langue du chat | | | | | | | |
| Sable | | | | | | | |
| Tuile | | | | | | | |
| Flapjacks | | | | | | | |
| Viennese biscuit | | | | | | | |
| You must be able to: | | | | | | | |
| Describe types of cakes and sponge products. | | | | | | | |
| Scones | | | | | | | |
| Fruitcakes | | | | | | | |
| Sponge-based | | | | | | | |
| Genoese | | | | | | | |
| Swiss roll | | | | | | | |
| Brownies | | | | | | | |

| 1.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe types of commodities used in the production of biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Eggs | | | | | | | |
| Dairy | | | | | | | |
| Fats | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Oils | | | | | | | |
| Flours | | | | | | | |
| Fruits | | | | | | | |
| Nuts | | | | | | | |
| Liquids | | | | | | | |
| Raising agents | | | | | | | |
| Sugars | | | | | | | |
| Spices | | | | | | | |
| Alcohol | | | | | | | |
| Fruit compounds | | | | | | | |
| Chocolate | | | | | | | |
| Jams | | | | | | | |
| Setting agents | | | | | | | |

| 1.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the quality points of commodities used in the preparation of biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Aroma | | | | | | | |
| Colour | | | | | | | |
| Damage | | | | | | | |
| Freshness | | | | | | | |
| Packaging | | | | | | | |
| Size | | | | | | | |
| Temperature | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Texture | | | | | | | |
| Type | | | | | | | |

| 1.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the preparation techniques for biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Aerating | | | | | | | |
| Beating | | | | | | | |
| Blind bake | | | | | | | |
| Creaming | | | | | | | |
| Depositing | | | | | | | |
| Dividing | | | | | | | |
| Dusting | | | | | | | |
| Folding | | | | | | | |
| Glazing | | | | | | | |
| Lining | | | | | | | |
| Measuring | | | | | | | |
| Piping | | | | | | | |
| Resting | | | | | | | |
| Rolling | | | | | | | |
| Rubbing in | | | | | | | |
| Scoring | | | | | | | |
| Shaping | | | | | | | |
| Sieving | | | | | | | |
| Weighing | | | | | | | |

| Whisking | | | | | | | |
|----------|--|--|--|--|--|--|--|

| 1.5. You must be able to: | | | | | | | |
|---------------------------|------|----|----|----|----|----|----|
| Describe the cooking techniques for biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Dry methods | | | | | | | |
| Wet methods | | | | | | | |
| Combination | | | | | | | |

| 1.6. You must be able to: | | | | | | | |
|---------------------------|------|----|----|----|----|----|----|
| Describe the finishing techniques for biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Brushing | | | | | | | |
| Coating | | | | | | | |
| Dredging | | | | | | | |
| Dusting | | | | | | | |
| Egg wash | | | | | | | |
| Feathering | | | | | | | |
| Filling | | | | | | | |
| Glazing | | | | | | | |
| Icing | | | | | | | |
| Piping | | | | | | | |
| Portioning | | | | | | | |
| Rolling | | | | | | | |
| Use of decorations | | | | | | | |

| 1.7. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the quality points in finished biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Aroma | | | | | | | |
| Colour | | | | | | | |
| Consistency | | | | | | | |
| Portion size | | | | | | | |
| Presentation | | | | | | | |
| Taste | | | | | | | |
| Temperature | | | | | | | |
| Texture | | | | | | | |

| 2.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check commodities are suitable for biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Eggs | | | | | | | |
| Creams | | | | | | | |
| Milk | | | | | | | |
| Fats | | | | | | | |
| Oils | | | | | | | |
| Flours | | | | | | | |
| Fruits | | | | | | | |
| Nuts | | | | | | | |
| Liquids | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Raising agents | | | | | | | |
| Sugars | | | | | | | |
| Spices | | | | | | | |
| Alcohol | | | | | | | |
| Fruit compounds | | | | | | | |
| Essences | | | | | | | |
| Extracts | | | | | | | |
| Ganache | | | | | | | |
| Jams | | | | | | | |

| 2.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Select small equipment used when preparing biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Blender | | | | | | | |
| Blow torch | | | | | | | |
| Can opener | | | | | | | |
| Chopping boards | | | | | | | |
| Cooling rack | | | | | | | |
| Cutters | | | | | | | |
| Dipping forks | | | | | | | |
| Grater | | | | | | | |
| Mandolin | | | | | | | |
| Measuring jug | | | | | | | |
| Mixers | | | | | | | |
| Moulds and cases | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Pastry brushes | | | | | | | |
| Piping bag and nozzles | | | | | | | |
| Saucepans | | | | | | | |
| Scales | | | | | | | |
| Scraper | | | | | | | |
| Sieve | | | | | | | |
| Spatula | | | | | | | |
| Spoons | | | | | | | |
| Stem blender | | | | | | | |
| Step palette knife | | | | | | | |
| Strainers | | | | | | | |
| Temperature probe | | | | | | | |
| Transfer sheets | | | | | | | |
| Trays | | | | | | | |
| Whisk | | | | | | | |

| 2.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Select large equipment used when preparing biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Blast chillers and blast freezers | | | | | | | |
| Cold holding equipment | | | | | | | |
| Hobs | | | | | | | |
| Hot holding equipment | | | | | | | |
| Proving equipment | | | | | | | |
| Ovens | | | | | | | |

