

Sector guidance for centres

NVQ

Edexcel Level 2 and Level 3 NVQs in Hospitality and
Catering

December 2009

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Section 1: Edexcel Level 2 and Level 3 NVQs in Hospitality and Catering

Introduction

This document contains information that is specific to the Edexcel Level 2 and Level 3 NVQs in Hospitality and Catering. It should be read in conjunction with the *Edexcel NVQ general guidance for centres*, *Edexcel NVQ guidance for candidates* and the relevant candidate logbooks (see *Section 5: Further information*).

National Occupational Standards and NVQs

The standards, assessment strategy and award structures for Hospitality and Catering are owned by People 1st, who reviewed these National Occupational Standards. These NVQs have been developed from the National Occupational Standards.

Edexcel Level 2 and Level 3 NVQs in Hospitality and Catering give recognition of candidates' skills, knowledge and understanding. They allow candidates to gain a qualification in the workplace that relates to their job area and promotes good working practice.

You can contact the Sector Skills Council (SSC) at:

People 1st
2nd Floor
Armstrong House
38 Market Square
Uxbridge
UB8 1LH

Telephone: 01895 817000
Website: www.people1st.co.uk

Section 2: About these NVQs

The Edexcel NVQs are designed to be assessed in the workplace, or in conditions resembling the workplace, for example:

- restaurants
- hotels
- bed and breakfasts
- youth hostels
- holiday parks
- armed forces
- schools
- care homes.

In a further education or training situation, assessment is occasionally achieved through simulation. Simulation must be carried out under conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE). For guidance on the use of simulation, see *Section 3*.

Which Edexcel NVQs in Hospitality and Catering are available?

Edexcel NVQs in Hospitality and Catering are available as follows:

- Edexcel Level 2 NVQ in Food and Drink Service
- Edexcel Level 2 NVQ in Food Processing and Cooking
- Edexcel Level 2 NVQ in Front Office
- Edexcel Level 2 NVQ in Housekeeping
- Edexcel Level 2 NVQ in Multi-skilled Hospitality Services
- Edexcel Level 2 NVQ in Professional Cookery
- Edexcel Level 3 NVQ in Professional Cookery
- Edexcel Level 3 NVQ in Hospitality Supervision.

It is important that the most appropriate level and route is selected for each candidate.

Who are these Edexcel NVQs for?

At Levels 2 and 3 candidates are expected to be in an operational role in the workplace.

The Edexcel NVQs in Hospitality and Catering are suitable for people already employed in the hospitality industry and for those wishing to gain entry into the industry.

These NVQs are applicable for people working, or wishing to work, in a wide range of hospitality and catering outlets, for example:

- fine dining restaurants
- quick service restaurants
- hotels
- bed and breakfasts
- youth hostels
- holiday parks
- contract caterers
- armed forces
- schools
- care homes.

The National Occupational Standards cover a diverse range of job roles, for example:

- bar person/supervisor
- cellar person
- receptionist/front of house staff
- waiter
- craft chef
- kitchen assistant
- chef
- youth hostel worker/supervisor
- school cook.

What progression do these NVQs offer?

NVQ qualifications allow candidates to progress within employment, to other NVQs or to vocationally-related qualifications.

At Level 2 candidates may progress to:

- other Edexcel Level 2 NVQs in Hospitality and Catering
- other related Edexcel Level 2 or 3 NVQs
- Edexcel Level 3 NVQ in Professional Cookery
- Edexcel Level 3 NVQ in Hospitality Supervision
- Edexcel Level 3 BTEC National Certificate or Diploma in Hospitality.

At Level 3 candidates may progress to:

- other Edexcel Level 3 NVQs in Hospitality and Catering
- other related Edexcel Level 3 NVQs
- Edexcel Level 4 BTEC Higher National Certificate or Diploma in Hospitality Management
- Edexcel Level 4 BTEC Higher National Certificate or Diploma in Hospitality Management (Licensed Retail)
- Edexcel Level 4 BTEC Higher National Certificate or Diploma in Hospitality Management (Leisure and Tourism)
- Edexcel Level 4 BTEC Higher National Certificate or Diploma in Hospitality Management (Culinary Arts).

What is the structure of the Edexcel Level 2 NVQs in Hospitality and Catering and the Edexcel Level 2 NVQ in Food and Drink Service?

To achieve the full qualification at Level 2, candidates must prove competence in three **mandatory units** and

- five optional units from route A, of which one must be 2GEN4
or
- five optional units from route B
or
- five optional units from route C, of which one must be 2GEN4.

Mandatory units for the Edexcel Level 2 NVQ in Food and Drink Service

Candidates must achieve **all** of the units listed below.

Unit number	Title	Element number	Title
1GEN1	Maintain a safe, hygienic and secure working environment	1GEN1.1	Maintain personal health and hygiene
		1GEN1.2	Help to maintain a hygienic, safe and secure workplace
1GEN4	Contribute to effective teamwork	1GEN4.1	Organise your own work
		1GEN4.2	Support the work of your team
		1GEN4.3	Contribute to your own learning and development
2GEN1	Give customers a positive impression of yourself and your organisation	2GEN1.1	Establish effective relationships with customers
		2GEN4.2	Respond appropriately to customers
		2GEN4.3	Communicate information to customers

Option units for the Edexcel Level 2 NVQ in Food and Drink Service

Option Route A: Food Service

Candidates must achieve five of the following units, which must include 2GEN4.

Unit number	Title	Element number	Title
2FS1	Prepare and clear areas for table service	2FS1.1	Prepare service areas and equipment for table service
		2FS1.2	Prepare customer and dining areas for table service
		2FS1.3	Clear dining and service areas after table service
2FS2	Serve food at the table	2FS2.1	Greet customers and take orders
		2FS2.2	Serve customer orders and maintain the dining area
2FS3	Provide a silver service	2FS3.1	Silver serve food
		2FS3.2	Clear finished courses
2FS4	Provide a carvery/buffet service	2FS4.1	Prepare and maintain a carvery/buffet display
		2FS4.2	Serve and assist customers at the buffet/carvery
1FS3	Prepare and clear areas for counter/takeaway service	1FS3.1	Prepare areas for counter/takeaway service
		1FS3.2	Clear areas for counter/takeaway service
1FS4	Provide a counter/takeaway service	1FS4.1	Serve customers at the counter
		1FS4.2	Maintain counter and service areas
1GEN2	Maintain and deal with payments	1GEN2.1	Maintain the payment point
		1GEN2.2	Deal with payments
2GEN4	Maintain food safety when storing, holding and serving food	2GEN4.1	Keep yourself clean and hygienic
		2GEN4.2	Keep your working area clean and hygienic
		2GEN4.3	Store food safely
		2GEN4.4	Hold and serve food safely

Option Route B: Drink Service

Candidates must achieve five of the following units.

Unit number	Title	Element number	Title
2DS1	Prepare and clear the bar area	2DS1.1	Prepare customer and service areas
		2DS1.2	Clear customer and service areas
		2DS1.3	Clean and store glassware
2DS2	Serve alcoholic and soft drinks	2DS2.1	Take customer orders
		2DS2.2	Serve alcoholic and soft drinks
2DS3	Prepare and serve cocktails	2DS3.1	Prepare service area and equipment for serving cocktails
		2DS3.2	Serve cocktails
2DS4	Prepare and serve wines	2DS4.1	Prepare service areas, equipment and stock for wine service
		2DS4.2	Determine customer requirements for wine
		2DS4.3	Present and serve wine
2DS5	Maintain cellars and kegs	2DS5.1	Maintain cellars
		2DS5.2	Prepare kegs and gas for use
2DS6	Clean drinks dispense lines	2DS6.1	Clean drinks dispense lines
2DS7	Prepare and serve dispensed and instant hot drinks	2DS7.1	Prepare work area and equipment for service
		2DS7.2	Prepare and serve hot drinks
2DS8	Prepare and serve hot drinks using specialist equipment	2DS8.1	Prepare work area and equipment for service
		2DS8.2	Prepare and serve hot drinks
2DS9	Receive, store and issue drinks stock	2DS9.1	Receive drinks deliveries
		2DS9.2	Store and issue drinks stock
1GEN2	Maintain and deal with payments	1GEN2.1	Maintain the payment point
		1GEN2.2	Deal with payments

Option Route C: Food and Drink Service

Candidates must achieve five of the following units, which must include 2GEN4.

Unit number	Title	Element number	Title
1FS3	Prepare and clear areas for counter/takeaway service	1FS3.1	Prepare areas for counter/takeaway service
		1FS3.2	Clear areas for counter/takeaway service
1FS4	Provide a counter/takeaway service	1FS4.1	Serve customers at the counter
		1FS4.2	Maintain counter and service areas
2FS1	Prepare and clear areas for table service	2FS1.1	Prepare service areas and equipment for table service
		2FS1.2	Prepare customer and dining areas for table service
		2FS1.3	Clear dining and service areas after table service
2FS2	Serve food at the table	2FS2.1	Greet customers and take orders
		2FS2.2	Serve customer orders and maintain the dining area
2FS3	Provide a silver service	2FS3.1	Silver serve food
		2FS3.2	Clear finished courses
2FS4	Provide a carvery/buffet service	2FS4.1	Prepare and maintain a carvery/buffet display
		2FS4.2	Serve and assist customers at the buffet/carvery
2DS1	Prepare and clear the bar area	2DS1.1	Prepare customer and service areas
		2DS1.2	Clear customer and service areas
		2DS1.3	Clean and store glassware
2DS2	Serve alcoholic and soft drinks	2DS2.1	Take customer orders
		2DS2.2	Serve alcoholic and soft drinks

Unit number	Title	Element number	Title
2DS3	Prepare and serve cocktails	2DS3.1	Prepare service area and equipment for serving cocktails
		2DS3.2	Serve cocktails
2DS4	Prepare and serve wines	2DS4.1	Prepare service areas, equipment and stock for wine service
		2DS4.2	Determine customer requirements for wine
		2DS4.3	Present and serve wine
2DS5	Maintain cellars and kegs	2DS5.1	Maintain cellars
		2DS5.2	Prepare kegs and gas for use
2DS6	Clean drinks dispense lines	2DS6.1	Clean drinks dispense lines
2DS7	Prepare and serve dispensed and instant hot drinks	2DS7.1	Prepare work area and equipment for service
		2DS7.2	Prepare and serve hot drinks
2DS8	Prepare and serve hot drinks using specialist equipment	2DS8.1	Prepare work area and equipment for service
		2DS8.2	Prepare and serve hot drinks
2DS9	Receive, store and issue drinks stock	2DS9.1	Receive drinks deliveries
		2DS9.2	Store and issue drinks stock
1GEN2	Maintain and deal with payments	1GEN2.1	Maintain the payment point
		1GEN2.2	Deal with payments
2GEN4	Maintain food safety when storing, holding and serving food	2GEN4.1	Keep yourself clean and hygienic
		2GEN4.2	Keep your working area clean and hygienic
		2GEN4.3	Store food safely
		2GEN4.4	Hold and serve food safely

What is the structure of the Edexcel Level 2 NVQ in Food Processing and Cooking?

To achieve the whole qualification at Level 2, candidates must prove competence in **three mandatory units** and **eight option units**.

Candidates must complete a minimum of **four** units from option units A and a minimum of **three** units from option units B plus one other unit from Option units A or Option units B to give a total of 11 units.

Mandatory units for the Edexcel Level 2 NVQ in Food Processing and Cooking

Candidates must achieve **all** of the units listed below.

Unit number	Title	Element number	Title
1GEN1	Maintain a safe, hygienic and secure working environment	1GEN1.1	Maintain personal health and hygiene
		1GEN1.2	Help to maintain a hygienic, safe and secure workplace
1GEN4	Contribute to effective teamwork	1GEN4.1	Organise your own work
		1GEN4.2	Support the work of your team
		1GEN4.3	Contribute to your own learning and development
2GEN3	Maintain food safety when storing, preparing and cooking food	2GEN3.1	Keep yourself clean and hygienic
		2GEN3.2	Keep your working area clean and hygienic
		2GEN3.3	Store food safely
		2GEN3.4	Prepare, cook and hold food safely

Option units for the Edexcel Level 2 NVQ in Food Processing and Cooking

Candidates must complete a minimum of four units from Option units A and a minimum of **three** units from Option units B. Plus one other unit from Option units A or Option units B to give a total of 11 units.

Option units A

Unit number	Title	Element number	Title
2FC1	Cook and finish basic fish dishes	2FC1.1	Cook and finish basic fish dishes
2FC3	Cook and finish basic meat dishes	2FC3.1	Cook and finish basic meat dishes
2FC4	Cook and finish basic poultry dishes	2FC4.1	Cook and finish basic poultry dishes
2FC7	Cook and finish basic vegetable dishes	2FC7.1	Cook and finish basic vegetable dishes
2FC8	Cook - chill food	2FC8.1	Portion, pack and blast - chill food
		2FC8.2	Store cook - chill food
2FC9	Cook - freeze food	2FC9.1	Portion, pack and blast - freeze food
		2FC9.2	Store cook - freeze food
2FPC1	Prepare, cook and finish basic hot sauces	2FPC1.1	Prepare, cook and finish basic hot sauces
2FPC4	Prepare, cook and finish basic rice dishes	2FPC4.1	Prepare, cook and finish basic rice dishes
2FPC5	Prepare, cook and finish basic pasta dishes	2FPC5.1	Prepare, cook and finish basic pasta dishes
2FPC6	Prepare, cook and finish basic pulse dishes	2FPC6.1	Prepare, cook and finish basic pulse dishes
2FPC8	Prepare, cook and finish basic egg dishes	2FPC8.1	Prepare, cook and finish basic egg dishes
2FPC9	Prepare, cook and finish basic bread and dough products	2FPC9.1	Prepare, cook and finish basic bread and dough products
2FPC10	Prepare, cook and finish basic pastry products	2FPC10.1	Prepare, cook and finish basic pastry products
2FPC11	Prepare, cook and finish basic cakes, sponges and scones	2FPC11.1	Prepare, cook and finish basic cakes, sponges and scones

Unit number	Title	Element number	Title
2FPC12	Prepare, cook and finish basic grain dishes	2FPC12.1	Prepare, cook and finish basic grain dishes
2FPC13	Prepare, cook and finish healthier dishes	2FPC13.1	Prepare, cook and finish healthier dishes
2FPC14	Prepare, cook and finish basic hot and cold desserts	2FPC14.1	Prepare, cook and finish basic hot and cold desserts
2FPC15	Prepare and present food for cold presentation	2FPC15.1	Prepare and present food for cold presentation
2P&C3	Prepare, cook, finish and present flour, dough and tray - bake products	2P&C3.1	Prepare flour, dough and tray - bake products
		2P&C3.2	Cook, finish and present flour, dough and tray - bake products
1FP3	Prepare hot and cold sandwiches	1FP3.1	Prepare hot and cold sandwiches

Option units B

Unit number	Title	Element number	Title
2P&C1	Complete kitchen documentation	2P&C1.1	Complete kitchen documentation
2P&C2	Set up and close kitchen	2P&C2.1	Prepare kitchen for food operations
		2P&C2.2	Prepare food items ready for operations
		2P&C2.3	Close kitchen after operations
1P&C1	Package food for delivery	1P&C1.1	Package food for delivery
2GEN1	Give customers a positive impression of yourself and your organisation	2GEN1.1	Establish effective relationships with customers
		2GEN1.2	Respond appropriately to customers
		2GEN1.3	Communicate information to customers
2GEN2	Order stock	2GEN2.1	Order stock
1GEN6	Maintain a vending machine	1GEN6.1	Clean a merchandising vending machine
		1GEN6.2	Clean a drinks vending machine
		1GEN6.3	Fill a vending machine
		1GEN6.4	Display vending goods
1GEN2	Maintain and deal with payments	1GEN2.1	Maintain the payment point
		1GEN2.2	Deal with payments
1FS4	Provide a counter/takeaway service	1FS4.1	Serve customers at the counter
		1FS4.2	Maintain counter and service areas
2FS5	Convert a room for dining	2FS5.1	Set up food dining areas
		2FS5.2	Return food dining area to its original state
HS1	Supervise the work of staff	HS1.1	Help to plan the work of staff
		HS1.2	Monitor the work of staff
		HS1.3	Give staff feedback on their work

What is the structure of the Edexcel Level 2 NVQ in Front Office?

To achieve the whole qualification at Level 2, candidates must prove competence in **four mandatory units** and **four option units** with:

- two units from option units A
- two units from option units B.

Mandatory units for the Edexcel Level 2 NVQ in Front Office

Candidates must achieve **all** of the units listed below.

Unit number	Title	Element number	Title
2R1	Deal with communications as part of the reception function	2R1.1	Deal with incoming communications
		2R1.2	Deal with outgoing communications
1GEN1	Maintain a safe, hygienic and secure working environment	1GEN1.1	Maintain personal health and hygiene
		1GEN1.2	Help to maintain a hygienic, safe and secure workplace
1GEN4	Contribute to effective team work	1GEN4.1	Organise your own work
		1GEN4.2	Support the work of your team
		1GEN4.3	Contribute to your own learning and development
2GEN1	Give customers a positive impression of yourself and your organisation	2GEN1.1	Establish effective relationships with customers
		2GEN1.2	Respond appropriately to customers
		2GEN1.3	Communicate information to customers

Option units for the Edexcel Level 2 NVQ in Front Office

Candidates must achieve **four** option units with:

- two units from option units A
- two units from option units B.

Option units A

Candidates must achieve **two** of the following units.

Unit number	Title	Element number	Title
2R20	Deal with the arrival of customers	2R2.1	Deal with the arrival of customers
2R3	Deal with bookings	2R3.1	Deal with booking enquiries
		2R3.2	Confirm, cancel and amend bookings
2R4	Prepare customer accounts and deal with departures	2R4.1	Prepare and maintain customer accounts
		2R4.2	Deal with the departure of customers
1GEN2	Maintain and deal with payments	1GEN2.1	Maintain the payment point
		1GEN2.2	Deal with payments

Option units B

Candidates must achieve **two** of the following units.

Unit number	Title	Element number	Title
2R5	Exchange foreign cash and traveller's cheques	2R5.1	Exchange foreign cash
		2R5.2	Exchange traveller's cheques
2R6	Prepare and print documents using a computer	2R6.1	Enter and edit text
		2R6.2	Format and layout documents
		2R6.3	Print documents
2R7	Record, store and supply information using a paper-based filing system	2R7.1	Record and store information
		2R7.2	Retrieve and supply information
2R8	Handle mail and book external services	2R8.1	Handle mail and messages
		2R8.2	Book external services
2R9	Resolve customer service problems	2R9.1	Identify customer service problems
		2R9.2	Select the best solution to resolve customer service problems
		2R9.3	Implement the solution to customer service problems
2R10	Enter, retrieve and print data in a database	2R10.1	Enter and find data
		2R10.2	Generate reports from a database
2R11	Identify and provide tourism related information and advice	2R11.1	Identify your customer's needs for information
		2R11.2	Source and provide information and advice

What is the structure of the Edexcel Level 2 NVQ in Housekeeping?

To achieve the whole qualification at Level 2 candidates must prove competence in four mandatory units and four option units.

Mandatory units for the Edexcel Level 2 NVQ in Housekeeping

Candidates must achieve all of the units listed below.

Unit number	Title	Element number	Title
1GEN1	Maintain a safe, hygienic and secure working environment	1GEN1.1	Maintain personal health and hygiene
		1GEN1.2	Help to maintain a hygienic, safe and secure workplace
1GEN4	Contribute to effective team work	1GEN4.1	Organise your own work
		1GEN4.2	Support the work of your team
		1GEN4.3	Contribute to your own learning and development
2HK1	Clean and service a range of areas	2HK1.1	Clean and service toilet and bathroom areas
		2HK1.2	Clean and service furnished areas
		2HK1.3	Dispose of waste
2HK2	Work using different chemicals and equipment	2HK2.1	Work using different chemicals
		2HK2.2	Work using manual equipment
		2HK2.3	Work using electrical equipment

Option units for the Edexcel Level 2 NVQ in Housekeeping

Candidates must achieve four of the units listed below.

Unit number	Title	Element number	Title
2HK3	Maintain housekeeping supplies	2HK3.1	Receive and check housekeeping supplies
		2HK3.2	Store and issue housekeeping supplies
2HK4	Clean and protect floors	2HK4.1	Remove ground in soil and protective coatings from floors
		2HK4.2	Apply protective coatings to floors
		2HK4.3	Burnish floors
2HK5	Clean carpets and soft furnishings	2HK5.1	Remove ground in soil from carpets and soft furnishings
		2HK5.2	Spot clean carpets and soft furnishings
2HK6	Provide a linen service	2HK6.1	Receive and check clean linen
		2HK6.2	Store and issue clean linen
2HK7	Carry out periodic room servicing and deep cleaning	2HK7.1	Carry out periodic room servicing
		2HK7.2	Carry out periodic deep cleaning
1R8	Prepare, service and clear meeting and conference rooms	1R8.1	Prepare and service meeting and conference rooms
		1R8.2	Clear meeting and conference rooms
1HK1	Collect linen and make beds	1HK1.1	Collect clean linen and bed coverings
		1HK1.2	Strip and make beds
1HK2	Clean windows from the inside	1HK2.1	Prepare to clean windows from the inside
		1HK2.2	Clean the inside surfaces of windows
2GEN1	Give customers a positive impression of yourself and your organisation	2GEN1.1	Establish effective relationships with customers
		2GEN1.2	Respond appropriately to customers
		2GEN1.3	Communicate information to customers

What is the structure of the Edexcel Level 2 NVQ in Multi-skilled Hospitality Services?

To achieve the whole qualification at Level 2, candidates must prove competence in **two mandatory units** and **seven option units**.

The option units must be chosen from a **minimum of three** of the optional boxes A-E.

For candidates that choose food-related units;

- If candidates take units from Box C (Food Service) they must include Unit 2GEN4 within the total of nine units
- If candidates take units from Box D (Food Preparation and/or Cooking) they must include Unit 2GEN3 within the total of nine units
- If candidates take units from both Box C and D they must include Unit 2GEN3 within the total of nine units (they do not also have to take 2GEN4).

Candidates may choose a maximum of **three** Level 1 option units within the total of the nine units.

Mandatory units for the Edexcel Level 2 NVQ in Multi-skilled Hospitality Services

Candidates must achieve **both** the units listed below.

Unit number	Title	Element number	Title
1GEN1	Maintain a safe, hygienic and secure working environment	1GEN1.1	Maintain personal health and hygiene
		1GEN1.2	Help to maintain a hygienic, safe and secure workplace
2GEN1	Give customers a positive impression of yourself and your organisation	2GEN1.1	Establish effective relationships with customers
		2GEN1.2	Respond appropriately to customers
		2GEN1.3	Communicate information to customers

Option units for the Edexcel Level 2 NVQ in Multi-skilled Hospitality Services

Candidates must achieve seven of the units listed below.

The option units must be chosen from a minimum of three of the option boxes A-E.

