edexcel

Sector guidance for centres

SVQ

SVQ2 and 3 in Catering, Hospitality and Professional Cookery at SCQF Levels 5,6 and 7

January 2012

A PEARSON COMPANY

CONTENTS

Section 1: SVQ2 and 3 in Catering, Hospitality and Professional Cookery SCQF Levels 5,6 and 7

Introduction

This document contains information that is specific to the SVQs in Catering, Hospitality and Professional Cookery Levels 5, 6 and 7. It should be read in conjunction with the *Edexcel SVQ guidance for centres* and the relevant candidate logbooks (see *Section 5: Further information*).

National Occupational Standards and SVQs

The standards, Assessment Strategy and award structures for catering, hospitality and professional cookery are owned by People 1st, who reviewed these National Occupational Standards. These SVQs have been developed from the National Occupational Standards.

SVQs in catering, hospitality and professional cookery Levels 5,6 and 7 gives 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

The NOS can be located on the SSC website:

www.people1st.co.uk

Section 2: About these SVQs

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

- restaurants
- hotels
- licensed retail outlets
- catering outlets

In further education or a training situation, assessment is occasionally achieved through simulation. Simulation must be carried out in conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE). For guidance on the use of simulation, see page 86

Which SVQs in Catering, Hospitality and Professional Cookery are available?

SVQs are available as follows:

- SVQ 2 Professional Cookery at SCQF Level 5   APS code GC9C 22
- SVQ 2 Beverage Service at SCQF Level 5   APS code GC9D 22
- SVQ 2 Food and Beverage Service at SCQF Level 5   APS code GC9E 22
- SVQ 2 Food Service at SCQF Level 5   APS code GC9F 22
- SVQ 2 Front of House Reception at SCQF Level 5   APS code GC9G 22
- SVQ 2 Hospitality Services at SCQF Level 5   APS code GC9H 22
- SVQ 2 Housekeeping at SCQF Level 5   APS code GC9J 22
- SVQ 2 Kitchen Services at SCQF Level 5   APS code GC9K 22
- SVQ 3 Professional Cookery at SCQF Level 6   APS code GC9N 23
- SVQ 3 Hospitality Supervision and Leadership at SCQF Level 7   APS code GC9M 23
- SVQ2 in Food Production and Cooking at SCQF level 5   APS code GD17 22

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

Who are these SVQs for?

SVQ2 Front of House Reception

This qualification is suitable for many hotel staff, particularly in small hotels, guest houses or B&Bs, and for those who are employed as receptionists in larger hotels. It may also be suitable for receptionists employed to do similar tasks in other establishments, such as care homes or private hospitals.

SVQ2 Beverage Service

This qualification is suitable for hotel, café, takeaway or bar staff who are involved with serving both alcoholic and non alcoholic drinks, and/or hot drinks like teas and coffees to customers part of a team. It is also suitable for those employed in workplace canteens, or coffee shops where hot and cold drinks are served and/or sold to customers. If you work with cash or payments, you should consider doing the payments unit to demonstrate your cash handling skills.

SVQ2 Food & Beverage Service

This qualification is for staff who work as part of a team, providing food, soft drinks, coffees or alcoholic beverages for their customers. You are likely to work in cafes, restaurants hotels, or pubs. If you work behind a bar, you should select mainly bar units, if most of your work is waiting on, you should select mainly food service units. If you do both, you should choose a mix of the two, and consider in addition, the payments unit, which demonstrates that you have cash handling skills.

SVQ2 Food Service

This qualification is for staff who work as part of a team, providing food and sometimes beverages for their customers. You are likely to work in cafes, restaurants hotels, or pubs. You should also consider the payments unit as an option, if you are handling cash, to demonstrate this skill.

SVQ2 Food Production and Cooking

This qualification is suitable for you if you are carrying out the routine production of food, for example in a works canteen, school meals, in a hospital, or possible in a residential care home. The food you are producing is simple, and items may be pre cooked or prepared. If you are also working with customers, serving food, and handling cash, you should consider the payments unit – if you help to set menus, then demonstrate this by doing one of the 'new menu items' units.

SVQ2 Hospitality Services

This qualification is most suitable for staff working in small hotels, restaurants or cafes. You may have a very broad job role, which covers housekeeping, reception, food service and food preparation, and this SVQ has the scope to let you choose units from each of your different roles.

SVQ2 Housekeeping

This qualification is most suitable for staff working as housekeepers or cleaning staff in small hotels, guest houses, B&Bs, care homes or other private residential establishments.

SVQ2 Kitchen Services

This qualification is suitable for you if you work in one of the high street branded chain restaurants, preparing and serving mainly pre prepared or pre cooked items. It is also suitable for the majority of small hot food takeaway restaurants, such as fish and chip shops, burger vans etc.

SVQ2 Professional Cookery

This qualification is suitable for trainee chefs or cooks involved with the preparation and/or cooking of food for customers, as part of a team. You may be doing this course at college, or in workplaces such as cafes, restaurants, hotels, workplace canteens, or residential homes.

SVQ3 Professional Cookery

This qualification is suitable for chefs who have already completed level 2, and/or are experienced in producing basic dishes and are moving on to the production of complex skills and dishes. You may be doing this course at college, or in workplaces such as fine dining restaurants, or good quality hotels.

SVQ3 Hospitality Supervision and Leadership

This qualification is for supervisors and junior managers in the hospitality industry. You must be supervising other staff as part of your job role to achieve this course. It is suitable for supervisors in restaurants, bars, housekeeping, reception, kitchen, or, indeed, for general or customer liaison managers. This may be in small or large hotels, restaurants, cafes, workplace canteens, residential homes or any other outlets which involve the provision of hospitality services to the public.

Candidates who are pre-16 will require a formal work placement

What progression do these SVQs offer?

These SVQ qualifications in Catering, Hospitality and Professional Cookery will allow candidates to progress to other SVQs and vocationally-related qualifications such as:

- SVQ3 in Professional Cookery (Patisserie and Confectionery) (SQA)
- SVQ3 in Professional Cookery (Preparation and Cooking) (SQA)
- SVQ3 in Hospitality Supervision and Leadership (SQA)
- BTEC Level 4 HNC Diploma in Hospitality Management (QCF)
- BTEC Level 5 HND Diploma in Hospitality Management (QCF)

Section 3: Rules of combination

What is the structure of the SVQ2 in Hospitality Services at SCQF Level 5?

To achieve the whole qualification at Level 5, you must prove competence in 10 units in total.

- For candidates NOT working with food, three mandatory units and seven optional units should be completed.
- For candidates working WITH food, four mandatory units and six optional units should be completed.

In all cases the remaining units can come from Section A

Guidance

For health and safety reasons, when candidates are undertaking a housekeeping role within hospitality, it is suggested that they complete unit 2HK2/10 – 'Work using different chemicals and equipment'.

SVQ2 in Hospitality Services at SCQF Level 5

Mandatory units

You must achieve **all** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4
3	1GEN4/09	Work effectively as part of a hospitality team	3	4
2	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5

Mandatory specialist units for Food Service or Food Preparation

Please Note — If candidates take food preparation and food and beverage service units they must do 2GEN3/09.

Unit number	Unit code	Title	Unit credit	SCQF level
Food Preparation Mandatory Specialist Unit — if the candidate **PREPARES** food, then they must complete this unit				
4	2GEN3/09	Maintain food safety when storing, preparing and cooking food	4	6
Food Service Mandatory Specialist Unit – if the candidate **SERVES** food, then they must complete this unit				
5	2GEN4/10	Maintain food safety when storing, holding and serving food	4	6

SECTION A

Optional Units – Working WITH and WITHOUT food.

Please note – candidates may only select a maximum of two further units from those shown in italics.

Unit number	Unit code	Title **UNITS- WORKING WITH FOOD**	Unit credit	SCQF level
6	1FS3/10	*Prepare and clear areas for counter/takeaway service*	3	4
7	1FS4/09	*Provide a counter/takeaway service*	3	4
8	2FS1/10	Prepare and clear areas for table service	4	5
9	2FS2/10	Serve food at the table	4	5
10	2FS3/10	Provide a silver service	6	5
11	2FS4/10	Provide a buffet/carvery service	4	5
12	2FS5/09	Convert a room for dining	3	5
13	2BS1/10	Prepare and clear the bar area	4	5
14	2BS2/10	Serve alcoholic and soft drinks	5	5
15	2BS3/10	Prepare and serve cocktails	5	5
16	2BS4/10	Prepare and serve wines	5	5
17	2BS5/10	Maintain cellars and kegs	5	5
18	2BS6/10	Clean drink dispense lines	3	5
19	2BS7/10	Prepare and serve dispensed and instant hot drinks	3	5
20	2BS8/10	Prepare and serve hot drinks using specialist equipment	4	5
21	2BS9/10	Receive, store and issue drinks stock	3	5
46	1FP2	*Prepare and finish simple salad and fruit dishes*	8	4
47	1FPC1	*Prepare and cook fish*	4	4

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Unit number	Unit code	Title UNITS- WORKING WITH FOOD	Unit credit	SCQF level
48	1FPC2	*Prepare and cook meat and poultry*	4	4
49	1PR1	*Prepare hot and cold sandwiches*	2	4
50	2P&C1/09	Complete kitchen documentation	3	5
51	2P&C2/09	Set up and close kitchen	4	5
52	2FPC15/10	Prepare and present food for cold presentation	4	5
53	2PR1	Produce basic fish dishes	4	5
54	2PR4	Produce basic vegetable dishes	4	5
55	2PR8	Produce basic rice, pulse and grain dishes	3	5
56	2PR9	Produce basic pasta dishes	3	5
57	1PR10	*Produce basic egg dishes*	3	4
4	2GEN3/09	Maintain food safety when storing, preparing and cooking food	4	6
5	2GEN4/10	Maintain food safety when storing, holding and serving food	4	6
UNITS — NOT WORKING WITH FOOD				
22	1HK1/10	*Collect linen and make beds*	3	4
23	1HK2/10	*Clean windows from the inside*	2	4
24	2HK1/10	Clean and service a range of areas	3	5
25	2HK2/10	Work using different chemicals and equipment	4	5
26	2HK3/10	Maintain housekeeping supplies	3	5