| Steamers | | | | | | | |
|---|---|---|---|---|---|---|---|

| 2.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Prepare biscuits, cakes and sponge products items using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Aerating | | | | | | | |
| Beating | | | | | | | |
| Blind bake | | | | | | | |
| Creaming | | | | | | | |
| Depositing | | | | | | | |
| Dividing | | | | | | | |
| Dusting | | | | | | | |
| Folding | | | | | | | |
| Glazing | | | | | | | |
| Lining | | | | | | | |
| Measuring | | | | | | | |
| Piping | | | | | | | |
| Resting | | | | | | | |
| Rolling | | | | | | | |
| Rubbing in | | | | | | | |
| Scoring | | | | | | | |
| Shaping | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Sieving | | | | | | | |
| Weighing | | | | | | | |
| Whisking | | | | | | | |

| 3.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Cook biscuits, cakes and sponge products using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Dry methods | | | | | | | |
| Wet methods | | | | | | | |
| Combination | | | | | | | |

| 3.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Apply quality checks whilst cooking biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Correct temperature | | | | | | | |
| Humidity | | | | | | | |
| Texture | | | | | | | |
| Colour | | | | | | | |

| 3.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Use equipment safely whilst cooking biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Operate equipment in a safe manner | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Handle equipment in a safe manner | | | | | | | |
| Avoid accidents | | | | | | | |

| 3.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Comply with food safety standards whilst cooking biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Demonstrate good hygiene practices | | | | | | | |
| Avoid cross contamination | | | | | | | |
| Adhere to temperature guidelines | | | | | | | |
| Maintain correct storage of commodities | | | | | | | |

| 4.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Finish biscuits, cakes and sponge products using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Brushing | | | | | | | |
| Coating | | | | | | | |
| Dredging | | | | | | | |
| Dusting | | | | | | | |
| Egg wash | | | | | | | |
| Feathering | | | | | | | |
| Filling | | | | | | | |
| Glazing | | | | | | | |
| Icing | | | | | | | |
| Piping | | | | | | | |
| Portioning | | | | | | | |

| Rolling | | | | | | | |
|---|---|---|---|---|---|---|---|
| Use of decorations | | | | | | | |

| 4.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Complete quality checks when finishing biscuits, cakes and sponge products | *PER | SO | OQ | WQ | WT | PS | PD |
| Against specification or recipe | | | | | | | |
| Portion size is correct | | | | | | | |
| Temperature of food | | | | | | | |

## Unit: 215    Unit title: Prepare, cook and finish cakes, biscuits and sponge products
## Declaration    using standardised recipe

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 216        Unit title: Prepare, cook and finish pastry products using standardised recipes

## Level 2

**Unit aim**

The aim of this unit is to provide learners with the knowledge and skills of how to produce, cook and finish pastry products using standardised recipes. It will provide learners with a comprehensive experience in preparing and working with different commodities to produce pastry products. Learners will develop the understanding and skills to produce, cook and finish pastry products using standardised recipes.

Learners will learn the different types of sweet and savoury pastry products. Learners will develop knowledge of the specialist equipment and commodities used in different pastry recipes and apply the methods that they have learnt to produce a range of pastry products.

*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 pastry | *PER | SO | OQ | WQ | WT | PS | PD |
| Choux | | | | | | | |
| Filo | | | | | | | |
| Puff | | | | | | | |
| Short | | | | | | | |
| Sweet | | | | | | | |

| 1.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe types of commodities used in the production of pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
| Flour | | | | | | | |
| Fats | | | | | | | |
| Sugar | | | | | | | |
| Raising agents | | | | | | | |
| Liquid | | | | | | | |
| Eggs | | | | | | | |
| Fruits/nuts | | | | | | | |

| 1.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the preparation techniques for pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
| Weighing/measuring | | | | | | | |
| Blind baking | | | | | | | |
| Rubbing-in | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Creaming | | | | | | | |
| Folding | | | | | | | |
| Rolling | | | | | | | |
| Resting | | | | | | | |
| Beating | | | | | | | |
| Boiling | | | | | | | |
| Lining | | | | | | | |
| Melting | | | | | | | |

| 1.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the cooking techniques for pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
| Dry methods | | | | | | | |
| Wet methods | | | | | | | |
| Combination | | | | | | | |

| 1.5. 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 | | | | | | | |
|---|---|---|---|---|---|---|---|

| 1.6. 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 | | | | | | | |

| 2.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check commodities are suitable for pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
| Flour | | | | | | | |
| Fats | | | | | | | |
| Sugar | | | | | | | |
| Raising agents | | | | | | | |
| Liquid | | | | | | | |
| Eggs | | | | | | | |
| Fruits/nuts | | | | | | | |

| 2.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Select small equipment used when preparing pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
| Blender | | | | | | | |
| Can opener | | | | | | | |
| Chopping boards | | | | | | | |
| Cooling rack | | | | | | | |
| Food processor | | | | | | | |
| Grater | | | | | | | |
| Measuring jug | | | | | | | |
| Mixers | | | | | | | |
| Moulds and cases | | | | | | | |
| Pastry brushes | | | | | | | |
| Piping bag and nozzles | | | | | | | |
| Rolling pin | | | | | | | |
| Saucepans | | | | | | | |
| Scales | | | | | | | |
| Sieve | | | | | | | |
| Spatula | | | | | | | |
| Spoons | | | | | | | |
| Strainers | | | | | | | |

| Trays | | | | | | | |
|-------|--|--|--|--|--|--|--|
| Whisk | | | | | | | |

| 2.3. You must be able to: | | | | | | | |
|---------------------------|--|--|--|--|--|--|--|
| Check large equipment used when preparing pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
| Blast chillers and blast freezers | | | | | | | |
| Cold holding equipment | | | | | | | |
| Fryers | | | | | | | |
| Hobs | | | | | | | |
| Hot holding equipment | | | | | | | |
| Ovens | | | | | | | |
| Steamers | | | | | | | |

