

Evidence Requirements

Level 2 and Level 3 Gambling 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 assessment criteria 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 2 Gambling unit titles

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

- GS2001 Support the protection of children and vulnerable people from gambling related harm
- GS2002 Monitor security in a licensed gambling venue
- GS2003 Check claims and deliver prizes for bingo customers
- GS2004 Provide change for customers in a licensed gambling venue
- GS2005 Control, process and account for betting transactions
- GS2006 Settle bets
- GS2007 Sell bingo books and tickets
- GS2008 Control a payment point for ancillary bingo games
- GS2009 Call and validate ancillary bingo games
- GS2010 Reconcile takings for bingo books and tickets
- GS2011 Calculate and issue prizes for main stage bingo games
- GS2012 Facilitate play of gaming machines
- GS2013 Collect and record gaming machine takings
- GS2014 Reconcile gaming machine takings and recorded information
- GS2015 Receive and store goods and materials in a licensed gambling venue
- GS2016 Ensure adequate resources to operate the game within a casino environment
- GS2017 Facilitate the operation of the game within a casino environment
- GS2018 Provide reception services in a licensed gambling venue
- GS2019 Provide casino cash desk services
- GS2020 Call and validate main stage bingo games
- GS2021 Install and set up gaming machines
- GS2022 Receive and set up gaming machines
- GS2023 Work effectively in your licensed gambling venue
- 2BS7/10 Prepare and serve dispensed and instant hot drinks
- 2GEN3/10 Maintain food safety when storing, preparing and cooking food
- 2GEN4/10 Maintain food safety when storing, holding and serving food
- 2BS1/10 Prepare and clear the bar area
- 2BS2/10 Serve alcoholic and soft drinks
- 2BS5/10 Maintain cellars and kegs
- EES 11, Carry out preventative maintenance procedures
- EES12, Carry out preventative maintenance procedures
- EES18 Carry out preventative maintenance procedures

Level 3 Gambling unit titles

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

D6016353 Protect children and vulnerable people from gambling related harm

R6016281 Ensure compliance of the business with legal requirements for gambling

R6016328 Keep up to date with the available gambling opportunities and associated legislation

A6016341 Monitor gambling activities

R6016524 Supervise the operation of the game within a casino environment

D6016249 Analyse and report on gaming machine data

M6016353 Plan, monitor and adjust staffing levels and schedules in a licensed gambling venue