Box A: Front Office option units

Unit number	Title	Element number	Title
2R1	Deal with communications as part of the reception function	2R1.1	Deal with incoming communications
		2R1.2	Deal with outgoing communications
2R2	Deal with the arrival of customers	2R2.1	Deal with the arrival of customers
2R3	Deal with bookings	2R3.1	Deal with booking enquiries
		2R3.2	Confirm, cancel and amend bookings
2R4	Prepare customer accounts and deal with departures	2R4.1	Prepare and maintain customer accounts
		2R4.2	Deal with the departure of customers
2R9	Resolve customer service problems	2R9.1	Identify customer service problems
		2R9.2	Select the best solution to resolve customer service problems
		2R9.3	Implement the solution to customer service problems
2R11	Identify and provide tourism related information and advice	2R11.1	Identify your customer's needs for information
		2R11.2	Source and provide information and advice

Box B: Housekeeping option units

Unit number	Title	Element number	Title
1HK1	Collect linen and make beds	1HK1.1	Collect clean linen and bed coverings
		1HK1.2	Strip and make beds
2HK1	Clean and service a range of areas	2HK1.1	Clean and service toilet and bathroom areas
		2HK1.2	Clean and service furnished areas
		2HK1.3	Dispose of waste
2HK2	Work using different chemicals and equipment	2HK2.1	Work using different chemicals
		2HK2.2	Work using manual equipment
		2HK2.3	Work using electrical equipment
2HK3	Maintain Multi-skilled Hospitality Services supplies	2HK3.1	Receive and check multi-skilled hospitality services supplies
		2HK3.2	Store and issue multi-skilled hospitality services supplies
2HK4	Clean and protect floors	2HK4.1	Remove ground in soil and protective coatings from floors
		2HK4.2	Apply protective coatings to floors
		2HK4.3	Burnish floors
2HK5	Clean carpets and soft furnishings	2HK5.1	Remove ground in soil from carpets and soft furnishings
		2HK5.2	Spot clean carpets and soft furnishings
2HK6	Provide a linen service	2HK6.1	Receive and check clean linen
		2HK6.2	Store and issue clean linen
2HK7	Carry out periodic room servicing and deep cleaning	2HK7.1	Carry out periodic room servicing
		2HK7.2	Carry out periodic deep cleaning

Box C: Food and Drink Service option units

Unit number	Title	Element number	Title
1FS3	Prepare and clear areas for counter/takeaway service	1FS3.1	Prepare areas for counter/ takeaway service
		1FS3.2	Clear areas for counter/ takeaway service
1FS4	Provide a counter/takeaway service	1FS4.1	Serve customers at the counter
		1FS4.2	Maintain counter and service areas
2FS1	Prepare and clear areas for table service	2FS1.1	Prepare service areas and equipment for table service
		2FS1.2	Prepare customer and dining areas for table service
		2FS1.3	Clear dining and service areas after table service
2FS2	Serve food at the table	2FS2.1	Greet customers and take orders
		2FS2.2	Serve customer orders and maintain the dining area
2FS3	Provide a silver service	2FS3.1	Silver serve food
		2FS3.2	Clear finished courses
2DS1	Prepare and clear the bar area	2DS1.1	Prepare customer and service areas
		2DS1.2	Clear customer and service areas
		2DS1.3	Clean and store glassware
2DS2	Serve alcoholic and soft drinks	2DS2.1	Take customer orders
		2DS2.2	Serve alcoholic and soft drinks
2DS4	Prepare and serve wines	2DS4.1	Prepare service areas, equipment and stock for wine service
		2DS4.2	Determine customer requirements for wine
		2DS4.3	Present and serve wine
2DS5	Maintain cellars and kegs	2DS5.1	Maintain cellars
		2DS5.2	Prepare kegs and gas for use
2DS7	Prepare and serve dispensed and instant hot drinks	2DS7.1	Prepare work area and equipment for service
		2DS7.2	Prepare and serve hot drinks

Box D: Food Preparation and Cooking option units

Unit number	Title	Element number	Title
1FP2	Prepare and finish simple salad and fruit dishes	1FP2	Prepare and finish simple salad and fruit dishes
1FP3	Prepare hot and cold sandwiches	1FP3.1	Prepare hot and cold sandwiches
1FPC1	Prepare and cook fish	1FPC1.1	Prepare and cook fish
1FPC2	Prepare and cook meat and poultry	1FPC2.1	Prepare and cook meat and poultry
2FP7	Prepare vegetables for basic dishes	2FP7.1	Prepare vegetables for basic dishes
2FPC4	Prepare, cook and finish basic rice dishes	2FPC4.1	Prepare, cook and finish basic rice dishes
2FPC5	Prepare, cook and finish basic pasta dishes	2FPC5.1	Prepare, cook and finish basic pasta dishes
2FPC6	Prepare, cook and finish basic pulse dishes	2FPC6.1	Prepare, cook and finish basic pulse dishes
2FC7	Cook and finish basic vegetable dishes	2FC7.1	Cook and finish basic vegetable dishes
2FPC8	Prepare, cook and finish basic egg dishes	2FPC8.1	Prepare, cook and finish basic egg dishes
2FPC15	Prepare and present food for cold presentation	2FPC15.1	Prepare and present food for cold presentation
2P&C1	Complete kitchen documentation	2P&C1	Complete kitchen documentation
2P&C2	Set up and close kitchen	2P&C2.1	Prepare kitchen for food operations
		2P&C2.2	Prepare food items ready for operations
		2P&C2.3	Close kitchen after operations

Box E: Generic option units

Unit number	Title	Element number	Title
1GEN2	Maintain and deal with payments	1GEN2.1	Maintain the payment point
		1GEN2.2	Deal with payments
1GEN4	Contribute to effective team work	1GEN4.1	Organise your own work
		1GEN4.2	Support the work of your team
		1GEN4.3	Contribute to your own learning and development
2GEN3	Maintain food safety when storing, preparing and cooking food	2GEN3.1	Keep yourself clean and hygienic
		2GEN3.2	Keep your working area clean and hygienic
		2GEN3.3	Store food safely
		2GEN3.4	Prepare, cook and hold food safely
2GEN4	Maintain food safety when storing, holding and serving food	2GEN4.1	Keep yourself clean and hygienic
		2GEN4.2	Keep your working area clean and hygienic
		2GEN4.3	Store food safely
		2GEN4.4	Hold and serve food safely

What is the structure of the Edexcel Level 2 NVQ in Professional Cookery?

This NVQ has two routes:

- Professional Cookery (Preparation and Cooking)
- Professional Cookery.

To achieve the whole qualification at Level 2, candidates must prove competence in **three mandatory units** and **11 option units**.

Mandatory units for the Edexcel Level 2 NVQ in Professional Cookery - both routes

Candidates must achieve **all** of the units listed below.

Unit number	Title	Element number	Title
1GEN1	Maintain a safe, hygienic and secure working environment	1GEN1.1	Maintain personal health and hygiene
		1GEN1.2	Help to maintain a hygienic, safe and secure workplace
1GEN4	Contribute to effective team work	1GEN4.1	Organise your own work
		1GEN4.2	Support the work of your team
		1GEN4.3	Contribute to your own learning and development
2GEN3	Maintain food safety when storing, preparing and cooking food	2GEN3.1	Keep yourself clean and hygienic
		2GEN3.2	Keep your working area clean and hygienic
		2GEN3.3	Store food safely
		2GEN3.4	Prepare, cook and hold food safely

Option units for the Edexcel Level 2 NVQ in Professional Cookery (Preparation and Cooking)

Candidates must achieve all **11** of the units listed below.

Candidates must achieve a **minimum of three** of the following units.

Unit number	Title	Element number	Title
2FC1	Cook and finish basic fish dishes	2FC1.1	Cook and finish basic fish dishes
2FC3	Cook and finish basic meat dishes	2FC3.1	Cook and finish basic meat dishes
2FC4	Cook and finish basic poultry dishes	2FC4.1	Cook and finish basic poultry dishes
2FC7	Cook and finish basic vegetable dishes	2FC7.1	Cook and finish basic vegetable dishes

Candidates must achieve a **minimum of three** of the following units.

Unit number	Title	Element number	Title
2FP1	Prepare fish for basic dishes	2FP1.1	Prepare fish for basic dishes
2FP3	Prepare meat for basic dishes	2FP3.1	Prepare meat for basic dishes
2FP4	Prepare poultry for basic dishes	2FP4.1	Prepare poultry for basic dishes
2FP7	Prepare vegetables for basic dishes	2FP7.1	Prepare vegetables for basic dishes

Candidates must achieve a **minimum of one** of the following units.

Unit number	Title	Element number	Title
2FPC1	Prepare, cook and finish basic hot sauces	2FPC1.1	Prepare, cook and finish basic hot sauces
2FPC2	Prepare, cook and finish basic soups	2FPC2.1	Prepare, cook and finish basic soups
2FPC3	Make basic stock	2FPC3.1	Make basic stock

Candidates may take the remaining units from the following units or from the previous option unit groups.

Unit number	Title	Element number	Title
2FC2	Cook and finish basic shellfish dishes	2FC2.1	Cook and finish basic shellfish dishes
2FC5	Cook and finish basic game dishes	2FC5.1	Cook and finish basic game dishes
2FC6	Cook and finish basic offal dishes	2FC6.1	Cook and finish basic offal dishes
2FC8	Cook - chill food	2FC8.1	Portion, pack and blast - chill food
		2FC8.2	Store cook - chill food
2FC9	Cook - freeze food	2FC9.1	Portion, pack and blast - freeze food
		2FC9.2	Store cook - freeze food
2FP2	Prepare shellfish for basic dishes	2FP2.1	Prepare shellfish for basic dishes
2FP5	Prepare game for basic dishes	2FP5.1	Prepare game for basic dishes
2FP6	Prepare offal for basic dishes	2FP6.1	Prepare offal for basic dishes
2FPC4	Prepare, cook and finish basic rice dishes	2FPC4.1	Prepare, cook and finish basic rice dishes
2FPC5	Prepare, cook and finish basic pasta dishes	2FPC5.1	Prepare, cook and finish basic pasta dishes
2FPC6	Prepare, cook and finish basic pulse dishes	2FPC6.1	Prepare, cook and finish basic pulse dishes
2FPC7	Prepare, cook and finish basic vegetable protein dishes	2FPC7.1	Prepare, cook and finish basic vegetable protein dishes
2FPC8	Prepare, cook and finish basic egg dishes	2FPC8.1	Prepare, cook and finish basic egg dishes
2FPC9	Prepare, cook and finish basic bread and dough products	2FPC9.1	Prepare, cook and finish basic bread and dough products
2FPC10	Prepare, cook and finish basic pastry products	2FPC10.1	Prepare, cook and finish basic pastry products
2FPC11	Prepare, cook and finish basic cakes, sponges and scones	2FPC11.1	Prepare, cook and finish basic cakes, sponges and scones

Unit number	Title	Element number	Title
2FPC12	Prepare, cook and finish basic grain dishes	2FPC12.1	Prepare, cook and finish basic grain dishes
2FPC13	Prepare, cook and finish healthier dishes	2FPC13.1	Prepare, cook and finish healthier dishes
2FPC14	Prepare, cook and finish basic hot and cold desserts	2FPC14.1	Prepare, cook and finish basic hot and cold desserts
2FPC15	Prepare and present food for cold presentation	2FPC15.1	Prepare and present food for cold presentation

Option units for the Edexcel Level 2 NVQ in Professional Cookery

Candidates must achieve 11 of the following units.

Unit number	Title	Element number	Title
2FP1	Prepare fish for basic dishes	2FP1.1	Prepare fish for basic dishes
2FP2	Prepare shellfish for basic dishes	2FP2.1	Prepare shellfish for basic dishes
2FP3	Prepare meat for basic dishes	2FP3.1	Prepare meat for basic dishes
2FP4	Prepare poultry for basic dishes	2FP4.1	Prepare poultry for basic dishes
2FP5	Prepare game for basic dishes	2FP5.1	Prepare game for basic dishes
2FP6	Prepare offal for basic dishes	2FP6.1	Prepare offal for basic dishes
2FP7	Prepare vegetables for basic dishes	2FP7.1	Prepare vegetables for basic dishes
2FC1	Cook and finish basic fish dishes	2FC1.1	Cook and finish basic fish dishes
2FC2	Cook and finish basic shellfish dishes	2FC2.1	Cook and finish basic shellfish dishes
2FC3	Cook and finish basic meat dishes	2FC3.1	Cook and finish basic meat dishes
2FC4	Cook and finish basic poultry dishes	2FC4.1	Cook and finish basic poultry dishes
2FC5	Cook and finish basic game dishes	2FC5.1	Cook and finish basic game dishes
2FC6	Cook and finish basic offal dishes	2FC6.1	Cook and finish basic offal dishes
2FC7	Cook and finish basic vegetable dishes	2FC7.1	Cook and finish basic vegetable dishes
2FC8	Cook - chill food	2FC8.1	Portion, pack and blast - chill food
		2FC8.2	Store cook - chill food
2FC9	Cook - freeze food	2FC9.1	Portion, pack and blast - freeze food
		2FC9.2	Store cook - freeze food
2FPC1	Prepare, cook and finish basic hot sauces	2FPC1.1	Prepare, cook and finish basic hot sauces
2FPC2	Prepare, cook and finish basic soups	2FPC2.1	Prepare, cook and finish basic soups
2FPC3	Make basic stock	2FPC3.1	Make basic stock

Unit number	Title	Element number	Title
1FPC8	Cook and finish simple bread and dough products	1FPC8.1	Cook and finish simple bread and dough products
2FPC4	Prepare, cook and finish basic rice dishes	2FPC4.1	Prepare, cook and finish basic rice dishes
2FPC5	Prepare, cook and finish basic pasta dishes	2FPC5.1	Prepare, cook and finish basic pasta dishes
2FPC6	Prepare, cook and finish basic pulse dishes	2FPC6.1	Prepare, cook and finish basic pulse dishes
2FPC7	Prepare, cook and finish basic vegetable protein dishes	2FPC7.1	Prepare, cook and finish basic vegetable protein dishes
2FPC8	Prepare, cook and finish basic egg dishes	2FPC8.1	Prepare, cook and finish basic egg dishes
2FPC9	Prepare, cook and finish basic bread and dough products	2FPC9.1	Prepare, cook and finish basic bread and dough products
2FPC10	Prepare, cook and finish basic pastry products	2FPC10.1	Prepare, cook and finish basic pastry products
2FPC11	Prepare, cook and finish basic cakes, sponges and scones	2FPC11.1	Prepare, cook and finish basic cakes, sponges and scones
2FPC12	Prepare, cook and finish basic grain dishes	2FPC12.1	Prepare, cook and finish basic grain dishes
2FPC13	Prepare, cook and finish healthier dishes	2FPC13.1	Prepare, cook and finish healthier dishes
2FPC14	Prepare, cook and finish basic hot and cold desserts	2FPC14.1	Prepare, cook and finish basic hot and cold desserts
2FPC15	Prepare and present food for cold presentation	2FPC15.1	Prepare and present food for cold presentation
2P&C1	Complete kitchen documentation	2P&C1.1	Complete kitchen documentation
2P&C2	Set up and close kitchen	2P&C2.1	Prepare kitchen for food operations
		2P&C2.2	Prepare food items ready for operations
		2P&C2.3	Close kitchen after operations
2GEN2	Order stock	2GEN2.1	Order stock

What is the structure of the Edexcel Level 3 NVQ in Professional Cookery?

This Level 3 NVQ has three routes:

- Professional Cookery (Preparation and Cooking) - candidates must complete a total of **16 units**
- Professional Cookery (Patisserie and Confectionery) - candidates must complete a total of **12 units**
- Professional Cookery - candidates must complete a total of **16 units**.

Mandatory units for the Edexcel Level 3 NVQ in Professional Cookery - all routes

Candidates must achieve **all** of the units listed below.

Unit number	Title	Element number	Title
HS2	Establish and develop positive working relationships in hospitality	HS2.1	Establish and develop positive working relationships with your colleagues
		HS2.2	Establish and develop positive working relationships with managers
		HS2.3	Establish and develop positive working relationships with your customers
HS4	Maintain the health, hygiene, safety and security of the working environment	HS4.1	Maintain health, hygiene, safety and security procedures in your area of responsibility
		HS4.2	Assess and minimise risks to colleagues and customers
2GEN3	Maintain food safety when storing, preparing and cooking food	2GEN3.1	Keep yourself clean and hygienic
		2GEN3.2	Keep your working area clean and hygienic
		2GEN3.3	Store food safely
		2GEN3.4	Prepare, cook and hold food safely

Mandatory units for the Edexcel Level 3 NVQ in Professional Cookery - Preparation and Cooking route only.

Candidates must achieve **all** of the units listed below.

Unit number	Title	Element number	Title
3FP1	Prepare fish for complex dishes	3FP1.1	Prepare fish for complex dishes
3FP3	Prepare meat for complex dishes	3FP3.1	Prepare meat for complex dishes
3FP4	Prepare poultry for complex dishes	3FP4.1	Prepare poultry for complex dishes
3FC1	Cook and finish complex fish dishes	3FC1.1	Cook and finish complex fish dishes
3FC3	Cook and finish complex meat dishes	3FC3.1	Cook and finish complex meat dishes
3FC4	Cook and finish complex poultry dishes	3FC4.1	Cook and finish complex poultry dishes
3FC6	Cook and finish complex vegetable dishes	3FC6.1	Cook and finish complex vegetable dishes
3FPC1	Prepare, cook and finish complex hot sauces	3FPC1.1	Prepare, cook and finish complex hot sauces
3FPC11	Prepare, cook and finish dressings and cold sauces	3FPC11.1	Prepare, cook and finish dressings and cold sauces

Option units for the Edexcel Level 3 NVQ in Professional Cookery

Professional Cookery (Preparation and Cooking) route

Candidates must achieve four of the units listed below.

Unit number	Title	Element number	Title
3FP2	Prepare shellfish for complex dishes	3FP2.1	Prepare shellfish for complex dishes
3FP5	Prepare game for complex dishes	3FP5.1	Prepare game for complex dishes
3FC2	Cook and finish complex shellfish dishes	3FC2.1	Cook and finish complex shellfish dishes
3FC5	Cook and finish complex game dishes	3FC5.1	Cook and finish complex game dishes
3FPC2	Prepare, cook and finish complex soups	3FPC2.1	Prepare, cook and finish complex soups
3FPC3	Prepare, cook and finish fresh pasta dishes	3FPC3.1	Prepare, cook and finish fresh pasta dishes
3FPC4	Prepare, cook and finish complex bread and dough products	3FPC4.1	Prepare, cook and finish complex bread and dough products
3FPC5	Prepare, cook and finish complex cakes, sponges, biscuits and scones	3FPC5.1	Prepare, cook and finish complex cakes, sponges, biscuits and scones
3FPC6	Prepare, cook and finish complex pastry products	3FPC6.1	Prepare, cook and finish complex pastry products
3FPC7	Prepare, process and finish complex chocolate products	3FPC7.1	Prepare, process and finish complex chocolate products
3FPC8	Prepare, process and finish marzipan, pastillage and sugar products	3FPC8.1	Prepare, process and finish marzipan, pastillage and sugar products
3FPC9	Prepare, cook and present complex cold products	3FPC9.1	Prepare, cook and present complex cold products
3FPC10	Prepare, finish and present canapés and cocktail products	3FPC10.1	Prepare, finish and present canapés and cocktail products
3FPC12	Prepare, cook and finish complex hot desserts	3FPC12.1	Prepare, cook and finish complex hot desserts
3FPC13	Prepare, cook and finish complex cold desserts	3FPC13.1	Prepare, cook and finish complex cold desserts
3FPC14	Produce sauces, fillings and coatings for complex desserts	3FPC14.1	Produce sauces, fillings and coatings for complex desserts

Unit number	Title	Element number	Title
2FPC13	Prepare, cook and finish healthier dishes	2FPC13.1	Prepare, cook and finish healthier dishes
3GEN1	Ensure appropriate food safety practices are followed whilst food is prepared, cooked and served	3GEN1.1	Apply and monitor your organisation's food safety procedures
		3GEN1.2	Identify and respond to food safety hazards
HS3	Contribute to the control of resources	HS3.1	Obtain the resources you need
		HS3.2	Help to make the best use of resources
HS9	Contribute to the development of recipes and menus	HS9.1	Contribute to the development and introduction of new recipes
		HS9.2	Support the implementation of new menu items

Option units for the Edexcel Level 3 NVQ in Professional Cookery

Professional Cookery (Patisserie and Confectionery) route

Candidates must achieve nine of the units listed below.

Unit number	Title	Element number	Title
2FPC13	Prepare, cook and finish healthier dishes	2FPC13.1	Prepare, cook and finish healthier dishes
3FPC4	Prepare, cook and finish complex bread and dough products	3FPC4.1	Prepare, cook and finish complex bread and dough products
3FPC5	Prepare, cook and finish complex cakes, sponges, biscuits and scones	3FPC5.1	Prepare, cook and finish complex cakes, sponges, biscuits and scones
3FPC6	Prepare, cook and finish complex pastry products	3FPC6.1	Prepare, cook and finish complex pastry products
3FPC7	Prepare, process and finish complex chocolate products	3FPC7.1	Prepare, process and finish complex chocolate products
3FPC8	Prepare, process and finish marzipan, pastillage and sugar products	3FPC8.1	Prepare, process and finish marzipan, pastillage and sugar products
3FPC12	Prepare, cook and finish complex hot desserts	3FPC12.1	Prepare, cook and finish complex hot desserts
3FPC13	Prepare, cook and finish complex cold desserts	3FPC13.1	Prepare, cook and finish complex cold desserts
3FPC14	Produce sauces, fillings and coatings for complex desserts	3FPC14.1	Produce sauces, fillings and coatings for complex desserts
3GEN1	Ensure appropriate food safety practices are followed whilst food is prepared, cooked and served	3GEN1.1	Apply and monitor your organisation's food safety procedures
		3GEN1.2	Identify and respond to food safety hazards
HS3	Contribute to the control of resources	HS3.1	Obtain the resources you need
		HS3.2	Help to make the best use of resources
HS9	Contribute to the development of recipes and menus	HS9.1	Contribute to the development and introduction of new recipes
		HS9.2	Support the implementation of new menu items

Option units for the Edexcel Level 3 NVQ in Professional Cookery

Professional Cookery route

Candidates must achieve 13 of the units listed below.