| 2.4. You must be able to: | | | | | | | |
|---------------------------|--|--|--|--|--|--|--|
| Prepare pastry products items using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Weighing/measuring | | | | | | | |
| Blind baking | | | | | | | |
| Rubbing-in | | | | | | | |
| Creaming | | | | | | | |
| Folding | | | | | | | |

| Lining | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Rolling | | | | | | | |
| Resting | | | | | | | |
| Beating | | | | | | | |
| Boiling | | | | | | | |
| Melting | | | | | | | |

| 3.1. You must be able to: | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Cook pastry products using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Dry | | | | | | | |
| Wet | | | | | | | |
| Combination | | | | | | | |

| 3.2. You must be able to: | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Apply quality checks whilst cooking pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
| Correct temperature | | | | | | | |
| Oil/fat levels | | | | | | | |
| Humidity | | | | | | | |
| Texture | | | | | | | |
| Colour | | | | | | | |

| 3.3. You must be able to: |
| --- |

| Use equipment safely whilst cooking pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| Operate equipment in a safe manner | | | | | | | |
| Handle equipment in a safe manner | | | | | | | |
| Avoid accidents | | | | | | | |

| 3.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Comply with food safety standards whilst cooking pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
| Demonstrate good hygiene practices | | | | | | | |
| Avoid cross contamination | | | | | | | |
| Adhere to temperature guidelines | | | | | | | |
| Maintain correct storage of commodities | | | | | | | |

| 4.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Finish pastry products using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Icing | | | | | | | |
| Dusting | | | | | | | |
| Egg wash | | | | | | | |
| Brushing | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Glazing | | | | | | | |
| Piping | | | | | | | |
| Filling | | | | | | | |

| 4.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Complete quality checks when finishing pastry products | *PER | SO | OQ | WQ | WT | PS | PD |
| Against specification or recipe | | | | | | | |
| Portion size is correct | | | | | | | |
| Temperature of food | | | | | | | |

## Unit: 216        Unit title: Prepare, cook and finish pastry products using
Declaration                    standardised recipes

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 217    Unit title: Produce, cook and finish dough products using standardised recipes

## Level 2

### Unit aim

The aim of this unit is to provide learners with the knowledge and skills of how to produce, cook and finish dough products using standardised recipes. It will provide learners with a comprehensive experience in preparing and working with different commodities to produce dough products. Learners will develop the understanding and skills to produce, cook and finish dough products using standardised recipes.

Learners will learn the different types of sweet and savoury dough products. Learners will develop knowledge of the specialist equipment and commodities used in different dough product recipes and apply the methods that they have learnt to produce a range of dough products.

*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 dough products | *PER | SO | OQ | WQ | WT | PS | PD |
| Basic dough | | | | | | | |
| Enriched dough | | | | | | | |
| Speciality doughs | | | | | | | |
| Fermented batter | | | | | | | |
| Unleavened dough | | | | | | | |

| 1.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe types of commodities used in the production of dough products | *PER | SO | OQ | WQ | WT | PS | PD |
| Eggs | | | | | | | |
| Fats | | | | | | | |
| Flour | | | | | | | |
| Fruits/nuts | | | | | | | |
| Herbs/spices | | | | | | | |
| Liquid | | | | | | | |
| Raising agents | | | | | | | |
| Sugar | | | | | | | |

| 1.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the quality points of commodities used in the preparation of dough products | *PER | SO | OQ | WQ | WT | PS | PD |
| Aroma | | | | | | | |
| Colour | | | | | | | |

| Damage | | | | | | | |
|--------|--|--|--|--|--|--|--|
| Freshness | | | | | | | |
| Packaging | | | | | | | |
| Size | | | | | | | |
| Temperature | | | | | | | |
| Texture | | | | | | | |
| Type | | | | | | | |

| 1.4. 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 | | | | | | | |

| 1.5. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the cooking techniques for dough products | *PER | SO | OQ | WQ | WT | PS | PD |
| Dry methods | | | | | | | |
| Wet methods | | | | | | | |
| Combination | | | | | | | |

| 1.6. 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 | | | | | | | |

| 1.7. 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 | | | | | | | |

| 2.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check commodities are suitable for dough products | *PER | SO | OQ | WQ | WT | PS | PD |
| Eggs | | | | | | | |
| Fats | | | | | | | |
| Flour | | | | | | | |
| Fruits/nuts | | | | | | | |
| Herbs/spices | | | | | | | |
| Liquids | | | | | | | |
| Raising agents | | | | | | | |
| Sugar | | | | | | | |

| 2.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Select small equipment used when preparing dough products | *PER | SO | OQ | WQ | WT | PS | PD |
| Blender | | | | | | | |
| Blow torch | | | | | | | |
| Can opener | | | | | | | |
| Chopping boards | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Cooling rack | | | | | | | |
| Food processor | | | | | | | |
| Frying pans | | | | | | | |
| Grater | | | | | | | |
| Mandolin | | | | | | | |
| Measuring jug | | | | | | | |
| Mixers | | | | | | | |
| Moulds and cases | | | | | | | |
| Pastry brushes | | | | | | | |
| Piping bag and nozzles | | | | | | | |
| Rolling pin | | | | | | | |
| Saucepans | | | | | | | |
| Scales | | | | | | | |
| Sieve | | | | | | | |
| Spatula | | | | | | | |
| Spider spoons | | | | | | | |
| Strainers | | | | | | | |
| Temperature probe | | | | | | | |
| Trays | | | | | | | |
| Whisk | | | | | | | |

