

SVQ3 in Hospitality Supervision and Leadership at SCQF Level 7

Candidate Logbook

SVQ

January 2012

Issue 2

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This logbook is Issue 2. Key changes are sidelined. We will inform centres of any changes to this issue. The latest issue can be found on the Edexcel website, www.edexcel.com/quals/nvq

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Publications Code SV037305

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Section 1: Hospitality Supervision and Leadership at SCQF Level 7

Introduction

This document contains information specific to the Hospitality Supervision and Leadership at SCQF Level 7.

National Occupational Standards and SVQs

The standards, Assessment Strategy and qualification structures for hospitality are owned by People 1st Sector Skills Council, who reviewed these National Occupational Standards. The SVQs have been developed from the National Occupational Standards.

The Hospitality Supervision and Leadership at SCQF Level 7 gives recognition of candidates' skills, knowledge and understanding. It allows candidates to gain a qualification in the workplace that relates to their job and promotes good working practice.

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

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

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

SVQ is designed to be assessed in the workplace, or in conditions resembling the workplace. However, simulation of real working practice might be permitted. Where this is allowed it will be shown in the individual units, within the standards that are in this logbook.

Simulation must be carried out in conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE).

Which SVQ in Hospitality Supervision and Leadership is available?

The SVQ in Hospitality Supervision and Leadership is available as follows:

SVQ3 in Hospitality Supervision and Leadership at SCQF Level 7

It is important that you select the most appropriate level related to your work role.

Who is this SVQ for?

This course 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.

What is the structure of the Hospitality Supervision and Leadership at SCQF Level 7?

To attain the qualification at Level 7 you must complete 8 units in total. This comprises of:

- all of the mandatory units in Section A
- at least one unit from Section B
- the remaining two units can come from either Section B or C.

Section A: Mandatory units for the Hospitality Supervision and Leadership at SCQF Level 7

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

Unit number	Unit code	Title	Unit credit	SCQF level
1	HSL1	Provide leadership for your team	9	6
2	HSL2	Develop productive working relationships with colleagues	9	5
3	HSL3	Contribute to the control of resources	6	7
4	HSL4	Maintain the health, hygiene, safety and security of the working environment	5	7
5	HSL5	Lead a team to improve customer service	8	7

Optional units for the Hospitality Supervision and Leadership at SCQF Level 7

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

Section B:

Unit number	Unit code	Title	Unit credit	SCQF level
6	HSL7	Supervise food production operations	4	7
7	HSL8	Supervise functions	8	6
8	HSL10	Supervise food services	3	6
9	HSL11	Supervise drink services	7	7
10	HSL17	Supervise housekeeping services	4	6
11	HSL20	Supervise portering and concierge services	4	6
12	HSL21	Supervise reception services	5	7
13	HSL22	Supervise reservation and booking services	5	7

Section C:

Unit number	Unit code	Title	Unit credit	SCQF level
14	HSL6	Contribute to promoting hospitality services and products	5	7
15	HSL9	Contribute to the development of recipes and menus	3	6
16	HSL12	Supervise off-site food delivery services	3	6
17	HSL13	Supervise cellar and drink storage operations	5	6
18	HSL14	Manage the receipt, storage or dispatch of goods (SfL WS20)	6	6
19	HSL15	Supervise the wine store/cellar and dispense counter	6	6
20	HSL16	Supervise vending services	6	6
21	HSL18	Supervise linen services	5	7
22	HSL19	Monitor and solve customer service problems (ICS 32)	7	6
23	HSL23	Improve the customer relationship (ICS 26)	8	6

24	HSL24	Provide learning opportunities for colleagues (MSC D7)	11	8
25	HSL25	Supervise the use of technological equipment in hospitality services	5	6
26	HSL26	Supervise practices for handling payments	5	6
27	HSL27	Contribute to the development of a wine list	6	6
28	HSL28	Manage the environmental impact of your work (MSC E9)	4	8
29	HSL29	Contribute to the selection of staff for activities	5	7
30	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink	5	7
31	HSL31	Lead meetings (MSC D11)	4	7

Section 2: Examples of forms

Collecting your evidence

This section contains examples of the forms you, your assessor and the internal verifier will use while you are undertaking your Hospitality Supervision and Leadership at SCQF Level 7.

The forms are:

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

You should ask your assessor for further advice and support if you are still unsure about how to use the forms and who should complete them.