		UNITS — NOT WORKING WITH FOOD cont.		
27	2HK4/10	Clean, maintain and protect hard floors (Asset Skills)	4	5
28	2HK5/10	Clean and maintain soft floors and furnishings (Asset Skills)	4	5
29	2HK6/10	Provide a linen service	3	5
30	2HK7/10	Carry out periodic room servicing and deep cleaning	3	5
31	2FOH1/10	Deal with communications as part of the reception function	3	5
32	2FOH2/10	Deal with the arrival of customers	4	5
33	2FOH3/10	Dealing with bookings	4	5
34	2FOH4/10	Prepare customer accounts and deal with departures	4	5
35	2FOH5/10	Produce documents in a business environment (CfA)	4	5
36	2FOH6/10	Use office equipment (CfA)	3	4
37	2FOH8/10	Handle mail and book external services	3	5
38	2FOH9/10	Provide reception services (CfA)	4	5
39	2FOH10/10	Store and retrieve information (CfA)	3	5
40	2FOH11/10	Provide tourism information services to customers	3	5
41	2GEN5/10	Resolve customer service problems (ICS)	3	5
42	2GEN6/10	Promote additional services or products to customers (ICS)	3	5
43	2GEN7/10	Deal with customers across a language divide (ICS)	5	5
44	2GEN8/10	Maintain customer service through effective handover (ICS)	6	5
45	2GEN9/10	Maintain and deal with payments	6	5

SVQ2 in Food and Beverage Service at SCQF level 5 [Food Service]

To achieve the whole qualification at Level 5, a candidate must complete 10 units in total. This comprises of:

- All of the mandatory units
- At least two units from Group A
- The remaining four units can come from either Section A or B

Mandatory units

Candidates must achieve the units listed

	Unit number	Title	Unit Credit	SCQF Level
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1GEN4/09	Work effectively as part of a hospitality team	3	4
3	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5
4	2GEN4/10	Maintain food safety when storing, holding and serving food	4	6

Optional units

Group A

	Unit number	Title	Unit Credit	SCQF Level
5	1FS4/09	Provide a counter/takeaway service	3	4
15	2FS1/10	Prepare and clear areas for table service	4	5
6	2FS2/10	Serve food at the table	4	5
7	2FS3/10	Provide a silver service	6	5
8	2FS4/10	Provide a buffet/carvery service	5	5

Optional units

Group B

	Unit number	Title	Unit Credit	SCQF Level
14	1FS3/10	Prepare and clear areas for counter/takeaway service	3	4
16	2BS1/10	Prepare and clear the bar area	4	5
11	2BS4/10	Prepare and serve wines	5	5
12	2BS7/10	Prepare and serve dispensed and instant hot drinks	3	5
20	2GEN5/10	Resolve customer service problems (ICS)	6	5
21	2GEN6/10	Promote additional services or products to customers (ICS)	6	5
22	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
23	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5
25	2GEN9/10	Maintain and deal with payments	4	5

SVQ2 in Food and Beverage Service at SCQF level 5 [Beverage Service]

To achieve the full SVQ candidates must complete 10 units in total.
This comprises of:

- All of the mandatory units
- At least two units from Section A
- The remaining five units can come from either Section A or B

Mandatory units

Candidates must achieve the units listed

	Unit number	Title	Unit Credit	SCQF Level
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1GEN4/09	Work effectively as part of a hospitality team	3	4
3	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5

Optional units

Group A

	Unit number	Title	Credit	SCQF Level
16	2BS1/10	Prepare and clear the bar area	4	5
9	2BS2/10	Serve alcoholic and soft drinks	5	5
10	2BS3/10	Prepare and serve cocktails	5	5
11	2BS4/10	Prepare and serve wines	5	5
12	2BS7/10	Prepare and serve dispensed and instant hot drinks	3	5
13	2BS8/10	Prepare and serve hot drinks using specialist equipment	4	5

Optional units

Group B

	Unit number	Title	Credit	SCQF Level
17	2BS5/10	Maintain cellars and kegs	5	5
18	2BS6/10	Clean drink dispense lines	3	5
19	2BS9/10	Receive, store and issue drinks stock	3	5
20	2GEN5/10	Resolve customer service problems (ICS)	6	5
21	2GEN6/10	Promote additional services or products to customers (ICS)	6	5
22	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
23	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5
24	2GEN9/10	Maintain and deal with payments	4	5

SVQ2 in Food and Beverage Service at SCQF level 5 [Food and Beverage Service]

To achieve the full SVQ candidates must complete 10 units in total.
This comprises of:

- All of the mandatory units
- At least one unit from Section A
- At least one unit from Section B
- The remaining four units can come from either Section A, B or C

Mandatory units

Candidates must achieve the units listed

	Unit number	Title	Unit Credit	SCQF Level
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1GEN4/09	Work effectively as part of a hospitality team	3	4
3	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5
4	2GEN4/10	Maintain food safety when storing, holding and serving food	4	6

Optional units (Food Service)

Group A

	Unit number	Title	Unit Credit	SCQF Level
5	1FS4/09	Provide a counter/takeaway service	3	4
6	2FS2/10	Serve food at the table	4	5
7	2FS3/10	Provide a silver service	6	5
8	2FS4/10	Provide a buffet/carvery service	5	5

Optional units (Beverage)

Group B

	Unit number	Title	Credit	SCQF Level
9	2BS2/10	Serve alcoholic and soft drinks	5	5
10	2BS3/10	Prepare and serve cocktails	5	5
11	2BS4/10	Prepare and serve wines	5	5
12	2BS7/10	Prepare and serve dispensed and instant hot drinks	3	5
13	2BS8/10	Prepare and serve hot drinks using specialist equipment	4	5

Optional units

Group C

	Unit number	Title	Unit Credit	SCQF Level
14	1FS3/10	Prepare and clear areas for counter/takeaway service	3	4
15	2FS1/10	Prepare and clear areas for table service	4	5
16	2BS1/10	Prepare and clear the bar area	4	5
17	2BS5/10	Maintain cellars and kegs	5	5
18	2BS6/10	Clean drink dispense lines	3	5
19	2BS9/10	Receive, store and issue drinks stock	3	5
20	2GEN5/10	Resolve customer service problems (ICS)	6	5
21	2GEN6/10	Promote additional services or products to customers (ICS)	6	5
22	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
23	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5
24	2GEN9/10	Maintain and deal with payments	4	5

SVQ2 in Food Production and Cooking at SCQF Level 5

To achieve the full SVQ candidates must complete 11 units in total, 3 mandatory units and 8 optional units.

Please note – Candidates may only select a maximum of three further SCQF Level 4 units from Section B.

Mandatory units

Candidates must achieve the units listed.

	Unit number	Title	Credit	SCQF Level
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1GEN4/09	Work effectively as part of a hospitality team	3	4
3	2GEN3/09	Maintain food safety when storing, preparing and cooking food	4	6

Optional units

Group A

	Unit number	Title	Unit Credit	SCQF Level
4	2PR1	Produce basic fish dishes	4	5
5	2PR2	Produce basic meat dishes	4	5
6	2PR3	Produce basic poultry dishes	4	5
7	2PR4	Produce basic vegetable dishes	4	5
8	2PR5	Cook-chill food	3	5
9	2PR6	Cook-freeze food	3	5
10	2PR7	Produce basic hot sauces	4	5
11	2PR8	Produce basic rice, pulse and grain dishes	3	5
12	2PR9	Produce basic pasta dishes	3	5
13	2PR11	Produce basic bread and dough products	4	5
14	2PR12	Produce basic pastry products	5	5
15	2PR13	Produce basic cakes, sponges and scones	3	5
16	2PR14	Produce basic hot and cold desserts	3	5
17	2PR15	Produce cold starters and salads	3	5
18	2PR16	Produce flour, dough and tray baked products	3	5

Optional units

Section B

The candidate must complete four units from the following:

	Unit number	Title	Unit Credit	SCQF Level
19	1PR1	Prepare hot and cold sandwiches	4	2
20	1PR10	Produce basic egg dishes	4	3
27	2PR17	Produce healthier dishes	5	3
24	2PR19	Maintain an efficient use of food resources	5	4
36	1PR20	Maintain an efficient use of resources in the kitchen	5	3
37	2PR21	Prepare, operate and clean specialist food preparation and cooking equipment	5	4
25	2PR22	Liaise with care team to ensure that individuals' nutritional needs are met	5	3
28	1PR23	Prepare meals for distribution	4	2
29	2PR24	Modify the content of dishes	5	4
30	2PR25	Prepare and cook food to meet the requirements of allergy sufferers	4	3
26	1PR26	Prepare meals to meet relevant nutritional standards set for school meals	4	4
33	2PR27	Promote new menu items	5	3
34	1PR28	Present menu items according to a defined brand standard	4	3
23	2GEN1/09	Give customers a positive impression of yourself and your organisation	5	5
32	2GEN9/10	Maintain and deal with payments	5	4
35	1FS4/09	Provide a counter/takeaway service	4	3
31	2FS5/09	Convert a room for dining	5	3
21	2P&C1/09	Complete kitchen documentation	5	3
22	2P&C2/09	Set up and close kitchen	5	4

SVQ2 in Front of House Reception at SCQF level 5

To achieve the full qualification candidates must complete 10 units in total.
This comprises of:

- All of the mandatory units
- At least one unit from Group A
- The remaining six units can come from either Group A or B