| 2.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check large equipment used when preparing dough products | *PER | SO | OQ | WQ | WT | PS | PD |
| Blast chillers and blast freezers | | | | | | | |
| Cold holding equipment | | | | | | | |
| Fryers and griddles | | | | | | | |
| Grills | | | | | | | |
| Hobs | | | | | | | |
| Hot holding equipment | | | | | | | |
| Proving equipment | | | | | | | |
| Ovens | | | | | | | |
| Steamers | | | | | | | |

| 2.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Prepare dough products using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Weighing/measuring | | | | | | | |
| Rolling | | | | | | | |
| Kneading | | | | | | | |
| Developing | | | | | | | |
| Proving | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Resting | | | | | | | |
| Knocking back | | | | | | | |
| Dividing | | | | | | | |
| Shaping | | | | | | | |
| Glazing | | | | | | | |
| Dusting | | | | | | | |
| Scoring | | | | | | | |

| 3.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Cook dough products using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Dry | | | | | | | |
| Wet | | | | | | | |
| Combination | | | | | | | |

| 3.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Apply quality checks whilst cooking dough products | *PER | SO | OQ | WQ | WT | PS | PD |
| Correct temperature | | | | | | | |
| Oil/fat levels | | | | | | | |
| Humidity | | | | | | | |
| Texture | | | | | | | |
| Colour | | | | | | | |

| 3.3. You must be able to: |
|---|

| Use equipment safely whilst cooking dough products | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| Operate equipment in a safe manner | | | | | | | |
| Handle equipment in a safe manner | | | | | | | |
| Avoid accidents | | | | | | | |

| 3.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Comply with food safety standards whilst cooking dough | *PER | SO | OQ | WQ | WT | PS | PD |
| Demonstrate good hygiene practices | | | | | | | |
| Avoid cross contamination | | | | | | | |
| Adhere to temperature guidelines | | | | | | | |
| Maintain correct storage of commodities | | | | | | | |

| 4.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Finish dough products using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Icing | | | | | | | |
| Dusting | | | | | | | |
| Egg wash | | | | | | | |
| Brushing | | | | | | | |
| Glazing | | | | | | | |
| Piping | | | | | | | |
| Filling | | | | | | | |

| 4.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Complete quality checks when finishing dough products | *PER | SO | OQ | WQ | WT | PS | PD |
| Against specification or recipe | | | | | | | |
| Portion size is correct | | | | | | | |
| Temperature of food | | | | | | | |

## Unit: 217      Unit title: Produce, cook and finish dough products using standardised recipes

## 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 218        Unit title: Prepare, cook and finish hot desserts using standardised recipes

## Level 2

**Unit aim**

The aim of this unit is to provide learners with the knowledge and skills of how to produce, cook and finish hot desserts using standardised recipes. It will provide learners with a comprehensive experience in preparing and working with different commodities to produce a range of hot desserts. Learners will develop the understanding and skills to produce, cook and finish hot desserts using standardised recipes.

Learners will learn about different types of hot desserts. They will develop knowledge of the specialist equipment and commodities used in different hot desserts recipes and apply the techniques that they have learnt to produce a range of hot desserts.

*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 hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Soufflés | | | | | | | |
| Milk based | | | | | | | |
| Rice based | | | | | | | |
| Batter based | | | | | | | |
| Fruit based | | | | | | | |
| Sponge based | | | | | | | |
| Pastry | | | | | | | |

| 1.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe types of commodities used in the production of hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Eggs | | | | | | | |
| Dairy | | | | | | | |
| Fats | | | | | | | |
| Oils | | | | | | | |
| Flours | | | | | | | |
| Fruits | | | | | | | |
| Nuts | | | | | | | |
| Liquids | | | | | | | |
| Raising agents | | | | | | | |
| Sugars | | | | | | | |
| Spices | | | | | | | |
| Alcohol | | | | | | | |

| Fruit compounds | | | | | | | |
| Chocolate | | | | | | | |
| Jams | | | | | | | |
| Setting agents | | | | | | | |
| Rice/grains | | | | | | | |

| 1.3. You must be able to: | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Describe the quality points of commodities used in the preparation of hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Aroma | | | | | | | |
| Colour | | | | | | | |
| Damage | | | | | | | |
| Freshness | | | | | | | |
| Packaging | | | | | | | |
| Size | | | | | | | |
| Temperature | | | | | | | |
| Texture | | | | | | | |
| Type | | | | | | | |

| 1.4. You must be able to: | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Describe the preparation techniques for hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Aerating | | | | | | | |
| Beating | | | | | | | |
| Blind bake | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Creaming | | | | | | | |
| Depositing | | | | | | | |
| Dividing | | | | | | | |
| Dusting | | | | | | | |
| Folding | | | | | | | |
| Lining | | | | | | | |
| Measuring | | | | | | | |
| Piping | | | | | | | |
| Passing/straining | | | | | | | |
| Resting | | | | | | | |
| Rolling | | | | | | | |
| Rubbing in | | | | | | | |
| Shaping | | | | | | | |
| Sieving | | | | | | | |
| Weighing | | | | | | | |
| Whisking | | | | | | | |

| 1.5. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the cooking techniques for hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Dry methods | | | | | | | |
| Wet methods | | | | | | | |
| Combination | | | | | | | |