Unit number	Title	Element number	Title
3FP1	Prepare fish for complex dishes	3FP1.1	Prepare fish for complex dishes
3FP2	Prepare shellfish for complex dishes	3FP2.1	Prepare shellfish for complex dishes
3FP3	Prepare meat for complex dishes	3FP3.1	Prepare meat for complex dishes
3FP4	Prepare poultry for complex dishes	3FP4.1	Prepare poultry for complex dishes
3FP5	Prepare game for complex dishes	3FP5.1	Prepare game for complex dishes
3FC1	Cook and finish complex fish dishes	3FC1.1	Cook and finish complex fish dishes
3FC2	Cook and finish complex shellfish dishes	3FC2.1	Cook and finish complex shellfish dishes
3FC3	Cook and finish complex meat dishes	3FC3.1	Cook and finish complex meat dishes
3FC4	Cook and finish complex poultry dishes	3FC4.1	Cook and finish complex poultry dishes
3FC5	Cook and finish complex game dishes	3FC5.1	Cook and finish complex game dishes
3FC6	Cook and finish complex vegetable dishes	3FC6.1	Cook and finish complex vegetable dishes
3FPC1	Prepare, cook and finish complex hot sauces	3FPC1.1	Prepare, cook and finish complex hot sauces
3FPC2	Prepare, cook and finish complex soups	3FPC2.1	Prepare, cook and finish complex soups
3FPC3	Prepare, cook and finish fresh pasta dishes	3FPC3.1	Prepare, cook and finish fresh pasta dishes
3FPC4	Prepare, cook and finish complex bread and dough products	3FPC4.1	Prepare, cook and finish complex bread and dough products
3FPC5	Prepare, cook and finish complex cakes, sponges, biscuits and scones	3FPC5.1	Prepare, cook and finish complex cakes, sponges, biscuits and scones
3FPC6	Prepare, cook and finish complex pastry products	3FPC6.1	Prepare, cook and finish complex pastry products

Unit number	Title	Element number	Title
2FPC13	Prepare, cook and finish healthier dishes	2FPC13.1	Prepare, cook and finish healthier dishes
3FPC7	Prepare, process and finish complex chocolate products	3FPC7.1	Prepare, process and finish complex chocolate products
3FPC8	Prepare, process and finish marzipan, pastillage and sugar products	3FPC8.1	Prepare, process and finish marzipan, pastillage and sugar products
3FPC9	Prepare, cook and present complex cold products	3FPC9.1	Prepare, cook and present complex cold products
3FPC10	Prepare, finish and present canapés and cocktail products	3FPC10.1	Prepare, finish and present canapés and cocktail products
3FPC11	Prepare, cook and finish dressings and cold sauces	3FPC11.1	Prepare, cook and finish dressings and cold sauces
3FPC12	Prepare, cook and finish complex hot desserts	3FPC12.1	Prepare, cook and finish complex hot desserts
3FPC13	Prepare, cook and finish complex cold desserts	3FPC13.1	Prepare, cook and finish complex cold desserts
3FPC14	Produce sauces, fillings and coatings for complex desserts	3FPC14.1	Produce sauces, fillings and coatings for complex desserts
3GEN1	Ensure appropriate food safety practices are followed whilst food is prepared, cooked and served	3GEN1.1	Apply and monitor your organisation's food safety procedures
		3GEN1.2	Identify and respond to food safety hazards
HS3	Contribute to the control of resources	HS3.1	Obtain the resources you need
		HS3.2	Help to make the best use of resources
HS9	Contribute to the development of recipes and menus	HS9.1	Contribute to the development and introduction of new recipes
		HS9.2	Support the implementation of new menu items

What is the structure of the Edexcel Level 3 NVQ in Hospitality Supervision and Leadership

To achieve the whole qualification at Level 3 candidates must prove competence in 5 mandatory units and 3 optional units. This comprises of:

- at least one unit from Section B
- two further units from either Section B or C

Section A Mandatory units

Unit number	Title	Element number	Title
HSL1	Provide leadership for your team (MSC B5)	HSL1	Provide leadership for your team (MSC B5)
HSL2	Develop productive working relationships with colleagues (MSC D1)	HSL2	Develop productive working relationships with colleagues (MSC D1)
HSL3	Contribute to the control of resources	HSL3	Contribute to the control of resources
HSL4	Maintain the health, hygiene, safety and security of the working environment	HSL4	Maintain the health, hygiene, safety and security of the working environment
HSL5	Lead a team to improve customer service (ICS 42)	HSL5	Lead a team to improve customer service (ICS 42)

Section B Optional units

Unit number	Title	Element number	Title
HSL7	Supervise food production operations	HSL7	Supervise food production operations
HSL8	Supervise functions	HSL8	Supervise functions
HSL10	Supervise food services	HSL10	Supervise food services
HSL11	Supervise drink services	HSL11	Supervise drink services
HSL17	Supervise housekeeping services	HSL17	Supervise housekeeping services
HSL20	Supervise portering and concierge services	HSL20	Supervise portering and concierge services
HSL21	Supervise reception services	HSL21	Supervise reception services
HSL22	Supervise reservation and booking services	HSL22	Supervise reservation and booking services

Section C Optional units

Candidates that select any of the following units, HSL7, HSL10 or HSL11 from Section B are strongly recommended to take unit HSL30.

Unit number	Title	Element number	Title
HSL6	Contribute to promoting hospitality services and products	HSL6	Contribute to promoting hospitality services and products
HSL9	Contribute to the development of recipes and menus	HSL9	Contribute to the development of recipes and menus
HSL12	Supervise off-site food delivery services	HSL12	Supervise off-site food delivery services
HSL13	Supervise cellar and drink storage operations	HSL13	Supervise cellar and drink storage operations
HSL14	Manage the receipt, storage or dispatch of goods (SfL WS20)	HSL14	Manage the receipt, storage or dispatch of goods (SfL WS20)
HSL15	Supervise the wine store/ cellar and dispense counter	HSL15	Supervise the wine store/ cellar and dispense counter
HSL16	Supervise vending services	HSL16	Supervise vending services
HSL18	Supervise linen services	HSL18	Supervise linen services
HSL19	Monitor and solve customer service problems (ICS 32)	HSL19	Monitor and solve customer service problems (ICS 32)
HSL23	Improve relationships with customers (ICS 26)	HSL23	Improve relationships with customers (ICS 26)
HSL24	Provide learning opportunities for colleagues (MSC D7)	HSL24	Provide learning opportunities for colleagues (MSC D7)
HSL25	Supervise the use of technological equipment in hospitality services	HSL25	Supervise the use of technological equipment in hospitality services
HSL26	Supervise practices for handling payments	HSL26	Supervise practices for handling payments
HSL27	Contribute to the development of a wine list	HSL27	Contribute to the development of a wine list
HSL28	Manage the environmental impact of your work (MSC E9)	HSL28	Manage the environmental impact of your work (MSC E9)
HSL29	Contribute to the selection of staff for activities	HSL29	Contribute to the selection of staff for activities
HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink (People 1st 3GEN1)	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink (People 1st 3GEN1)
HSL31	Lead meetings (MSC D11)	HSL31	Lead meetings (MSC D11)

Section 3: Assessment strategy

Introduction

The assessment strategy for this NVQ has been established by People 1st, the SSC, in agreement with awarding bodies.

This assessment strategy sets out recommendations and specifications for the assessment and quality control of the Hospitality and Catering suite of National Occupational Standards (NOS) across the UK. This strategy should be read in conjunction with the following documents:

- *Edexcel NVQ general guidance for centres*
- *Edexcel NVQ guidance for candidates*
- *Edexcel NVQs in Hospitality and Catering – logbooks for candidates (Levels 2 and 3).*

The NOS underpin the National Vocational Qualifications (NVQs) at Levels 2 and 3. This includes the following NVQs:

- Edexcel Level 2 NVQ in Food and Drink Service
- Edexcel Level 2 NVQ in Front Office
- Edexcel Level 2 NVQ in Housekeeping
- Edexcel Level 2 NVQ in Multi-skilled Hospitality Services
- Edexcel Level 2 NVQ in Food Processing and Cooking
- Edexcel Level 2 NVQ in Professional Cookery
- Edexcel Level 3 NVQ in Professional Cookery
- Edexcel Level 3 NVQ in Hospitality Supervision.

The following sections outline the principles that underpin the assessment of the above standards and qualifications with regard to:

- external quality control and independent assessment of underpinning knowledge requirements
- evidence requirements
- occupational expertise of assessors and verifiers.

These principles are in addition to the generic criteria that awarding bodies must meet for the delivery of NVQs, as required by the Qualifications and Curriculum Authority (QCA) current guidance and requirements.

Assessment Strategy for Hospitality NVQs and SVQs

1. Introduction

This document sets out the revised assessment strategy for hospitality NVQs/SVQs at levels 1 to 3. It replaces the previous version of the assessment strategy (February 2006). There are three components to the assessment strategy:

- external quality control, including independent assessment of underpinning knowledge
- requirements for observation, simulation and realistic working environments
- occupational expertise of assessors and verifiers.

The purpose of the assessment strategy is for People 1st to work in partnership with awarding bodies to:

- support their quality assurance arrangements for hospitality NVQs/SVQs and encourage standardisation across assessment practice
- ensure NVQ/SVQ candidates are assessed to the national occupational standards
- assure employers that their staff are consistently being assessed in line with national standards
- promote continuous professional development amongst internal and external verifiers and assessors.

The assessment strategy has been reviewed in close consultation with employers, awarding bodies, training providers and other stakeholders. This version has been amended to include guidance on the independent assessment of underpinning knowledge. This is an important amendment for the assessment strategy, which has been made primarily in response to employer concerns on the consistency of the assessment of underpinning knowledge, expressed to People 1st via the consultation for the Sector Skills Agreement (visit the People 1st website for more details). It also responds to concerns expressed by awarding bodies regarding how best to ensure consistency of approach in the way that questions are used in the assessment of underpinning knowledge. The independent assessment of underpinning knowledge will provide further standardisation for assessment centres in terms of what is acceptable for use of questions to assess knowledge within the S/NVQ.

The approach outlined in this document will bring the following benefits;

- ensure candidates knowledge is assessed consistently against a common specification
- ensure sufficiency of assessment of underpinning knowledge
- allow awarding bodies to have greater control and standardisation over the use of knowledge questions within centres.

The strategy should be read in conjunction with the current regulatory requirements of the regulatory authorities.

Further information about the N/SVQ and can be found at www.people1st.co.uk.

If you have any feedback or comments on the assessment strategy they can be sent to info@people1st.co.uk.

2. External quality control and independent assessment of underpinning knowledge requirements.

As a result of reviewing the assessment strategy, People 1st has removed the requirement for awarding bodies to sample an agreed quantity of candidates' assessment and verification. This method was removed because it proved to be too inflexible and did not allow External Verifiers to make decisions on what was appropriate for approved centres based on a range of factors in addition to the number of candidates.

As a result of feedback gained from the Sector Skills Agreement, and also information that has been received as a result of the operation of the S/NVQs, we have included a section to deal with the independent assessment of the underpinning knowledge.

2.1 Risk assessment and management of centres

Awarding bodies will support the process of external quality control by:

- operating existing systems for quality monitoring, risk assessment and management of their approved centres following any guidance issued by the regulatory authorities
- supplying People 1st with standardised information on their statistical monitoring, including registration and certification figures, on a quarterly basis.

People 1st will operate a forum for all awarding bodies that deliver hospitality NVQs/SVQs, to support the process of external quality control, by:

- providing an opportunity for awarding bodies to feedback on their quality monitoring activities including any problems found within the hospitality national occupational standards, the assessment of NVQs/SVQs, and with implementation of the assessment strategy
- addressing and resolving issues that are identified through statistical analysis and other monitoring activities.

2.2 Independent Assessment of the Underpinning Knowledge of the S/NVQ

People 1st require all awarding bodies to develop, or quality assure, questions to cover areas of the S/NVQs at **Levels 2 and 3 only** as identified at Appendix A. This will not apply to the Level 1 qualification. It will apply to each of the Hospitality and Catering S/NVQs at Levels 2 and 3.

Questions will be set to support assessment of the knowledge aspect of all the units within the qualification. Acceptable models for awarding bodies to deliver this part of the assessment strategy are as follows.

- Questions and answer guides set by the awarding body, delivered and marked by the assessor and then subject to internal and external verification

Or

- Question set by the awarding body and marked by the awarding body

Or

- Questions submitted to the awarding body by an assessment centre, checked and approved for use by the awarding body against the specification developed by People 1st (Appendix A).

In terms of types of questions, it is envisaged that a form of objective test, eg short answer or multiple choice, will be used. The models of independent assessment can be used in combination.

Candidates should answer at least 70% of the questions correctly. Those questions answered incorrectly can then be assessed by other means, such as oral questioning, a repeat of written questions or by assessor-set assignments. Candidates achieving under 70% should have access to another set of questions.

Where questions are marked by the assessor, they must be securely retained by the assessment centre in so that they can be verified.

Awarding bodies will be expected to offer advice and support in the usual way so that candidates with particular needs are not disadvantaged by the above assessments.

Where possible the questions should be constructed in so that they minimize duplication of knowledge needing to be covered. They must also take account of how the knowledge is likely to be delivered, and be flexible enough to reflect the variety of environments in which candidates are assessed.

It would be advisable for knowledge statements that are repeated throughout a number of units to be assessed once.

Where an assessment centre brings forward their own questions for use, the following procedure must be used.

Firstly, centres must contact their awarding body prior to using any questions with candidates. The awarding body must evaluate the questions, in particular in terms of offering coverage of the underpinning knowledge as specified by People 1st. The awarding body must also be confident that the questions have been written and are being used in a way that does not unfairly disadvantage candidates. The awarding body may refer to People 1st for a technical view on coverage if required. This process is subject to the centre agreeing to meet the awarding body terms and conditions, including agreeing to use the questions only as agreed.

Questions and answers produced by organisations other than awarding bodies and assessment centres need to be reviewed for sufficient coverage of the underpinning knowledge. Awarding bodies should check with People 1st that materials developed by a third party are suitable for use. Centres are obliged to inform their awarding body where they are using assessments developed by third party organisations.

3. Evidence Requirements

People 1st encourages the use of:

- observation as the primary method of assessment of competent performance
- accreditation of prior learning. Opportunities for this should be maximised by early contact between the assessor and candidate.

Supplementary evidence

Simulation

There are no units within hospitality NVQs/SVQs which can be achieved solely by simulation. Simulation can be used as a supplementary form of evidence where the opportunity for assessment in the workplace is minimal, for example for health and safety, fire and emergency procedures. It should not include routine activities that must be covered by performance evidence. The only unit in the hospitality NVQs/SVQs in which simulation is allowed, as a supplementary form of evidence, is 1GEN1/04 (Element 2).

In the case of imported units, where simulation is acceptable in the evidence requirements, please note that simulation should be used only where performance evidence is unlikely to be generated through normal working practices.

Witness testimony

Testimonies can confirm performance evidence in two ways:

- *Witness testimony*, for example from a customer, supplier or colleague that provides evidence towards a candidate's assessment or
- *Expert witness testimony* that provides powerful evidence of competence, that may in itself be sufficient for an assessor to consider that competence has been proved.

Expert witnesses may be other approved assessors who are recognised to assess the relevant occupational area and level, or line managers or other managers, that may not be approved assessors, but whom the awarding body agrees has sufficient occupational qualifications or experience to make a judgement on the competence of a candidate. Expert witness testimony must be used in line with awarding body requirements.

Realistic working environments

Approved centres must operate a real working environment to provide an opportunity, other than in the workplace, for candidates to gain the full range of competences required to achieve NVQ/SVQ units. The working environment must be compliant with the guidance at Appendix B.

Knowledge and understanding

Those areas of knowledge that can be assessed by supplementary evidence are indicated in Appendix A.

4. Occupational expertise of assessors and verifiers

People 1st requires assessors and verifiers to follow the requirements outlined in the QCDA NVQ Code of Practice and SVQ Criteria and Guidance for Awarding bodies.

External verifiers

- External verifiers must have an in-depth knowledge of the NVQs/SVQs they are externally verifying.
- Awarding bodies must ensure that their external verifiers have sufficient expertise and knowledge of the relevant occupational area to ensure effective external verification. This expertise will have been gained through general operational experience while working within the occupational area being assessed.
- External verifiers should regularly update their occupational competence in the areas they are assessing through a range of Continuous Professional Development.
- It is essential for external verifiers to have supervisory/management skills, inter-personal and investigative skills, the ability to manage and analyse information, hold meetings and make recommendations at all levels.
- It is good practice for external verifiers to hold a qualification in health, safety and hygiene regulations, or alternatively they must have received training in these areas.

Internal verifiers

- Internal verifiers must have an in-depth knowledge of the NVQs/SVQs that they are internally verifying.
- For internal verification of NVQs and SVQs, where the internal verifier has not yet achieved the D34 or V1 units, all verification decisions must be counter-signed by a colleague who has achieved one or other of these two units. This colleague must have the same occupational expertise.
- It is essential that the internal verifier is from a relevant occupational background and that they have supervisory/management skills, inter-personal and investigative skills, the ability to hold meetings and guide and plan, together with skills in administration and record-keeping. This is a quality monitoring role with responsibility for consistency of assessment to national standards.
- Internal verifiers should regularly update their occupational competence in the areas they are assessing through a range of Continuous Professional Development.
- It is good practice for internal verifiers to hold a qualification in health, safety and hygiene regulations, or alternatively they must have received training in these areas.

Assessors

- Assessors must have an in-depth knowledge of the NVQs/SVQs that they are assessing.
- For NVQ/SVQ assessment, where the assessor has not yet achieved the D32/D33 or A1/A2 units, all assessment decisions must be counter-signed by a colleague who has achieved these units. This colleague must have the same occupational expertise.
- Assessors must have a thorough knowledge of the awarding body's requirements relating to the accreditation of prior learning, achievement and or experience and what constitutes as an acceptable witness/expert witness testimony.
- It is essential that assessors have current occupational competence in the occupational area, and at the level, they are assessing. This will have been gained through a minimum of one year's full time practical experience and kept up to date through on-going Continuous Professional Development.
- It is good practice for assessors to hold a qualification in health, safety and hygiene regulations, or alternatively they must have received training in these areas.

Continuous Professional Development (CPD)

Updating occupational competence is necessary to maintain currency of skills and understanding of the sector. Continuous Professional Development must prove that external verifiers, internal verifiers and assessors have an up-to-date working knowledge of the occupational area they work in. Demonstrating continuous professional development by maintaining a record of evidence is considered good practice and could include activities such as:

- updating occupational competence through industrial placement (*within industry but not in a realistic working environment*)
- other forms of increasing and updating competence through internal or external work experience and shadowing (*eg within other departments; observing the use of new equipment and technology*)
- qualifications achieved or training courses attended
- maintaining an awareness of changes in sector related legislation
- other relevant CPD activities, for example keeping abreast of sector changes and developments.

Section 4: Recording forms

Introduction

This section contains the following exemplar forms which have all been partially completed in the context of the Hospitality and Catering standards.

- Form 1: Portfolio title page
- Form 2: Personal profile
- Form 3: Contents checklist
- Form 4: Index of evidence
- Form 5: Unit assessment plan
- Form 6: Unit progress and sign-off record
- Form 7: Element achievement record
- Form 8: Knowledge evidence record
- Form 9: Personal statement
- Form 10: Observation record
- Form 11: Witness testimony
- Form 12: Expert witness evidence record
- Form 13: Record of questions and candidate's answers.

The forms and advice and guidance about completing them are in the *Edexcel NVQ general guidance for centres* which is on the Edexcel website and is normally available on a sector-specific CD ROM, which can be obtained from our publications department (see *Section 5: Further information*).

Example form 1 – Portfolio title page

Name: Bethany Fox	
Job title: Commis Chef	
Name of employer/training provider/college: Lexdon Arms Hotel	
Their address: The Mill House Lexdon Wiltshire	
Postcode: SN4 2AA	
Telephone number (Home): 01481 295835	(Work): 01481 670540
Email address: N/A	Fax number: N/A
NVQ: Professional Cookery	
Level: 2	
Units submitted for assessment: 1GEN1 Maintain a safe, hygienic and secure working environment 1GEN4 Contribute to effective teamwork 2GEN3 Maintain food safety when storing, preparing and cooking food 2FC1 Cook and finish basic fish dishes 2FC2 Cook and finish basic shellfish dishes 2FC3 Cook and finish basic meat dishes 2FC4 Cook and finish basic poultry dishes 2FC7 Cook and finish basic vegetable dishes 2P&C1 Complete kitchen documentation 2P&C2 Set up and close kitchen 2FPC13 Prepare, cook and finish healthier dishes	

continued overleaf...

Mentor: Sarah James

(Please provide details of mentor's experience):

Sarah has worked in a variety of hotels and restaurants over the last 20 years. She has been a commis chef at the Lexdon Arms Hotel for the last five years.

Assessor: Darren Higgitt

Date: 20/02/09

Example form 2 – Personal profile

Name: Bethany Fox	
Address: 2 Hawthorn Crescent Lexdon Wiltshire	
Postcode: SN4 3ZZ	
Telephone number (Home): 01481 295835	(Work): 01481 670540
Email address: N/A	Fax number: N/A
Job title: Commis Chef	
Relevant experience	
Description of your current job: Currently, I am a commis chef in the hotel restaurant's kitchen. I assist with the preparation, cooking and finishing of food and dishes for the main lunch and dinner services. I also assist with setting up and closing the kitchen.	
Previous work experience or attach copy of a current CV: CV attached	
Qualifications and training and/or attach copy of a current CV: CV attached	
Voluntary work/interests: Music, dancing and museums	
Name of employer/training provider/college: Lexdon Arms Hotel	

continued overleaf...

Address: The Mill House Lexdon Wiltshire <p style="text-align: right;">POSTCODE: SN4 2AA</p>	
TELEPHONE NUMBER (WORK): 01481 670540	FAX NUMBER: 01481 670541
EMAIL ADDRESS: N/A	
Type of business, if employer: Hotel and restaurant	
Number of staff: 75	
Structure of organisation (including chart or diagram if available): See attached organisational chart	

Example form 3 – Contents checklist

NVQ title: Level 2 in Professional Cookery		
Candidate: Bethany Fox		
	Completed?	Page/section number
Title page for the portfolio	Yes	1
Personal profile <ul style="list-style-type: none"> • your own personal details • a brief CV or career profile • description of your job • information about your employer/training provider/college 	Yes	2
Summary of the units	Yes	3
Completed units <ul style="list-style-type: none"> • signed by you, your assessor and the internal verifier (where relevant) • reference numbers included • unit assessment plans 	Yes	4
Unit progress records	Yes	5
Index of evidence (with cross-referencing information completed)	Yes	6
Evidence (with reference numbers) <ul style="list-style-type: none"> • observation records • details of witnesses (witness testimony sheets) • personal statements 	Yes	7

Example form 4 – Index of evidence

NVQ title and level: Level 2 in Professional Cookery				
Candidate: Bethany Fox				
Evidence number	Description of evidence	Included in portfolio (Yes/No) <i>If No, state location</i>	Units/elements evidence links to <i>(give specific numbers, eg 5.2.1)</i>	Internal verifier signature and date of sampling
1	Personal statement	Yes	1GEN1.2	
2	Observation record	Yes	1GEN1.2	
3	Witness testimony J Carr	Yes	1GEN1.2	
4	Expert witness testimony S James	Yes	1GEN1.2	
5	Record of questions and answers	Yes	1GEN1.2	
6	Diary entry - emergency procedures practice drill	Unit diary	1GEN1.2	
7				
8				

Example form 5 – Unit assessment plan

NVQ title: Level 2 in Professional Cookery				
Unit: 1GEN1 Maintain a safe, hygienic and secure working environment				
Candidate: Bethany Fox			Assessor: Darren Higgitt	
Normal working activities performed				
	TYPICAL EVIDENCE	WORK AREA	EXPECTED COMPLETION DATE	LINKS TO OTHER UNITS/ELEMENTS
ELEMENT:				
1GEN1.2	Observation and discussion about identifying potential hazards	Kitchen and storage areas	15/05/09	
ELEMENT:				
1GEN1.2	Observation of demonstrating that able to follow all health, hygiene and safety procedures	Kitchen and storage areas	15/05/09	
ELEMENT:				
1GEN1.2	Observation of correct reporting of accidents or near accidents	Kitchen and storage areas	15/05/09	
Activities needing to be performed				
ELEMENT:				
ELEMENT:				
ELEMENT:				

continued overleaf...

Additional comments

As observations will take place during normal day-to-day work some evidence for other units may occur.