Unit H6016530	Support the protection of children and vulnerable people from gambling related harm
What you must DO	<p>The assessor must assess assessment criteria 1.3, 1.5 & 1.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.1, 1.2 and 1.4 through questioning or witness testimony if no naturally occurring evidence is available.</p> <p>The assessor may assess assessment criterion 2.1 – 2.5 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both items from customer information <ul style="list-style-type: none"> a) odds/chances of winning b) responsible gambling leaflets <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2002 Monitor security in a licensed gambling venue
What you must DO	<p>The assessor must assess assessment criteria 1.4 and 1.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.1, 1.2, 1.3 and 1.5 through questioning or witness testimony if no naturally occurring evidence is available.</p> <p>The assessor may assess assessment criterion 2.1 – 2.10 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<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 security checks <ul style="list-style-type: none"> a) anti-fraud devices in place b) signs of tampering c) weak access locks d) damage to machines <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2003 Check claims and deliver prizes for bingo customers
What you must DO	<p>The assessor must assess assessment criteria 1.1, 1.2, and 2.1 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.3, 1.4, 2.2 and 3.1-3.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<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 claims <ul style="list-style-type: none"> a) main stage games b) national games c) link games • at least one from prizes <ul style="list-style-type: none"> a) cash b) goods <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2004 Provide change for customers in a licensed gambling venue
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.8 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.9 and 2.1-2.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<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 change <ul style="list-style-type: none"> a) from float b) from change machines <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2005 Control, process and account for betting transactions
What you must DO	<p>The assessor must assess assessment criteria 1.1, 1.3-1.5, 1.7-1.9 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.2, 1.6, 1.10, 2.1-2.8 and 3.1-3.4 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • two from operational needs <ul style="list-style-type: none"> a) normal trading periods b) busy trading periods c) emergency trading conditions • all from cash levels <ul style="list-style-type: none"> a) incoming monies b) outgoing monies c) float • five from bet details <ul style="list-style-type: none"> a) stake, time b) legibility, c) validity d) price e) event f) notification of liability g) monitored requirements • both from types of bet <ul style="list-style-type: none"> a) simple b) complex • one from winnings <ul style="list-style-type: none"> a) on bets b) on fixed odds terminals <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2006 Settle bets
What you must DO	<p>The assessor must assess assessment criteria 1.1 and 1.3-1.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.2 and 2.1-2.6 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • two from operational needs <ul style="list-style-type: none"> a) normal trading conditions b) busy trading conditions c) emergency trading conditions <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2007 Sell bingo books and tickets
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.3, 1.5-1.6, 2.1-2.3 and 2.5-2.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.4, 2.4, 3.1-3.8 And 4.1-4.3 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • two from bingo books <ul style="list-style-type: none"> a) main stage games b) national games c) link games <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2008 Operate a payment point for ancillary bingo games
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.3 2.1-2.6 and 2.8-2.10 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 2.7 and 3.1-3.9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • one from prizes <ul style="list-style-type: none"> a) cash b) goods • both from reconcile takings <ul style="list-style-type: none"> a) ancillary bingo games b) change provided for customers <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2009 Call and validate ancillary bingo games
What you must DO	<p>The assessor must assess assessment criteria 1.1, 1.3-1.8 and 2.1-2.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.2, 1.9, 2.7, 2.8, 3.1-3.8 and 4.1 to 4.4 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • all from equipment <ul style="list-style-type: none"> a) the caller's console b) the display board c) sound system <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2010 Reconcile takings for bingo books and tickets
What you must DO	<p>The assessor must assess assessment criteria 1.1, 1.2 and 1.4 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.3 and 2.1-2.3 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • two from takings <ul style="list-style-type: none"> a) main stage games b) national games c) link games <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2011 Calculate and issue prizes for main stage bingo games
What you must DO	<p>The assessor must assess assessment criteria 1.1, 1.3-1.8 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.2 and 2.1-2.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • two from game control <ul style="list-style-type: none"> a) national games b) link games c) main stage games <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2012 Facilitate play of gaming machines
What you must DO	<p>The assessor must assess assessment criteria 1.1, 1.4 and 1.5 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.2, 1.3, 1.6, 1.7 and 2.1-2.9 through questioning or witness testimony if no naturally occurring evidence is available.</p>

Unit	GS2013 Collect and record gaming machine takings
What you must DO	<p>The assessor may assess assessment criterion 1.1-1.7 and 2.1-2.3 through questioning or witness testimony if no naturally occurring evidence is available.</p>

Unit	GS2014 Reconcile gaming machine takings and recorded information
What you must DO	<p>The assessor may assess assessment criterion 1.1-1.5 and 2.1-2.4 through questioning or witness testimony if no naturally occurring evidence is available.</p>

Unit	GS2015 Receive and store goods and materials in a licensed gambling venue
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.2, 1.4-1.5, 2.1-2.4 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.3, 3.1-3.5 and 4.1-4.5 through questioning or witness testimony if no naturally occurring evidence is available.</p>

Unit	GS2016 Ensure the availability and suitability of resources to operate a game within a casino environment
What you must DO	<p>The assessor must assess assessment criteria 1.1, 1.3-1.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.2 and 2.1-2.4 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<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 equipment that can affect the outcome of the game <ul style="list-style-type: none"> a) roulette wheel/balls b) cards c) table d) dice • at least four from equipment to support the smooth running of the game <ul style="list-style-type: none"> a) chips b) shufflers c) audio equipment d) CCTV e) writing implements f) rake g) shoes <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2017 Facilitate the operation of the game within a casino environment
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.4, 1.6 and 1.8 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.5, 1.7 and 2.1-2.8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • two from financial instruments <ul style="list-style-type: none"> a) cash b) chips c) plaques d) sealed packets • at least two from appropriate information <ul style="list-style-type: none"> a) rules of the game – for inexperienced players b) minimum/maximum allowable stakes c) instructions associated with the game <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2018 Provide reception services in a licensed gambling venue
What you must DO	<p>The assessor must assess assessment criteria 1.2-1.3, 1.6 and 1.8 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.4, 1.5, 1.7 and 2.1-2.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • two from visitors <ul style="list-style-type: none"> a) customers b) employees c) service contractors d) individuals with rights of entry <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2019 Provide casino cash desk services
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.2, 1.4-1.8 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.3 and 2.1-2.4 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • two from process <ul style="list-style-type: none"> a) receiving b) paying out c) converting • two from financial instruments <ul style="list-style-type: none"> a) cash b) cash chips c) cheques d) drop plaques e) bankers drafts f) foreign currency g) telephone transfers h) debit cards i) cheque cashing facility • one from financial checks