| 1.6. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the finishing techniques for hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Brushing | | | | | | | |
| Coating | | | | | | | |
| Dredging | | | | | | | |
| Dustings | | | | | | | |
| Filling | | | | | | | |
| Glazing | | | | | | | |
| Icing | | | | | | | |
| Piping | | | | | | | |
| Portioning | | | | | | | |
| Rolling | | | | | | | |
| Saucing | | | | | | | |
| Use of decoration | | | | | | | |

| 1.7. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the quality points in finished hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Aroma | | | | | | | |
| Colour | | | | | | | |
| Consistency | | | | | | | |
| Portion size | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Presentation | | | | | | | |
| Taste | | | | | | | |
| Temperature | | | | | | | |
| Texture | | | | | | | |

| 2.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check commodities are suitable for hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Eggs | | | | | | | |
| Dairy | | | | | | | |
| Fats | | | | | | | |
| Oils | | | | | | | |
| Flours | | | | | | | |
| Fruits | | | | | | | |
| Nuts | | | | | | | |
| Liquids | | | | | | | |
| Raising agents | | | | | | | |
| Sugars | | | | | | | |
| Spices | | | | | | | |
| Alcohol | | | | | | | |
| Fruit compounds | | | | | | | |
| Chocolate | | | | | | | |
| Jams | | | | | | | |
| Setting agents | | | | | | | |
| Rice/grains | | | | | | | |

| 2.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Select small equipment when preparing hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Blender | | | | | | | |
| Blow torch | | | | | | | |
| Can opener | | | | | | | |
| Chopping boards | | | | | | | |
| Cooling rack | | | | | | | |
| Cutters | | | | | | | |
| Grater | | | | | | | |
| Frying pan | | | | | | | |
| Mandolin | | | | | | | |
| Measuring jug | | | | | | | |
| Mixers | | | | | | | |
| Moulds and cases | | | | | | | |
| Pastry brushes | | | | | | | |
| Piping bag and nozzles | | | | | | | |
| Saucepans | | | | | | | |
| Scales | | | | | | | |
| Scraper | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Sieve | | | | | | | |
| Spatula | | | | | | | |
| Spoons | | | | | | | |
| Stem blender | | | | | | | |
| Step palette knife | | | | | | | |
| Strainers | | | | | | | |
| Temperature probe | | | | | | | |
| Transfer sheets | | | | | | | |
| Trays | | | | | | | |
| Whisk | | | | | | | |

| 2.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check large equipment when preparing hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Blast chillers | | | | | | | |
| Blast freezers | | | | | | | |
| Cold holding equipment | | | | | | | |
| Hobs | | | | | | | |
| Grill | | | | | | | |
| Ovens | | | | | | | |
| Steamers | | | | | | | |

| 2.4. You may be able to: |
|---|

| Prepare hot desserts using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| Aerating | | | | | | | |
| Beating | | | | | | | |
| Blind baking | | | | | | | |
| Creaming | | | | | | | |
| Depositing | | | | | | | |
| Dividing | | | | | | | |
| Dusting | | | | | | | |
| Folding | | | | | | | |
| Lining | | | | | | | |
| Measuring | | | | | | | |
| Piping | | | | | | | |
| Passing/straining | | | | | | | |
| Resting | | | | | | | |
| Rolling | | | | | | | |
| Rubbing in | | | | | | | |
| Shaping | | | | | | | |
| Sieving | | | | | | | |
| Weighing | | | | | | | |
| Whisking | | | | | | | |

| 3.1. You may be able to: |
|---|

| Cook hot desserts using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| Baking | | | | | | | |
| Steaming | | | | | | | |
| Grilling | | | | | | | |
| Dry methods | | | | | | | |
| Wet methods | | | | | | | |
| Combination | | | | | | | |

| 3.2. You may be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Apply quality checks whilst cooking hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Correct temperature | | | | | | | |
| Humidity | | | | | | | |
| Texture | | | | | | | |
| Colour | | | | | | | |

| 3.3. You may be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Use equipment safely whilst cooking hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Operate equipment in a safe manner | | | | | | | |
| Handle equipment in a safe | | | | | | | |
| Avoid accidents | | | | | | | |

| 3.4. You may be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Comply with food safety standards whilst cooking hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Demonstrate good hygiene practices | | | | | | | |
| Avoid cross contamination | | | | | | | |
| Adhere to temperature guidelines | | | | | | | |
| Maintain correct storage of commodities | | | | | | | |

| 4.1. You may be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Finish hot desserts using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Brushing | | | | | | | |
| Coating | | | | | | | |
| Dredging | | | | | | | |
| Dusting | | | | | | | |
| Filling | | | | | | | |
| Glazing | | | | | | | |
| Icing | | | | | | | |
| Piping | | | | | | | |
| Portioning | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Rolling | | | | | | | |
| Saucing | | | | | | | |
| Use of decorations | | | | | | | |

| 4.2. You may be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Complete quality checks when finishing hot desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Against specification or recipe | | | | | | | |
| Portion size is correct | | | | | | | |
| Temperature of food | | | | | | | |

## Unit: 218          Unit title: Prepare, cook and finish hot desserts using
Declaration                     **standardised recipes**

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 219        Unit title: Prepare, cook and finish cold desserts using standardised recipes

# Level 2

## Unit aim

The aim of this unit is to provide learners with the knowledge and skills of how to produce, cook and finish cold desserts using standardised recipes. It will provide learners with a comprehensive experience in preparing and working with different commodities to produce a range of cold desserts.