Mandatory units

Candidates must achieve the units listed

	Unit number	Title	Credit	SCQF Level
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1GEN4/09	Work effectively as part of a hospitality team	3	4
3	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5

Optional units (Front Of House Reception)

Group A

	Unit number	Title	Credit	SCQF Level
4	2FOH1/10	Deal with communications as part of the reception function	3	5
5	2FOH2/10	Deal with the arrival of customers	4	5
6	2FOH3/10	Dealing with bookings	4	5
7	2FOH4/10	Prepare customer accounts and deal with departures	4	5
8	2FOH11/10	Provide tourism information services to customers	3	5

Optional units

Group B

	Unit number	Title	Credit	SCQF Level
9	2FOH5/10	Produce documents in a business environment (CfA)	4	5
10	2FOH6/10	Use office equipment (CfA)	3	4
11	2FOH7/10	Prepare to communicate in a business environment (CfA)	3	5
12	2FOH8/10	Handle mail and book external services	3	5
13	2FOH9/10	Provide reception services (CfA)	4	5
14	2FOH10/10	Store and retrieve information (CfA)	3	5
15	2GEN5/10	Resolve customer service problems (ICS)	3	5
16	2GEN6/10	Promote additional services or products to customers (ICS)	3	5
17	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
18	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5
19	2GEN9/10	Maintain and deal with payments	4	5

SVQ2 in Kitchen Services at SCQF Level 5

To achieve the full SVQ candidates must complete 11 units in total, 3 mandatory units and 8 optional units. This must include

- 3 mandatory units
- 3 units from group A
- 5 units from group B.

Mandatory Units

Candidates must complete all these units:

	Unit number	Title	Credit	SCQF Level
3	2GEN3/09	Maintain food safety when storing, preparing and cooking food	4	6
2	1GEN4/09	Work effectively as part of a hospitality team	3	4
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4

Optional units

Group A — The candidate must complete three units from the following:

	Unit number	Title	Unit Credit	SCQF Level
4	1FC1	Cook Vegetables	3	4
5	1FP2	Prepare and finish simple salad and fruit dishes	3	4
6	1FPC1	Prepare and cook fish	3	4
7	11FPC2	Prepare and cook meat and poultry	4	4
8	1PR1	Prepare hot and cold sandwiches	2	4
9	1FS4	Provide a counter takeaway service	3	4
11	1PR28	Present menu items according to a defined brand standard	3	4
10	1PR20	Maintain an efficient use of resources in the kitchen		

Optional units

Group B — The candidate must complete five units from the following:

	Unit number	Title	Unit Credit	SCQF Level
12	2PR14	Produce basic hot and cold desserts	3	5
13	2PR15	Produce cold starters and salads	3	5
14	2PR17	Produce healthier dishes	3	5
15	2PR19	Maintain an efficient use of food resources	4	5
	2PR27	Promote new menu items	3	5
	2PR21	Prepare, operate and clean specialist food preparation and cooking equipment	4	5
	2P&C2	Set up and close kitchen	4	5
	2P&C1	Complete kitchen documentation	3	5

SVQ2 in Professional Cookery [Preparation and Cookery] at SCQF level 5

This framework has two routes:

To achieve the SVQ2 Professional Cookery candidates must achieve a total of 14 units from either route 1 or route 2.

ALL candidates, on either route, must complete all mandatory units.

Mandatory units:

	Unit number	Title	Unit Credit	SCQF Level
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1GEN4/09	Work effectively as part of a hospitality team	3	4
3	2GEN3/09	Maintain food safety when storing, preparing and cooking food	4	6
4	1GEN7/10	Maintain, handle and clean knives	3	4

Route 1 — Professional Cookery (Preparation and Cooking)

The candidate must complete a minimum of three of the following units:

	Unit number	Title	Credit	SCQF Level
14	2FC1/10	Cook and finish basic fish dishes	4	5
16	2FC3/10	Cook and finish basic meat dishes	5	6
17	2FC4/10	Cook and finish basic poultry dishes	5	6
20	2FC7/10	Cook and finish basic vegetable dishes	4	5

The candidate must also complete a minimum of three of the following units:

	Unit number	Title	Credit	SCQF Level
5	2FP1/10	Prepare fish for basic dishes	4	5
7	2FP3/10	Prepare meat for basic dishes	4	5
8	2FP4/10	Prepare poultry for basic dishes	4	5
11	2FP7/10	Prepare vegetables for basic dishes	4	5

The candidate must complete a minimum of one of the following units:

	Unit number	Title	Credit	SCQF Level
23	2FPC1/10	Prepare, cook and finish basic hot sauces	4	5
24	2FPC2/10	Prepare, cook and finish basic soups	4	5
25	2FPC3/10	Make basic stocks	3	5

Optional units

The candidate may take their remaining units from the following:

	Unit number	Title	Credit	SCQF Level
5	2FP1/10	Prepare fish for basic dishes	4	5
6	2FP2/10	Prepare shellfish for basic dishes	3	5
7	2FP3/10	Prepare meat for basic dishes	4	5
8	2FP4/10	Prepare poultry for basic dishes	4	5
9	2FP5/10	Prepare game for basic dishes	4	5
10	2FP6/10	Prepare offal for basic dishes	3	5
11	2FP7/10	Prepare vegetables for basic dishes	4	5
12	2FP8/10	Process dried ingredients prior to cooking	4	3
13	2FP9/10	Prepare and mix spice and herb blends	4	4
14	2FC1/10	Cook and finish basic fish dishes	4	5
15	2FC2/10	Cook and finish basic shellfish dishes	4	5
16	2FC3/10	Cook and finish basic meat dishes	5	6
17	2FC4/10	Cook and finish basic poultry dishes	5	6
18	2FC5/10	Cook and finish basic game dishes	5	6
19	2FC6/10	Cook and finish basic offal dishes	5	6
20	2FC7/10	Cook and finish basic vegetable dishes	4	5
21	2PR5	Cook-chill food	3	5
22	2PR6	Cook-freeze food	3	5
23	2FPC1/10	Prepare, cook and finish basic hot sauces	4	5
24	2FPC2/10	Prepare, cook and finish basic soups	4	5
25	2FPC3/10	Make basic stocks	3	5
26	2FPC4/10	Prepare, cook and finish basic rice dishes	4	5
27	2FPC5/10	Prepare, cook and finish basic pasta dishes	4	5

	Unit number	Title	Credit	SCQF Level
28	2FPC6/10	Prepare, cook and finish basic pulse dishes	4	5
29	2FPC7/10	Prepare, cook and finish basic vegetable protein dishes	4	5
30	2FPC8/10	Prepare, cook and finish basic egg dishes	3	5
31	2FPC9/10	Prepare, cook and finish basic bread and dough products	5	5
32	2FPC10/10	Prepare, cook and finish basic pastry products	5	5
33	2FPC11/10	Prepare, cook and finish basic cakes, sponges, biscuits and scones	5	6
34	2FPC12/10	Prepare, cook and finish basic grain dishes	4	5
35	2PR17	Produce healthier dishes	4	5
36	2FPC14/10	Prepare, cook and finish basic cold and hot desserts	4	5
37	2FPC15/10	Prepare and present food for cold presentation	4	5
38	2FPC16/10	Prepare, cook and finish Dim Sum	5	6
39	2FPC17/10	Prepare, cook and finish noodle dishes	4	5
40	2FPC18/10	Prepare and cook food using a Tandoor	4	5
41	2P&C1/09	Complete kitchen documentation	3	5
42	2P&C2/09	Set up and close kitchen	4	5
43	2GEN2/10	Order stock	4	5
44	1FPC8/10	Cook and finish simple bread and dough products	3	4
45	2PR22	Liaise with care team to ensure that individuals' nutritional needs are met	3	5
46	1PR26	Prepare meals to meet relevant nutritional standards set for school meals	4	4

Route 2- Professional Cookery

The candidate must complete ten of the following optional units:

	Unit number	Title	Credit	SCQF Level
5	2FP1/10	Prepare fish for basic dishes	4	5
6	2FP2/10	Prepare shellfish for basic dishes	3	5
7	2FP3/10	Prepare meat for basic dishes	4	5
8	2FP4/10	Prepare poultry for basic dishes	4	5
9	2FP5/10	Prepare game for basic dishes	4	5
10	2FP6/10	Prepare offal for basic dishes	3	5
11	2FP7/10	Prepare vegetables for basic dishes	4	5
12	2FP8/10	Process dried ingredients prior to cooking	4	3
13	2FP9/10	Prepare and mix spice and herb blends	4	4
14	2FC1/10	Cook and finish basic fish dishes	4	5
15	2FC2/10	Cook and finish basic shellfish dishes	4	5
16	2FC3/10	Cook and finish basic meat dishes	5	6
17	2FC4/10	Cook and finish basic poultry dishes	5	6
18	2FC5/10	Cook and finish basic game dishes	5	6
19	2FC6/10	Cook and finish basic offal dishes	5	6
20	2FC7/10	Cook and finish basic vegetable dishes	4	5
21	2PR5	Cook-chill food	3	5
22	2PR6	Cook-freeze food	3	5
23	2FPC1/10	Prepare, cook and finish basic hot sauces	4	5
24	2FPC2/10	Prepare, cook and finish basic soups	4	5
25	2FPC3/10	Make basic stocks	3	5
26	2FPC4/10	Prepare, cook and finish basic rice dishes	4	5
27	2FPC5/10	Prepare, cook and finish basic pasta dishes	4	5
28	2FPC6/10	Prepare, cook and finish basic pulse dishes	4	5
29	2FPC7/10	Prepare, cook and finish basic vegetable protein dishes	4	5
30	2FPC8/10	Prepare, cook and finish basic egg dishes	3	5

	Unit number	Title	Credit	SCQF Level
31	2FPC9/10	Prepare, cook and finish basic bread and dough products	5	5
32	2FPC10/10	Prepare, cook and finish basic pastry products	5	5
33	2FPC11/10	Prepare, cook and finish basic cakes, sponges, biscuits and scones	5	6
34	2FPC12/10	Prepare, cook and finish basic grain dishes	4	5
35	2PR17	Produce healthier dishes	4	5
36	2FPC14/10	Prepare, cook and finish basic cold and hot desserts	4	5
37	2FPC15/10	Prepare and present food for cold presentation	4	5
38	2FPC16/10	Prepare, cook and finish Dim Sum	5	6
39	2FPC17/10	Prepare, cook and finish noodle dishes	4	5
40	2FPC18/10	Prepare and cook food using a Tandoor	4	5
41	2P&C1/09	Complete kitchen documentation	3	5
42	2P&C2/09	Set up and close kitchen	4	5
43	2GEN2/10	Order stock	4	5
44	1FPC8/10	Cook and finish simple bread and dough products	3	4
45	2PR22	Liaise with care team to ensure that individuals' nutritional needs are met	3	5
46	1PR26	Prepare meals to meet relevant nutritional standards set for school meals	4	4

SVQ2 in Housekeeping at SCQF level 5

To achieve the full SVQ candidates must complete 10 units in total.