Assessor's signature: Darren Higgitt**Date: 10/04/09****Candidate's signature: Bethany Fox****Date: 10/04/09**

Example form 6 – Unit progress and sign-off record

NVQ title and level: Level 2 in Professional Cookery									
Candidate: Bethany Fox									
Assessor: Darren Higgitt									
To achieve the whole qualification, you must prove competence in three mandatory units and eight option units.									
Unit checklist: list here the units you will be undertaking, then circle the reference number of each unit as you complete it.									
Mandatory	1GEN 1	1GEN 4	2GEN 3						
Option	FC1	FC3	FC4	FC7	2P&C 1	2P&C 2	2FPC 13	2GEN 2	

Mandatory units			
Unit number	Title	Assessor's signature	Date
1GEN1	Maintain a safe, hygienic and secure working environment	D Higgitt	15/05/09
1GEN4	Contribute to effective teamwork	D Higgitt	15/05/09
2GEN3	Maintain food safety when storing, preparing and cooking food	D Higgitt	15/05/09

Option units			
Unit number	Title	Assessor's signature	Date
FC1	Cook and finish basic fish dishes		
FC2	Cook and finish basic shellfish dishes		
FC3	Cook and finish basic meat dishes		
FC4	Cook and finish basic poultry dishes		
FC7	Cook and finish basic vegetable dishes		
2P&C1	Complete kitchen documentation		
2P&C2	Set up and close kitchen		
2FPC13	Prepare, cook and finish healthier dishes		
2GEN2	Order stock		

Example form 7 – Element achievement record

NVQ title and level: Level 2 in Professional Cookery				
Candidate: Bethany Fox				
Assessor: Darren Higgitt				
Unit title: 1GEN1 Maintain a safe, hygienic and secure working environment				
Element: 1GEN1.2 Help to maintain a hygienic, safe and secure workplace				
Performance criteria: To meet the national standard you must:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	keep a look out for hazards in your workplace	1/03	10/04	
2	identify any hazards or potential hazards and deal with these correctly	1/03	10/04	
3	report any accidents or near accidents quickly and accurately to the proper person	10/04		
4	follow health, hygiene and safety procedures in all your work	1/03		
5	practise emergency procedures correctly	10/04		
6	follow your organisation's security procedures.	10/04		
What you must cover:		<i>(Use the boxes to record range with reference to element requirements)</i>		
1	Hazards	10/04		
	a) relating to equipment			
	b) relating to areas where you work			
	c) relating to personal clothing			

continued overleaf...

2	Ways of dealing with hazards	10/04			
	a) putting them right yourself				
	b) reporting them to appropriate colleagues				
	c) warning other people				
3	Emergency procedures				
	a) fire	10/04			
	b) threat				
	c) security.				

Feedback/comments:

The candidate will generate most of the evidence for this units in her normal day-to-day work.

Assessor's signature: Darren Higgitt

Date: 10/04/09

Candidate's signature: Bethany Fox

Date: 10/04/09

Example form 8 – Knowledge evidence record

NVQ title and level: Level 2 in Professional Cookery	
Candidate: Bethany Fox	Assessor: Darren Higgitt
<p>Unit title: 1GEN1 Maintain a safe, hygienic and secure working environment</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>	

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
For the whole unit									
K1 Your responsibilities under the Health and Safety at Work Act							X		
K2 Why it is important to work in a healthy, safe and hygienic way		X	X	X				X	
K3 Where you can get information about health, hygiene and safety in your workplace							X		
Element 1GEN1.1									
K4 General rules on hygiene that you must follow									
K5 Why correct clothing, footwear and headgear should be worn at all times									
K6 Why it is important to maintain good personal hygiene									
K7 What you should do if you have cuts, grazes and wounds and why it is important									
Element 1GEN1.2									
K8 The types of hazards that you may find in your workplace and how to deal with these correctly		X	X				X	X	

continued overleaf...

	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K9 Hazards you can deal with yourself and hazards that you must report to someone else			X					X	
K10 How to warn other people about hazards and why this is important		X						X	
K11 Why you should report accidents and near accidents and who you should report these to		X						X	
K12 Types of emergencies that may happen in your workplace and how to deal with these							X		
K13 Where to find first aid equipment and who the registered first-aider is in your workplace									
K14 Safe lifting and handling techniques that you must follow									
K15 Other ways of working safely that are relevant to your job and why these are important									
K16 Your organisation's emergency procedures, in particular for fire, and how you should follow these									
K17 The possible causes of fire in your workplace									
K18 What you can do to minimise the risk of fire									
K19 Where to find fire alarms and how to set them off									
K20 Why you should never approach a fire unless it is safe to do so									
K21 Why it is important to follow fire safety laws									

continued overleaf...

	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
K22 Your organisation's security procedures and why these are important									
K23 The correct procedures for dealing with customer property									
K24 Why it is important to report all unusual/non-routine incidents to the appropriate person.									

Feedback/comments:

From my observations and discussions it is evident that the candidate has a clear understanding of the knowledge requirements for identifying and dealing with hazards and accidents in the work environment.

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature: B Fox

Date: 10/04/09

Assessor's signature: D Higgitt

Date: 10/04/09

Internal verifier's signature: M Day

Date: 10/04/09

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Example form 9 – Personal statement

NVQ title and level: Level 2 in Professional Cookery				
Unit/element(s): 1GEN1 Maintain a safe, hygienic and secure working environment				
Candidate: Bethany Fox				
Purpose of statement:				
Evidence index number: 1				
Date	Evidence index number	Details of statement	Links to other evidence <i>(enter numbers)</i>	Units, elements and PCs covered
10/04/09	1	<p>As evidence towards this unit I attended in-house training on identifying and dealing with hazards and potential hazards within the workplace.</p> <p>I discussed the training with my supervisor when I was at my work station within the kitchen.</p> <p>I was observed by my supervisor carrying out my standard work duties to confirm that I was doing so appropriately and safely.</p>		1GEN1.2 PC2 PC4 PC6
Candidate's signature: Bethany Fox			Date: 10/04/09	
Assessor's signature: Darren Higgitt			Date: 10/04/09	

Example form 10 – Observation record

NVQ title and level: Level 2 in Professional Cookery	
Unit/element(s): 1GEN1 Maintain a safe, hygienic and secure working environment	
Candidate: Bethany Fox	Date of observation: 10/04/09
Evidence index number:2	
Skills/activities observed:	PCs and range covered:
<p>Bethany verbally identified the health, hygiene and safety procedures appropriate for the preparation and cooking of food within the kitchen environment.</p> <p>She then demonstrated compliance with these procedures when preparing dishes for the lunch service.</p> <p>Bethany also verbally discussed how she might identify and deal with any hazards within the workplace.</p>	<p>PC 1</p> <p>PC 2</p> <p>PC 4</p> <p>Range statements 1 and 2</p>
Knowledge and understanding apparent from this observation:	
K1, K2, K8, K9, K10, K14, K15	
Other units/elements to which this evidence may contribute:	
Assessor comments and feedback to candidate:	
Clear knowledge of safe working practices and the appropriate regulations covering these practices. Followed health, hygiene and safety procedures for preparing and cooking food.	
I can confirm the candidate's performance was satisfactory.	
Assessor's signature: Darren Higgitt	Date: 10/04/09
Candidate's signature: Bethany Fox	Date: 10/04/09

Example form 11 – Witness testimony

NVQ title and level: Level 2 in Professional Cookery
Candidate name: Bethany Fox
Evidence index number: 3
Where applicable, evidence number to which this testimony relates: 3
Unit: 1GEN1 Maintain a safe, hygienic and secure working environment
Element(s): 1GEN1.2 Help to maintain a hygienic, safe and secure workplace
Range:
Date of evidence: 10/04/09
Witness name: James Carr
Relationship to candidate: Supervisor
<p>Details of testimony:</p> <p>I confirm that Bethany followed the appropriate health, hygiene and safety procedures when working in the kitchen preparing and cooking food.</p> <p>Bethany also reported a near accident to me quickly and accurately enabling the situation to be resolved.</p> <p>Bethany carries out her duties in such a way that does not cause harm to herself or others, or damage any food items.</p>

I can confirm the candidate's evidence is authentic and accurate.	
Witness signature: J Carr	
Name: James Carr	Date: 10/04/09
Contact telephone number:	

<i>Please tick (✓) the appropriate box.</i>	
<input type="checkbox"/>	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
<input checked="" type="checkbox"/>	FAMILIAR WITH THE NVQ STANDARDS TO WHICH THE CANDIDATE IS WORKING

Example form 12 – Expert witness evidence record

NVQ title and level: Level 2 in Professional Cookery	
Candidate name: Bethany Fox	
Evidence index number: 4	
Where applicable, evidence number to which this testimony relates:	
Unit: 1GEN1 Maintain a safe, hygienic and secure working environment	
Element(s): 1GEN1.2 Help to maintain a hygienic, safe and secure workplace	
Date of evidence: 10/04/09	
Expert witness name: Sarah James	
Relationship to candidate: Mentor	
<p>Details of testimony:</p> <p>I can confirm that Bethany has undergone the appropriate training in order to be able to identify and deal with hazards in the workplace and that she discussed this with her supervisor.</p> <p>Bethany follows the appropriate the health, hygiene and safety procedures when working.</p> <p>I can also confirm that Bethany is aware of the importance of reporting accidents to the appropriate person quickly and accurately, and I was able to observe her reporting a near accident to her supervisor.</p>	
I can confirm the candidate's evidence is authentic and accurate.	
Expert witness signature: S James	
Name: Sarah James	Date: 10/04/09
Contact telephone number:	

<i>Please tick (✓) the appropriate box.</i>	
<input type="checkbox"/>	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
<input checked="" type="checkbox"/>	RELEVANT PROFESSIONAL WORK ROLE THAT INVOLVES EVALUATING EVERYDAY STAFF PRACTICE
<input checked="" type="checkbox"/>	CURRENT EXPERTISE
<input checked="" type="checkbox"/>	FAMILIAR WITH THE NVQ STANDARDS TO WHICH THE CANDIDATE IS WORKING

Example form 13 – Record of questions and candidate’s answers

NVQ title and level: Level 2 in Professional Cookery
Candidate name: Bethany Fox
Unit: 1GEN1 Maintain a safe, hygienic and secure working environment
Element(s): 1GEN1.2 Help to maintain a hygienic, safe and secure workplace
Expert index number: 5
Circumstances of assessment: Knowledge is inferred from performance across the whole unit. To confirm the knowledge and understanding requirements I asked the candidate the questions indicated below.
List of questions and candidate’s responses:
Q: Describe your duties and responsibilities under the HASAW Act A:
Q: Identify appropriate sources of information and guidance on health and safety issues within the organisation A:
Q: What are the hazards and risks associated with your working environment? A:

continued overleaf...

Q: Identify the hazards and risks associated with the tools and equipment that you use.

A:

Q: What are the types of emergencies that could occur in your working environment?

A:

Assessor's signature: Darren Higgitt

Date: 10/04/09

Candidate's signature: Bethany Fox

Date: 10/04/09

Section 5: Further information

What else should you read?

The following publications provide additional information directly relevant to the provision of NVQs.

Publications	Publication code
<i>The Accreditation of Prior Learning (APL)</i>	80-092-0
Edexcel Information Manual	revised annually (also available on Edexcel's website)
<i>Edexcel NVQ guidance for centres</i>	www.edexcel.com/Pages/home.aspx
<i>Edexcel NVQ guidance for candidates</i>	www.edexcel.com/Pages/home.aspx

For some NVQs we provide a CD ROM containing all the relevant materials. Details of these can be found on our website (see below).

To order a CD ROM (where available), logbooks or other publications, please contact:

Edexcel Publications
Adamsway
Mansfield
Nottinghamshire
NG18 4FN

Telephone: 01623 467467
Fax: 01623 450481
Email: publications@linney.com
Website: www.edexcel.com/quals/nvq/Pages/default.aspx

How do you contact us?

For further information about NVQs and our other qualifications, please contact Customer Services. Our Customer Services numbers are:

BTEC and NVQ: 0844 576 0026
GCSE: 0844 576 0027
GCE: 0844 756 0025
The Diploma: 0844 576 0028
DIDA and other qualifications: 0844 576 0031

Calls may be recorded for training purposes.

You can also contact us through Ask Edexcel at www.edexcel.com/ask.

List of annexes

Annexe A: Qualification codes

Annexe B: Mapping to Key Skills

Annexe C: Evidence requirements

Annexe D: Glossary of terms

Annexe A: Qualification codes

Each qualification title, or suite of qualification titles with endorsements, is allocated two codes, as are the individual units within a qualification.

QCDA codes

The QCDA National Qualifications Framework (NQF) code is known as a Qualification Accreditation Number (QAN). This is the code that features in the DfES Funding Schedule – Sections 96 and 97 and is to be used for all qualification funding purposes. Each unit within a qualification will also have a QCDA NQF unit code.

The QCDA qualification and unit codes will appear on the candidate's final certification documentation.

The QANs for the qualifications in this publication are:

Edexcel Level 2 NVQ in Food and Drink Service	500/4170/8
Edexcel Level 2 NVQ in Food Processing and Cooking	500/4203/8
Edexcel Level 2 NVQ in Front Office	500/4219/1
Edexcel Level 2 NVQ in Housekeeping	500/4172/1
Edexcel Level 2 NVQ in Multi-skilled Hospitality Services	500/4131/9
Edexcel Level 2 NVQ in Professional Cookery	500/4174/5
Edexcel Level 3 NVQ in Professional Cookery	500/4202/6

Edexcel codes

The Edexcel codes enable approval, registration, assessment and certification. they will appear on documentation such as the Student Report Form (SRF) and the programme definition. The Edexcel codes are not provided in this publication. The Edexcel codes will link automatically to the QCDA codes for certification purposes.

Annexe B: Mapping to Key Skills

Key and Core Skill signposting for the food preparation and cooking standards

Introduction

This document contains two tables that show the links between the national occupational standards for Food Preparation and Cooking and the Key and Core Skills developed by QCDA and SQA respectively.

People 1st hopes that these tables will be of assistance to assessors and candidates who wish to integrate Key and Core Skill achievement into workplace practice and NVQ/SVQ assessment.

This signposting has been completed using QCDA and SQA guidance. The analysis is based on the principle that **some** evidence for one or more Key and/or Core Skills is likely to arise when the candidate is carrying out the functions described by the national occupational standards in their work role.

Readers should note that these links are not necessarily automatic or prescriptive. In some cases, evidence will only apply to some aspects of the Key or Core Skill. In others, the generation of evidence for Key and Core Skills may depend on the specific processes that a candidate follows to achieve the outcomes described in the occupational standards. This is particularly the case with Information and Communication Technology (ICT). There are many instances where the standards do not require the candidate to use ICT, but they **may** do so in order to achieve the outcomes described, depending on the resources available to them. In this case the Key or Core Skills are printed within parentheses for example, (2.1, 2.2, 2.3), in the tables.

Relevant Key Skills

An outline of the relevant Key Skills is given below. These are dated 2004. The full key skill units may be obtained from the Qualifications and Curriculum Authority.

Communication Level 1

- C1.1 Take part in either a one-to-one discussion or a group discussion
- C1.2 Read and obtain information from at least one document
- C1.3 Write two different types of documents

Communication Level 2

- C2.1a Take part in a group discussion
- C2.1b Give a talk of at least four minutes
- C2.2 Read and summarise information from at least two documents about the same subject. Each document must be a minimum of five hundred words long.
- C2.3 Write two different types of documents each one giving different information. One document must be at least 500 words long

Application of number Level 1

- N1.1 Interpret information from two different sources. At least one source must include a table, chart, graph or diagram
- N1.2 Carry out and check calculations to do with: amounts or sizes, scales or proportions, handling statistics
- N1.3 Interpret the results of your calculations and present your findings in two different ways using charts or diagrams

Application of number Level 2

- N2.1 Interpret information from a suitable source
- N2.2 Carry out calculations to do with: amounts or sizes, scales or proportion, handling statistics, using formulae
- N2.3 Interpret the results of your calculations and present your findings

Information and communication technology Level 1

- ICT1.1 Find and select relevant information
- ICT1.2 Enter and develop information to suit the task
- ICT1.3 Develop the presentation so that the final output is accurate and fit for purpose

Information and communication technology Level 2

- ICT2.1 Search for and select information to meet your needs. Use different information sources for each task and multiple search criteria in at least one case
- ICT2.2 Enter and develop the information to suit the task and derive new information
- ICT2.3 Present combined such as text with image, text with number, image with number

Working with others Level 1

- WO1.1 Confirm you understand the given objectives, and plan for working together
- WO.12 Work with others towards achieving the given objectives
- WO1.3 Identify ways you helped to achieve things and how to improve your work with others

Working with others Level 2

- WO2.1 Plan work with others
- WO2.2 Work co-operatively towards achieving the identified objectives
- WO2.3 Review your contributions and agree ways to improve work with others

Improving own learning and performance Level 1

- LP1.1 Confirm your targets and plan how to meet these with the person setting them
- LP1.2 Follow your plan, to help meet targets and improve your performance
- LP1.3 Review your progress and achievements in meeting targets, with an appropriate person

Improving own learning and performance Level 2

- LP2.1 Help set targets with an appropriate person and plan how these will be met
- LP2.2 Take responsibility for some decisions about your learning, using your plan to help meet targets and improve your performance
- LP2.3 Review progress with an appropriate person and provide evidence of your achievements

Problem solving Level 1

- PS1.1 Confirm with an appropriate person that you understand the given problem and identify different ways of tackling it
- PS1.2 Confirm with an appropriate person what you will do and follow your plan for solving the problem
- PS1.3 Check with an appropriate person if the problem has been solved and how to improve your problem solving skills

Problem solving Level 2

- PS2.1 Identify a problem, with help from an appropriate person, and identify different ways of tackling it
- PS2.2 Plan and try out at least one way of solving the problem
- PS2.3 Check if the problem has been solved and identify ways to improve problem solving skills

Problem solving Level 3

- PS2.1 Explore a problem and identify different ways of tackling it
- PS2.2 Plan and implement at least one way of solving the problem
- PS2.3 Check if the problem has been solved and review your approach to problem solving

Summary of links between food preparation and cooking NOS and the QCDA Key Skills

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
1FC1 Cook vegetables	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FS4 Provide a counter takeaway service	C1.1, C1.2	N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FP1 Prepare vegetables	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FP2 Prepare and finish simple salad and fruit dishes	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FP3 Prepare hot and cold sandwiches	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
1FPC1 Prepare and cook fish	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FPC2 Prepare and cook meat and poultry	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FPC3 Prepare and cook pasta	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FPC4 Prepare and cook rice	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FPC5 Prepare and cook eggs	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FPC6 Prepare and cook pulses	C1.1, C1.2	N1.1, N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
1FPC7 Prepare and cook vegetable protein	C1.1, C1.2	N1.1, N1.2		WO1.1, WO1.2		PS1.1, PS1.2, PS1.3
1FPC8 Cook and finish simple bread and dough products	C1.1, C1.2	N1.1, N1.2		WO1.1, WO1.2		PS1.1, PS1.2, PS1.3
1FPC9 Prepare and cook grain	C1.1, C1.2	N1.1, N1.2		WO1.1, WO1.2		PS1.1, PS1.2, PS1.3
1GEN1 Maintain a safe, hygienic and secure working environment	C1.1, C1.2	N1.2		WO1.1, WO1.2		PS1.1, PS1.2, PS1.3
1GEN2 Maintain and deal with payments	C1.1, C1.2	N1.2	ICT1.1, ICT1.2	WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
1GEN4 Contribute to effective teamwork	C2.1a, C1.2, C1.3			WO2.1, WO2.2, WO2.3	LP2.1, LP2.2, LP2.3	PS1.1, PS1.2, PS1.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
1GEN5 Maintain a vending machine	C1.1, C1.2, C1.3	N1.2		W01.1, W01.2, W01.3		PS2.1, PS2.2, PS2.3
1P&C1 Pack food for delivery	C1.1, C1.2, C1.3	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FC1 Cook and finish basic fish dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FC2 Cook and finish basic shellfish dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FC3 Cook and finish basic meat dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FC4 Cook and finish basic poultry dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
2FC5 Cook and finish basic game dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FC6 Cook and finish basic offal dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FC7 Cook and finish basic vegetable dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FC8 Cook - chill food	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FC9 Cook - freeze food	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FP1 Prepare fish for basic dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
2FP2 Prepare shellfish for basic dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FP3 Prepare meat for basic dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FP4 Prepare poultry for basic dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FP5 Prepare game for basic dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FP6 Prepare offal for basic dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FP7 Prepare vegetables for basic dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
2FPC1 Prepare, cook and finish basic hot sauces	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC2 Prepare, cook and finish basic soups	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC3 Make basic stock	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC4 Prepare, cook and finish basic rice dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC5 Prepare, cook and finish basic pasta dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC6 Prepare, cook and finish basic pulse dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
2FPC7 Prepare, cook and finish basic vegetable protein dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC8 Prepare, cook and finish basic egg dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC9 Prepare, cook and finish basic bread and dough products	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC10 Prepare, cook and finish basic pastry products	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC11 Prepare, cook and finish basic cakes, sponges and scones	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC12 Prepare, cook and finish basic grain dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
2FPC13 Prepare, cook and finish healthier dishes	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC14 Prepare, cook and finish basic hot and cold desserts	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FPC15 Prepare and present food for cold presentation	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2FS5 Convert a room for dining	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2GEN1 Give customers a positive impression of yourself and your organisation	C2.1a			W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2GEN2 Order stock	C1.1, C2.2, C1.3	N1.1, N1.2		W02.1, W02.2		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
2GEN3 Maintain food safety when storing, preparing and cooking food	C2.1a, C2.2	N1.1, N1.2, N1.3		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2GEN4 Maintain food safety when storing, holding and serving food	C1.1, C1.2, C1.3	N1.1, N1.2		W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2P&C1 Complete kitchen documentation	C1.1, C1.2, C1.3	N1.1, N1.2, N1.3		W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2P&C2 Set up and close kitchen	C1.1, C1.2, C1.3	(N1.1, N1.2)		W02.1, W02.2		PS2.1, PS2.2, PS2.3
2P&C3 Prepare, cook, finish and present flour, dough and tray - baked products	C1.1, C2.2	N1.1, N1.2		W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
3FC1 Cook and finish complex fish dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own performance	Problem Solving
3FC2 Cook and finish complex shellfish dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FC3 Cook and finish complex meat dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FC4 Cook and finish complex poultry dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FC5 Cook and finish complex game dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FC6 Cook and finish complex vegetable dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FP1 Prepare fish for complex dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
3FP2 Prepare shellfish for complex dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FP3 Prepare meat for complex dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FP4 Prepare poultry for complex dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FP5 Prepare game for complex dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC1 Prepare, cook and finish complex sauces	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC2 Prepare, cook and finish complex soups	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
3FPC3 Prepare, cook and finish fresh pasta dishes	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC4 Prepare, cook and finish complex bread and dough products	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC5 Prepare, cook and finish complex cakes, sponges, biscuits and scones	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC6 Prepare, cook and finish complex pastry products	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC7 Prepare, process and finish complex chocolate products	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC8 Prepare, process and finish marzipan, pastillage and sugar products	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
3FPC9 Prepare, cook and present complex cold products	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC10 Prepare, finish and present canapés and cocktail products	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC11 Prepare, cook and finish dressings and cold sauces	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC12 Prepare and cook complex hot desserts	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC13 Prepare, cook and finish complex cold desserts	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
3FPC14 Produce sauces, fillings and coatings for complex desserts	C2.1a, C2.2	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own performance	Problem Solving
3GEN1	Ensure appropriate food safety practices are followed when food is being prepared and cooked	N1.1, N1.2		W02.1, W02.2		PS3.1, PS3.2, PS3.3
HS2	Establish and develop effective working relationships in hospitality		(1.1, 1.2,1.3)	3.1, 3.2, 3.3		3.1, 3.2, 3.3
HS3	Contribute to the control of resources	1.1, 1.2, 1.3	(1.1, 1.2,1.3)	3.1, 3.2, 3.3		3.1, 3.2, 3.3
HS4	Maintain the health, hygiene, safety and security of the working environment			3.1, 3.2, 3.3		3.1, 3.2, 3.3
HS9	Contribute to the development of new recipes and menus	1.1, 1.2, 1.3	(1.1, 1.2, 1.3)	3.1, 3.2, 3.3		3.1, 3.2, 3.3

Relevant Core Skills (updated August 2008)

An outline of the relevant Core Skills is given below. These became effective from August 2008. The full Core Skills may be obtained from the Scottish Qualifications Authority.