Learners will develop the understanding and skills to produce, cook and finish cold desserts using standardised recipes. Learners will learn about different types of cold desserts. They will develop knowledge of the specialist equipment and commodities used in different cold desserts recipes and apply the techniques that they have learnt to produce a range of cold desserts.

*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 cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Soufflés | | | | | | | |
| Iced | | | | | | | |
| Mousse | | | | | | | |
| Meringue | | | | | | | |
| Set egg custards | | | | | | | |
| Pastry based | | | | | | | |
| Bavarois based | | | | | | | |
| Fruit based | | | | | | | |

| 1.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe types of commodities used in the production of cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Eggs | | | | | | | |
| Dairy | | | | | | | |
| Fats | | | | | | | |
| Oils | | | | | | | |
| Flours | | | | | | | |
| Fruits | | | | | | | |
| Nuts | | | | | | | |
| Liquids | | | | | | | |
| Raising agents | | | | | | | |
| Sugars | | | | | | | |
| Spices | | | | | | | |

| Alcohol | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Fruit compounds | | | | | | | |
| Chocolate | | | | | | | |
| Jams | | | | | | | |
| Setting agents | | | | | | | |

| 1.3. You must be able to: | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Describe the quality points of commodities used in the preparation of cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Aroma | | | | | | | |
| Colour | | | | | | | |
| Damage | | | | | | | |
| Freshness | | | | | | | |
| Packaging | | | | | | | |
| Size | | | | | | | |
| Temperature | | | | | | | |
| Texture | | | | | | | |
| Type | | | | | | | |

| 1.4. You must be able to: | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Describe the preparation techniques for cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Aerating | | | | | | | |
| Beating | | | | | | | |
| Blind bake | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Creaming | | | | | | | |
| Depositing | | | | | | | |
| Dividing | | | | | | | |
| Dusting | | | | | | | |
| Folding | | | | | | | |
| Glazing | | | | | | | |
| Lining | | | | | | | |
| Measuring | | | | | | | |
| Piping | | | | | | | |
| Resting | | | | | | | |
| Rolling | | | | | | | |
| Rubbing in | | | | | | | |
| Scoring | | | | | | | |
| Shaping | | | | | | | |
| Sieving | | | | | | | |
| Weighing | | | | | | | |
| Whisking | | | | | | | |

| 1.5. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the cooking techniques for cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Dry methods | | | | | | | |
| Wet methods | | | | | | | |
| Combination | | | | | | | |

| 1.6. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the finishing techniques for cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Brushing | | | | | | | |
| Coating | | | | | | | |
| Dredging | | | | | | | |
| Dusting | | | | | | | |
| Feathering | | | | | | | |
| Filling | | | | | | | |
| Glazing | | | | | | | |
| Icing | | | | | | | |
| Piping | | | | | | | |
| Portioning | | | | | | | |
| Rolling | | | | | | | |
| Saucing | | | | | | | |
| Soaking | | | | | | | |
| Use of decorations | | | | | | | |

| 1.7. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the quality points in finished cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Aroma | | | | | | | |
| Colour | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Consistency | | | | | | | |
| Portion size | | | | | | | |
| Presentation | | | | | | | |
| Taste | | | | | | | |
| Temperature | | | | | | | |
| Texture | | | | | | | |

| 2.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check commodities are suitable for cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Eggs | | | | | | | |
| Creams | | | | | | | |
| Milk | | | | | | | |
| Fats | | | | | | | |
| Oils | | | | | | | |
| Flours | | | | | | | |
| Fruits | | | | | | | |
| Nuts | | | | | | | |
| Liquids | | | | | | | |
| Raising agents | | | | | | | |
| Sugars | | | | | | | |
| Spices | | | | | | | |
| Alcohol | | | | | | | |
| Fruit compounds | | | | | | | |
| Essences | | | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| Extracts | | | | | | |
| Ganache | | | | | | |
| Jams | | | | | | |
| Setting agents | | | | | | |
| Flavourings, colourings and essence | | | | | | |

| 2.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Select small equipment when preparing cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Blender | | | | | | | |
| Blow torch | | | | | | | |
| Can opener | | | | | | | |
| Chopping boards | | | | | | | |
| Cooling rack | | | | | | | |
| Cutters | | | | | | | |
| Dipping forks | | | | | | | |
| Grater | | | | | | | |
| Mandolin | | | | | | | |
| Measuring jug | | | | | | | |
| Mixers | | | | | | | |
| Moulds and cases | | | | | | | |
| Pastry brushes | | | | | | | |
| Piping bag and nozzles | | | | | | | |
| Saucepans | | | | | | | |
| Scales | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Scraper | | | | | | | |
| Sieve | | | | | | | |
| Spatula | | | | | | | |
| Spoons | | | | | | | |
| Stem blender | | | | | | | |
| Step palette knife | | | | | | | |
| Strainers | | | | | | | |
| Temperature probe | | | | | | | |
| Transfer sheets | | | | | | | |
| Trays | | | | | | | |
| Whisk | | | | | | | |

| 2.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check large equipment when preparing cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Blast chillers | | | | | | | |
| Blast freezers | | | | | | | |
| Cold holding equipment | | | | | | | |
| Hobs | | | | | | | |
| Oven | | | | | | | |
| Steamers | | | | | | | |

| 2.4. You must be able to: |
|---|

| Prepare cold desserts products items using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| Aerating | | | | | | | |
| Beating | | | | | | | |
| Blind bake | | | | | | | |
| Creaming | | | | | | | |
| Depositing | | | | | | | |
| Dividing | | | | | | | |
| Dusting | | | | | | | |
| Folding | | | | | | | |
| Glazing | | | | | | | |
| Lining | | | | | | | |
| Measuring | | | | | | | |
| Piping | | | | | | | |
| Resting | | | | | | | |
| Rolling | | | | | | | |
| Rubbing in | | | | | | | |
| Scoring | | | | | | | |
| Shaping | | | | | | | |
| Sieving | | | | | | | |
| Weighing | | | | | | | |
| Whisking | | | | | | | |