This comprises of:

- All of the mandatory units
- Any seven units from section A

Guidance

For health and safety reasons, it is strongly recommended that candidates complete unit 2HK2/10 – 'Work using different chemicals and equipment'.

MANDATORY UNITS

	Unit number	Title	Credit	SCQF Level
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1GEN4/09	Work effectively as part of a hospitality team	3	4
3	2HK1/10	Clean and service a range of areas	3	5

SECTION A – HOUSEKEEPING OPTIONAL UNITS

	Unit number	Title	Credit	SCQF Level
4	1HK1/10	Collect linen and make beds	3	4
5	1HK2/10	Clean windows from the inside	2	4
6	2HK2/10	Work using different chemicals and equipment	3	5
7	2HK3/10	Maintain housekeeping supplies	4	5
8	2HK4/10	Clean, maintain and protect hard floors (Asset Skills)	4	5
9	2HK5/10	Clean and maintain soft floors and furnishings (Asset Skills)	4	5
10	2HK6/10	Provide a linen service	4	5
11	2HK7/10	Carry out periodic room servicing and deep cleaning	3	5
12	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5
13	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
14	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5

SVQ3 in Professional Cookery [preparation and Cookery] at SCQF level 6

This framework has three routes:

- SVQ3 Professional Cookery (Preparation and Cooking) – candidates must complete a total of 16 units
- SVQ3 Professional Cookery (Patisserie and Confectionery) – candidates must complete a total of 12 units
- SVQ3 Professional Cookery – candidates must complete a total of 16 units

MANDATORY UNITS

ALL candidates must complete the mandatory units.

	Unit number	Title	Credit	SCQF Level
1	HSL2	Develop productive working relationships with colleagues	9	9
2	HSL4	Maintain the health, hygiene, safety and security of the working environment	4	5
3	2GEN3/09	Maintain food safety when storing, preparing and cooking food	4	6

Route 1 — Professional Cookery (Preparation and Cooking)

The candidate must complete the following nine units:

	Unit number	Title	Credit	SCQF Level
4	3FP1/10	Prepare fish for complex dishes	3	6
6	3FP3/10	Prepare meat for complex dishes	4	6
7	3FP4/10	Prepare poultry for complex dishes	3	6
9	3FC1/10	Cook and finish complex fish dishes	4	6
11	3FC3/10	Cook and finish complex meat dishes	4	6
12	3FC4/10	Cook and finish complex poultry dishes	4	6
14	3FC6/10	Cook and finish complex vegetable dishes	4	6
15	3FPC1/10	Prepare, cook and finish complex hot sauces	4	6
25	3FPC11/10	Prepare, cook and finish dressings and cold sauces	3	6

The candidate must complete **four** of the following units:

	Unit number	Title	Credit	SCQF Level
5	3FP2/10	Prepare shellfish for complex dishes	4	6
8	3FP5/10	Prepare game for complex dishes	4	6
10	3FC2/10	Cook and finish complex shellfish dishes	4	6
13	3FC5/10	Cook and finish complex game dishes	4	6
16	3FPC2/10	Prepare, cook and finish complex soups	4	6
17	3FPC3/10	Prepare, cook and finish fresh pasta dishes	4	6
18	3FPC4/10	Prepare, cook and finish complex bread and dough products	4	6
19	3FPC5/10	Prepare, cook and finish complex cakes, sponges, biscuits and scones	5	6
20	3FPC6/10	Prepare, cook and finish complex pastry products	5	6
21	3FPC7/10	Prepare, process and finish complex chocolate products	5	6
22	3FPC8/10	Prepare, process and finish marzipan, pastillage and sugar products	5	6
23	3FPC9/10	Prepare, cook and present complex cold products	4	5
24	3FPC10/10	Prepare, finish and present canapés and cocktail products	5	6
26	3FPC12/10	Prepare, cook and finish complex hot desserts	3	6
27	3FPC13/10	Prepare, cook and finish complex cold desserts	3	6
28	3FPC14/10	Produce sauces, fillings and coatings for complex desserts	4	6
29	2PR17	Produce healthier dishes	4	5
30	HSL3	Contribute to the control of resources	6	7
31	HSL9	Contribute to the development of recipes and menus	3	6
32	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink	5	5

Route 2 — Professional Cookery (Patisserie and Confectionery)

The candidate must complete all three mandatory units plus **nine** of the following units:

Unit number	Unit Code	Title	Credit	SCQF Level
18	3FPC4/10	Prepare, cook and finish complex bread and dough products	4	6
19	3FPC5/10	Prepare, cook and finish complex cakes, sponges, biscuits and scones	5	6
20	3FPC6/10	Prepare, cook and finish complex pastry products	5	6
21	3FPC7/10	Prepare, process and finish complex chocolate products	5	6
22	3FPC8/10	Prepare, process and finish marzipan, pastillage and sugar products	5	6
26	3FPC12/10	Prepare, cook and finish complex hot desserts	3	6
27	3FPC13/10	Prepare, cook and finish complex cold desserts	3	6
28	3FPC14/10	Produce sauces, fillings and coatings for complex desserts	4	6
29	HSL3	Contribute to the control of resources	6	7
30	HSL9	Contribute to the development of recipes and menus	3	6
31	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink	5	5

Route 3 — Professional Cookery

The candidate must complete **thirteen** of the following optional units:

Unit number	Unit Code	Title	Credit	SCQF Level
4	3FP1/10	Prepare fish for complex dishes	3	6
5	3FP2/10	Prepare shellfish for complex dishes	4	6
6	3FP3/10	Prepare meat for complex dishes	4	6
7	3FP4/10	Prepare poultry for complex dishes	3	6
8	3FP5/10	Prepare game for complex dishes	4	6
9	3FC1/10	Cook and finish complex fish dishes	4	6
10	3FC2/10	Cook and finish complex shellfish dishes	4	6
11	3FC3/10	Cook and finish complex meat dishes	4	6

Unit number	Unit Code	Title	Credit	SCQF Level
12	3FC4/10	Cook and finish complex poultry dishes	4	6
13	3FC5/10	Cook and finish complex game dishes	4	6
14	3FC6/10	Cook and finish complex vegetable dishes	4	6
15	3FPC1/10	Prepare, cook and finish complex hot sauces	4	6
16	3FPC2/10	Prepare, cook and finish complex soups	4	6
17	3FPC3/10	Prepare, cook and finish fresh pasta dishes	4	6
18	3FPC4/10	Prepare, cook and finish complex bread and dough products	4	6
19	3FPC5/10	Prepare, cook and finish complex cakes, sponges, biscuits and scones	5	6
20	3FPC6/10	Prepare, cook and finish complex pastry products	5	6
21	3FPC7/10	Prepare, process and finish complex chocolate products	5	6
22	3FPC8/10	Prepare, process and finish marzipan, pastillage and sugar products	5	6
23	3FPC9/10	Prepare, cook and present complex cold products	4	5
24	3FPC10/10	Prepare, finish and present canapés and cocktail products	5	6
25	3FPC11/10	Prepare, cook and finish dressings and cold sauces	3	6
26	3FPC12/10	Prepare, cook and finish complex hot desserts	3	6
27	3FPC13/10	Prepare, cook and finish complex cold desserts	3	6
28	3FPC14/10	Produce sauces, fillings and coatings for complex desserts	4	6
29	2PR17	Produce healthier dishes	4	5
30	HSL3	Contribute to the control of resources	6	7
31	HSL9	Contribute to the development of recipes and menus	3	6
32	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink	5	5

SVQ3 in Hospitality Supervision and Leadership at SCQF level 7

MANDATORY UNITS

ALL candidates must complete the mandatory units.