Communication SCQF Level 3

- 1 **Reading and Understanding:** Read a simple document related to your work, for example a leaflet or list of instructions.
- 2 **Writing:** Produce a document, or related documents which convey several pieces of information, opinions or ideas.
- 3 **Speaking and listening:** Either take part in a simple discussion on a topic related to your work or give a short presentation on a work related topic to one or more people.

Communication SCQF Level 4

- 1 **Reading and Understanding:** Read, understand, and evaluate a straightforward document related to your work, for example a detailed letter, e-mail, short report or leaflet. The document should have simple sentences and words that you are familiar with.
- 2 **Writing:** Produce a document, or related documents, which convey several items of information, opinions or ideas.
- 3 **Speaking and Listening:** Either take part in either a straightforward discussion on a topic related to your work or give a short presentation on a work related topic to one or more people.

Numeracy SCQF Level 3

- 1 **Using Number:** Carry out a variety of simple number tasks related to your work which involve calculations requiring one or two steps.
- 2 **Measuring:** Read and use a simple scale on a graph or a familiar measuring instrument, for example, a ruler or thermometer.
- 3 **Use graphical format to find out information**
- 4 **Use graphical format to communicate information**

Information and Communication Technology SCQF Level 3

- 1 **Performing ICT operations:** Carry out ICT activities related to your work which involve simple operations.
- 2 **Processing information:** Carry out simple ICT activities related to your work which involve using menu-based applications software.
- 3 **Finding information:** Use ICT to find information relevant to your work.
- 4 **Keeping information safe:** Show you know about safe practice in using ICT to handle information.

Information and Communication Technology - Intermediate 1

- 1 Performing ICT operations: Carry out ICT activities related to your work which involve straightforward operations.
- 2 Processing information: Carry out a range of straightforward ICT activities related to your work which involve familiar application software.
- 3 Finding information: Use ICT to find information relevant to your work.
- 4 Keeping information safe: Demonstrate safe practice in using ICT to handle information.

Working with others SCQF Level 3

- 1 Work co-operatively with others: Work co-operatively with at least one other person who may be a colleague, client or customer to achieve a common goal.
- 2 Checking and evaluating: Check how well you contributed to the co-operative activity and/or activities.

Working with others SCQF Level 4

- 1 Work co-operatively with others: Work co-operatively with at least one other person who may be a colleague, client or customer to achieve a common goal.
- 2 Checking and evaluating: Check how well you and others involved contributed to the co-operative activity and/or activities.

Problem solving SCQF Level 3

- 1 Investigating: Investigate reasons why a simple problem related to your work has arisen. There will be a small number of causes and factors to find out about. To deal with the problem, you will have to carry out a small number of steps, most of which will be things you have done before.
- 2 Planning and solving: Plan, organise, and carry out a simple activity to deal with the problem.
- 3 Checking and evaluating: Check how well your approach to the problem solving activity worked in practice.

Problem solving SCQF Level 4

- 1 Investigating: Investigate reasons why a straightforward problem related to your work has arisen. The problem will be one which might be dealt with in several different ways, but will occur in a familiar situation. You will need to carry out a number of steps to deal with the problem.
- 2 Planning and solving: Plan, organise and carry out a straightforward activity to deal with the problem.
- 3 Checking and evaluating: Check how well your approach to the problem solving activity worked in practice.

Summary of links between food preparation and cooking NOS and the SQA Core Skills

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
1FC1 Cook vegetables	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FS4 Provide a counter takeaway service	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FP1 Prepare vegetables	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FP2 Prepare and finish simple salad and fruit dishes	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FP3 Prepare hot and cold sandwiches	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	
1FPC1 Prepare and cook fish	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
1FPC2 Prepare and cook meat and poultry	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FPC3 Prepare and cook pasta	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FPC4 Prepare and cook rice	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FPC5 Prepare and cook eggs	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FPC6 Prepare and cook pulses	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FPC7 Prepare and cook vegetable protein	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FPC8 Prepare and cook simple bread and dough products	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
1FPC9 Prepare and cook grain	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1GEN1 Maintain a safe, hygienic and secure working environment	SCQF Level 3 Task 1, 3	SCQF Level 3 (Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1GEN2 Maintain and deal with payments	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
IGEN4 Contribute to effective teamwork	SCQF Level 3 Task 1, 2, 3	(SCQF Level 3 Task 1)		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
1GEN5 Maintain a vending machine	SCQF Level 3 Task 1, 3 (2)	SCQF Level 3 Task 1	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2	SCQF Level 4 Task 1, 2, 3
1P&C1 Pack food for delivery	SCQF Level 3 Task 1, 3 (2)	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 3 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
1P&C2 Set up and close kitchen	SCQF Level 3 Task 1, (2), 3	(SCQF Level 3 Task 1, 2, 3, 4)		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
1P&C3 Package food for delivery	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
2FC1 Cook and finish basic fish dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FC2 Cook and finish basic shellfish dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FC3 Cook and finish basic meat dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FC4 Cook and finish basic poultry dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FC5 Cook and finish basic game dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FC6 Cook and finish basic offal dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
2FC7 Cook and finish basic vegetable dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FC8 Cook - chill food	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FC9 Cook - freeze food	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FP1 Prepare fish for basic dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FP2 Prepare shellfish for basic dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FP3 Prepare meat for basic dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FP4 Prepare poultry for basic dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
2FP5 Prepare game for basic dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FP6 Prepare offal for basic dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FP7 Prepare vegetables for basic dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC1 Prepare, cook and finish basic hot sauces	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC2 Prepare, cook and finish basic soups	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC3 Make basic stock	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC4 Prepare, cook and finish basic rice dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
2FPC5 Prepare, cook and finish basic pasta dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC6 Prepare, cook and finish basic pulse dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC7 Prepare, cook and finish basic vegetable protein dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC8 Prepare, cook and finish basic egg dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC9 Prepare, cook and finish basic bread and dough products	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC10 Prepare, cook and finish basic pastry products	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC11 Prepare, cook and finish basic cakes, sponges and scones	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
2FPC12 Prepare, cook and finish basic grain dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC13 Prepare, cook and finish healthier dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC14 Prepare, cook and finish basic hot and cold desserts	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FPC15 Prepare and present food for cold presentation	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FS5 Convert a room for dining	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2GEN1 Give customers a positive impression of yourself and your organisation	SCQF Level 4 Task 1, 3			SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2GEN2 Order stock	SCQF Level 4 Task 1, (2), 3	SCQF Level 3 Task 1, 2, 3, 4	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
2GEN3 Maintain food safety when storing, preparing and cooking food	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2GEN4 Maintain food safety when storing, holding and serving food	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2P&C1 Complete kitchen documentation	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2P&C7 Prepare, cook, finish and present flour, dough and tray - baked products	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FC1 Cook and finish complex fish dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FC2 Cook and finish complex shellfish dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FC3 Cook and finish complex meat dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
3FC4 Cook and finish complex poultry dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FC5 Cook and finish complex game dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FC6 Cook and finish complex vegetable dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FP1 Prepare fish for complex dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FP2 Prepare shellfish for complex dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FP3 Prepare meat for complex dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FP4 Prepare poultry for complex dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
3FP5 Prepare game for complex dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC1 Prepare, cook and finish complex sauces	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC2 Prepare, cook and finish complex soups	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC3 Prepare, cook and finish fresh pasta dishes	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC4 Prepare, cook and finish complex bread and dough products	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC5 Prepare, cook and finish complex cakes, sponges, biscuits and scones	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC6 Prepare, cook and finish complex pastry products	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
3FPC7 Prepare, process and finish complex chocolate products	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC8 Prepare, process and finish marzipan, pastillage and sugar products	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC9 Prepare, cook and present complex cold products	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC10 Prepare, finish and present canapés and cocktail products	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC11 Prepare, cook and finish dressings and cold sauces	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC12 Prepare and cook complex hot desserts	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FPC13 Prepare, cook and finish complex cold desserts	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information Technology	Working with Others	Problem Solving
3FPC14 Produce sauces, fillings and coatings for complex desserts	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3GEN1 Ensure appropriate food safety practices are followed when food is being prepared and cooked	SCQF Level 4 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
HS2 Establish and develop effective working relationships in hospitality	SCQF Level 4 Task 1, (2), 3		(SCQF 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
HS3 Contribute to the control of resources	SCQF Level 4 Task 1, (2), 3	SCQF Level 3 Task 1, 3, 4	SCQF 3 Task 1, 2, 3, 4	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
HS4 Maintain the health, hygiene, safety and security of the working environment	SCQF Level 4 Task 1, 2, 3		(SCQF 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
HS9 Contribute to the development of new recipes and menus	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1, 3, 4	(SCQF 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Key and Core Skill signposting for the housekeeping, front of house and food and drink service standards

Introduction

This document contains two tables that show the links between the National Occupational Standards for Housekeeping, Front of House, Food and Drink Service and the Key and Core Skills developed by QDCA and SQA respectively.

People 1st hopes that these tables will be of assistance to assessors and candidates who wish to integrate Key and Core Skill achievement into workplace practice and NVQ/SVQ assessment.

This signposting has been completed using QCDA and SQA guidance. The analysis is based on the principle that **some** evidence for one or more Key and/or Core Skills is likely to arise when the candidate is carrying out the functions described by the national occupational standards in their work role.

Readers should note that these links are not necessarily automatic or prescriptive. In some cases, evidence will only apply to some aspects of the Key or Core Skill. In others, the generation of evidence for Key and Core Skills may depend on the specific processes that a candidate follows to achieve the outcomes described in the occupational standards. This is particularly the case with Information Technology. There are many instances where the standards do not require the candidate to use information technology, but they **may** do so in order to achieve the outcomes described, depending on the resources available to them. In this case the Key or Core Skills are printed within parentheses, for example (2.1, 2.2, 2.3), in the tables.

Relevant Key Skills

An outline of the relevant Key Skills is given below. These are dated 2004. The full Key Skill units may be obtained from the Qualifications and Curriculum Authority.

Communication Level 1

- C1.1 Take part in either a one-to-one discussion or a group discussion
- C1.2 Read and obtain information from at least one document
- C1.3 Write two different types of documents

Communication Level 2

- C2.1a Take part in a group discussion
- C2.1b Give a talk of at least four minutes
- C2.2 Read and summarise information from at least two documents about the same subject. Each document must be a minimum of five hundred words long.
- C2.3 Write two different types of documents each one giving different information. One document must be at least 500 words long.

Application of number Level 1

- N1.1 Interpret information from two different sources. At least one source must include a table, chart, graph or diagram
- N1.2 Carry out and check calculations to do with: amounts or sizes, scales or proportions, handling statistics
- N1.3 Interpret the results of your calculations and present your findings in two different ways using charts or diagrams

Application of number Level 2

- N2.1 Interpret information from a suitable source
- N2.2 Carry out calculations to do with: amounts or sizes, scales or proportion, handling statistics, using formulae
- N2.3 Interpret the results of your calculations and present your findings

Information and Communication Technology Level 1

- ICT1.1 Find and select relevant information
- ICT1.2 Enter and develop information to suit the task
- ICT1.3 Develop the presentation so that the final output is accurate and fit for purpose

Information and Communication Technology Level 2

- ICT2.1 Search for and select information to meet your needs. Use different information sources for each task and multiple search criteria in at least one case
- ICT2.2 Enter and develop the information to suit the task and derive new information
- ICT2.3 Present combined such as text with image, text with number, image with number.

Working with others Level 1

WO1.1 Confirm you understand the given objectives, and plan for working together

WO.12 Work with others towards achieving the given objectives

WO1.3 Identify ways you helped to achieve things and how to improve your work with others

Working with others Level 2

WO2.1 Plan work with others

WO2.2 Work co-operatively towards achieving the identified objectives

WO2.3 Review your contributions and agree ways to improve work with others

Improving own learning and performance Level 1

LP1.1 Confirm your targets and plan how to meet these with the person setting them

LP1.2 Follow your plan, to help meet targets and improve your performance

LP1.3 Review your progress and achievements in meeting targets, with an appropriate person

Improving own learning and performance Level 2

LP2.1 Help set targets with an appropriate person and plan how these will be met

LP2.2 Take responsibility for some decisions about your learning, using your plan to help meet targets and improve your performance

LP2.3 Review progress with an appropriate person and provide evidence of your achievements

Problem solving Level 1

PS1.1 Confirm with an appropriate person that you understand the given problem and identify different ways of tackling it

PS1.2 Confirm with an appropriate person what you will do and follow your plan for solving the problem

PS1.3 Check with an appropriate person if the problem has been solved and how to improve your problem solving skills

Problem solving Level 2

PS2.1 Identify a problem, with help from an appropriate person, and identify different ways of tackling it

PS2.2 Plan and try out at least one way of solving the problem

PS2.3 Check if the problem has been solved and identify ways to improve problem solving skills

Summary of links between housekeeping, front of house, food/drink service NOS and the QCDA Key Skills

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
1DS1 Prepare and clear areas for drinks service	C1.1, C1.2	(N1.2)		W01.1, W01.2		PS1.1, PS1.2, PS1.3
IDS2 Serve drinks	C1.1, C1.2	N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
IFS1 Prepare and clear areas for table tray service	C1.1, C1.2	(N1.2)		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FS2 Provide a table tray service	C1.1, C1.2	N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FS3 Prepare and clear areas for counter/takeaway service	C1.1, C1.2	(N1.2)		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FS4 Provide a counter takeaway service	C1.1, C1.2	N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
1FS5 Provide a trolley service	C1.1, C1.2	N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1FS6 Assemble meals for distribution via a conveyor belt	C1.1, C1.2	N1.2		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1GEN1 Maintain a safe, hygienic and secure working environment	C1.1, C1.2	(N1.2)		W01.1, W01.2		PS1.1, PS1.2, PS1.3
1GEN2 Maintain and deal with payments	C1.1, C1.2	N1.2	(ICT1.1, ICT1.2)	W01.1, W01.2, W01.3		PS1.1, PS1.2, PS1.3
IGEN3 Maintain customer care	C1.1, C1.2	(N1.2)		W01.1, W01.2, W01.3		PS2.1, PS2.2, PS2.3
IGEN4 Contribute to effective teamwork	C2.1a, C1.2, C1.3			W02.1, W02.2, W02.3	LP2.1, LP2.2, LP2.3	PS1.1, PS1.2, PS1.3
1GEN5 Clean and store crockery and cutlery	C1.1, C1.2	N1.2		W01.1, W01.2, W01.3		PS1.1, PS1.2, PS1.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own performance	Problem Solving
1GEN7 Store and maintain stock	C1.1, C1.2	N1.2		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
1GEN8 Maintain a vending machine	C1.1, C1.2, C1.3	N1.2		WO1.1, WO1.2, WO1.3		PS2.1, PS2.2, PS2.3
IHK1 Collect linen and make beds	C1.1, C1.2	N1.2		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
IHK2 Clean windows from the inside	C1.1, C1.2	(N1.2)		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
IHK3 Help to service toilets and bathrooms	C1.1, C1.2	(N1.2)		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
1HK4 Help to clean and maintain furnished areas	C1.1, C1.2	(N1.2)		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
IR1 Process information for the reception function	C1.1, C1.2, (C1.3)	N1.1, N1.2, N1.3	(ICT1.1, ICT1.2, ICT1.3)	WO1.1, WO1.2, WO1.3		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
1R2	Distribute and dispatch mail C1.1, C1.2	N1.2		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
1R3	Enter and find data using a computer C1.1, C1.2, (C1.3)		ICT1.1, ICT1.2, ICT1.3	WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
1R4	Prepare and copy routine documents C1.1, C1.2	N1.2	ICT1.1, ICT1.2, ICT1.3	WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
1R5	Receive, move and store customer and organisation property C1.1, (C1.2, C1.3)	N1.2		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
1R6	Service public areas at front of house C1.1, C1.2	N1.2		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
1R7	Collect and deliver items for customers and staff C1.1, (C1.2)	(N1.2)		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
1R8	Prepare, service and clear meeting and conference rooms C1.1, C1.2	N1.2		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
1R9 Find and store files in a paper based system	C1.1, C1.2	(N1.2)		WO1.1, WO1.2, WO1.3		PS1.1, PS1.2, PS1.3
2DS1 Prepare and clear the bar area	C1.1, C1.2, C1.3	(N1.2)		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2DS2 Serve alcoholic and soft drinks	C1.1, C1.2, C1.3	N1.2		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2DS3 Prepare and serve cocktails	C1.1, C1.2, C1.3	N1.2		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2DS4 Prepare and serve wines	C1.1, C1.2, C1.3	N1.2		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2DS5 Prepare cellars and kegs	C1.1, C1.2, C1.3	N1.2		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2DS6 Clean drinks dispense lines	C1.1, C1.2, C1.3	N1.2		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
2DS7 Prepare and serve dispensed and instant hot drinks	C1.1, C1.2	N1.2		W01.1, W01.2, W01.3		PS1.1, PS1.2, PS1.3
2DS8 Prepare and serve hot drinks using specialist equipment	C1.1, C1.2, C1.3	N1.2		W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2DS9 Receive, store and issue drinks stock	C1.1, C1.2, C1.3	N1.2	(ICT1.1, ICT1.2, ICT1.3)	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2FS1 Prepare and clear areas for table service	C1.1, C1.2, C1.3	N1.2		W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2FS2 Serve food at the table	C1.1, C1.2, C1.3	N1.2		W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2FS3 Provide a silver service	C1.1, C1.2, C1.3	N1.2		W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2FS4 Provide a carvery/buffet service		N1.2		W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own performance	Problem Solving
2GEN1 Give customers a positive impression of yourself and your organisation	C2.1a			WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2GEN4 Maintain food safety when storing, holding and serving food	C1.1, C1.2, C1.3			WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2HK1 Clean and service a range of areas	C1.1, C1.2	N1.2		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2HK2 Work using different chemicals and equipment	C1.1, C1.2	N1.2		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2HK3 Maintain housekeeping supplies	C1.1, C1.2	N1.2	(ICT1.1, ICT1.2, ICT1.3)	WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2HK4 Clean and protect floors	C1.1, C1.2	N1.2		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3
2HK5 Clean carpets and soft furnishings	C1.1, C1.2	N1.2		WO2.1, WO2.2, WO2.3		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own learning and performance	Problem Solving
2HK6 Provide a linen service	C2.1a, C1.2	N1.2	(ICT1.1, ICT1.2, ICT1.3)	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2HK7 Carry out periodic room servicing and deep cleaning	C2.1a, C1.2	N1.2		W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2R1 Deal with communications for the reception function	C2.1a, C2.2, (C2.3)		ICT1.1, ICT1.2, ICT1.3	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2R2 Deal with the arrival of customers	C2.1a, C2.2		(ICT1.1, ICT1.2, ICT1.3)	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2R3 Deal with bookings	C2.1a, C2.2	N1.2	(ICT1.1, ICT1.2, ICT1.3)	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2R4 Prepare customer accounts and deal with departures	C2.1a, C2.2	N1.2, N1.3	(ICT1.1, ICT1.2, ICT1.3)	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2R5 Exchange foreign cash and traveller's cheques	C2.1a, C2.2	N1.2, N1.3	(ICT1.1, ICT1.2, ICT1.3)	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own performance	Problem Solving
2R6 Prepare and print documents using a computer	C2.1a, C2.2		ICT2.1, ICT2.2, ICT2.3	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2R7 Record, store and supply information using a paper based filing system	C2.1a, C2.2			W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2R8 Handle mail and book external services	C2.1a, C2.2		(ICT1.1, ICT1.2, ICT1.3)	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2R9 Resolve customer service problems	C2.1a, C2.2		(ICT1.1, ICT1.2, ICT1.3)	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
2R10 Enter, retrieve and print data in a database	C2.1a, C2.2		ICT2.1, ICT2.2, ICT2.3	W02.1, W02.2, W02.3		PS2.1, PS2.2, PS2.3
3DS1 Prepare and serve wines	C1.1, C1.2	N1.2		W02.1, W02.2, W02.3		PS3.1, PS3.2, PS3.3
3DS2 Prepare and serve spirits and liqueurs	C1.1, C1.2	N1.2		W02.1, W02.2, W02.3		PS3.1, PS3.2, PS3.3

Units	Communication	Application of Number	Information Technology	Working with Others	Improving own performance	Problem Solving
3FS1 Prepare and serve food in a food service area	C1.1, C1.2	N1.2		W02.1, W02.2, W02.3		PS3.1, PS3.2, PS3.3
3FS2 Carve, joint, fillet and serve food in a food service area	C1.1, C1.2	N1.2		W02.1, W02.2, W02.3		PS3.1, PS3.2, PS3.3
3FS3 Prepare, cook and serve food in a food service area	C1.1, C1.2	N1.2		W02.1, W02.2, W02.3		PS3.1, PS3.2, PS3.3

Relevant Core Skills (updated August 2008)

An outline of the relevant Core Skills is given below. These became effective from August 2008. The full Core Skills may be obtained from the Scottish Qualifications Authority.

Communication SCQF Level 3

- 1 Reading and Understanding: Read a simple document related to your work, for example a leaflet or list of instructions.
- 2 Writing: Produce a document, or related documents which convey several pieces of information, opinions or ideas.
- 3 Speaking and listening: Either take part in a simple discussion on a topic related to your work or give a short presentation on a work related topic to one or more people.

Communication SCQF Level 4

- 1 Reading and Understanding: Read, understand, and evaluate a straightforward document related to your work, for example a detailed letter, email, short report or leaflet. The document should have simple sentences and words that you are familiar with.
- 2 Writing: Produce a document, or related documents, which convey several items of information, opinions or ideas.
- 3 Speaking and Listening: Either take part in either a straightforward discussion on a topic related to your work or give a short presentation on a work related topic to one or more people.

Numeracy SCQF Level 3

- 1 Using Number: Carry out a variety of simple number tasks related to your work which involve calculations requiring one or two steps.
- 2 Measuring: Read and use a simple scale on a graph or a familiar measuring instrument, for example, a ruler or thermometer.
- 3 Use graphical format to find out information
- 4 Use graphical format to communicate information

Information and Communication Technology SCQF Level 3

- 1 Performing ICT operations: Carry out ICT activities related to your work which involve simple operations.
- 2 Processing information: Carry out simple ICT activities related to your work which involve using menu-based applications software.
- 3 Finding information: Use ICT to find information relevant to your work.
- 4 Keeping information safe: Show you know about safe practice in using ICT to handle information.