	<ul style="list-style-type: none"> a) table cash count b) machine counts c) bank balances <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
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Unit	GS2020 Call and validate main stage bingo games
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.7, 2.1 and 2.3 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 2.2 and 2.4, 3.1-3.10 and 4.1-4.5 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • all three from equipment <ul style="list-style-type: none"> a) the caller's console b) the display board c) the sound system • two from bingo games <ul style="list-style-type: none"> a) main stage games b) link games c) national games <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2021 Install and set up gaming machines
What you must DO	<p>The assessor must assess assessment criteria 1.1, 1.3-1.4, 1.6, 2.1-2.4 and 2.6-2.7 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.2, 1.5, 2.5 and 3.1-3.13 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • two from fit for purpose <ul style="list-style-type: none"> a) all necessary services b) right amount of space c) suitable for the type of intended promotional activity d) will attract the most customers <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2022 Receive and set up gaming machines
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.5 and 1.7 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.6 and 2.1-2.4 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • <ul style="list-style-type: none"> a) <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit	GS2023 Work effectively in your licensed gambling venue
What you must DO	<p>The assessor must assess assessment criteria 1.1, 1.6, 2.1, 2.3, 3.3, 3.4 and 3.5 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.2-1.5, 2.2, 2.4-2.5, 3.1-3.2, 3.6-3.8, 4.1-4.10, 5.1-5.7 and 6.1-6.6 through questioning or witness testimony if no naturally occurring evidence is available.</p> <p>The assessor may assess assessment criterion through questioning or witness testimony if no naturally occurring evidence is available.</p>

Unit 2BS7/10	Prepare and serve dispensed and instant hot drinks
ELEMENT 2BS7/10.1	Prepare work areas and equipment for service
What you must DO for Element 2BS7/10.1	The assessor <u>must</u> assess assessment criteria 1.1-1.4 by directly observing the candidate's work.
What you must COVER for Element 2BS7/10.1	<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 preparation equipment <ul style="list-style-type: none"> a) small vending machines b) urns/kettles c) coffee pots d) tea pots • at least two from service equipment <ul style="list-style-type: none"> a) cutlery b) glassware c) crockery d) trays • at least one from other equipment <ul style="list-style-type: none"> a) dish washers b) fridges/freezers c) thermometers • at least two from drinks <ul style="list-style-type: none"> a) coffee b) hot chocolate c) tea • at least three from drink ingredients <ul style="list-style-type: none"> a) coffee bags/pods/capsules b) pre-ground coffee beans c) instant coffee d) syrups e) chocolate powder f) loose tea g) tea bags h) fruit/herbal tea • at least two from drink accompaniments <ul style="list-style-type: none"> a) sugar b) milk c) dusting/topping powder d) cream <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