Example form 1 – Portfolio title page

Name:	
Job title:	
Name of employer/training provider/college:	
Their address:	
Postcode:	
Telephone number (Home):	(Work):
Email address:	Fax number:
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 (Home):	(Work):
Email address:	Fax number:
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:	

continued overleaf...

Voluntary work/interests:	
Name of employer/training provider/college:	
Address:	
Postcode:	
Telephone number (work):	Fax number:
Email address:	
Type of business, if employer:	
Number of staff:	
Structure of organisation (including chart or diagram if available):	

Example form 3 – Contents checklist

SVQ title:		
Candidate:		
	Completed ?	Page/section number
Title page for the portfolio		
Personal profile <ul style="list-style-type: none"> • your own personal details • a brief CV or career profile • description of your job • information about your employer/training provider/college 		
Summary of the units		
Completed units <ul style="list-style-type: none"> • 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) <ul style="list-style-type: none"> • observation records • details of witnesses (witness testimony sheets) • personal statements 		

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 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.	
<input type="checkbox"/>	Qualified as an assessor for workplace performance
<input type="checkbox"/>	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.	
<input type="checkbox"/>	Qualified as an assessor for workplace performance
<input type="checkbox"/>	Relevant professional work role that involves evaluating everyday staff practice
<input type="checkbox"/>	Current expertise
<input type="checkbox"/>	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 3: Logbook

	Page number
Mandatory units	31
Unit 1: Provide leadership for your team	33
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Unit 31:	Lead meetings (MSC D11)	413

Mandatory units

Unit 1: Provide leadership for your team

Unit code: HSL1

Unit credit: 9

SCQF Unit level: 6

Introduction

This unit is about providing direction to Hospitality Staff and motivating and supporting them to achieve the objectives of the team and their personal work objectives.

This unit is linked to all other units in the Hospitality Supervision & Leadership suite of standards.

This unit is Unit B5 in the Management Standards Centre suite of standards.

What you must know

Knowledge	Type of evidence	Date
For the whole unit		
K1 Different ways of communicating effectively with members of a team.		
K2 How to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).		
K3 How to plan the achievement of team objectives and the importance of involving team members in this process.		
K4 The importance of and being able to show team members how personal work objectives contribute to achievement of team objectives.		
K5 The existence of different styles of leadership.		
K6 How to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievements.		
K7 Types of difficulties and challenges that may arise, including conflict, diversity and inclusion issues within the team, and ways of identifying and overcoming them.		
K8 The importance of encouraging others to take the lead and ways in which this can be achieved.		
K9 The benefits of and how to encourage and recognise creativity and innovation within a team.		
Industry/sector specific knowledge and understanding		
K10 Legal, regulatory and ethical requirements in the industry/sector.		
Context specific knowledge and understanding		
K11 The members, purpose, objectives and plans of your team.		

Knowledge	Type of evidence	Date
K12 The personal work objectives of members of your team.		
K13 The types of support and advice that team members are likely to need and how to respond to these.		
K14 Standards of performance for the work of your team.		

Additional evidence (if applicable):

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	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature:

Date:

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature:

Date:

Countersigning assessor signature (if applicable):

Date:

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Set out and positively communicate the purpose and objectives of the team to all members.									
2 Involve members in planning how the team will achieve its objectives.									
3 Ensure that each member of the team has personal work objectives and understands how achieving these will contribute to achievement of the team's objectives.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4 Encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved.									
5 Win, through your performance, the trust and support of the team for your leadership.									
6 Steer the team successfully through difficulties and challenges, including conflict, diversity and inclusion issues within the team.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7 Encourage and recognise creativity and innovation within the team.									
8 Give team members support and advice when they need it especially during periods of setback and change.									
9 Motivate team members to present their own ideas and listen to what they say.									
10 Encourage team members to take the lead when they have the knowledge and expertise and show willingness to follow this lead.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
11 Monitor activities and progress across the team without interfering.									
Behaviours which underpin effective performance									
B1 You create a sense of purpose.									
B2 You take personal responsibility for making things happen									
B3 You encourage and support others to take decisions autonomously.									
B4 You act within the limits of your authority									
B5 You make time available to support others.									
B6 You show integrity, fairness and consistency in decision making.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B7 You seek to understand people's needs and motivations.									
B8 You model behaviour that shows respect, helpfulness and co-operation									

Additional evidence (if applicable):

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Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Candidate signature:

Date:

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature:

Date:

Countersigning assessor signature (if applicable):

Date:

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 The benefits of developing productive working relationships with colleagues.		
K2 The importance of creating an environment of trust and mutual respect where you have no authority, or shared authority, over those you are working with.		
K3 The importance of understanding difficult situations and issues from your colleague's perspective and providing support, where necessary, to move things forward.		
K4 Principles of effective communication and how to apply them in order to communicate effectively with colleagues.		
K5 How to identify disagreements with colleagues and the techniques for sorting them out.		
K6 How to identify conflicts of interest with colleagues and the measures that can be used to manage or remove them.		
K7 How to take account of diversity and inclusion issues when developing working relationships with colleagues.		
K8 The importance of exchanging information and resources with colleagues.		
K9 How to get and make use of feedback on your performance from colleagues.		
K10 How to provide colleagues with useful feedback on their performance.		

Knowledge	Type of evidence	Date
Sector specific knowledge and understanding		
K11 Regulations and codes of practice that apply in the industry or sector.		
K12 Standards of behaviour and performance in the industry or sector.		
K13 Working culture of the industry or sector.		
Context specific knowledge and understanding		
K14 Current and future work being carried out.		
K15 Colleagues who are relevant to the work being carried out, their work roles and responsibilities.		
K16 Processes within the organisation for making decisions.		
K17 Line management responsibilities and relationships within the organisation.		
K18 The organisation's values and culture.		
K19 Power, influence and politics within the organisation.		
K20 Standards of behaviour and performance expected in the organisation.		
K21 Information and resources that different colleagues might need.		
K22 Agreements with colleagues.		

Additional evidence (if applicable):

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Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
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I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature:

Date:

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature:

Date:

Countersigning assessor signature (if applicable):

Date:

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Establish working relationships with all colleagues who are relevant to the work being carried out.									
2 Recognise, agree and respect the roles and responsibilities of colleagues and, particularly in situations of matrix management, their managers' requirements.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
3 Understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions.									
4 Create an environment of trust and mutual respect where you have no authority, or shared authority, over those you are working with.									
5 Understand difficult situations and issues from your colleague's perspective and provide support, where necessary, to move things forward.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
6 Fulfil agreements made with colleagues and let them know.									
7 Advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements.									
8 Identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out.									
9 Exchange information and resources with colleagues to make sure that all parties can work effectively.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
10 Provide feedback to colleagues on their performance and seek feedback from colleagues on your own performance in order to identify areas for improvement.									
Behaviour which underpin effective performance									
B1 You present information clearly, concisely, accurately and in ways that promote understanding.									
B2 You seek to understand peoples' needs and motivations.									
B3 You make time available to support others.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B4	You clearly agree what is expected of others and hold them to account.								
B5	You work to develop an atmosphere of professionalism and mutual support.								
B6	You model behaviour that shows respect, helpfulness and co-operation.								
B7	You keep promises and honour commitments.								
B8	You consider the impact of your own actions on others.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B9	You say no to unreasonable requests.								
B10	You show respect for the views and actions of others.								

Additional evidence (if applicable):

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Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
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I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature:

Date:

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature:

Date:

Countersigning assessor signature (if applicable):

Date:

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

Unit 3: **Contribute to the control of resources**

Unit code: HSL3

Unit credit: 6

SCQF Unit level: 7

Introduction

This unit is about ensuring that you and staff you are responsible for, use resources effectively and efficiently, without undue waste. It covers obtaining supplies, checking equipment, monitoring the use of resources and keeping records.

This unit is a sector specific unit. This unit is linked to all other units in the Hospitality Supervision & Leadership suite of standards *and has particular links with HSL28.*

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 The equipment, colleagues and supplies that are used in your area of responsibility.		
K2 How to check the resources that are currently available to you and make sure they are suitable for the work you have to carry out.		
K3 The importance of working within agreed spending limits.		
K4 Procedures that need to be followed if you need to go beyond agreed spending limits.		
K5 A basic awareness of the cost of the resources you use and the organisation's financial targets.		
K6 A basic awareness of the impact that using some resources can have on the environment.		
K7 Your organisation's policies for ordering, using resources, controlling waste and recycling.		
K8 The health and safety requirements for the resources that you are responsible for.		
K9 How to ensure that the resources that you are responsible for are stored and handled correctly, safely and securely as appropriate.		
K10 Who the organisation's regular suppliers are.		
K11 Who is responsible for ordering supplies.		
K12 What the normal consumption levels are.		
K13 How to work out what resources you will need for your work.		
K14 How to collect information on resources that are available to you.		
K15 The correct procedures to follow to obtain required resources.		