3.1. You must be able to:

| Cook cold desserts using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| Dry methods | | | | | | | |
| Wet methods | | | | | | | |
| Combination | | | | | | | |

| 3.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Apply quality checks whilst cooking cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Correct temperature | | | | | | | |
| Humidity | | | | | | | |
| Texture | | | | | | | |
| Colour | | | | | | | |

| 3.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Use equipment safely whilst cooking cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Operate equipment in a safe manner | | | | | | | |
| Handle equipment in a safe manner | | | | | | | |
| Avoid accidents | | | | | | | |

| 3.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Comply with food safety standards whilst cooking cold desserts | *PER | SO | OQ | WQ | WT | PS | PD |
| Demonstrate good hygiene practices | | | | | | | |
| Avoid cross contamination | | | | | | | |
| Adhere to temperature guidelines | | | | | | | |
| Maintain correct storage of commodities | | | | | | | |

| 4.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Finish cold desserts using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Brushing | | | | | | | |
| Coating | | | | | | | |
| Dredging | | | | | | | |
| Dusting | | | | | | | |
| Feathering | | | | | | | |
| Filling | | | | | | | |
| Glazing | | | | | | | |
| Icing | | | | | | | |
| Piping | | | | | | | |
| Portioning | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Rolling | | | | | | | |
| Saucing | | | | | | | |
| Soaking | | | | | | | |
| Use of decorations | | | | | | | |

| 4.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Complete quality checks when finishing cold desserts products | *PER | SO | OQ | WQ | WT | PS | PD |
| Against specification or recipe | | | | | | | |
| Portion size is correct | | | | | | | |
| Temperature of food | | | | | | | |

## Unit: 219  Unit title: Prepare, cook and finish cold desserts using
## Declaration  standardised recipes

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 220      Unit title:  Prepare and finish simple chocolate products using standardised recipes

## Level 2

### Unit aim

The aim of this unit is to provide learners with the knowledge and skills of how to produce and finish simple chocolate products. It will provide learners with a comprehensive experience in preparing and working with couverture chocolate and compound chocolate. They will learn to recognise the different types of couverture, quality points, correct storage procedures, common faults and its wider use.

Learners will develop the skills to correctly temper chocolate couverture and the different methods that can be used to achieve this outcome as well as the characteristics of correctly tempered chocolate couverture. Learners will learn to work with specialist pieces of equipment and apply the methods that they have learnt to produce a range of chocolate products.

*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 chocolate | *PER | SO | OQ | WQ | WT | PS | PD |
| White | | | | | | | |
| Milk | | | | | | | |
| Dark | | | | | | | |

| 1.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| State types of commodities used in the production of simple chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
| Cocoa butter | | | | | | | |
| Cream | | | | | | | |
| Fats | | | | | | | |
| Spices | | | | | | | |
| Alcohol | | | | | | | |
| Fruit compounds | | | | | | | |
| Essences | | | | | | | |
| Extracts | | | | | | | |
| Ganache | | | | | | | |
| Jams/preserves | | | | | | | |
| Crémeux | | | | | | | |
| Nuts | | | | | | | |
| Praline | | | | | | | |
| Dehydrated fruit | | | | | | | |

| 1.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the preparation techniques for simple chocolate product items | *PER | SO | OQ | WQ | WT | PS | PD |
| Preparation techniques | | | | | | | |
| Weighing | | | | | | | |
| Measuring | | | | | | | |
| Tempering - seeding method | | | | | | | |
| Tempering - table top method | | | | | | | |
| Tempering - microwave method | | | | | | | |
| Lining | | | | | | | |
| Filling | | | | | | | |
| Combining | | | | | | | |
| Sealing | | | | | | | |
| Items | | | | | | | |
| Runouts | | | | | | | |
| Garnishes – dipped fruits/curls/chocolate cigars | | | | | | | |
| Pralines | | | | | | | |
| Ganache | | | | | | | |
| Moulded products | | | | | | | |
| Truffles | | | | | | | |

| 1.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| State the temperature ranges for tempering different types of chocolate | *PER | SO | OQ | WQ | WT | PS | PD |
| White<br>Melt = 43°C / 110°F<br>Cool = 25°C / 78°F<br>Reheat = 27-28°C / 82-84°F | | | | | | | |
| Milk<br>Melt 1 = 46°C / 115°F<br>Cool = 26°C / 80°F<br>Reheat - 30-31°C / 86-88°F | | | | | | | |
| Dark<br>Melt = 48°C / 120°F<br>Cool = 27°C / 82°F<br>Reheat = 31-32°C / 88-90°F | | | | | | | |

| 1.5. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the finishing techniques for simple chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
| Demoulding | | | | | | | |
| Brushing | | | | | | | |
| Dusting | | | | | | | |
| Coating | | | | | | | |
| Filling | | | | | | | |