ELEMENT 2BS7/10.2	Prepare and serve hot drinks
What you must DO for Element 2BS7/10.2	<p>The assessor <u>must</u> assess assessment criteria 3.1, 3.2, 3.4, 3.5 and 3.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 3.3 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS7/10.2	<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 drinks <ul style="list-style-type: none"> a) coffee b) hot chocolate c) tea • at least one from preparation equipment <ul style="list-style-type: none"> a) small vending machines b) kettles c) urns d) coffee pots e) tea pots • at least two from service equipment <ul style="list-style-type: none"> a) cutlery b) glassware c) crockery d) trays • at least three from drink ingredients <ul style="list-style-type: none"> a) coffee bags/pods/capsules b) pre-ground coffee beans c) instant coffee d) syrups e) chocolate powder f) loose tea g) tea bags h) fruit/herbal tea • at least two from drink accompaniments <ul style="list-style-type: none"> a) sugar b) milk c) dusting/topping powder d) cream <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2GEN3/10	Maintain food safety when storing, preparing and cooking food
ELEMENT 2GEN3/10.1	Keep yourself clean and hygienic
What you must DO for Element 2GEN3/10.1	<p>The assessor <u>must</u> assess criteria 1.1, 1.2, 1.3 and 1.5 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 1.4, 1.6, 1.7 and 1.8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2GEN3/10.1	<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 clothes <ul style="list-style-type: none"> a) trousers b) tops/jackets c) coats d) disposable gloves e) shoes f) headgear g) aprons • at least five from appropriate times to wash your hands <ul style="list-style-type: none"> a) after going to the toilet or in contact with faeces b) when going into food preparation and cooking areas including after any work breaks c) after touching raw food and waste d) before handling raw food e) after disposing of waste f) after cleaning g) changing dressings or touching open wounds • none from unsafe behaviour <ul style="list-style-type: none"> a) failure to wash hands thoroughly when necessary b) touching your face, nose of mouth, blowing your nose c) chewing gum d) eating e) smoking f) scratching <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
ELEMENT 2GEN3/10.2	Keep your working area clean and hygienic
What you must DO for Element 2GEN3/10.2	<p>The assessor <u>must</u> assess assessment criteria 3.1, 3.2, 3.5 & 3.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 3.3, 3.4, 3.5, 3.8 and 3.9 through questioning or witness testimony if no naturally occurring evidence is available.</p>

<p>What you must COVER for Element 2GEN3/10.2</p>	<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 surfaces and equipment <p style="margin-left: 40px;"> a) surfaces and utensils for preparing, cooking and holding food b) surfaces and utensils used for displaying and serving food c) appropriate cleaning equipment </p> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
<p>ELEMENT 2GEN3/10.3</p>	<p>Store food safely</p>
<p>What you must DO for Element 2GEN3/10.3</p>	<p>The assessor <u>must</u> assess assessment criteria 5.1, 5.2, 5.3, 5.4, 5.5, 5.6 & 5.7 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 5.8 & 5.9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
<p>What you must COVER for Element 2GEN3/10.3</p>	<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 storage areas <p style="margin-left: 40px;"> a) ambient temperature b) refrigerator c) freezer </p> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
<p>ELEMENT 2GEN3/10.4</p>	<p>Prepare, cook and hold food safely</p>
<p>What you must DO for Element 2GEN3/10.4</p>	<p>The assessor <u>must</u> assess assessment criteria 7.4, 7.5 and 7.5 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 7.1, 7.2, 7.3 and 7.6 through questioning or witness testimony if no naturally occurring evidence is available.</p>
<p>What you must COVER for Element 2GEN3/10.4</p>	<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 operations <p style="margin-left: 40px;"> a) defrosting food b) preparing food, including washing and peeling c) cooking food d) reheating food e) holding food before serving f) cooling cooked food not for immediate consumption g) freezing cooked food not for immediate consumption </p> <ul style="list-style-type: none"> • none from hazards <p style="margin-left: 40px;">a) bacteria and other organisms</p>

	<p>b) chemical c) physical d) allergenic</p> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
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Unit 2GEN4/10	Maintain food safety when storing, holding and serving food
ELEMENT 2GEN4/10.1	Keep yourself clean and hygienic
What you must DO for Element 2GEN4/10.1	<p>The assessor <u>must</u> assess assessment criteria 2.1, 2.2 and 2.4 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 2.3, 2.5, 2.6 and 2.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2GEN4/10.1	Understanding of why you must be clean and hygienic must be assessed through questioning.
ELEMENT 2GEN4/10.2	Keep your working area clean and hygienic
What you must DO for Element 2GEN4/10.2	<p>The assessor <u>must</u> assess assessment criteria 3.1, 3.2 and 3.5 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 3.3, 3.4, 3.6 and 3.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2GEN4/10.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both from surfaces and equipment <p style="margin-left: 40px;">a) surfaces and utensils used for displaying and serving food b) appropriate cleaning equipment</p> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
ELEMENT 2GEN4/10.3	Store food safely
What you must DO for Element 2GEN4/10.3	<p>The assessor <u>must</u> assess assessment criteria 5.1, 5.2, 5.3, 5.4, 5.5 and 5.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 5.7 and 5.8 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must	There must be performance evidence, gathered through observing