Knowledge	Type of evidence	Date
K16 How to store resources.		
K17 The appropriate lifting methods/techniques for moving resources.		
K18 Why it is important to get management approval when you need to go beyond your agreed spending limits and how to do so.		
K19 What records on the use of resources are required by your organisation.		
K20 The advantages of using computerised stock control systems.		
K21 How to count, check and monitor the use of resources and why this is important.		
K22 The importance of keeping waste to a minimum and how to do so.		
K23 How to encourage efficient use of resources for the benefit of your organisation and the wider environment.		
K24 How to motivate others to use resources efficiently.		
K25 How to present recommendations to decision makers.		

Additional evidence (if applicable):

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Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Identify the resources available to you.									
2 Identify the resources you need for your work and follow the correct procedures for obtaining them.									
3 Deal with any problems in obtaining resources, following agreed procedures and keeping relevant people informed.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4 Check the quality, quantity and suitability of resources before you need to use them.									
5 Make sure equipment and materials are correctly stored and maintained.									
6 Encourage your colleagues to make efficient use of resources and to minimise waste.									
7 Monitor the use of resources in your area of responsibility.									
8 Make sure that resources are used effectively, efficiently and in line with organisational and legal requirements.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
9 Identify ways of making better use of resources and action or pass on the information according to your organisational requirements.									
10 Keep your records about resources up-to-date, accurate and in the specified place.									
Behaviour which underpin effective performance									
B1 You make best use of available resources and proactively seek new sources of support when necessary.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviour which underpin effective performance									
B2	You prioritise objectives and plan work to make the best use of time and resources.								
B3	You recognise changes in circumstances promptly and adjust plans and activities accordingly.								
B4	You take personal responsibility for making things happen								

Additional evidence (if applicable):

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Unit 4: Maintain the health, hygiene, safety and security of the working environment

Unit code: HSL4

Unit credit: 5

SCQF Unit level: 7

Introduction

This unit is about maintaining health, safety, security and hygiene standards relevant to your area of responsibility. The maintenance of these standards is essential in protecting staff and customers from harm.

This unit is a sector specific unit. This unit is linked to all other units in the Hospitality Supervision & Leadership suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 Your responsibilities for health, hygiene, safety, and security.</p> <p>K2 The main areas of health, hygiene, safety law and regulations that affect the work for which you are responsible.</p> <p>K3 The statutory authorities that enforce these health, hygiene, and safety laws and regulations.</p> <p>K4 Your organisation's health, hygiene, safety and security procedures that are relevant to your work.</p> <p>K5 The implications of breaking the law on health, hygiene and safety both for you and your organisation.</p> <p>K6 The person who is responsible for first aid, health, hygiene, safety and security in your organisation and their responsibilities.</p> <p>K7 Your responsibilities for the health, hygiene, safety, and security of permanent and temporary staff and the importance of making sure they are aware of relevant procedures.</p> <p>K8 How to communicate with colleagues on issues to do with health, hygiene, safety, and security.</p> <p>K9 The types of information about health, hygiene, safety and security that you should record and store.</p> <p>K10 The procedures you should follow to record and store information about health, hygiene, safety and security.</p> <p>K11 Other people and organisations that need to have access to your information about health, hygiene, safety and security.</p>		

Knowledge	Type of evidence	Date
<p>K12 The information on health, hygiene, safety and security you might have to give to external authorities.</p> <p>K13 The procedures you should follow to make recommendations about health, hygiene, safety and security and to whom you should make them.</p> <p>K14 Your organisation's emergency procedures.</p> <p>K15 How to identify report or deal with faults with the equipment you are responsible for.</p> <p>K16 The limits of your authority when directly dealing with risks and hazards – what you can do yourself and what you need to report.</p> <p>K17 How to develop contingency plans that will reduce the impact of any health, hygiene, safety and security problems that occur.</p> <p>K18 How to monitor your area of responsibility to make sure you maintain the health, hygiene, safety and security of employees, customers and other members of the public.</p> <p>K19 How frequently you should carry out health, hygiene, safety and security inspections.</p> <p>K20 The typical health, hygiene, safety and security hazards that exist, or may exist, in your area of responsibility.</p> <p>K21 How to assess the risks associated with these hazards.</p> <p>K22 How to eliminate or minimise the risk associated with typical health, hygiene, safety and security hazards.</p> <p>K23 What to do in the event of an emergency, including: (i) bomb alert, (ii) fire.</p> <p>K24 Evacuation procedures that relate to you and your staff in the area of work.</p>		