	Unit number	Title	Credit	SCQF Level
1	DR73 04	Provide leadership for your team	9	6
2	DR4A 04	Develop productive working relationships with colleagues	9	5
3	F7RA 04	Contribute to the control of resources	6	7
4	F7RD 04	Maintain the health, hygiene, safety and security of the working environment	5	7
5	F04F 04	Lead a team to improve customer service	8	7

B — OPTIONAL UNITS

Candidates must select at least one unit from Section B with the final two units being selected from either Section B or C

	Unit number	Title	Credit	SCQF Level
6	F7RE 04	Supervise food production operations	4	7
7	F7RG 04	Supervise functions	8	6
8	F7RJ 04	Supervise food services	3	6
9	F7RK 04	Supervise drink services	7	7
10	F7RM 04	Supervise housekeeping services	4	6
11	F7RN 04	Supervise portering and concierge services	4	6
12	F7RP 04	Supervise reception services	5	7
13	F7RR 04	Supervise reservation and booking services	5	7

C – OPTIONAL UNITS

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

	Unit number	Title	Credit	SCQF Level
14	F7RS 04	Contribute to promoting hospitality services and products	5	7
15	F7RT 04	Contribute to the development of recipes and menus	3	6
16	F7RW 04	Supervise off-site food delivery services	3	6
17	F7RX 04	Supervise cellar and drink storage operations	5	6
18	F34T 04	Manage the receipt, storage or dispatch of goods (SfL WS20)	6	6
19	F7RY 04	Supervise the wine store/cellar and dispense counter	6	6
20	F7S0 04	Supervise vending services	6	6
21	F7S1 04	Supervise linen services	5	7
22	F04M 04	Monitor and solve customer service problems (ICS 32)	7	6
23	F04D 04	Improve the customer relationship (ICS 26)	8	6
24	DR7C 04	Provide learning opportunities for colleagues (MSC D7)	11	8
25	F7S2 04	Supervise the use of technological equipment in hospitality services	5	6
26	F7S4 04	Supervise practices for handling payments	5	6
27	F7S6 04	Contribute to the development of a wine list	6	6
28	F2H3 04	Manage the environmental impact of your work (MSC E9)	4	8
29	F7S8 04	Contribute to the selection of staff for activities	5	7
30	F7S9 04	Ensure food safety practices are followed in the preparation and serving of food and drink	5	7
31	F2H2 04	Lead meetings (MSC D11)	4	7

Section 4: Recording forms

Introduction

This section contains examples of the following forms, though centres may develop their own recording documents.

- Form 1: Portfolio title page
- Form 2: Personal profile
- Form 3: Contents checklist
- Form 4: Index of evidence
- Form 5: Unit assessment plans
- 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

Example form 1 — Portfolio title page

Name:	
Job title:	
Name of employer/training provider/college:	
Their address:	
	Postcode:
Telephone number (Mobile):	**(Work):**
Email address:	
SVQ: **Level:**	
Units submitted for assessment:	
Mentor/Supervisor: **(Please provide details of mentor's/supervisor's experience):**	
Assessor:	**Date:**

Example form 2 — Personal profile

Name:

Address:
Postcode:

Telephone number (Mobile):	(Work):

Email address:

Job title:

Relevant experience

Description of your current job:

Previous work experience or attach copy of a current CV:

Qualifications and training and/or attach copy of a current CV:

Voluntary work/interests:

Name of employer/training provider/college:

Address:
Postcode:

Telephone number (work):

Email address:

Type of business, if employer:

Number of staff:

Structure of organisation (including chart or diagram if available):

Example form 3 — Contents checklist

	Completed?	Page/section number
Title page for the portfolio		
Personal profile • your own personal details • a brief CV or career profile • description of your job • information about your employer/training provider/college		
Summary of the units		
Completed units • signed by yourself, your assessor and the internal verifier (where relevant) • reference numbers included • unit assessment plans		
Unit progress records		
Index of evidence (with cross-referencing information completed)		
Evidence (with reference numbers) • observation records • details of witnesses (witness testimony sheets) • personal statements		

The table also includes two header rows at the top:

| SVQ title: |
| Candidate: |

Example form 4 — Index of evidence

SVQ title and level:				
Candidate:				
Units/elements evidence links to *(give specific numbers, eg 5.2.1)*	**Evidence number**	**Description of evidence**	**Included in portfolio (Yes/No)** *If No, state location*	**Internal verifier signature and date of sampling**

N029465 — Candidate Logbook — SVQ2 and 3 in Catering, Hospitality and Professional Cookery at SCQF
Levels 5,6 and 7 — Issue 1 — January 2012 © Pearson Education Limited 2012

Example form 5 — Unit assessment plan

SVQ title:				
Unit:				
Candidate:		**Assessor:**		

Normal working activities performed				
	TYPICAL EVIDENCE	**WORK AREA**	**EXPECTED COMPLETION DATE**	**LINKS TO OTHER UNITS/ELEMENTS**
ELEMENT:				
ELEMENT:				
ELEMENT:				

Activities needing to be performed				
ELEMENT:				
ELEMENT:				
ELEMENT:				

Additional comments	

Assessor's signature:	**Date:**
Candidate's signature:	**Date:**

Example form 6 — Unit sign-off record

SVQ title and level:	
Candidate:	
Assessor:	

To achieve the whole qualification, you must prove competence in Xxx **mandatory** units and Xxx **optional** units.

Unit checklist: list here the units you will be undertaking, then circle the reference number of each unit as you complete it.

Mandatory									
Optional									

Mandatory units			
Unit number	**Title**	**Assessor's signature**	**Date**

Optional units			
Unit number	Title	Assessor's signature	Date

Example form 7 — Work Log

SVQ title and level:				
Unit/element(s):				
Candidate:				
Purpose of statement:				
Evidence index number:				
Date	**Evidence index number**	**Details of statement**	**Links to other evidence** *(enter numbers)*	**Units, elements and PCs covered**
Candidate's signature:			**Date:**	
Assessor's signature:			**Date:**	

Example form 8 — Observation record

SVQ title and level:	
Unit/element(s):	
Candidate:	**Date of observation:**
Evidence index number:	

Skills/activities observed:	**PCs and range covered:**

Knowledge and understanding apparent from this observation:

Other units/elements to which this evidence may contribute:

Assessor comments and feedback to candidate:

I can confirm the candidate's performance was satisfactory.

Assessor's signature:	**Date:**
Candidate's signature:	**Date:**

Example form 9 — Witness testimony

SVQ title and level:	
Candidate name:	
Evidence index number:	
Where applicable, evidence number to which this testimony relates:	
Unit:	
Element(s):	
Range:	
Date of evidence:	
Witness name:	
Relationship to candidate:	
Details of testimony:	

I can confirm the candidate's evidence is authentic and accurate.	
Witness signature:	

Name:	**Date:**

Contact telephone number:

Please tick (✓) the appropriate box.	
	Qualified as an assessor for workplace performance
	Familiar with the SVQ standards to which the candidate is working

Example form 10 — Expert witness evidence record

SVQ title and level:

Candidate name:

Evidence index number:

Where applicable, evidence number to which this testimony relates:

Unit:

Element(s):

Date of evidence:

Expert witness name:

Relationship to candidate:

Details of testimony:

I can confirm the candidate's evidence is authentic and accurate.

Expert witness signature:

Name:	Date:

Contact telephone number:

Please tick (✓) the appropriate box.	
	Qualified as an assessor for workplace performance
	Relevant professional work role that involves evaluating everyday staff practice
	Current expertise
	Familiar with the SVQ standards to which the candidate is working

Example form 11 — Record of questions and candidate's answers

SVQ title and level:	
Candidate name:	

Unit:	Element(s):

Evidence index number:

Circumstances of assessment:

List of questions and candidate's responses:

Q:
A:

Q:
A:

Assessor's signature:	Date:
Candidate's signature:	Date:

Section 5: Further information

What else should you read?

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

Publications	Publication code
Edexcel SVQ Guidance for centres	N0229042
Edexcel SVQ Candidate Logbook	qualification and level specific

How do you contact us?

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

BTEC, SVQ 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: Core skills Signposting

Introduction

Core Skills Signposting

SVQ2 in Beverage Service at SCQF Level 5

SVQ2 in Food Service at SCQF Level 5

SVQ2 in Food & Beverage Service at SCQF Level 5

SVQ2 in Housekeeping at SCQF Level 5

SVQ2 in Front of House Reception at SCQF Level 5

SVQ2 in Hospitality Services at SCQF Level 5

The following document identifies where the competencies described within each of the units may also provide evidence towards relevant Core Skills. Where there is a relationship between the standard and the Core Skills, the SCQF Level for the Core Skill is indicated.

The approach for the signposting has been one where a judgement has been made as to whether a candidate may realistically be able to gather evidence towards either part or all of the relevant Core Skill. For example, in regards to Communication, most of the units have some level of coverage, however this is in terms of presenting an opportunity for communicating when reporting problems to a line manger etc.

Of note is the broad lack of relationship between the standards and Information and Communication Technology (ICT) (save with the exception of Front of House Reception). This is due, in part, to the high degree of function skill within the standard, that ICT plays little practical role within these occupations and that where new technology is used (for example with tills and similar revenue recording devices) such equipment is not reflected within the Core Skill descriptor.

The Core Skills signposting for the imported units can be found in Annex A.