Information and Communication Technology - Intermediate 1

- 1 Performing ICT operations: Carry out ICT activities related to your work which involve straightforward operations.
- 2 Processing information: Carry out a range of straightforward ICT activities related to your work which involve familiar application software.
- 3 Finding information: Use ICT to find information relevant to your work.
- 4 Keeping information safe: Demonstrate safe practice in using ICT to handle information.

Working with others SCQF Level 3

- 1 Work co-operatively with others: Work co-operatively with at least one other person who may be a colleague, client or customer to achieve a common goal.
- 2 Checking and evaluating: Check how well you contributed to the co-operative activity and/or activities.

Working with others SCQF Level 4

- 1 Work co-operatively with others: Work co-operatively with at least one other person who may be a colleague, client or customer to achieve a common goal.
- 2 Checking and evaluating: Check how well you and others involved contributed to the co-operative activity and/or activities.

Problem solving SCQF Level 3

- 1 Investigating: Investigate reasons why a simple problem related to your work has arisen. There will be a small number of causes and factors to find out about. To deal with the problem, you will have to carry out a small number of steps, most of which will be things you have done before.
- 2 Planning and solving: Plan, organise, and carry out a simple activity to deal with the problem.
- 3 Checking and evaluating: Check how well your approach to the problem solving activity worked in practice.

Problem solving SCQF Level 4

- 1 Investigating: Investigate reasons why a straightforward problem related to your work has arisen. The problem will be one which might be dealt with in several different ways, but will occur in a familiar situation. You will need to carry out a number of steps to deal with the problem.
- 2 Planning and solving: Plan, organise and carry out a straightforward activity to deal with the problem.
- 3 Checking and evaluating: Check how well your approach to the problem solving activity worked in practice.

Summary of links between housekeeping, front of house, food/drink service NOS and the SQA revised Core Skills

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
1DS1 Prepare and clear areas for drinks service	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1DS2 Serve drinks	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FS1 Prepare and clear areas for table tray service	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FS2 Provide a table tray service	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FS3 Prepare and clear areas for counter takeaway service	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FS4 Provide a counter takeaway service	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4	(SCQF Level 3 Task 1)	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
1FS5 Provide a trolley service	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1FS6 Assemble meals for distribution via a conveyor belt	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1GEN1 Maintain a safe, hygienic and secure working environment	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1GEN2 Maintain and deal with payments	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
IGEN3 Maintain customer care	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
IGEN4 Contribute to effective teamwork	SCQF Level 3 Task 1, 2, 3	(SCQF Level 3 Task 1)		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
1GEN5 Clean and store crockery and cutlery	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
1GEN7 Store and maintain stock	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1GEN8 Maintain a vending machine	SCQF Level 3 Task 1, 3 (2)	SCQF Level 3 Task 1	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2	SCQF Level 4 Task 1, 2, 3
IHK1 Collect linen and make beds	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
IHK2 Clean windows from the inside	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
IHK3 Help to service toilets and bathrooms	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1HK4 Help to clean and maintain furnished areas	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
IR1 Process information for reception function	SCQF Level 3 Task 1, 3 (2)	SCQF Level 3 Task 1, 2, 3, 4	SCQF Level 3 Task 1, 2, 3, 4	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
IR2 Distribute and dispatch mail	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)	SCQF Level 3 Task 1, 2, 3, 4	SCQF Level 3 Task 1, 2	SCQF Level 3 1, 2, 3
1R3 Enter and find data using a computer	SCQF Level 3 Task 1, (2), 3		SCQF Level 3 Task 1, 2, 3, 4	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1R4 Prepare and copy routine documents	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1	SCQF Level 3 Task 1, 2, 3, 4	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1R5 Receive, move and store customer and organisation property	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1R6 Service public areas at front of house	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1R7 Collect and deliver items for customers and staff	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
1R8 Prepare, service and clear meeting and conference rooms	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
1R9 Find and store files in a paper based system	SCQF Level 3 Task 1, 3	(SCQF Level 3 Task 1)		SCQF Level 3 Task 1, 2	SCQF Level 3 Task 1, 2, 3
2DS1 Prepare and clear the bar area	SCQF Level 3 Task 1, 2, 3	(SCQF Level 3 Task 1)		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2DS2 Serve alcoholic and soft drinks	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2DS3 Prepare and serve cocktails	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2DS4 Prepare and serve wines	SCQF Level 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
2DS5 Prepare cellars and kegs	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2DS6 Clean drinks dispense lines	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2DS7 Prepare and serve dispensed and instant hot drinks	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1, 2, 3, 4	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 3 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2DS8 Prepare and serve hot drinks using specialist equipment	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2DS9 Receive, store and issue drinks stock	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FS1 Prepare and clear areas for table service	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
2FS2 Serve food at the table	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FS3 Provide a silver service	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2FS4 Provide a carvery/buffet service	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2GEN4 Maintain food safety when storing, holding and serving food	SCQF Level 3 Task 1, 2, 3			SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2HK1 Clean and service a range of areas	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2HK2 Work using different chemicals and equipment	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2HK3 Maintain housekeeping supplies	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
2HK4 Clean and protect floors	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2HK5 Clean carpets and soft furnishings	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2HK6 Provide a linen service	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2HK7 Carry out periodic room servicing and deep cleaning	SCQF Level 3 Task 1, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2R1 Deal with communications	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1	SCQF Level 3 Task 1, 2, 3, 4	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2R2 Deal with the arrival of customers	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
2R3 Deal with bookings	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2R4 Prepare customer accounts and deal with departures	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2R5 Exchange foreign cash and traveller's cheques	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4	(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2R6 Prepare and print documents using a computer	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1	SCQF Level 4 Task 1, 2, 3, 4	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2R7 Record, store and supply information using a paper based filing system	SCQF Level 4 Task 1, 2, 3	SCQF Level 3 Task 1		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2R8 Handle mail and book external services	SCQF Level 4 Task 1, 2, 3		(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
2R9 Resolve customer service problems	SCQF Level 4 Task 1, 2, 3		(SCQF Level 3 Task 1, 2, 3, 4)	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2R10 Enter, retrieve and print data in a database	SCQF Level 4 Task 1, 2, 3		SCQF Level 4 Task 1, 2, 3, 4	SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3DS1 Prepare and serve wines	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
2DS2 Prepare and serve spirits and liqueurs	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FS1 Prepare and serve food in a food service area	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Units	Communication	Numeracy	Using Information and Communication Technology	Working with Others	Problem Solving
3FS2 Carve, joint, fillet and serve food in a food service area	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3
3FS3 Prepare, cook and serve food in a food service area	SCQF Level 3 Task 1, 2, 3	SCQF Level 3 Task 1, 2, 3, 4		SCQF Level 4 Task 1, 2	SCQF Level 4 Task 1, 2, 3

Annexe C: Evidence requirements

Levels 1 and 2 Food and Drink Service Units

Sufficiency of Evidence

There must be sufficient evidence to ensure that the candidate can achieve the standard over a period of time in the workplace or approved realistic working environment. This must be achieved through direct assessment by the assessor or through the use of authentic witness testimony.

What you must KNOW

For those knowledge statements that relate to how the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In all other cases, evidence of the candidate's knowledge and understanding must be gathered by oral or written questioning.

Level 1 Food and Drink Service unit titles

Evidence requirements are included in this document for the following units:

- 1DS1/04 Prepare and clear areas for drinks service
- 1DS2/04 Serve drinks
- 1FS1/04 Prepare and clear areas for table/tray service
- 1FS2/04 Provide a table/tray service
- 1FS3/04 Prepare and clear areas for counter/takeaway service
- 1FS4/04 Provide a counter/takeaway service
- 1FS5/04 Provide a trolley service
- 1FS6/04 Assemble meals for distribution via conveyor belt

Unit 1DS1/04	Prepare and clear areas for drinks service
ELEMENT 1DS1/04.1	Prepare customer and service areas
What you must DO for Element 1DS1/04.1	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 1DS1/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from stocks of drinks for service • at least two from drink accompaniments • at least three from service area Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1DS1/04.2	Clear customer and service areas
What you must DO for Element 1DS1/04.2	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 1DS1/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from drink stocks • at least two from drink accompaniments • at least three from customer and service areas Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1DS1/04.3	Clean and store glassware
What you must DO for Element 1DS1/04.3	The assessor must assess statements by 1, 2, 3, 4, 6, 7 and 8 directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1DS1/04.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from glassware Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1DS2/04	Serve drinks
ELEMENT 1DS2/04.1	Prepare and serve drinks and accompaniments
What you must DO for Element 1DS2/04.1	The assessor must assess statements 1, 2, 3 and 5 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1DS2/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from customers • at least two from drinks • at least two from drink accompaniments • at least one from service style Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1DS2/04.2	Maintain customer and service areas during drinks service
What you must DO for Element 1DS2/04.2	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 1DS2/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from drinks • at least two from drink accompaniments • at least three from customer and service areas Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FS1/04	Prepare and clear areas for table/tray service
ELEMENT 1FS1/04.1	Prepare and clear areas for table/tray service
What you must DO for Element 1FS1/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 1FS1/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from service style • at least two from service equipment • at least five from service items • at least two from condiments and accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1FS1/04.2	Prepare and clear areas and equipment for table/tray service
What you must DO for Element 1FS1/04.2	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 1FS1/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from service style • at least five from service items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1FS1/04.3	Clear dining and service areas after service
What you must DO for Element 1FS1/04.3	The assessor must assess statements 1-7 by directly observing the candidate's work.
What you must COVER for Element 1FS1/04.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least five from service items • at least two from condiments and accompaniments • at least two from service equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FS2/04	Provide a table/tray service
ELEMENT 1FS2/04.1	Greet customers and take orders
What you must DO for Element 1FS2/04.1	The assessor must assess statements 1, 2 and 4 by directly observing the candidate's work. The assessor may assess statement 3 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FS2/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from customers • at least one from service styles • at least one from information Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1FS2/04.2	Serve customer orders
What you must DO for Element 1FS2/04.2	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 1FS2/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from service style • at least two from service items • at least two from condiments and accompaniments • at least two from food and drink items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FS3/04	Prepare and clear areas for counter/takeaway service
ELEMENT 1FS3/04.1	Prepare areas for counter/takeaway service
What you must DO for Element 1FS3/04.1	The assessor must assess statements 1, 2, 3, 6 and 7 by directly observing the candidate's work. The assessor may assess statements 4 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FS3/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from work area • at least two from service equipment • at least four from service items • at least one from condiments and accompaniments • at least one from promotional materials Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1FS3/04.2	Clear areas for counter/takeaway service
What you must DO for Element 1FS3/04.2	The assessor must assess statements 1, 2, 4 and 5 by directly observing the candidate's work. The assessor may assess statement 3 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FS3/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from service equipment • at least two from re-usable service items • none from condiments and accompaniments • at least two from work areas Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FS4/04	Provide a counter/takeaway service
ELEMENT 1FS4/04.1	Serve customers at the counter
What you must DO for Element 1FS4/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 1FS4/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from customers • at least two from information • at least two from food and drink items • at least two from condiments and accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1FS4/04.2	Maintain counter and service areas
What you must DO for Element 1FS4/04.2	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 1FS4/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from service items • at least two from food and drink items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FS5/04	Provide a trolley service
ELEMENT 1FS5/04.1	Prepare a catering trolley for service
What you must DO for Element 1FS5/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 1FS5/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from service equipment • at least two from stock items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1FS5/04.2	Serve products from a catering trolley
What you must DO for Element 1FS5/04.2	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 1FS5/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from information • at least three from service equipment • at least two from stock Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FS6/04	Assemble meals for distribution via conveyor belt
ELEMENT 1FS6/04.1	Prepare the conveyor belt for run
What you must DO for Element 1FS6/04.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 1FS6/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from service equipment • at least two from stocks Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1FS6/04.2	Assemble tray sets on the conveyor belt
What you must DO for Element 1FS6/04.2	The assessor must assess statements 1-8 by directly observing the candidate's work.
What you must COVER for Element 1FS6/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from service equipment • at least two from stocks Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Level 2 Food and Drink Service unit titles

Evidence requirements are included in this document for the following units:

- 2DS1/04 Prepare and clear the bar area
- 2DS2/04 Serve alcoholic and soft drinks
- 2DS3/04 Prepare and serve cocktails
- 2DS4/04 Prepare and serve wines
- 2DS5/04 Maintain cellars and kegs
- 2DS6/04 Clean drinks dispense lines
- 2DS7/04 Prepare and serve dispensed and instant hot drinks
- 2DS8/04 Prepare and serve hot drinks using specialist equipment
- 2DS9/04 Receive, store and issue drink stocks
- 2FS1/04 Prepare and clear areas for table service
- 2FS2/04 Serve food at the table
- 2FS3/04 Provide a silver service
- 2FS4/04 Provide a carvery/buffet service
- 2FS5/04 Convert a room for dining

Unit 2DS1/04	Prepare and clear the bar area
ELEMENT 2DS1/04.1	Prepare customer and service areas
What you must DO for Element 2DS1/04.1	The assessor must assess statements 1, 2, 3 and 5 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS1/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from stocks for drinks service • at least two from drink accompaniments • at least four from service equipment • at least one from electrical equipment • at least three from service areas Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2DS1/04.2	Clear customer and service areas
What you must DO for Element 2DS1/04.2	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2DS1/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from drink stocks • at least two from drink accompaniments • at least four from service equipment • at least one from electrical equipment • at least three from customer and service areas Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2DS1/04.3	Clean and store glassware
What you must DO for Element 2DS1/04.3	The assessor must assess statements 1, 2, 3, 4, 6, 7 and 8 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS1/04.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from glassware Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2DS2/04	Serve alcoholic and soft drinks
ELEMENT 2DS2/04.1	Take customer orders
What you must DO for Element 2DS2/04.1	The assessor must assess statements 1,2,4 and 5 by directly observing the candidate's work. The assessor may assess statements 3 and 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS2/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from information • at least two from drinks • at least two from drink accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2DS2/04.2	Serve alcoholic and non-alcoholic drinks
What you must DO for Element 2DS2/04.2	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statement 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS2/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from drinks • at least one from customer • at least one from service style Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2DS3/04	Prepare and serve cocktails
ELEMENT 2DS3/04.1	Prepare areas and equipment for serving cocktails
What you must DO for Element 2DS3/04.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2DS3/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least five from equipment • at least three from ingredients • at least three from accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2DS3/04.2	Serve cocktails
What you must DO for Element 2DS3/04.2	The assessor must assess statements 1, 2, 4, 5 and 6 by directly observing the candidate's work. The assessor may assess statement 3 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS3/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from information • at least three from cocktails • at least two from accompaniments • at least five from equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2DS4/04	Prepare and serve wines
ELEMENT 2DS4/04.1	Prepare service areas, equipment and stock for wine service
What you must DO for Element 2DS4/04.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2DS4/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from service equipment • at least two from wine Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2DS4/04.2	Determine customer requirements for wines
What you must DO for Element 2DS4/04.2	The assessor must assess statements 1,2,4 and 6 by directly observing the candidate's work. The assessor may assess statements 3 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS4/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from wine list information • none from customer needs Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2DS4/04.3	Present and serve wine
What you must DO for Element 2DS4/04.3	The assessor must assess statements 1, 2, 3, 4 and 6 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS4/04.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from service equipment • at least two from wine • at least two from style of service Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2DS5/04	Maintain cellars and kegs
ELEMENT 2DS5/04.1	Maintain cellars
What you must DO for Element 2DS5/04.1	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 2DS5/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from equipment • all from environmental conditions Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2DS5/04.2	Prepare kegs and gas for use
What you must DO for Element 2DS5/04.2	The assessor must assess statements 1-6 by directly observing the candidate's work. The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS5/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from kegs or gas cylinders Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2DS6/04	Clean drinks dispense lines
ELEMENT 2DS6/04.1	Clean drinks dispense lines
What you must DO for Element 2DS6/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2DS6/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from drinks dispense line Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2DS7/04	Prepare and serve dispensed and instant hot drinks
ELEMENT 2DS7/04.1	Prepare work areas and equipment for service
What you must DO for Element 2DS7/04.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2DS7/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from preparation equipment • at least two from service equipment • at least one from other equipment • at least two from drinks • at least three from drink ingredients • at least two from drink accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2DS7/04.2	Prepare and serve hot drinks
What you must DO for Element 2DS7/04.2	The assessor must assess statements 1, 2, 4, 5 and 6 by directly observing the candidate's work. The assessor may assess statement 3 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS7/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from drinks • at least one from preparation equipment • at least two from service equipment • at least three from drink ingredients • at least two from drink accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2DS8/04	Prepare and serve hot drinks using specialist equipment
ELEMENT 2DS8/04.1	Prepare work area and equipment for service
What you must DO for Element 2DS8/04.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2SD8/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from preparation equipment • at least two from service equipment • at least two from other equipment • at least one from promotional and display material • at least three from drinks • at least five from drink ingredients • at least two from drink accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2DS8/04.2	Prepare and serve hot drinks
What you must DO for Element 2DS8/04.2	The assessor must assess statements 1, 2, 4, 5, 6 and 7 by directly observing the candidate's work. The assessor may assess statement 3 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2DS8/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from information • at least three from drinks • at least three from preparation equipment • at least two from service equipment • at least five from drink ingredients • at least two from drink accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1DS9/04	Receive, store and issue drinks stock
ELEMENT 1DS9/04.1	Receive drinks deliveries
What you must DO for Element 1DS9/04.1	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 1DS9/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from deliveries Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 1DS9/04.2	Store and issue drinks stock
What you must DO for Element 1DS9/04.2	The assessor must assess statements 1,2 and 5 by directly observing the candidate's work. The assessor may assess statements 3 and 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1DS9/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from storage conditions • at least three from drink items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FS1/04	Prepare and clear areas for table service
ELEMENT 2FS1/04.1	Prepare service areas and equipment for table service
What you must DO for Element 2FS1/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2FS1/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from service operations • at least four from service equipment • at least two from condiments and accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2FS1/04.2	Prepare customer and dining areas for table service
What you must DO for Element 2FS1/04.2	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2FS1/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from table items • at least one from service operations • at least one from cover lay-up Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2FS1/04.3	Prepare customer and dining areas for table service
What you must DO for Element 2FS1/04.3	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 2FS1/04.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from table items • at least two from food service areas • at least three from service equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FS2/04	Serve food at the table
ELEMENT 2FS2/04.1	Greet customers and take orders
What you must DO for Element 2FS2/04.1	The assessor must assess statements 1, 2, 3, 4, 6 and 7 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FS2/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from customers • at least two from customer requirements • at least one from service operations • at least two from information Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2FS2/04.2	Serve customers' orders and maintain the dining area
What you must DO for Element 2FS2/04.2	The assessor must assess statements 1-7 by directly observing the candidate's work.
What you must COVER for Element 2FS2/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from table items • at least two from service equipment • at least one from service method Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FS3/04	Provide a silver service
ELEMENT 2FS3/04.1	Silver serve food
What you must DO for Element 2FS3/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2FS3/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from service equipment • at least one from service operation • at least four from food items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2FS3/04.2	Clear finished courses
What you must DO for Element 2FS3/04.2	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2FS3/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • all from courses • at least one from service operation • at least two from table items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FS4/04	Provide a carvery/buffet service
ELEMENT 2FS4/04.1	Prepare and maintain a carvery/buffet display
What you must DO for Element 2FS4/04.1	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 2FS4/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from service style • at least three from table items • at least two from service equipment • at least two from food items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2FS4/04.2	Serve and assist customers at the carvery/buffet
What you must DO for Element 2FS4/04.2	The assessor must assess statements 1-7 by directly observing the candidate's work.
What you must COVER for Element 2FS4/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from service style • at least two from service equipment • at least two from food items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FS5/04	Convert a room for dining
ELEMENT 2FS5/04.1	Set up food dining areas
What you must DO for Element 2FS5/04.1	The assessor must assess statements 2, 4, 5 and 6 by directly observing the candidate's work. The assessor may assess statements 1 and 3 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FS5/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from dining equipment • at least three from service equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2FS5/04.2	Return food dining area to its original state
What you must DO for Element 2FS5/04.2	The assessor must assess statements 3, 4 and 5 by directly observing the candidate's work. The assessor may assess statements 1,2 and 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FS5/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from dining equipment • at least three from service equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Levels 1, 2 and 3 Food Preparation, Processing and Cooking Units

Sufficiency of Evidence

There must be sufficient evidence to ensure that the candidate can achieve the standard over a period of time in the workplace or approved realistic working environment. This must be achieved through direct assessment by the assessor or through the use of authentic witness testimony.

What you must KNOW

For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In all other cases, evidence of the candidate's knowledge and understanding must be gathered by oral or written questioning.

