

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

**June 2020 (Version 1.0)**

## **Candidate Logbook**

## Qualification at a glance

<b>Subject area</b>	Hospitality and Catering
<b>City &amp; Guilds number</b>	8064
<b>Age group approved</b>	16+
<b>Entry requirements</b>	None
<b>Assessment types</b>	Practical assessments and multiple choice tests
<b>Approvals</b>	
<b>Support materials</b>	SmartScreen materials, Assessment packs
<b>Registration and certification</b>	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

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# 1 About your Candidate Logbook/Work-Based Evidence Record

## Contact details

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**Candidate name**

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**Candidate address**

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**Centre name**

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**Centre number**

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**Programme start date**

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**City & Guilds registration number**

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**Date of registration with City & Guilds**

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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.

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**Your Assessor(s)**

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**Internal Quality  
Assurer (IQA)**

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**External Quality  
Assurer (EQA)**

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## **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](http://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.

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**Name:**

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**Place of work:**

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**Assessor:**

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**Outline of job role:**

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

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### Previous relevant qualification(s)/training

Qualification/training	Where achieved	Date	Grade

**Skill scan/initial assessment – mandatory units**

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

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Pathway:

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Candidate name:

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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.

<b>City &amp; Guilds unit no.</b>	<b>Unit title</b>	<b>Unit level</b>	<b>Achieved Grade</b>	<b>Date</b>
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.

<b>Work-based recorder name:</b>	
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.

<b>Work-based recorder name:</b>	
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.

<b>Work-based recorder name:</b>	
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:



## 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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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: Key policies and procedures Health and safety policy Rules and regulations Standard operating procedures Employment rights							

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

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

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

5.1. You must be able to:							
Outline the technologies used in the hospitality 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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 203

## Unit title: Provide a guest service

### Level 2

#### Unit aim

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

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

PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

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

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

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

Use of jargon							
Perception or viewpoints							
Expectations							
Assumptions							
Prejudices							
Cultural differences							

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

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

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

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

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

Consistent							
Effective communication							
Building of trust and confidence							
Exceeding expectations							

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

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

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

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

3.3. You must be able to:

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

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

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

**Unit: 203**            **Unit title: Provide a guest service**

**Declaration**

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

<b>Candidate name:</b>	
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<b>Date:</b>	

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<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 204

## Unit title: Awareness of sustainability in the hospitality industry

### Level 2

#### Unit aim

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

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

PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

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

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

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

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

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

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

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

Liquid							
Hazardous							
Non-recyclable							

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

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

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

**Unit: 204**

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

**Declaration**

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<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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**

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<b>Candidate name:</b>	
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<b>Assessor name:</b>	
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<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
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<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 207

## Unit title: Food safety

### Level 2

#### Unit aim

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

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

PS – Product supplementary      PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

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

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

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

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

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

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

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

Tampering							
Viruses							

5.3. You must be able to:							
State the conditions for bacterial growth	*PER	SO	OQ	WQ	WT	PS	PD
Warmth							
Food							
Moisture							
Time							

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

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

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

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

Eggs							
Shellfish							
Gluten							
Sesame seeds							
Milk							
Soya							
Mustard							
Sulphur dioxide							
Celery							

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

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

Equipment							
Pests							
Premises							
Product							

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

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

Only reheat once							
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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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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
<b>Negative:</b> Heart disease Strokes Obesity Diabetes Malnutrition Tooth decay High blood pressure							
<b>Positive:</b> Lower cholesterol Reduce the risk of heart disease and obesity							

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

2.1. You must be able to:

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

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

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

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							
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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

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<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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							
Ingredient lists							
Equipment list							
Allergen risk							

Service requirements							
Business requirements							
1 course							
2 courses							
3 courses							
Banquet							

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

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

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

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

Safe and hygienic storage							
Security							

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

Sieve							
Spatula							
Spider							
Spoons							
Strainers							
Temperature probe							
Trays							
Whisk							

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

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

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

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

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

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

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

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

5.2. You must be able to:

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

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

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

5.4. You must be able to:

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

Steaming							
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**Unit: 209**      **Unit title: Mise en place**

Declaration

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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	

<b>Date:</b>	
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<b>Assessor name:</b>	
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<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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							
Lingue 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							
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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							
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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							



<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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							
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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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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:
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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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	

<b>Date:</b>	
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<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	

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

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	

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

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## 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 Melt = 43°C / 110°F Cool = 25°C / 78°F Reheat = 27-28°C / 82-84°F							
Milk Melt 1 = 46°C / 115°F Cool = 26°C / 80°F Reheat - 30-31°C / 86-88°F							
Dark Melt = 48°C / 120°F Cool = 27°C / 82°F 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							
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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							
Crèmeux							
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							

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							
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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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	

## **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](http://www.cityandguilds.com/functionalskills)
- Essential Skills (Northern Ireland) – see [www.nidirect.gov.uk/articles/essential-skills](http://www.nidirect.gov.uk/articles/essential-skills)
- Essential Skills Wales – see [www.walesessentialskills.com](http://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](http://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

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

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

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

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

## City & Guilds Group

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

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