SVQ2 in Beverage Service at SCQF Level 5

Mandatory Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1GEN1/09	Maintain a safe, hygienic and secure working environment	SCQF 3	SCQF 3		SCQF 3	SCQF 3
1GEN4/09	Work effectively as part of a hospitality team	SCQF 4	SCQF 3		SCQF 4	SCQF 4

Section A Beverage Service Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
2BS1/10	Prepare and clear the bar area	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS2/10	Serve alcoholic and soft drinks	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS3/10	Prepare and serve cocktails	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS4/10	Prepare and serve wines	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS7/10	Prepare and serve dispensed and instant hot drinks	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS8/10	Prepare and serve hot drinks using specialist equipment	SCQF 3	SCQF 3		SCQF 4	SCQF 4

Section B Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
2BS5/10	Maintain cellars and kegs	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS6/10	Clean drink dispense lines	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS9/10	Receive, store and issue drinks stock	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2GEN9/10	Maintain and deal with payments	SCQF 3	SCQF 3		SCQF 4	SCQF 4

SVQ2 in Food Service at SCQF Level 5

Mandatory Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1GEN1/09	Maintain a safe, hygienic and secure working environment	SCQF 3	SCQF 3		SCQF 3	SCQF 3
1GEN4/09	Work effectively as part of a hospitality team	SCQF 4	SCQF 3		SCQF 4	SCQF 4
2GEN4/10	Maintain food safety when storing, holding and serving food	SCQF 4	SCQF 3		SCQF 4	SCQF 4

Section A Food Service Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1FS4/09	Provide a counter/takeaway service	SCQF 3	SCQF 3		SCQF 3	SCQF 3
2FS1/10	Prepare and clear areas for table service	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2FS2/10	Serve food at the table	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2FS3/10	Provide a silver service	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2FS4/10	Provide a buffet/carvery service	SCQF 3	SCQF 3		SCQF 4	SCQF 4

Section B Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1FS3/10	Prepare and clear areas for counter/takeaway service	SCQF 3	SCQF 3		SCQF 3	SCQF 3
2BS1/10	Prepare and clear the bar area	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS4/10	Prepare and serve wines	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS7/10	Prepare and serve dispensed and instant hot drinks	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS8/10	Prepare and serve hot drinks using specialist equipment	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2GEN9/10	Maintain and deal with payments	SCQF 3	SCQF 3		SCQF 4	SCQF 4

SVQ2 in Food & Beverage Service at SCQF Level 5

Mandatory Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1GEN1/09	Maintain a safe, hygienic and secure working environment	SCQF 3	SCQF 3		SCQF 3	SCQF 3
1GEN4/09	Work effectively as part of a hospitality team	SCQF 4	SCQF 3		SCQF 4	SCQF 4
2GEN4/10	Maintain food safety when storing, holding and serving food	SCQF 4	SCQF 3		SCQF 4	SCQF 4

Section A Food Service Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1FS4/09	Provide a counter/takeaway service	SCQF 3	SCQF 3		SCQF 3	SCQF 3
2FS2/10	Serve food at the table	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2FS3/10	Provide a silver service	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2FS4/10	Provide a buffet/carvery service	SCQF 3	SCQF 3		SCQF 4	SCQF 4

Section B Beverage Service Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
2BS2/10	Serve alcoholic and soft drinks	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS3/10	Prepare and serve cocktails	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS4/10	Prepare and serve wines	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS7/10	Prepare and serve dispensed and instant hot drinks	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS8/10	Prepare and serve hot drinks using specialist equipment	SCQF 3	SCQF 3		SCQF 4	SCQF 4

Section C Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1FS3/10	Prepare and clear areas for counter/takeaway service	SCQF 3	SCQF 3		SCQF 3	SCQF 3
2FS1/10	Prepare and clear areas for table service	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS1/10	Prepare and clear the bar area	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS5/10	Maintain cellars and kegs	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS6/10	Clean drink dispense lines	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS9/10	Receive, store and issue drinks stock	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2GEN9/10	Maintain and deal with payments	SCQF 3	SCQF 3		SCQF 4	SCQF 4

SVQ2 in Housekeeping at SCQF Level 5

Mandatory Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1GEN1/09	Maintain a safe, hygienic and secure working environment	SCQF 3	SCQF 3		SCQF 3	SCQF 3
1GEN4/09	Work effectively as part of a hospitality team	SCQF 4	SCQF 3		SCQF 4	SCQF 4
2HK1/10	Clean and service a range of areas	SCQF 3	SCQF 3		SCQF 4	SCQF 4

Section A Housekeeping Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1HK1/10	Collect linen and make beds	SCQF 3	SCQF 3		SCQF 3	SCQF 3
1HK2/10	Clean windows from the inside	SCQF 3	SCQF 3		SCQF 3	SCQF 3
2HK2/10	Work using different chemicals and equipment	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2HK3/10	Maintain housekeeping supplies	SCQF 3	SCQF 3	SCQF 3	SCQF 4	SCQF 4
2HK6/10	Provide a linen service	SCQF 3	SCQF 3	SCQF 3	SCQF 4	SCQF 4
2HK7/10	Carry out periodic room servicing and deep cleaning	SCQF 3	SCQF 3		SCQF 4	SCQF 4

SVQ2 in Front of House Reception at SCQF Level 5

Mandatory Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1GEN1/09	Maintain a safe, hygienic and secure working environment	SCQF 3	SCQF 3		SCQF 3	SCQF 3
1GEN4/09	Work effectively as part of a hospitality team	SCQF 4	SCQF 3		SCQF 4	SCQF 4

Section A Front of House Reception Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
2FOH1/10	Deal with communications as part of the reception function	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3
2FOH2/10	Deal with the arrival of customers	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3
2FOH3/10	Dealing with bookings	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3
2FOH4/10	Prepare customer accounts and deal with departures	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3
2FOH11/10	Provide tourism information services to customers	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3

Section B Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
2FOH8/10	Handle mail and book external services	SCQF 4		SCQF 3	SCQF4	SCQF4
2GEN9/10	Maintain and deal with payments	SCQF 3	SCQF 3		SCQF 4	SCQF 4

SVQ2 in Hospitality Services at SCQF Level 5

Mandatory Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1GEN1/09	Maintain a safe, hygienic and secure working environment	SCQF 3	SCQF 3		SCQF 3	SCQF 3
1GEN4/09	Work effectively as part of a hospitality team	SCQF 4	SCQF 3		SCQF 4	SCQF 4
2GEN3/09	Maintain food safety when storing, preparing and cooking food	SCQF 4	SCQF 4		SCQF 4	SCQF 4
2GEN4/10	Maintain food safety when storing, holding and serving food	SCQF 4	SCQF 3		SCQF 4	SCQF 4

Section A Optional Units

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
Working with food units:						
1FS3/10	Prepare and clear areas for counter/takeaway service	SCQF 3	SCQF 3		SCQF 3	SCQF 3
1FS4/09	Provide a counter/takeaway service	SCQF 3	SCQF 3		SCQF 3	SCQF 3
2FS1/10	Prepare and clear areas for table service	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2FS2/10	Serve food at the table	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2FS3/10	Provide a silver service	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2FS4/10	Provide a buffet/carvery service	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2FS5/09	Convert a room for dining	SCQF 4	SCQF 3		SCQF 4	SCQF 4
2BS1/10	Prepare and clear the bar area	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS2/10	Serve alcoholic and soft drinks	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS3/10	Prepare and serve cocktails	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS4/10	Prepare and serve wines	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS5/10	Maintain cellars and kegs	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS6/10	Clean drink dispense lines	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS7/10	Prepare and serve dispensed and instant hot drinks	SCQF 3	SCQF 3		SCQF 3	SCQF 4
2BS8/10	Prepare and serve hot drinks using specialist equipment	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2BS9/10	Receive, store and issue drinks stock	SCQF 3	SCQF 3		SCQF 4	SCQF 4
1FP2	Prepare and finish simple salad and fruit dishes	SCQF 4	SCQF 4			SCQF 4

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
1FPC1	Prepare and cook fish	SCQF 4	SCQF 4			SCQF 4
1FPC2	Prepare and cook meat and poultry	SCQF 4	SCQF 4			SCQF 4
1PR1	Prepare hot and cold sandwiches	SCQF 4	SCQF 4			SCQF 4
2P&C1/09	Complete kitchen documentation	SCQF 4	SCQF 4	SCQF 4		SCQF 4
2P&C2/09	Set up and close kitchen	SCQF 4	SCQF 4	SCQF 4	SCQF 4	SCQF 4
2FPC15/10	Prepare and present food for cold presentation	SCQF 4	SCQF 4			SCQF 4
2PR1	Produce basic fish dishes	SCQF 4	SCQF 4			SCQF 4
2PR4	Produce basic vegetable dishes	SCQF 4	SCQF 4			SCQF 4
2PR8	Produce basic rice, pulse and grain dishes	SCQF 4	SCQF 4			SCQF 4
2PR9	Produce basic pasta dishes	SCQF 4	SCQF 4			SCQF 4
1PR10	Produce basic egg dishes	SCQF 4	SCQF 4			SCQF 4
Not working with food units						
1HK1/10	Collect linen and make beds	SCQF 3	SCQF 3		SCQF 3	SCQF 3
1HK2/10	Clean windows from the inside	SCQF 3	SCQF 3		SCQF 3	SCQF 3
2HK1/10	Clean and service a range of areas	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2HK2/10	Work using different chemicals and equipment	SCQF 3	SCQF 3		SCQF 4	SCQF 4
2HK3/10	Maintain housekeeping supplies	SCQF 3	SCQF 3	SCQF 3	SCQF 4	SCQF 4
2HK6/10	Provide a linen service	SCQF 3	SCQF 3	SCQF 3	SCQF 4	SCQF 4
2HK7/10	Carry out periodic room servicing and deep cleaning	SCQF 3	SCQF 3		SCQF 4	SCQF 4

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
2FOH1/10	Deal with communications as part of the reception function	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3
2FOH2/10	Deal with the arrival of customers	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3
2FOH3/10	Dealing with bookings	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3
2FOH4/10	Prepare customer accounts and deal with departures	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3
2FOH8/10	Handle mail and book external services	SCQF 4		SCQF 3	SCQF4	SCQF4
2FOH11/10	Provide tourism information services to customers	SCQF 3	SCQF 3	SCQF 3	SCQF 3	SCQF 3
2GEN9/10	Maintain and deal with payments	SCQF 3	SCQF 3		SCQF 4	SCQF 4

Annexe B: Assessment Strategy

Introduction

The Assessment Strategy for this SVQ has been established by the SSC People 1st in agreement with awarding bodies.

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

* *Edexcel SVQ guidance for centres*
* *Edexcel Candidate Logbook – SVQ2 and 3 in Catering, Hospitality and Professional Cookery SCQF Levels 5, 6 and 7.*

The NOS referred to underpin the Scottish Vocational Qualifications (SVQs) at Levels 5, 6 and 7.