Level 1 Food Preparation, Processing and Cooking unit titles

Evidence requirements are included in this document for the following units:

- 1FP1/05 Prepare vegetables
- 1FP2/05 Prepare and finish simple salad and fruit dishes
- 1FP3/05 Prepare hot and cold sandwiches
- 1FC1/05 Cook vegetables
- 1FPC1/05 Prepare and cook fish
- 1FPC2/05 Prepare and cook meat and poultry
- 1FPC3/05 Prepare and cook pasta
- 1FPC4/05 Prepare and cook rice
- 1FPC5/05 Prepare and cook eggs
- 1FPC6/05 Prepare and cook pulses
- 1FPC7/05 Prepare and cook vegetable protein
- 1FPC8/05 Cook and finish simple bread and dough products
- 1FPC9/05 Prepare and cook grain
- 1P&C1/05 Package food for delivery

Unit 1FP1/05	Prepare vegetables
ELEMENT 1FP1/05.1	Prepare vegetables
What you must DO for Element 1FP1/05.1	The assessor must assess statements 1-3 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FP1/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • four from vegetables • four from prepare by, which must include a minimum of two from cutting Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FP2/05	Prepare and finish simple salad and fruit dishes
ELEMENT 1FP2/05.1	Prepare and finish simple salad and fruit dishes
What you must DO for Element 1FP2/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FP2/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from ingredients • at least two from prepare by Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FP3/05	Prepare hot and cold sandwiches
ELEMENT 1FP3/05.1	Prepare and finish hot and cold sandwiches
What you must DO for Element 1FP3/05.1	The assessor must assess statements 1-3 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FP3/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from bread • at least four from fillings • at least two from preparation methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FC1/05	Cook vegetables
ELEMENT 1FC1/05.1	Cook vegetables
What you must DO for Element 1FC1/05.1	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statement 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FC1/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from vegetables • at least two from cooking methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FPC1/05	Prepare and cook fish
ELEMENT 1/05.1	Prepare and cook fish
What you must DO for Element 1FPC1/05.1	The assessor must assess statements 3, 4, 6, 7 and 8 by directly observing the candidate's work. The assessor may assess statements 1,2 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FPC1/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from fish • at least two from cooking methods • none from preparation methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FPC2/05	Prepare and cook meat and poultry
ELEMENT 1FPC2/05.1	Prepare and cook meat and poultry
What you must DO for Element 1FPC2/05.1	The assessor must assess statements 3, 4, 6, 7 and 8 by directly observing the candidate's work. The assessor may assess statements 1, 2 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FPC2/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from meat and poultry • at least two from cooking methods • none from preparation methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FPC3/05	Prepare and cook pasta
ELEMENT 1FPC3/05.1	Prepare and cook pasta
What you must DO for Element 1FPC3/05.1	The assessor must assess statements 1-3 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FPC3/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from pasta • at least two from preparation methods • at least one from cooking methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FPC4/05	Prepare and cook rice
ELEMENT 1FPC4/05.1	Prepare and cook rice
What you must DO for Element 1FPC4/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FPC4/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from rice • at least three from preparation and cooking methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FPC5/05	Prepare and cook eggs
ELEMENT 1FPC5/05.1	Prepare and cook eggs
What you must DO for Element 1FPC5/05.1	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statements 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FPC5/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least five from preparation and cooking methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FPC6/05	Prepare and cook pulses
ELEMENT 1FPC6/05.1	Prepare and cook pulses
What you must DO for Element 1FPC6/05.1	The assessor must assess statements 1-3 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FPC6/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from pulses • at least two from prepare and cook Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FPC7/05	Prepare and cook vegetable protein
ELEMENT 1FPC7/05.1	Prepare and cook vegetable protein
What you must DO for Element 1FPC7/05.1	The assessor must assess statements 1-6 by directly observing the candidate's work. The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FPC7/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from vegetable protein • at least one from preparation and cooking methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FPC8/05	Cook and finish simple bread and dough products
ELEMENT 1FPC8/05.1	Cook and finish simple bread and dough products
What you must DO for Element 1FPC8/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FPC8/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from bread and dough products • at least two from preparation and finishing methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1FPC9/05	Prepare and cook grain
ELEMENT 1FPC9/05.1	Prepare and cook grain
What you must DO for Element 1FPC9/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FPC9/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from grain • at least two from preparation and cooking methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1P&C1/05	Package food for delivery
ELEMENT 1P&C1/05.1	Package food for delivery
What you must DO for Element 1P&C1/05.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 1P&C1/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from food Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Level 2 Food preparation, processing and cooking unit titles

Evidence requirements are included in this document for the following units:

2FP1/05	Prepare fish for basic dishes
2FP2/05	Prepare shellfish for basic dishes
2FP3/05	Prepare meat for basic dishes
2FP4/05	Prepare poultry for basic dishes
2FP5/05	Prepare game for basic dishes
2FP6/05	Prepare offal for basic dishes
2FP7/05	Prepare vegetables for basic dishes
2FC1/05	Cook and finish basic fish dishes
2FC2/05	Cook and finish basic shellfish dishes
2FC3/05	Cook and finish basic meat dishes
2FC4/05	Cook and finish basic poultry dishes
2FC5/05	Cook and finish basic game dishes
2FC6/05	Cook and finish basic offal dishes
2FC7/05	Cook and finish basic vegetable dishes
2FC8/05	Cook - chill food
2FC9/05	Cook - freeze food
2FPC1/05	Prepare, cook and finish basic hot sauces
2FPC2/05	Prepare, cook and finish basic soups
2FPC3/05	Make basic stock
2FPC4/05	Prepare, cook and finish basic rice dishes
2FPC5/05	Prepare, cook and finish basic pasta dishes
2FPC6/05	Prepare, cook and finish basic pulse dishes
2FPC7/05	Prepare, cook and finish basic vegetable protein dishes
2FPC8/05	Prepare, cook and finish basic egg dishes
2FPC9/05	Prepare, cook and finish basic bread and dough products
2FPC10/05	Prepare, cook and finish basic pastry products
2FPC11/05	Prepare, cook and finish basic cakes, sponges and scones
2FPC12/05	Prepare, cook and finish basic grain dishes
2FPC13/05	Prepare, cook and finish healthier dishes
2FPC14/05	Prepare, cook and finish basic hot and cold desserts
2FPC15/05	Prepare and present food for cold presentation
2P&C1/05	Complete kitchen documentation
2P&C2/05	Set up and close kitchen
2P&C3/05	Process, cook, finish and present flour dough and tray - bake products

Unit 2FP1/05	Prepare fish for basic dishes
ELEMENT 2FP1/05.1	Prepare fish for basic dishes
What you must DO for Element 2FP1/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2FP1/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from fish • at least four from prepare by, which must include a minimum of three from cutting <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FP2/05	Prepare shellfish for basic dishes
ELEMENT 2FP2/05.1	Prepare shellfish for basic dishes
What you must DO for Element 2FP2/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2FP2/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from shellfish • at least three from prepare by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FP3/05	Prepare meat for basic dishes
ELEMENT 2FP3/05.1	Prepare meat for basic dishes
What you must DO for Element 2FP3/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2FP3/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both from meat • at least three from prepare by, which must include a minimum of two from cutting <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FP4/05	Prepare poultry for basic dishes
ELEMENT 2FP4/05.1	Prepare poultry for basic dishes
What you must DO for Element 2FP4/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2FP4/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from poultry • at least four from prepare by, which must include a minimum of two from cutting <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FP5/05	Prepare game for basic dishes
ELEMENT 2FP5/05.1	Prepare game for basic dishes
What you must DO for Element 2FP5/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2FP5/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both from game • at least three from prepare by, which must include one from cutting <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FP6/05	Prepare offal for basic dishes
ELEMENT 2FP6/05.1	Prepare offal for basic dishes
What you must DO for Element 2FP6/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2FP6/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from offal • at least four from prepare by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FP7/05	Prepare vegetables for basic dishes
ELEMENT 2FP7/05.1	Prepare vegetables for basic dishes
What you must DO for Element 2FP7/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2FP7/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least eight from vegetables • at least six from prepare by, which must include at least two traditional French cuts Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FC1/05	Cook and finish basic fish dishes
ELEMENT 2FC1/05.1	Cook and finish basic fish dishes
What you must DO for Element 2FC1/05.1	The assessor must assess statements 1-6 by directly observing the candidate's work. For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving, but must observe the other. The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FC1/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from fish • at least three from cooking by Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FC2/05	Cook and finish basic shellfish dishes
ELEMENT 2FC2/05.1	Cook and finish basic shellfish dishes
What you must DO for Element 2FC2/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving, but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FC2/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from shellfish • at least two from cooking by (candidates are only required to be observed on one from frying - either deep or shallow) <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FC3/05.1	Cook and finish basic meat dishes
ELEMENT 2FC3/05.1	Cook and finish basic meat dishes
What you must DO for Element 2FC3/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving, but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FC3/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both from meat • at least four from cooking by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FC4/05.1	Cook and finish basic poultry dishes
ELEMENT 2FC4/05.1	Cook and finish basic poultry dishes
What you must DO for Element 2FC4/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving, but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FC4/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from poultry • at least three from cooking by (candidates are only required to be observed on one from frying - deep, shallow, sautéing or stir) <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FC5/05	Cook and finish basic game dishes
ELEMENT 2FC5/05.1	Cook and finish basic game dishes
What you must DO for Element 2FC5/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FC5/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both from game • at least four from cooking by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FC6/05	Cook and finish basic offal dishes
ELEMENT 2FC6/05.1	Cook and finish basic offal dishes
What you must DO for Element 2FC6/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving, but must observe the other.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FC6/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from offal • at least five from cooking by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FC7/05	Cook and finish basic vegetable dishes
ELEMENT 2FC7/05.1	Cook and finish basic vegetable dishes
What you must DO for Element 2FC7/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FC7/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least six from vegetables • at least four from cooking by (candidates are only required to be observed on one from frying - deep, shallow or stir) <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FC8/05	Cook - chill food
ELEMENT 2FC8/05.1	Portion, pack and blast - chill food
What you must DO for Element 2FC8/05.1	The assessor must assess statements 1, 3, 4, 5, 6 and 7 by directly observing the candidate's work. The assessor may assess statement 2 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FC8/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from food Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2FC8/05.2	Store cook - chill food
What you must DO for Element 2FC8/05.2	The assessor must assess statements 1-6 by directly observing the candidate's work. The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FC8/05.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • none from problems Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FC9/05	Cook - freeze food
ELEMENT 2FC9/05.1	Portion, pack and blast - freeze food
What you must DO for Element 2FC9/05.1	The assessor must assess statements 1, 3-7 by directly observing the candidate's work. The assessor may assess statement 2 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FC9/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from food Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2FC9/05.2	Store cook - freeze food
What you must DO for Element 2FC9/05.2	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statement 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FC9/05.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • none from problems Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FPC1/05	Prepare, cook and finish basic hot sauces
ELEMENT 2FPC1/05.1	Prepare, cook and finish basic hot sauces
What you must DO for Element 2FPC1/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC1/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least six from preparation, cooking and finishing methods <p>Candidates must demonstrate through performance that they can make three of the following sauces, the remaining may be assessed through questioning or witness testimony.</p> <ul style="list-style-type: none"> • white sauce (béchamel) • brown sauce (espagnole) • velouté • gravy sauce, eg jus lie, jus roti • spiced based sauce, eg curry gravy • purée <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC2/05	Prepare, cook and finish basic soups
ELEMENT 2FPC2/05.1	Prepare, cook and finish basic soups
What you must DO for Element 2FPC2/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC2/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least seven from preparation and cooking methods <p>Candidates must demonstrate through performance that they can make three of the following soups, the remaining may be assessed through questioning or witness testimony.</p> <ul style="list-style-type: none"> • broth • cream • purée • clear <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC3/05	Make basic stock
ELEMENT 2FPC3/05.1	Make basic stock
What you must DO for Element 2FPC3/05.1	The assessor must assess statements 1-6 by directly observing the candidate's work. The assessor may assess statements 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FPC3/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least five from preparation and cooking methods Candidates must demonstrate through performance that they can make three of the following stocks, the remaining may be assessed through questioning or witness testimony. <ul style="list-style-type: none"> • vegetable • chicken • fish • game • beef Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FPC4/05	Prepare, cook and finish basic rice dishes
ELEMENT 2FPC4/05.1	Prepare, cook and finish basic rice dishes
What you must DO for Element 2FPC4/05.1	The assessor must assess statements 1, 2, 3, 5 and 6 by directly observing the candidate's work. For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other. The assessor may assess statement 4 and 8 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2FPC4/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from rice • at least five from preparation and cooking methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2FPC5/05.1	Prepare, cook and finish basic pasta dishes
ELEMENT 2FPC5/05.1	Prepare, cook and finish basic pasta dishes
What you must DO for Element 2FPC5/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC5/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from pasta • at least four from preparation and cooking methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC6/05	Prepare, cook and finish basic pulse dishes
ELEMENT 2FPC6/05.1	Prepare, cook and finish basic pulse dishes
What you must DO for Element 2FPC6/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them , ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC6/05.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from pulses • at least three from preparation and cooking methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC7/05	Prepare, cook and finish basic vegetable protein dishes
ELEMENT 2FPC7/05.1	Prepare, cook and finish basic vegetable protein dishes
What you must DO for Element 2FPC7/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC7/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from vegetable protein • at least six from preparation and cooking methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC8/05	Prepare, cook and finish basic egg dishes
ELEMENT 2FPC8/05.1	Prepare, cook and finish basic egg dishes
What you must DO for Element 2FPC8/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC8/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least five from preparation and cooking methods <p>Candidates must demonstrate through performance that they can make:</p> <ul style="list-style-type: none"> • omelette • poached egg <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC9/05	Prepare, cook and finish basic bread and dough products
ELEMENT 2FPC9/05.1	Prepare, cook and finish basic bread and dough products
What you must DO for Element 2FPC9/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them , ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC9/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from bread and dough products • at least seven from preparation and cooking methods • at least one from finishing methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC10/05	Prepare, cook and finish basic pastry products
ELEMENT 2FPC10/05.1	Prepare, cook and finish basic pastry products
What you must DO for Element 2FPC10/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them , ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC10/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from pastry • at least six from preparation methods • at least one from cooking methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC11/05	Prepare, cook and finish basic cakes, sponges and scones
ELEMENT 2PFC11/05.1	Prepare, cook and finish basic cakes, sponges and scones
What you must DO for Element 2PFC11/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2PFC11/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least twelve from preparation and cooking methods <p>Candidates must demonstrate through performance that they can make three of the following:</p> <ul style="list-style-type: none"> • cakes (eg fruit cake, rock cakes, small cakes, shortcake/bread) • sponges (eg Victoria sandwich, sponge biscuits, Swiss roll) • scones <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC12/05	Prepare, cook and finish basic grain dishes
ELEMENT 2FPC12/05.1	Prepare, cook and finish basic grain dishes
What you must DO for Element 2FPC12/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC12/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from grain • at least three from preparation and cooking methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC13/05	Prepare, cook and finish healthier dishes
ELEMENT 2FPC13/05.1	Prepare, cook and finish healthier dishes
What you must DO for Element 2FPC13/05.1	<p>The assessor must assess statements 1-4 by directly observing the candidate's work.</p> <p>The assessor may assess statements 5 and 6 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC13/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from dish <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC14/05	Prepare, cook and finish basic hot and cold desserts
ELEMENT 2FPC14/05.1	Prepare, cook and finish basic hot and cold desserts
What you must DO for Element 2FPC14/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC14/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from dessert • at least five from preparation methods • at least two from cooking methods • at least one from finishing methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FPC15/05	Prepare and present food for cold presentation
ELEMENT 2FPC15/05.1	Prepare and present food for cold presentation
What you must DO for Element 2FPC15/05.1	<p>The assessor must assess statements 1-5 by directly observing the candidate's work.</p> <p>The assessor may assess statement 6 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FPC15/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least six from food products • at least two from garnish ingredients • at least four from preparation methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2P&C1/05	Complete kitchen documentation
ELEMENT 2P&C1/05.1	Complete kitchen documentation
What you must DO for Element 2P&C1/05.1	The assessor must assess statements 1-2 by directly observing the candidate's work. The assessor may assess statements 3, 4 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2P&C1/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from relevant documents Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2P&C2/05	Set up and close kitchen
ELEMENT 2P&C2/05.1	Prepare kitchen for food operations
What you must DO for Element 2P&C2/05.1	The assessor must assess statements 1, 2, 3 and 5 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2P&C2/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from tools • at least five from kitchen equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2P&C2/05.2	Prepare food items ready for operations
What you must DO for Element 2P&C2/05.2	The assessor must assess statements 1, 2, 3 and 5 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2P&C2/05.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from establishment requirements • at least two from ingredients • at least two from prepare Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2P&C2/05.3	Close kitchen after operations
What you must DO for Element 2P&C2/05.3	The assessor must assess statements 1, 2, 3, 4 and 6 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2P&C2/05.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from tools • at least two from food storage equipment • at least four from cooking equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2P&C3/05	Prepare, cook, finish and present flour, dough and tray - bake products
ELEMENT 2P&C3/05.1	Prepare flour, dough and tray - bake products
What you must DO for Element 2P&C3/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2P&C3/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from ingredients • at least six from basic preparation methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2P&C3/05.2	Cook, finish and present flour, dough and tray - bake products
What you must DO for Element 2P&C3/05.2	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2P&C3/05.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from flour, dough and tray - bake products • at least one from basic cooking methods • at least four from basic finishing methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Level 3 Food preparation and cooking unit titles

Evidence requirements are included in this document for the following units:

3FP1/05	Prepare fish for complex dishes
3FP2/05	Prepare shellfish for complex dishes
3FP3/05	Prepare meat for complex dishes
3FP4/05	Prepare poultry for complex dishes
3FP5/05	Prepare game for complex dishes
3FC1/05	Cook and finish complex fish dishes
3FC2/05	Cook and finish complex shellfish dishes
3FC3/05	Cook and finish complex meat dishes
3FC4/05	Cook and finish complex poultry dishes
3FC5/05	Cook and finish complex game dishes
3FC6/05	Cook and finish complex vegetable dishes
3FPC1/05	Prepare, cook and finish complex hot sauces
3FPC2/05	Prepare, cook and finish complex soups
3FPC3/05	Prepare, cook and finish fresh pasta dishes
3FPC4/05	Prepare, cook and finish complex bread and dough products
3FPC5/05	Prepare, cook and finish complex cakes, biscuits, sponges and scones
3FPC6/05	Prepare, cook and finish complex pastry products
3FPC7/05	Prepare, process and finish complex chocolate products
3FPC8/05	Prepare, process and finish marzipan, pastillage and sugar products
3FPC9/05	Prepare, cook and present complex cold products
3FPC10/05	Prepare, finish and present canapés and cocktail products
3FPC11/05	Prepare, cook and finish dressings and cold sauces
3FPC12/05	Prepare and cook complex hot desserts
3FPC13/05	Prepare, cook and finish complex cold desserts
3FPC14/05	Produce sauces, fillings and coatings for complex desserts

Unit 3FP1/05	Prepare fish for complex dishes
ELEMENT 3FP1/05.1	Prepare fish for complex dishes
What you must DO for Element 3FP1/05.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 3FP1/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from fish • at least seven from prepare by, which must include at least four from cutting Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 3FP2/05	Prepare shellfish for complex dishes
ELEMENT 3FP2/05.1	Prepare shellfish for complex dishes
What you must DO for Element 3FP2/05.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 3FP2/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least five from shellfish • at least four from prepare by Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 3FP3/05	Prepare meat for complex dishes
ELEMENT 3FP3/05.1	Prepare meat for complex dishes
What you must DO for Element 3FP3/05.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 3FP3/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • both from meat • at least six from prepare by Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 3FP4/05	Prepare poultry for complex dishes
ELEMENT 3FP4/05.1	Prepare poultry for complex dishes
What you must DO for Element 3FP4/05.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 3FP4/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from poultry • at least seven from prepare by Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 3FP5/05	Prepare game for complex dishes
ELEMENT 3FP5/05.1	Prepare game for complex dishes
What you must DO for Element 3FP5/05.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 3FP5/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least both from game • at least six from prepare by Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 3FC1/05	Cook and finish complex fish dishes
ELEMENT 3FC1/05.1	Cook and finish complex fish dishes
What you must DO for Element 3FC1/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FC1/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from fish • at least five from cooking by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FC2/05	Cook and finish complex shellfish dishes
ELEMENT 3FC2/05.1	Cook and finish complex shellfish dishes
What you must DO for Element 3FC2/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FC2/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least five from shellfish • at least five from cooking by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FC3/05	Cook and finish complex meat dishes
ELEMENT 3FC3/05.1	Cook and finish complex meat dishes
What you must DO for Element 3FC3/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FC3/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both from meat • at least four from cooking by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FC4/05	Cook and finish complex poultry dishes
ELEMENT 3FC4/05.1	Cook and finish complex poultry dishes
What you must DO for Element 3FC4/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FC4/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from poultry • at least five from cooking by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FC5/05	Cook and finish complex game dishes
ELEMENT 3FC5/05.1	Cook and finish complex game dishes
What you must DO for Element 3FC5/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FC5/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from game • at least three from cooking by <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FC6/05	Cook and finish complex vegetable dishes
ELEMENT 3FC6/05.1	Cook and finish complex vegetable dishes
What you must DO for Element 3FC6/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FC6/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least eight from vegetables • at least seven from cooking by • at least four from other ingredients <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC1/05	Prepare, cook and finish complex hot sauces
ELEMENT 3FPC1/05.1	Prepare, cook and finish complex hot sauces
What you must DO for Element 3FPC1/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC1/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • all from preparation and cooking methods <p>Candidates must demonstrate through performance that they can make the following sauces:</p> <ul style="list-style-type: none"> • compound butter sauce • derivatives of white and brown sauce • emulsified sauces • cream thickened sauce

Unit 3FPC2/05	Prepare, cook and finish complex soups
ELEMENT 3FPC2/05.1	Prepare, cook and finish complex soups
What you must DO for Element 3FPC2/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC2/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least nine from preparation, cooking and finishing methods <p>Candidates must demonstrate through performance that they can make the following soups:</p> <ul style="list-style-type: none"> • consommé • bisque • cold soup • velouté <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC3/05	Prepare, cook and finish fresh pasta dishes
ELEMENT 3FPC3/05.1	Prepare, cook and finish fresh pasta dishes
What you must DO for Element 3FPC3/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC3/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both from pasta • all from preparation and cooking methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC4/05	Prepare, cook and finish complex bread and dough products
ELEMENT 3FPC4/05.1	Prepare, cook and finish complex bread and dough products
What you must DO for Element 3FPC4/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC4/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both from bread and dough • at least nine from preparation and cooking methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC5/05	Prepare, cook and finish complex cakes, sponges, biscuits and scones
ELEMENT 3FPC5/05.1	Prepare, cook and finish complex cakes, sponges, biscuits and scones
What you must DO for Element 3FPC5/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC5/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> at least fifteen from preparation, cooking and finishing methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC6/05	Prepare, cook and finish complex pastry products
ELEMENT 3FPC6/05.1	Prepare, cook and finish complex pastry products
What you must DO for Element 3FPC6/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC6/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> at least six from pastry product at least twelve from preparation and cooking methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC7/05	Prepare, process and finish complex chocolate products
ELEMENT 3FPC7/05.1	Prepare, process and finish complex chocolate products
What you must DO for Element 3FPC7/05.1	The assessor must assess statements 1-7 by directly observing the candidate's work.
What you must COVER for Element 3FPC7/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • all from chocolate • at least eight from preparation and processing methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 3FPC8/05	Prepare, process and finish marzipan, pastillage and sugar products
ELEMENT 3FPC8/05.1	Prepare, process and finish marzipan, pastillage and sugar products
What you must DO for Element 3FPC8/05.1	The assessor must assess statements 1-7 by directly observing the candidate's work.
What you must COVER for Element 3FPC8/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least seven from pastillage and sugar • at least nine from preparation and processing methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 3FPC9/05	Prepare, cook and present complex cold products
ELEMENT 3FPC9/05.1	Prepare, cook and present complex cold products
What you must DO for Element 3FPC9/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC9/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least sixteen from complex cold products • at least eleven from preparation, cooking and finishing methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC10/05	Prepare, finish and present canapés and cocktail products
ELEMENT 3FPC10/05.1	Prepare, finish and present canapés and cocktail products
What you must DO for Element 3FPC10/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them , ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC10/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from canapés and cocktails • at least seven from preparation, cooking and finishing methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC11/05	Prepare, cook and finish dressings and cold sauces
ELEMENT FPC11/05.1	Prepare, cook and finish dressings and cold sauces
What you must DO for Element 3FPC11/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC11/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least eight from preparation and cooking methods <p>Candidates must demonstrate through performance that they can make at least five of the following sauces:</p> <p>derivative of mayonnaise</p> <ul style="list-style-type: none"> • coulis • egg and oil emulsion • flavoured oil based dressing • sour cream/yoghurt based • fruit/vegetable thickened - eg dips <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC12/05	Prepare and cook complex hot desserts
ELEMENT 3FPC12/05.1	Prepare and cook complex hot desserts
What you must DO for Element 3FPC12/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC12/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from desserts • at least five from preparation methods • at least four from cooking methods • at least five from finishing methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC13/05	Prepare, cook and finish complex cold desserts
ELEMENT 3FPC13/05.1	Prepare, cook and finish complex cold desserts
What you must DO for Element 3FPC13/05.1	<p>The assessor must assess statements 1-7 by directly observing the candidate's work.</p> <p>For statement 8, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC13/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from desserts • at least five from preparation methods • at least two from cooking methods • at least three from processing methods • at least five from finishing methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 3FPC14/05	Produce sauces, fillings and coatings for complex desserts
ELEMENT 3FC14/05.1	Produce sauces, fillings and coatings for complex desserts
What you must DO for Element 3FPC14/05.1	<p>The assessor must assess statements 1-6 by directly observing the candidate's work.</p> <p>For statement 7, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them, ie either holding or serving but must observe the other.</p> <p>The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 3FPC14/05.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least eight from sauces, fillings and coatings • at least four from preparation methods • at least five from processing methods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Levels 1 and 2 Front Office Units

Sufficiency of Evidence

There must be sufficient evidence to ensure that the candidate can achieve the standard over a period of time in the workplace or approved realistic working environment. This must be achieved through direct assessment by the assessor or through the use of authentic witness testimony.