Additional evidence (if applicable):

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Internal verifier signature:

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Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Make sure that you have information on health, hygiene, safety and security procedures that apply to your area of responsibility.								
2	Make sure colleagues have relevant information on health, hygiene, safety and security issues within your area of responsibility.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
3	Make colleagues aware of the importance of following health, hygiene, safety and security procedures.								
4	Check that colleagues follow the health, hygiene, safety and security procedures that apply to your area of responsibility.								
5	Monitor your area of responsibility for risks to health, hygiene, safety and security.								
6	Deal with risks and accidents promptly, following organisational procedures and legal requirements for safeguarding customers and staff.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7	Record or report risks and any health, hygiene, safety or security action that you have taken according to your organisational procedures.								
8	Pass on information relating to how procedures are working and how they can be improved with regards to identified health, hygiene, safety and security risks.								
Behaviours which underpin performance									
B1	You respond quickly to crises and problems with a proposed course of action.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin performance									
B2	You identify people's information needs.								
B3	You make appropriate information and knowledge available promptly to those who need it and have a right to it.								
B4	You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.								
B5	You are vigilant for possible risks and hazards.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin performance									
B6	You take personal responsibility for making things happen.								
B7	You identify the implications or consequences of a situation.								
B8	You act within the limits of your authority.								
B9	You constantly seek to improve performance.								

Additional evidence (if applicable):

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Unit 5:

Lead a team to improve customer service

Unit code:	HSL5
Unit credit:	8
SCQF Unit level:	7

Introduction

This unit is about looking at both your organisation and your staffing resources and bringing these together in a constructive way to improve overall customer service.

You need to give support and guidance to your team to encourage them to improve their customer service delivery. It is about having a passion for customer service and sharing this enthusiasm with your colleagues and staff team. It is about leading by example.

This unit is linked to all other units in the Hospitality Supervision and Leadership suite of standards.

This unit is Unit 42 in the level 3 Institute of Customer Service Framework.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 The roles and responsibilities of your team members and where they fit in with the overall structure of the organisation.		
K2 How team and individual performance can affect the achievement of organisational objectives.		
K3 The implications of failure to improve customer service for your team members and your organisation.		
K4 How to plan work activities.		
K5 How to present plans to others to gain understanding and commitment.		
K6 How to facilitate meetings to encourage frank and open discussion.		
K7 How to involve and motivate staff to encourage teamwork.		
K8 How to recognise and deal sensitively with issues of underperformance.		

Additional evidence (if applicable):

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Treat team members with respect at all times.									
2 Agree with team members their role in delivering effective customer service.									
3 Involve team members in planning and organising their customer service work.									
4 Allocate work which takes full account of team members' customer service skills and the objectives of the organisation.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5 Motivate team members to work together to raise their customer service performance.									
6 Give team members support and direction when they need help.									
7 Encourage team members to work together to improve customer service.									
8 Check that team members understand what they have to do to improve their work with customers and why that is important.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
9 Check with team members what support they feel they may need throughout this process.									
10 Provide sensitive feedback to team members about their customer service performance.									
11 Encourage team members to discuss their customer service performance.									
12 Discuss sensitively with team members action they need to take to continue to improve their customer service performance.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1 You must show respect for the views and actions of others.									
B2 You set demanding but achievable objectives for yourself and others.									
B3 You empower staff to solve customer problems within clear limits of authority.									
B4 You encourage and support others to make best use of their abilities.									
B5 You constantly seek to improve performance.									
B6 You give feedback to others to help them improve their performance.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B7 You work to develop an atmosphere of professionalism and mutual support.									

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Optional units

Unit 6: Supervise food production operations

Unit code: HSL7

Unit credit: 4

SCQF Unit level: 7

Introduction

This unit is about supervising food production to ensure that the customer receives their order within reasonable timescales and to quality standards. The unit is about making sure staff have the necessary skills, knowledge and resources required to carry out their work. It is also about monitoring work, dealing with food production problems and supervising operations to ensure the quality of the product. A holistic approach to food safety is an essential aspect of this quality and this is addressed in detail in Unit HSL30.