This includes the following SVQs:

SVQ2 in Food Service at SCQF level 5

SVQ2 in Hospitality Services at SCQF level 5

SVQ2 in Beverage Service at SCQF level 5

SVQ2 in Food and Beverage Service at SCQF level 5

SVQ2 in Food Production and Cooking at SCQF level 5

SVQ2 in Front of House Reception at SCQF level 5

SVQ2 in Kitchen Services at SCQF level 5

SVQ2 in Professional Cookery at SCQF level 5

SVQ2 in Housekeeping at SCQF level 5

SVQ3 in Professional Cookery at SCQF level 6

SVQ3 in Hospitality Supervision and Leadership level 7

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

* external quality control
* workplace assessment
* the use and characteristics of simulation
* the required occupational expertise of assessors and verifiers

Hospitality, Leisure, Travel and Tourism

Sector Assessment Strategy for
competence based units of assessment
and qualifications
(in England, Wales and Northern Ireland)
and
Scottish Vocational Qualifications (SVQs)

1 August 2009

1   Introduction

The sector assessment strategy applies to all competence based units and qualifications that sit within the industries represented by People 1st. Competence based units and qualifications are those that are accredited to the Qualifications and Credit Framework, for England, Wales and Northern Ireland, which include National Vocational Qualifications (NVQs). In Scotland it applies to all sector Scottish Vocational Qualifications (SVQs). The sector assessment strategy comes into force on the 1st August 2009 and will apply to any new competence based units and qualifications. It will also replace other assessment strategies, currently used for existing NVQs and SVQs, as and when they are updated and re-accredited. See www.people1st.co.uk for a list of all competence based units and qualification that are covered by the sector assessment strategy.

There are four components to the sector assessment strategy which set out requirements and guidance relating to:

- external quality control
- assessment principles
- occupational expertise of assessors and verifiers
- continuous professional development

The purpose of the sector assessment strategy is for People 1st and awarding organisations/bodies to work in partnership to:

- maximise the quality assurance arrangements for the sector's competence based units and qualifications and maintain standardisation across assessment practice
- assure employers and candidates that the sector's competence based units and qualification are consistently assessed to the national occupational standards, and
- promote continuous professional development amongst assessors and verifiers.

The content of the assessment strategy has been reviewed in close consultation with employers, awarding organisations/bodies, training providers and other sector stakeholders. While many of these stakeholders have an interest in the assessment strategy, its primary audience are awarding organisations/bodies that offer competence based units and qualifications in the hospitality, leisure, travel and tourism industries. Prospective or approved centres should not need to work directly with this document as its requirements will be incorporated within the procedures of their chosen awarding organisation/body.

The strategy should be used alongside the assessment and quality assurance guidance published by the regulatory authorities. Further information about competence based units and qualifications can be found at www.people1st.co.uk. Feedback or comments on the sector assessment strategy can be emailed to qualifications@people1st.co.uk.

External Quality Control

2.1 Risk Assessment and Management of Centres

External quality control is achieved through rigorous monitoring and standardisation of assessment decisions. Awarding organisations/bodies achieve this by operating their existing systems for quality monitoring, risk assessment and management of their approved centres, following guidance issued by the regulatory authorities.

As part of this process People 1st requires awarding organisations/bodies to:

- ensure that external verification, monitoring and support provided to centres takes into account their level of risk. For example new assessment centres, and those that are experiencing difficulty in meeting the assessment requirements, should be given additional support by their awarding organisation/body

- supply People 1st with standardised information on their statistical monitoring, including registration and certification figures, on a quarterly basis. This data will remain confidential and no individual awarding organisation's/body's data will be published

- report annually on the outcomes of, and any issues arising from, external verification and quality control arrangements

- highlight specific issues relating to the assessment of the sector's competence based units and qualifications that require immediate attention, as and when they arise

- contribute to the awarding organisations'/bodies' forums to review and discuss matters relating to the assessment of the sector's competence based units and qualifications. The forum will meet at least biannually, or during key stages of projects and reviews

- resolve issues relating to the assessment and verification of the sector's competence based units and qualifications with the action(s), and in the timeframe, agreed

Assessment

People 1st advocate the integration of national occupational standards within employers' organisations in order to achieve a national level of competence across the sector's labour market. As such, assessment of the sector's competence based units and qualifications will, ideally, take place within the workplace and assessment should, where possible, be conducted by the candidate's supervisors and/or line managers. People 1st recognise, however, that it is not always feasible for candidates to be assessed in the workplace and as such it permits the use of assessment within Realistic Working Environments (RWE). Additionally, where sector employers do not have the infrastructure to manage assessment independently, it values the role of peripatetic assessors to support the assessment process.

Within these parameters, People 1st expects that:

- the majority of assessment of the sector's competence based units and qualifications will be based on performance evidence, ie direct observation, outputs of work and witness testimony within the workplace or an RWE approved by an awarding organisation/body, (see section 3.4).

- opportunities to ascertain candidate's accreditation of prior learning is maximised by early contact between the assessor and candidate and during initial assessment/induction period.

Please note: External tests do not form part of People 1st' s assessment strategy, other than linkage to IATA approved tests in Unit TT27, Sell Multi-Sector Air Travel, part of the Travel S/NVQ (where it may be a specific requirement and therefore applicable in that instance).

3.1 Witness Testimony

People 1st recognise the use of witness testimony and expert witness testimony as appropriate methods for assessors to collect evidence on candidates' performance.

Witness testimonies can be obtained from people that are occupationally competent and whom may be familiar with the national occupational standards, such as the candidate's line manager. They may also be obtained from people who are not occupationally competent, and do not have a knowledge of the national occupational standards, such as other people within the candidate's workplace, customers and suppliers. The assessor must judge the validity of the witness testimony and these may vary depending on the source. Witness testimonies can only support the assessment process and may remove or reduce the need to collect supplementary evidence, however, the awarding organisation's/body's minimum observations requirements must be met.

Expert witnesses may be used where additional support relating to the assessment of technical competence is required. Expert witnesses may be:

- other approved assessors that are recognised to assess the relevant national occupational standards, or

- line managers, other managers or experienced colleagues that are not approved assessors, but whom the awarding organisation/body agrees has current occupational competence, knowledge and expertise to make a judgement on a candidate's competence.

Expert witnesses must be able to demonstrate through relevant qualifications, practical experience and knowledge that they are qualified to provide an expert opinion on a candidate's performance in relation to the unit being assessed. People 1st believe that it is unlikely for an expert witness to be fully expert within any of the sector's occupational areas in less than twelve months to two years. The final judgement on the validity of the expert witness testimony rests with the assessor and such testimonies may only be used in line with awarding organisation's/body's requirements.

3.2 Professional Discussion

Professional discussion is encouraged as a supplementary form of evidence to confirm a candidate's competence. Such discussions should not be based on a prescribed list of questions but be a structured discussion which enables the assessor to gather relevant evidence to ensure the candidate has a firm understanding of the standard being assessed.

3.3 Simulation

Simulation can only be used to assess candidates for the sector's competence based units and qualifications where the opportunity to assess naturally occurring evidence is unlikely or not possible, for example assessment relating to health and safety, fire and emergency procedures. It should not include routine activities that must be covered by performance evidence.

There are no People 1st units that can be solely achieved by simulation. In the case of imported units, where simulation is acceptable in the evidence requirements, it should only be used when performance evidence is unlikely to be generated through normal working practices.

See Annex A for competence based units which permit the use of simulation.

Awarding organisations/bodies must issue adequate guidance which informs centres how simulation should be planned and organised, ensuring that demands on candidates are neither more nor less than they would encounter in a real work situation. In particular:

- a centre's overall strategy for simulation must be examined and approved by the external verifier
- all simulations must be planned, developed and documented by the centre in a way that ensures the simulation correctly reflects what the unit seeks to assess
- ideally, there should be a range of simulations to cover the same aspect of the standard
- the physical environment for the simulation, and the nature of the contingency, must be realistic
- candidates should carry out the simulation in a professional manner
- the candidate should be given no indication as to what the simulation will present.

3.4 Realistic Working Environment

Assessment of the sector's competence based units and qualifications should ideally be carried out within the workplace, however, where this is not possible candidates can be assessed within an approved Realistic Working Environment (RWE) that replicates a real work setting. The criteria for RWE currently operated in the sector can be found at Annex B.

4 Occupational expertise of assessors and verifiers

The requirements relating to the occupational expertise of assessors and verifiers is set out in Annex C. Guidance on additional qualifications and/or training relevant to assessors and verifiers can be found in Annex D

4.1 Using employers' in-house training programmes to assess competence based units and qualifications (please note this section is not applicable for centres which are either colleges or training providers)

(a) People 1st recognises that employers within the Sector provide robust in-house training, development and assessment programmes which meet the standards for Assessors and Verifiers. Where an employer maps its in-house training, development and assessment programme to the Assessor and Verifier standards and has this approved by their awarding organisation/body, People 1st fully supports the removal of the need to achieve the Assessor and Verifier Units. The individual assessing and verifying the qualifications must still meet the other mandatory requirements for occupational competence as specified in Annex C.

(b) It should also be noted that People 1st encourages employers and awarding organisations/bodies to examine in-house employer training, development and assessment programmes to see whether these provide robust evidence against the relevant competence based units and/or qualifications (England, Wales and Northern Ireland) or the SVQs (Scotland). Where a direct mapping of the in-house training, development and assessment programme can be made to the:

- relevant Units (based on the National Occupational Standards), and assessment meets the requirements of the assessment strategy and awarding organisation/body evidence requirement,

then awarding organisations/bodies should recognise this training for the purposes of achievement of the specified qualification or Unit.

In both instances specified in (a) and (b) above the awarding organisation/body will be required to ensure that a copy of the mapping is available to the Qualification Regulators.

5 Continuous Professional Development

To maintain high standards of quality and standardisation within assessment, and achieve best practice People 1st require all external verifiers, internal verifiers and assessors to maintain a record of their continuous professional development – see guidance at Annex E.