What you must KNOW

For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all other cases**, evidence of the candidate's knowledge and understanding must be gathered by oral or written questioning.

Level 1 Front Office unit titles

Evidence requirements are included in this document for the following units:

- 1R1/04 Process information for reception function
- 1R5/04 Receive, move and store customer and organisation property
- 1R6/04 Service public areas at front of house
- 1R7/04 Collect and deliver items for customers and staff
- 1R8/04 Prepare, service and clear meeting and conference rooms

Evidence requirements for the following units are set by the SSC in brackets.

- 1R2/04 Distribute and dispatch mail (CfA)
- 1R3/04 Enter and find data using a computer (CfA)
- 1R4/04 Prepare and copy routine documents (CfA)
- 1R9/04 Find and store files in a paper-based system (CfA)

Unit 1R1/04	Process information for reception function
ELEMENT 1R1/04.1	Deal with incoming and outgoing telephone calls
What you must DO for Element 1R1/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statement 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1R1/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • two from telephone calls
ELEMENT 1R1/04.2	Give people the information they need
What you must DO for Element 1R1/04.2	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statements 6 and 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1R1/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from information sources • at least one from person requesting information Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1R1/04.3	Do basic number work
What you must DO for Element 1R1/04.3	The assessor must assess statements 1-3 by directly observing the candidate's work. The assessor may assess statements 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1R1/04.3	There must be performance evidence, gathered through observing the candidate's work, for: <ul style="list-style-type: none"> • both from basic calculations

Unit 1R5/04	Receive, move and store customer and organisation property
ELEMENT 1R5/04.1	Receive customer property
What you must DO for Element 1R5/04.1	The assessor must assess statements 1-3 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1R5/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from customer property Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1R5/04.2	Handle, move and store customer and organisation property
What you must DO for Element 1R5/04.2	The assessor must assess statements 1, 2, 4 and 7 by directly observing the candidate's work. The assessor may assess statements 3, 5 and 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1R5/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from property • at least one from ways of moving property • at least two from places to which property is moved Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1R6/04 Service public areas at front of house	
ELEMENT 1R6/04.1 Clean public areas	
What you must DO for Element 1R6/04.1	The assessor must assess statements 1, 3, 4 and 5 by directly observing the candidate's work. The assessor may assess statements 2 and 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1R6/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from public areas • at least three from cleaning equipment • at least three from cleaning materials • at least four from surfaces Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1R6/04.2 Keep public areas neat, tidy and in good order	
What you must DO for Element 1R6/04.2	The assessor must assess statements 1-3 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1R6/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from waste containers • at least two from furniture • at least two from displays Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1R7/04		Collect and deliver items for customers and staff
ELEMENT 1R7/04.1		Collect items from customers and staff
What you must DO for Element 1R7/04.1	<p>The assessor must assess statements 1-3 by directly observing the candidate's work.</p> <p>The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.</p>	
What you must COVER for Element 1R7/04.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from instructions • at least two from items • at least one from places <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>	
ELEMENT 1R7/04.2		Provide a delivery service
What you must DO for Element 1R7/04.2	<p>The assessor must assess statements 1-3 by directly observing the candidate's work.</p> <p>The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.</p>	
What you must COVER for Element 1R7/04.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from items • at least one from places • both from instructions <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>	

Unit 1R8/04	Prepare, service and clear meeting and conference rooms
ELEMENT 1R8/04.1	Prepare and service conference and meeting rooms
What you must DO for Element 1R8/04.1	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 1R8/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • both from instructions • at least three from equipment • at least three from table items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1R8/04.2	Clear conference and meeting rooms
What you must DO for Element 1R8/04.2	The assessor must assess statements 1, 2, 3 and 5 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1R8/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from equipment • at least three from table items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Level 2 Front Office unit titles

Evidence requirements are included in this document for the following units:

2R1/04 Deal with communications as part of the reception function

2R2/04 Deal with the arrival of customers

2R3/04 Deal with bookings

2R4/04 Prepare customer accounts and deal with departures

2R5/04 Exchange foreign cash and traveller's' cheques

2R8/04 Handle mail and book external services

Evidence requirements for the following units are set by the SSC in brackets

2R6/04 Prepare and print documents using a computer (CfA)

2R7/04 Record, store and supply information using a paper-based filing system (CfA)

2R9/04 Resolve customer service problems (ICS)

2R10/04 Enter, retrieve and print data in a database (CfA)

2R11/04 Identify and provide tourism related information and advice (People 1st – existing unit)

Unit 2R1/04	Deal with communications as part of the reception function
ELEMENT 2R1/04.1	Deal with incoming communications
What you must DO for Element 2R1/04.1	The assessor must assess statements 1-4 by directly observing the candidate's work. The assessor may assess statements 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2R1/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from communications • both from enquiries Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2R1/04.2	Deal with outgoing communications
What you must DO for Element 2R1/04.2	The assessor must assess statements 1-6 by directly observing the candidate's work. The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2R1/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from methods of communication Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2R2/04	Deal with the arrival of customers
ELEMENT 2R2/04.1	Deal with the arrival of customers
What you must DO for Element 2R2/04.1	The assessor must assess statements 1-7 by directly observing the candidate's work.
What you must COVER for Element 2/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from customers • at least one from booking systems • at least four from information to customers • at least one from services and facilities Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2R3/04	Deal with bookings
ELEMENT 2R3/04.1	Deal with booking enquiries
What you must DO for Element 2R3/04.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2R3/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from customers • at least three from enquiries • at least two from information Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2R3.2	Confirm, cancel and amend bookings
What you must DO for Element 2R3/04.2	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2R3/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from customer • at least one from booking systems • one for booking amendments and cancellations Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2R4/04	Prepare customer accounts and deal with departures
ELEMENT 2R4/04.1	Prepare and maintain customer accounts
What you must DO for Element 2R4/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2R4/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from account systems • at least two from account adjustments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2R4/04.2	Deal with the departures of customers
What you must DO for Element 2R4/04.2	The assessor must assess statements 1-6 by directly observing the candidate's work. The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2R4/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from customer account • at least one from account or booking system Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2R5	Exchange foreign cash and traveller's cheques
ELEMENT 2R5/04.1	Exchange foreign cash
What you must DO for Element 2R5/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2R5/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from method Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2R5/04.2	Exchange foreign travellers cheques
What you must DO for Element 2R5/04.2	The assessor must assess statements 1-9 by directly observing the candidate's work.
What you must COVER for Element 2R5/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from exchange rate calculation method

Unit 2R8/04	Handle mail and book external services
ELEMENT 2R8/04.1	Handle mail and messages
What you must DO for Element 2R8/04.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2R8/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from mail • at least two from messages Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2R8/04.2	Book external services
What you must DO for Element 2R8/04.2	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2R8/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from services Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Levels 1 and 2 Housekeeping Units

Sufficiency of Evidence

There must be sufficient evidence to ensure that the candidate can achieve the standard over a period of time in the workplace or approved realistic working environment. This must be achieved through direct assessment by the assessor or through the use of authentic witness testimony.

What you must KNOW

For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate's knowledge and understanding must be gathered by oral or written questioning.

Level 1 Housekeeping unit titles

Evidence requirements are included in this document for the following units:

1HK1/04 Collect linen and make beds

1HK2/04 Clean windows from the inside

1HK3/04 Help to service toilets and bathrooms

1HK4/04 Help to clean and maintain furnished areas

Unit 1HK1/04	Collect linen and make beds
ELEMENT 1HK1/04.1	Collect clean linen and bed coverings
What you must DO for Element 1HK1/04.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 1HK1/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none">• at least five from linen and bed coverings Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 1HK1/04.2	Strip and make beds
What you must DO for Element 1HK1/04.2	The assessor must assess statements 1, 3, 4, 5, 6 and 7 by directly observing the candidate's work. The assessor may assess statement 2 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1HK1/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least five from linen and bed coverings • at least one from beds • at least one from customers Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1HK2/04	Clean windows from the inside
ELEMENT 1HK2/04.1	Prepare to clean windows from the inside
What you must DO for Element 1HK2/04.1	The assessor must assess statements 1, 2, 3 and 5 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1HK2/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from preparation of work area • at least both from surfaces • at least two from cleaning equipment and materials • at least one from dirt Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 1HK2/04.2	Clean the inside surfaces of windows
What you must DO for Element 1HK2/04.2	The assessor must assess statements 1, 2, 3, 5, 6 and 7 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1HK2/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from surfaces • at least one from dirt Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1HK3/04	Help to service toilets and bathrooms
ELEMENT 1HK3/04.1	Clean toilets and washrooms
What you must DO for Element 1HK3/04.1	The assessor must assess statements 1-8 by directly observing the candidate's work.
What you must COVER for Element 1HK3/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from preparation of work area • at least one from surfaces • at least one from toilets • at least three from equipment and materials Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 1HK3/04.2	Clean bathrooms
What you must DO for Element 1HK3/04.2	The assessor must assess statements 1-7 by directly observing the candidate's work.
What you must COVER for Element 1HK3/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from preparation of work area • at least two from bathroom appliances • at least two from surfaces • at least two from cleaning equipment and chemicals Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1HK3/04.3	Restock customer supplies and accessories
What you must DO for Element 1HK3/04.3	The assessor must assess statements 1,2,3,5 and 6 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1HK3/04.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from customer supplies and accessories • at least one from waste • at least two from dispatch methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1HK4/04	Help to clean and maintain furnished areas
ELEMENT 1HK4/04.1	Clean surfaces, furnishing, fixtures and fittings
What you must DO for Element 1HK4/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 1HK4/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from preparation of work area • at least four from surfaces, furnishings, fixtures and fittings • at least one from equipment and materials Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1HK4/04.2	Clean floors and floor coverings
What you must DO for Element 1HK4/04.2	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 1HK4/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from preparation of work areas • at least two from equipment and material • at least two from floor and floor coverings Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1HK4/04.3	Service furnished areas
What you must DO for Element 1HK4/04.3	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 1HK4/04.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from waste • at least two from collection methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Level 2 Housekeeping unit titles

Evidence requirements are included in this document for the following units:

- 2HK1/04 Clean and service a range of areas
- 2HK2/04 Work using different chemicals and equipment
- 2HK3/04 Maintain housekeeping supplies
- 2HK6/04 Provide a linen service
- 2HK7/04 Carry out periodic room servicing and deep cleaning

Evidence requirements for the following units are set by the SSC in brackets.

- 2HK4/04 Clean and protect floors (CSSNTO)
- 2HK5/04 Clean carpets and soft furnishings (CSSNTO)

Unit 2HK1/04	Clean and service a range of areas
ELEMENT 2HK1/04.1	Clean and service toilet and bathroom areas
What you must DO for Element 2HK1/04.1	The assessor must assess statements 1, 2, 3, 4, 5 and 8 by directly observing the candidate's work. The assessor may assess statements 6 and 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2HK1/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from preparations Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2HK1/04.2	Clean and service furnished areas
What you must DO for Element 2HK1/04.2	The assessor must assess statements 1, 2, 3, 4, 5 and 8 by directly observing the candidate's work. The assessor may assess statements 6 and 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2HK1/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from preparations Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2HK1/04.3	Dispose of waste
What you must DO for Element 2HK1/04.3	The assessor must assess statements 1-3 by directly observing the candidate's work.
What you must COVER for Element 2HK1/04.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from waste • at least two from dispatch methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2HK2/04	Work using different chemicals and equipment
ELEMENT 2HK2/04.1	Work using different chemicals
What you must DO for Element 2HK2/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2HK2/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from chemicals Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2HK2/04.2	Work using manual equipment
What you must DO for Element 2HK2/04.2	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2HK2/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least five from equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2HK2/04.3	Work using electrical equipment
What you must DO for Element 2HK2/04.3	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2HK2/04.3	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least one from equipment • at least two from attachments • at least one from chemicals <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony. For this unit, the assessor is only required to collect supplementary evidence for:</p> <ul style="list-style-type: none"> • two from equipment • three from attachments • three from chemicals

Unit 2HK3/04	Maintain housekeeping supplies
ELEMENT 2HK3/04.1	Receive and check housekeeping supplies
What you must DO for Element 2HK3/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2HK3/04.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least one from deliveries • at least two from housekeeping supplies <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

ELEMENT 2HK3/04.2	Store and issue housekeeping supplies
What you must DO for Element 2HK3/04.2	The assessor must assess statements 1-6 by directly observing the candidate's work. The assessor may assess statements 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2HK3/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from housekeeping supplies • at least three from storage conditions Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2HK6/04	Provide a linen service
ELEMENT 2HK6/04.1	Receive and check clean linen
What you must DO for Element 2HK6/04.1	The assessor must assess statements 1, 2, 4, 5 and 6 by directly observing the candidate's work. The assessor may assess statement 3 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2HK6/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from deliveries • at least three from presentation requirements Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2HK6/04.2	Store and issue clean linen
What you must DO for Element 2HK6/04.2	The assessor must assess statements 1, 2, 3, 4, 6 and 7 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2HK6/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from conditions Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2HK7/04	Carry out periodic room servicing and deep cleaning
ELEMENT 2HK7/04.1	Carry out periodic room servicing
What you must DO for Element 2HK7/04.1	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statement 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2HK7/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from periodic room servicing Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2HK7/04.2	Carry out periodic deep cleaning
What you must DO for Element 2HK7/04.2	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statement 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2HK7/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from preparations • at least four from periodic deep cleaning Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Levels 1, 2 and 3 Hospitality Generic Units

Sufficiency of Evidence

There must be sufficient evidence to ensure that the candidate can achieve the standard over a period of time in the workplace or approved realistic working environment. This must be achieved through direct assessment by the assessor or through the use of authentic witness testimony.

What you must KNOW

For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate's knowledge and understanding must be gathered by oral or written questioning.

Hospitality Generic units (Levels 1-3)

Evidence requirements are included in this document for the following units:

- 1GEN1/04 Maintain a safe, hygienic and secure working environment
- 1GEN2/04 Maintain and deal with payments
- 1GEN3/04 Maintain customer care
- 1GEN5/04 Clean and store crockery and cutlery
- 1GEN6/04 Maintain a vending machine
- 2GEN2/05 Order stock
- 2GEN3/05 Maintain food safety when storing, preparing and cooking food
- 2GEN4/05 Maintain food safety when storing, holding and serving food
- 3GEN1/05 Ensure appropriate food safety practices are followed whilst food is prepared, cooked and served

Evidence requirements for the following units are set by the SSC in brackets.

- 1GEN4/04 Contribute to effective teamwork (CfA)
- 2GEN1/04 Give customers a positive impression of yourself and your organisation (ICS)

Unit 1GEN1/04	Maintain a safe, hygienic and secure working environment
ELEMENT 1GEN1.1	Maintain personal health and hygiene
What you must DO for Element 1GEN1/04.1	The assessor must assess statements 1-2 by directly observing the candidate's work. The assessor may assess statements 3-5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1GEN1/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • What you must cover does not form part of this element.
ELEMENT 1GEN1/04.2	Help to maintain a hygienic, safe and secure workplace
What you must DO for Element 1GEN1/04.2	The assessor must assess statements 1, 4, 5 and 6 by directly observing the candidate's work. The assessor may assess statement 2 and 3 through questioning, witness testimony or simulation if no naturally occurring evidence is available.
What you must COVER for Element 1GEN1/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from hazards • none from ways of dealing with hazards • at least one from emergency procedures Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

Unit 1GEN2/04	Maintain and deal with payments
ELEMENT 1GEN2/04.1	Maintain the payment point
What you must DO for Element 1GEN2/04.1	The assessor must assess statement 1 by directly observing the candidate's work. The assessor may assess statements 2-3 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1GEN2/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • two from materials Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 1GEN2/04.2	Deal with payments
What you must DO for Element 1GEN2/04.2	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 1GEN2/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from payments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1GEN3/04	Maintain customer care
ELEMENT 1GEN3/04.1	Deal with customers
What you must DO for Element 1GEN3/04.1	The assessor must assess statements 1, 2, 3, 4, 6, 7, 8 and 9 by directly observing the candidate's work. The assessor may assess statements 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1GEN3/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from customers Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1GEN3/04.2	Deal with customer problems
What you must DO for Element 1GEN3/04.2	The assessor may assess all statements through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1GEN3/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • none from problems • none from customers

Unit 1GEN5/04	Clean and store crockery and cutlery
ELEMENT 1GEN5/04.1	Clean crockery and cutlery
What you must DO for Element 1GEN5/04.1	The assessor must assess statements 1, 2, 3, 4, 5 and 8 by directly observing the candidate's work. The assessor may assess statements 6 and 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1GEN5/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> at least one from cleaning methods Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1GEN5/04.2	Store crockery and cutlery
What you must DO for Element 1GEN5/04.2	The assessor must assess statements 1-4 by directly observing the candidate's work. The assessor may assess statements 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1GEN5/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> at least one from items to be stored Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 1GEN6/04	Maintain a vending machine
ELEMENT 1GEN6/04.1	Clean a merchandising vending machine
What you must DO for Element 1GEN6/04.1	The assessor must assess statements 1-8 by directly observing the candidate's work.
What you must COVER for Element 1GEN6/04.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> at least one from cleaning materials at least one from machine Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 1GEN6/04.2	Clean a drinks vending machine
What you must DO for Element 1GEN6/04.2	The assessor must assess statements 1-9 by directly observing the candidate's work.
What you must COVER for Element 1GEN6/04.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from cleaning material • at least one from working parts • at least one from machine Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1GEN6/04.3	Fill a vending machine
What you must DO for Element 1GEN6/04.3	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statement 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 6/04.31GEN	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from machine Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 1GEN6/04.4	Display vending goods
What you must DO for Element 1GEN6/04.4	The assessor must assess statements 1 and 2 by directly observing the candidate's work. The assessor may assess statements 3 and 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 6/04.4	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from presentation methods • none from information changes Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2GEN2/05	Order stock
ELEMENT 2GEN2/05.1	Order stock
What you must DO for Element 2GEN2/05.1	The assessor must assess statements 1, 2 and 4 by directly observing the candidate's work. The assessor may assess statements 3, 5, 6 and 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2GEN2/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • both from stock requirements • at least four from required information • at least one from dispatch methods • none from problems Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2GEN3/05	Maintain food safety when storing, preparing and cooking food
ELEMENT 2GEN3/05.1	Keep yourself clean and hygienic
What you must DO for Element 2GEN3/05.1	The assessor must assess statements 1,2,3 and 5 by directly observing the candidate's work. The assessor may assess statements 4, 6, 7 and 8 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2GEN3/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from clothes • at least five from appropriate times to wash your hands • none from unsafe behaviour Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2GEN3/05.2	Keep your working area clean and hygienic
What you must DO for Element 2GEN3/05.2	The assessor must assess statements 1, 2 and 4 by directly observing the candidate's work. The assessor may assess statement 3, 5 and 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2GEN3/05.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> at least two from surfaces and equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2GEN3/05.3	Store food safely
What you must DO for Element 2GEN3/05.3	The assessor must assess statements 1-6 by directly observing the candidate's work. The assessor may assess statement 7 and 8 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2GEN3/05.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> at least two from storage areas Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2GEN3/05.4	Prepare, cook and hold food safely
What you must DO for Element 2GEN3/05.4	The assessor must assess statements 3 and 4 by directly observing the candidate's work. The assessor may assess statements 1, 2 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2GEN3/05.4	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> at least four from operations none from hazards Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2GEN4/05	Maintain food safety when storing, holding and serving food
ELEMENT 2GEN4/05.1	Keep yourself clean and hygienic
What you must DO for Element 2GEN4/05.1	The assessor must assess statements 1-4 by directly observing the candidate's work. The assessor may assess statement 5, 6 and 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2GEN4/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least four from clothes • at least five from appropriate times to wash your hands • none from unsafe behaviour Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2GEN4/05.2	Keep your working area clean and hygienic
What you must DO for Element 2GEN4/05.2	The assessor must assess statements 1, 2 and 4 by directly observing the candidate's work. The assessor may assess statement 3, 5 and 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2GEN4/05.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • both from surfaces and equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2GEN4/05.3	Store food safely
What you must DO for Element 2GEN4/05.3	The assessor must assess statements 1-6 by directly observing the candidate's work. The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2GEN4/05.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • two from storage areas Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2GEN4/05.4	Hold and serve food safely
What you must DO for Element 2GEN4/05.4	The assessor must assess statements 1, 3 and 4 by directly observing the candidate's work. The assessor may assess statement 2 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2GEN4/05.4	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • three from hazards Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 3GEN1/05	Ensure appropriate food safety practices are followed whilst food is prepared, cooked and served
ELEMENT 3GEN1/05.1	Apply and monitor your organisation's food safety procedures
What you must DO for Element 3GEN1/05.1	The assessor must assess statements 1-3 by directly observing the candidate's work. The assessor may assess statement 4 through questioning, products of work or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 3GEN1/05.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least seven from good hygiene practices • at least six from implementation Evidence for the remaining points under 'what you must cover' may be assessed through questioning, products of work or witness testimony.

ELEMENT 3GEN1/05.2	Identify and respond to food safety hazards
What you must DO for Element 3GEN1/05.2	The assessor must assess statement 1 and 2 by directly observing the candidate's work. The assessor may assess statements 3 and 4 through questioning, products of work or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 3GEN1/05.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • three from food safety hazards • at least nine from indicators Evidence for the remaining points under 'what you must cover' may be assessed through questioning, products of work or witness testimony.

Annexe D: Glossary of terms

This section provides explanations and definitions of the key words used in these NVQs. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Assessment	the process of generating and collecting evidence of a candidate's performance and judging that evidence against defined criteria.
Assessor	the person in a centre designated to be responsible for collecting evidence of candidate's competence, judging it and recording achievement.
Authentication	the process by which an advisor or assessor confirms that assessment activity has been undertaken by a particular candidate and that all regulations governing the assessment have been observed.
Candidate	the person enrolling for an Edexcel NVQ.
Centre	the college, training organisation, school or workplace where Edexcel qualifications are delivered and assessed.
Evidence	materials the candidate has to provide as proof of their competence against specified achievement criteria.
External verifier	the person appointed by Edexcel who is responsible for the quality assurance of a centre's provision. An external verifier is often appointed on a subject area basis or for groups of similar units.
Instrument of assessment	a means of generating evidence of the candidate's performance.
Internal verifier	the person appointed from within the centre who ensures that assessors apply the standards uniformly and consistently.
Mentor	a person who carries out, either singly or in combination, the functions of advising a candidate, collecting evidence of his or her competence on behalf of the assessor, and authenticating the work candidates have undertaken. A mentor might also provide witness testimony.
Observation	a means of assessment in which the candidate is observed carrying out tasks that reflect the performance criteria.
Performance criteria	statements which describe the standard to which candidates must perform the activities.

Portfolio	a compilation of evidence which can form the basis for assessment. The portfolio is commonly used in NVQ awards and in alternative routes to assessment such as APL and credit transfer.
Product evaluation	a means of assessment which enables the quality of a product produced by the candidate, rather than the process of producing it, to be evaluated.

December 2009

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Registered Office: One90 High Holborn, London WC1V 7BH. VAT Reg No 780 0898 07