<p>COVER for Element 2GEN4/10.3</p>	<p>the candidate's work for:</p> <ul style="list-style-type: none"> • at least one from storage areas <p style="margin-left: 40px;"> a) ambient temperature b) refrigerator c) freezer </p> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
<p>ELEMENT 2GEN4/10.4</p>	<p>Hold and serve food safely</p>
<p>What you must DO for Element 2GEN4/10.4</p>	<p>The assessor <u>must</u> assess assessment criteria 7.1, 7.3 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 7.2 and 7.4 through questioning or witness testimony if no naturally occurring evidence is available.</p>
<p>What you must COVER for Element 2GEN4/10.4</p>	<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 hazards <p style="margin-left: 40px;"> a) sources of bacteria and other organisms b) chemical c) physical d) allergenic </p> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2BS1/10	Prepare and clear the bar area
ELEMENT 2BS1/10.1	Prepare customer and service areas
What you must DO for Element 2BS1/10.1	<p>The assessor <u>must</u> assess assessment criteria 1.1, 1.2, 1.3 and 1.5 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 1.4 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS1/10.1	<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 stocks for drinks service <ul style="list-style-type: none"> a) bottled soft/alcoholic drinks b) draught soft/alcoholic drinks c) soft/alcoholic drinks served by optics d) soft/alcoholic drinks free poured with measure and pourer e) hot drinks • at least two from drink accompaniments <ul style="list-style-type: none"> a) ice b) food garnishes for drinks c) accompaniments for hot drinks d) decorative items from drinks • at least four from service equipment <ul style="list-style-type: none"> a) bottle openers/cork screws b) optics, measurers/pourers c) glassware d) drip trays and drip mats e) ice buckets and tongs f) knives and chopping boards g) coasters and drink mats • at least one from electrical equipment <ul style="list-style-type: none"> a) refrigerated units b) ice machine • at least three from service areas <ul style="list-style-type: none"> a) counters and shelves b) waste bins/bottle containers c) floors d) tables and chairs <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

ELEMENT 2BS1/10.2	Clear customer and service areas
What you must DO for Element 2BS1/10.2	The assessor <u>must</u> assess assessment criteria 3.1-3.4 by directly observing the candidate's work.
What you must COVER for Element 2BS1/10.2	<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 drink stocks <ul style="list-style-type: none"> a) bottled soft/alcoholic drinks b) draught soft/alcoholic drinks c) soft/alcoholic drinks served by optics d) soft/alcoholic drinks free poured with measure and pourer e) hot drinks • at least two from drink accompaniments <ul style="list-style-type: none"> a) ice b) food garnishes for drinks c) accompaniments for hot drinks d) decorative items from drinks • at least four from service equipment <ul style="list-style-type: none"> a) bottle openers/cork screws b) optics, measurers/pourers c) glassware d) drip trays and drip mats e) ice buckets and tongs f) knives and chopping boards g) coasters and drink mats • at least one from electrical equipment <ul style="list-style-type: none"> a) refrigerated units b) ice machine • at least three from service areas <ul style="list-style-type: none"> a) counters and shelves b) waste bins/bottle containers c) floors d) tables and chairs <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

ELEMENT 2BS1/10.3	Clean and store glassware
What you must DO for Element 2BS1/10.3	The assessor <u>must</u> assess assessment criteria 5.1-5.4, 5.6 and 5.7 by directly observing the candidate's work. The assessor may assess assessment criteria 5.5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2BS1/10.3	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least one from glassware <ul style="list-style-type: none"> a) glasses b) water jugs <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
Unit 2BS2/10	Serve alcoholic and soft drinks
ELEMENT 2BS2/10.1	Take customer orders
What you must DO for Element 2BS2/10.1	The assessor <u>must</u> assess assessment criteria 1.1 – 1.6 by directly observing the candidate's work. The assessor may assess assessment criteria 1.7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2BS2/10.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from information <ul style="list-style-type: none"> a) price b) alcoholic content c) name and type of drink d) style characteristics • at least two from drinks <ul style="list-style-type: none"> a) bottled drinks b) draught drinks c) drinks in cans or cartons d) drinks served by free pouring or optics • at least two from drink accompaniments <ul style="list-style-type: none"> a) ice/water b) food garnishes for drinks c) decorative items/stirrers <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

