

Mapping of Hospitality NVQ Mandatory Units to Personal, Listening and Thinking Skills (PLTS)

The Housekeeping NVQ where Independent Enquirers, Reflective learners and Creative thinking PLTS may not be adequately covered. To ensure PLTS coverage, therefore, it may require a more robust assessment and evidencing of one of the other mandatory units in the Housekeeping NVQ pathway, specifically, the unit 'Working effectively as part of a hospitality team'.

Unit reference	Unit Title	Independent enquirers (IE)	Creative thinking (CT)	Reflective Learners (RL)	Team workers (TW)	Self-Managers (SM)	Effective participators (EP)
Hospitality NVQ Mandatory Units present in both the levels 2 & 3 qualifications pathways							
F/601/5031	Maintenance of a safe, hygienic and secure working environment	IE1	CT2	RL5	TW1, TW4, TW5	SM4	EP1, EP2, EP3, EP4, EP5, EP6
L/601/0933	Give customers a positive impression of yourself and your organisation	IE1, IE3	CT2, CT4, CT6	RL1, RL2, RL3, RL4, RL5, RL6	TW1, TW2, TW3, TW4, TW5, TW6	SM1, SM2, SM3, SM4, SM5, SM6, SM7	EP1, EP2, EP3, EP4, EP5, EP6
A/601/5030	Maintain food safety when storing, holding and serving food	IE1	CT2, CT3, CT5, CT6	RL1, RL2, RL3, RL4, RL5, RL6	TW1, TW2, TW3, TW4, TW5, TW6	SM1, SM2, SM3, SM4, SM5, SM6, SM7	EP1, EP2, EP3, EP4, EP5, EP6
D/601/6980	Maintain food safety when preparing, storing, and cooking food	IE1	CT2, CT3, CT5, CT6	RL1, RL2, RL3, RL4, RL5, RL6	TW1, TW2, TW3, TW4, TW5, TW6	SM1, SM2, SM3, SM4, SM5, SM6, SM7	EP1, EP2, EP3, EP4, EP5, EP6
T/601/5043	Working effectively as part of a hospitality team	IE1, IE5, IE6	CT1, CT2, CT3, CT4, CT5, CT6	RL1, RL2, RL3, RL4, RL5, RL6	TW1, TW2, TW3, TW4, TW5, TW6	SM1, SM2, SM3, SM4, SM5, SM6, SM7	EP1, EP2, EP3, EP4, EP5, EP6
J/601/5015	Clean and service a range of areas (Housekeeping only)	IE1			TW1	SM1, SM2, SM3, SM4, SM5, SM6, SM7	EP1
K/601/5041	Maintain, handle and clean knives (Level 2 Professional Cookery only)	IE1			TW1	SM1, SM2, SM3, SM4, SM5, SM6, SM7	EP1
Hospitality NVQ Mandatory Unit present in level 3 qualification pathways only							
M/501/0428	Develop productive working relations with colleagues	IE1, IE2, IE3, IE4, IE5, IE6	CT1, CT2, CT3, CT4, CT5, CT6	RL1, RL2, RL3, RL4, RL5, RL6	TW1, TW2, TW3, TW4, TW5, TW6	SM1, SM2, SM3, SM4, SM5, SM6, SM7	EP1, EP2, EP3, EP4, EP5, EP6

Evidencing and recognition of PLTS

The assessors will be advised to adopt a holistic approach to assessments and PLTS will be evidenced as part of the mandatory units but recognised separately. PLTS will be cross-referenced within the unit’s assessment documentation and also cross-referenced to the mandatory unit’s documentary evidence as indicated below as on-going developmental activities and achievement when the apprentice is deemed to have achieved the skills.

	Cross- referencing PLTS with the mandatory units that were assessed through any of the assessment methods documentary evidence i.e. Observation (O), Questioning-oral (Q), Questioning-written (Qw), Discussion (D), Work Products (W), Portfolio (P), Recognising Prior Learning (R), Witness testimony (Wt), Learner Statement (S), Other (Ot)					
	Formative					Achievement date
	Evidence documentary Reference	Evidence documentary Reference	Evidence documentary Reference	Evidence documentary Reference	Evidence documentary Reference	
Independent enquirers (IE)						
IE1: identify questions to answer and problems to resolve						
IE2: plan and carry out research, appreciating the consequences of decisions						
IE3: explore issues, events or problems from different perspectives						
IE4: analyse and evaluate information, judging its relevance and value						
IE5: consider the influence of circumstances, beliefs and feelings on decisions and events						
IE6: support conclusions, using reasoned arguments and evidence						
Creative thinkers (CT)						
CT1: generate ideas and explore possibilities						
CT2: ask questions to extend their thinking						
CT3: connect their own and others’ ideas and experiences in inventive ways						
CT4: question their own and others’ assumptions						
CT5: try out alternatives or new solutions and follow ideas through						

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CT6: adapt ideas as circumstances change						
Reflective learners (RL)						
RL1 assess themselves and others, identifying opportunities and achievements						
RL2 set goals with success criteria for their development and work						
RL3 review progress, acting on the outcomes						
RL4 invite feedback and deal positively with praise, setbacks and criticism						
RL5 evaluate experiences and learning to inform future progress						
RL6 communicate their learning in relevant ways for different audiences						
Team workers (TW)						
TW1 collaborate with others to work towards common goals						
TW2 reach agreements, managing discussions to achieve results						
TW3 adapt behaviour to suit different roles and situations, including leadership roles						
TW4 show fairness and consideration to others						
TW5 take responsibility, showing confidence in themselves and their contribution						
TW6 provide constructive support and feedback to others						
Self-managers (SM)						
SM1 seek out challenges or new responsibilities and show flexibility when priorities change						
SM2 work towards goals, showing initiative, commitment and perseverance						
SM3 organise time and resources, prioritising actions						
SM4 anticipate, take and manage risks						
SM5 deal with competing pressures, including personal and work-related						

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demands						
SM6 respond positively to change, seeking advice and support when needed						
SM7 manage their emotions, and build and maintain relationships						
Effective participators (EP)						
EP1 discuss issues of concern, seeking resolution where needed						
EP2 present a persuasive case for action						
EP3 propose practical ways forward, breaking these down into manageable steps						
EP4 identify improvements that would benefit others as well as themselves						
EP5 try to influence others, negotiating and balancing diverse views to reach workable solutions						
EP6 act as an advocate for views and beliefs that may differ from their own						

PLTS Sign off

Apprentice Name: _____

Assessor's Name: _____

Internal Quality Assurance

Apprentice signature: _____

Assessor's Signature: _____

Internal Verifier's Name: _____

Date: _____

Date: _____

Signature & Date: _____