| Piping | | | | | | | |
|---|---|---|---|---|---|---|---|

| 1.6. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Describe the quality points in finished chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
| Quality points | | | | | | | |
| Shine | | | | | | | |
| Retraction | | | | | | | |
| Snap | | | | | | | |
| No signs of fat bloom | | | | | | | |
| No signs of sugar bloom | | | | | | | |
| Aroma | | | | | | | |
| Colour | | | | | | | |
| Consistency | | | | | | | |
| Portion size | | | | | | | |
| Presentation | | | | | | | |
| Taste | | | | | | | |
| Texture | | | | | | | |

| 2.1. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check commodities are suitable for simple chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
| Cocoa butter | | | | | | | |
| Cream | | | | | | | |

| Fats | | | | | | | |
|------|---|---|---|---|---|---|---|
| Spices | | | | | | | |
| Alcohol | | | | | | | |
| Fruit compounds | | | | | | | |
| Essences | | | | | | | |
| Extracts | | | | | | | |
| Ganache | | | | | | | |
| Lemon curd | | | | | | | |
| Crémeux | | | | | | | |
| Nuts | | | | | | | |
| Praline | | | | | | | |
| Dehydrated fruit | | | | | | | |

| 2.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Select small equipment used when preparing simple chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
| Acetates | | | | | | | |
| Blender | | | | | | | |
| Blow torch | | | | | | | |
| Can opener | | | | | | | |
| Chopping boards | | | | | | | |
| Cooling rack | | | | | | | |
| Cotton wool | | | | | | | |
| Dipping forks | | | | | | | |
| Grater | | | | | | | |

| | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| Heat gun | | | | | | | |
| Marble slab | | | | | | | |
| Measuring jug | | | | | | | |
| Mixers | | | | | | | |
| Moulds and cases | | | | | | | |
| Pastry brushes | | | | | | | |
| Piping bag and nozzles | | | | | | | |
| Saucepans | | | | | | | |
| Scales | | | | | | | |
| Scraper | | | | | | | |
| Spatula | | | | | | | |
| Spoons | | | | | | | |
| Step palette knife | | | | | | | |
| Stem blender | | | | | | | |
| Temperature probe | | | | | | | |
| Transfer sheet | | | | | | | |
| Trays | | | | | | | |
| Whisk | | | | | | | |

| 2.3. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Check large equipment used when preparing simple chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
| Blast chillers and blast freezers | | | | | | | |
| Cold holding equipment | | | | | | | |
| Hobs | | | | | | | |

| Microwave | | | | | | | |
|---|---|---|---|---|---|---|---|

| 2.4. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Preparing simple chocolate products items using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
| Different methods | | | | | | | |
| Weighing | | | | | | | |
| Measuring | | | | | | | |
| Tempering - seeding method | | | | | | | |
| Tempering - table top method | | | | | | | |
| Tempering - microwave method | | | | | | | |
| Lining | | | | | | | |
| Filling | | | | | | | |
| Combining | | | | | | | |
| Sealing | | | | | | | |
| Items | | | | | | | |
| Runouts | | | | | | | |
| Garnishes | | | | | | | |
| Pralines | | | | | | | |
| Ganache | | | | | | | |
| Moulded products | | | | | | | |
| Truffles | | | | | | | |

| 2.5. You must be able to: |
|---|

| Apply quality checks whilst preparing simple chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| Correct temperature | | | | | | | |
| Humidity | | | | | | | |
| Texture | | | | | | | |

| 2.6. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Use equipment safely whilst preparing simple chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
| Operate equipment in a safe manner | | | | | | | |
| Handle equipment in a safe manner | | | | | | | |
| Avoid accidents | | | | | | | |

| 2.7. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Comply with food safety standards whilst preparing simple chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
| Demonstrate good hygiene practices | | | | | | | |
| Avoid cross contamination | | | | | | | |
| Adhere to temperature guidelines | | | | | | | |
| Maintain correct storage of commodities | | | | | | | |

| 3.1. You must be able to: |
|---|

| Finish simple chocolate products using different methods | *PER | SO | OQ | WQ | WT | PS | PD |
|---|---|---|---|---|---|---|---|
| Demoulding | | | | | | | |
| Brushing | | | | | | | |
| Dusting | | | | | | | |
| Coating | | | | | | | |
| Filling | | | | | | | |
| Piping | | | | | | | |
| Spraying | | | | | | | |

| 3.2. You must be able to: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Complete quality checks when finishing simple chocolate products | *PER | SO | OQ | WQ | WT | PS | PD |
| Shine | | | | | | | |
| Retraction | | | | | | | |
| Snap | | | | | | | |
| No signs of fat bloom | | | | | | | |
| No signs of sugar bloom | | | | | | | |
| Aroma | | | | | | | |
| Colour | | | | | | | |
| Consistency | | | | | | | |
| Portion size | | | | | | | |
| Presentation | | | | | | | |
| Taste | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Texture | | | | | | | |
| Neatness | | | | | | | |

**Unit: 220**   **Unit title: Prepare and finish simple chocolate products using**

Declaration          **standardised recipes**

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:** | |

# 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**<br>General qualification information | **E: learnersupport@cityandguilds.com** |
| **International learners**<br>General qualification information | **E: intcg@cityandguilds.com** |
| **Centres**<br>Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results | **E: centresupport@cityandguilds.com** |
| **Single subject qualifications**<br>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**<br>Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports | **E: intops@cityandguilds.com** |
| **Walled Garden**<br>Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems | **E: walledgarden@cityandguilds.com** |
| **Employer**<br>Employer solutions, Mapping, Accreditation, Development Skills, Consultancy | **E: business@cityandguilds.com** |
| **Publications**<br>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

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

## City & Guilds Group

The City & Guilds Group 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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