ELEMENT 2BS2/10.2	Serve alcoholic and non-alcoholic drinks
What you must DO for Element 2BS2/10.2	The assessor <u>must</u> assess assessment criteria 3.1-3.4 by directly observing the candidate's work. The assessor may assess assessment criteria 3.5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2BS2/10.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from drinks <ul style="list-style-type: none"> a) bottled b) draught c) drinks in cans d) drinks in cartons e) free pouring/optics • at least one from customer <ul style="list-style-type: none"> a) with routine needs b) with non-routine needs • at least one from service style <ul style="list-style-type: none"> a) at the bar b) at the table <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2BS5/10	Maintain cellars and kegs
ELEMENT 2BS5/10.1	Maintain cellars
What you must DO for Element 2BS5/10.1	The assessor <u>must</u> assess assessment criteria 1.1-1.6 by directly observing the candidate's work.
What you must COVER for Element 2BS5/10.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from equipment <ul style="list-style-type: none"> a) racks/shelves/cradles b) refrigeration/cooling units c) environmental conditions d) cleaning systems e) equipment to control • all from environmental conditions <ul style="list-style-type: none"> a) humidity b) ventilation c) lighting

	<p>d) temperature</p> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
ELEMENT 2BS5/10.2	Prepare kegs and gas for use
What you must DO for Element 2BS5/10.2	<p>The assessor <u>must</u> assess assessment criteria 3.1-3.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 3.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS5/10.2	<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 kegs or gas cylinders <ul style="list-style-type: none"> a) beer b) cider c) lager d) real ales e) carbon dioxide/mixed gas cylinders f) bulk gas <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit D6016353	Protect children and vulnerable people from gambling related harm
What you must DO	<p>The assessor must assess assessment criteria 1.4 and 1.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.1-1.2, 1.3, 1.5 and 2.1 – 2.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • both from customer information <ul style="list-style-type: none"> a) odds/chances of winning b) responsible gambling leaflets • both from signage and information <ul style="list-style-type: none"> a) responsible gambling information b) help-line information c) age control restrictions d) signs <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit R6016281	Ensure compliance of the business with legal requirements for gambling
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.5 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 2.1-2.5 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • one from compliance advice <p style="margin-left: 40px;">a) gambling legislation b) corporate social responsibilities</p> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit R6016328	Keep up to date with the available gambling opportunities and associated legislation
What you must DO	<p>The assessor must assess assessment criteria 1.3 and 1.6 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.1-1.2 and 1.4-1.5 and 2.1-2.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • one from area of expertise <p style="margin-left: 40px;">a) opportunities available for gambling b) gambling legislation</p> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Unit A6016341	Monitor gambling activities
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.3 and 1.7 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.4 and 1.5 -1.6 and 2.1-2.4 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER	<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 reports a) verbal b) written <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>
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Unit R6016524	Supervise the operation of the game within a casino environment
What you must DO	<p>The assessor must assess assessment criteria 1.1-1.5, 1.8 and 2.1 and 2.4 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criterion 1.6, 1.7, 2.2-2.3 3.1-3.5 and 4.1-4.3 through questioning or witness testimony if no naturally occurring evidence is available.</p>

Unit D6016249	Analyse and report on gaming machine data
What you must DO	<p>The assessor may assess assessment criterion 1.1-1.6 2.1-2.7 through questioning or witness testimony if no naturally occurring evidence is available.</p>

Unit M6016353	Plan, monitor and adjust staffing levels and schedules in a licensed gambling venue
What you must DO	<p>The assessor may assess assessment criterion 1.1-1.5 and 2.1-2.8, 3.1-3.6 and 4.1-4.5 through questioning or witness testimony if no naturally occurring evidence is available.</p>