Annexe 1

Competence based units in Hospitality, Leisure, Travel and Tourism that permits simulation

Unit Number	Unit Title	Competence based qualifications that the unit is used in
1GEN1	Maintain a safe, hygienic and secure working environment	Level 1 & 2 NVQ/SVQ Hospitality and Catering
HSL4	Maintain the health, hygiene, safety and security of the working environment	Level 3 Diploma in Hospitality Supervision and Leadership Skills (NVQ) and Level 3 SVQ in Hospitality Supervision and Leadership
GS3009	Maintain the health, hygiene, safety and security of the working environment (adapted from HS4)	Level 3 NVQ Gambling Operations
People 1st have a special dispensation for the imported Customer Service units listed below to be assessed in a Realistic Working Environment (RWE) conforming to People 1st's criteria specified in Annex B (page 9) of this Assessment Strategy. This would only apply to these Units when delivered as part of the L3 Diploma in Hospitality Supervision and Leadership (NVQ) and L3 Hospitality Supervision and Leadership SVQ.		
ICS Unit 26	Improve the customer relationship	Level 3 Diploma in Hospitality Supervision and Leadership Skills (NVQ) and Level 3 SVQ in Hospitality Supervision and Leadership
ICS Unit 32	Monitor and solve customer service problems	Level 3 Diploma in Hospitality Supervision and Leadership Skills (NVQ) and Level 3 SVQ in Hospitality Supervision and Leadership
ICS Unit 42	Lead a team to improve customer service	Level 3 Diploma in Hospitality Supervision and Leadership Skills (NVQ) and Level 3 SVQ in Hospitality Supervision and Leadership

Unit Number	Unit Title	Competence based qualifications that the unit is used in
People 1st does not permit the use of simulation, other than as listed below: The overarching principle to be applied to units identified as suitable for simulation is that it should only be undertaken in a minority of cases where • there is a high risk to the security or safety of the candidate, individuals, key people in their lives and others • the opportunity to present evidence from work-based practice happens infrequently and therefore insisting that candidates wait for such an occurrence would be unreasonable or create blockages in the assessment system and might carry the risk of de-motivating candidates • there would otherwise be a breach of confidentiality or privacy. The following two units are the only accepted Realistic Working Environments, and no other Realistic Working Environments will be accepted.		
TT09	Assist with travel and tourism problems and emergencies	Level 2 NVQ/SVQ in Travel Services and Level 2 NVQ/SVQ in Tourism Services
TT37	Deal with travel and tourism problems and emergencies	Level 3 NVQ/SVQ in Travel Services and Level 3 NVQ/SVQ in Tourism Services

Annexe 2

Criteria for Realistic Working Environments

It is essential for organisations operating a Realistic Working Environment (RWE) to ensure it reflects current and real work settings. By doing so, sector employers can be confident that competence achieved in an RWE will be continued into employment. RWEs can offer many opportunities to employers and individuals that have limited access to assessment.

The number of hours candidates work and their input is not prescribed, as it is acknowledged that RWEs cannot operate without some flexibility. However, centres must provide evidence that the following criteria are being met as well as fulfilling the awarding organisation's/body's criteria for this purpose. E.V.s are expected to ensure RWEs meet the criteria set out below on at least one visit.

Hospitality		
1	The work situation being represented is relevant to the competence based units and qualifications being assessed	The type of work situation being represented mirrors the relevant setting eg quick service takeaway, restaurant, brasserie, café/snack bar, cafeteria, housekeeping department, front office, reception or reservations. Appropriate industrial equipment, furnishings and resources (eg ingredients and technology) that replicate the work situation are used, ensuring that assessment requirements can be covered. Industry trends are considered in the product and service offer.
2	The candidate's work activities reflect those found in the situation being represented	Candidates operate in a professional capacity with corresponding job schedules and/or descriptions. Candidates are clear on their work activities and responsibilities.
3	The RWE is operated in the same manner to as a real work situation	Customers are not prompted to behave in a particular manner. Customer feedback is maintained and acted upon.

Hospitality		
4	The RWE is underpinned by commercial principles and responsibilities.	Organisational charts indicate the anticipated job roles in the RWE and their hierarchical structure taking into account supervisory requirements.
		There is evidence of business planning, for example product/service plans, staffing/rotas, costing, promotions.
		Candidates are encouraged to carry out their function in line with business expectations, eg within timescales and budget, minimising wastage.
		Legislative regulations are adhered to eg food safety, health and safety, equal opportunities, trade description.
		Consumer information is provided on products and services eg allergy advice on food products.

Gambling		
1	The work situation being represented is relevant to the competence based units and qualifications being assessed	• The type of work situation being represented mirrors the relevant setting eg betting shop, bingo hall, casino. • Appropriate industrial equipment, furnishings and resources that replicate the work situation are used, ensuring that assessment requirements can be covered. • Industry trends are considered in the work situation represented.
2	The candidate's work activities reflect those found in the situation being represented	• Candidates operate in a professional capacity with corresponding job schedules and/or descriptions. • Candidates are clear on their work activities and responsibilities.
3	The RWE is operated in the same manner to as a real work situation	• Customers are not prompted to behave in a particular manner. • Customer feedback is maintained and acted upon.
4	The RWE is underpinned by commercial principles and responsibilities.	• Organisational charts indicate the anticipated job roles in the RWE and their hierarchical structure taking into account supervisory requirements. • There is evidence of business planning, for example product/service plans, staffing/rotas, costing, promotions. • Candidates are encouraged to carry out their function in line with business expectations, eg within timescales and budget, minimising wastage. • Legislative regulations are adhered to eg health and safety, equal opportunities, trade description.

Annexe 3

Occupational Expertise of Assessors and Verifiers

The requirements set out below relates to all assessors and verifiers. The only exception may relate to in-house employees and managers that are not required to achieve the regulatory approved assessor and verified units based on the arrangement referred to in section 4.1 of this assessment strategy.

✓ = mandatory

Assessors, Internal Verifiers and External Verifiers must:	A	IV	EV
Have a good knowledge and understanding of the national occupational standard and competence based units and qualifications that is being assessed or verified.	✓	✓	✓
Hold or be working towards relevant assessment and/or verification qualification(s) as specified by the appropriate authority, confirming their competence to assess or externally verify competence based units and qualifications assessment. These should be achieved within eighteen months of commencing their role. These are as follows:			
D35 or V2			✓
D34 or V1 — In the case that the IV is working towards their V1 unit, a representative sample of verification decisions, as agreed with the awarding organisation/body, must be counter-signed by a colleague who has achieved either the D34 or V1 unit. This colleague must have the same occupational expertise.		✓	
D32/D33 or A1/A2 — In the case that the assessor is working towards the A1/A2 units, a representative sample of assessment decisions, as agreed with the awarding organisation/body, must be counter-signed by a colleague who has achieved either the D32/D33 or A1/A2 units. This colleague must have the same occupational expertise.	✓		

Assessors, Internal Verifiers and External Verifiers must:	A	IV	EV
Have relevant occupational expertise and knowledge, at the appropriate level of the occupational area(s) they are assessing and verifying, which has been gained through 'hands on' experience in the industry.	✓	✓	✓
Adhere to the awarding organisation's/body's assessment requirements and practice standardised assessment principles	✓	✓	✓
Have sufficient resources to carry out the role of assessor or verifier, ie time and budget	✓	✓	
Have supervisory/management, interpersonal and investigative skills, including the ability to analyse information, hold meetings, guide, advise, plan and make recommendations at all levels, taking into account the nature and size of the organisation in which assessment is taking place. High standards of administration and record keeping are also essential.		✓	✓
Hold qualifications, or have undertaken training, that has legislative relevance to the competence based units and qualifications being assessed (See Annex D).	✓	Good practice	Good Practice
Update their occupational expertise and industry knowledge in the areas being assessed and verified through planned Continuous Professional Development (see Annex E).	✓	✓	✓

Annexe 4

Qualifications and Training relevant to Assessors and Verifiers

The following sets out areas in which assessors, verifiers and external verifiers should either received training or achieve qualifications. People 1st is not stipulating that assessors, verifiers or external verifiers must achieve specific qualifications, there is the option to either undertake appropriate training or an accredited qualification.

✓ = mandatory

Qualification/Training	Competence based unit/qualification	A	IV	EV
Health and Safety	All sector units and qualifications	✓	Good Practice	Good Practice
Food Safety	Food Processing and Cooking	✓	Good Practice	Good Practice
	Multi-Skilled Hospitality Services	✓		
	Professional Cookery	✓		
	Food and Drink Service	✓		
	Hospitality Supervision and Leadership (with food and drink units)	✓		
Licensing	Food and Drink Service	✓	Good Practice	
	Hospitality Supervision (with food and drink units)			

Annexe 5

Continuous Professional Development For Assessors and Verifiers

It is necessary for assessors and verifiers to maintain a record of evidence of their continuous professional development (CPD). This is necessary to maintain currency of skills and understanding of the occupational area(s) being assessed, and can be achieved in a variety of ways. It should be a planned process, reviewed on an annual basis, for example as part of an individual's performance review.

Assessors and verifiers should select CPD methods that are appropriate to meeting their development needs. The following provides an example of a variety of methods that can be utilised for CPD purposes.

Updating occupational expertise	• Internal and external work placements • Work experience and shadowing (eg within associated departments) • External visits to other organisations • Updated and new training and qualifications (www.uksp.co.uk) • Training sessions to update skills • Visits to educational establishments • Trade fairs
Keeping up to date with sector developments and new legislation	• Relevant sector websites • Membership of professional bodies • Papers and documents on legislative change • Networking events • Seminars, conferences, workshops, membership of committees/working parties (eg People 1st events) • Staff development days
Standardising and best practice in assessment	• Regular standardisation meetings with colleagues • Sharing best practice through internal meetings, news letters, email circulars • Comparison of assessment and verification in other sectors • Attending awarding organisation/body meetings/seminars

Downloadable guidance on CPD can be found at www.ifl.ac.uk