It is strongly recommended that HSL30 which covers food safety hygiene in the preparation and serving of food and drink is undertaken in conjunction with this unit.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards: HSL1-5, HSL9, HSL12, HSL16, HSL19, HSL25 & HSL28.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Relevant legislation and other industry specific regulations and codes of practice.		
K2 Why quality is important to the success of the food production operation and how to assess the quality of your own and other people's work.		
K3 The different roles and responsibilities of people in your area of responsibility and in other parts of the organisation that are relevant to food production.		
K4 How to organise your team and manage their time so that food production operations are efficient.		
K5 How to motivate staff to achieve the required standards of quality.		
K6 What the food production timescales are.		
K7 What skills are required to implement your organisation's procedures for food production and how these compare with the skills that are available to you.		
K8 The acceptable format for presenting and storing information in your area of responsibility.		
K9 Why confidentiality is important and how to ensure that confidential information is secure.		
K10 When it is appropriate to use spoken or written instructions or demonstrations and pictures/diagrams.		
K11 How to estimate the resources you need for food production operations.		

Knowledge	Type of evidence	Date
<p>K12 The main principles of portion control and why portion control is essential in food production operations.</p> <p>K13 How to minimise wastage.</p> <p>K14 Who to approach to get approval for additional resources.</p> <p>K15 How to make best use of available resources.</p> <p>K16 How to monitor activities and performance against organisational standards and targets.</p> <p>K17 What to do when performance does not match up to standards and targets.</p> <p>K18 How, and when, to provide information to management.</p>		

Additional evidence (if applicable):

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Make sure that the stages of food production follow relevant legislation and organisational policies.									
2 Ensure your staffs have the relevant skills, knowledge and resources required to carry out their work.									
3 Encourage your staff to ask questions about any instructions they do not fully understand.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Carry out and record regular checks to make sure that your procedures are being followed as planned.								
5	Collect feedback that may help to identify any problems with procedures.								
6	Promptly take action to minimise the effect of problems that could delay food production or affect the standard of food service.								
7	Make sure that staff's agreed targets are achieved.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8	Implement procedures to meet control points following relevant legislation and organisational policy.								
9	Encourage your staff to report any actual or possible problems with the control points.								
10	Record relevant information and deal with it according to your organisations procedures.								
Behaviours which underpin effective performance									
B1	You protect your own and others' work against negative impacts.								
B2	You take pride in high quality, accurate work.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B3 You focus personal attention on specific details that are critical to achieving successful results.									
B4 You identify the implications or consequences of a situation.									
B5 You are vigilant for possible hazards.									
B6 You clearly agree what is expected of others and hold them to account.									
B7 You keep confidential information secure.									
B8 You encourage others to share information and knowledge efficiently within the constraints of confidentiality.									

Additional evidence (if applicable):

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Unit 7: Supervise functions

Unit code:	HSL8
Unit credit:	8
SCQF Unit level:	6

Introduction

This unit is about supervising a function such as a banquet, corporate entertainment event, reception or conference. The unit covers the preparation, running and closing of the event. As such it includes activities such as briefing, monitoring, clearing up and debriefing staff beyond the close of the function.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards: HSL1-6, HSL11, HSL19, HSL27 and HSL28.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 What your organisation's customer care policy is.		
K2 How and why it is important to assess the impact that the function is likely to have on others (e.g. customers, residents, local business etc.) and action that can be taken to minimise disturbance.		
K3 The variety of information required to plan different types of functions including: customers' specific requirements, staffing, equipment, budget, venue capacity & other specifications.		
K4 How to deal with special requirements for different client groups including: children, older people and people with disabilities.		
K5 The types of specific requirements your customers may have, for example, for food, drinks, marketing or table planning.		
K6 Sources of reliable information and how to ensure the effective, efficient and safe organisation of appropriate products and services to support a variety of functions.		
K7 How to ensure appropriate appointment and how to manage the types of contractors likely to be employed in your area of responsibility.		
K8 How to ensure that staff, (including contractors) have the required skills knowledge and resources to carry out their responsibilities.		
K9 Factors that need to be considered in arranging food and beverages for the function.		
K10 Food safety measures that need to be employed for different types of functions, arrangements and environments.		
K11 How to manage the available resources for events.		

Knowledge	Type of evidence	Date
<p>K12 How to ensure effective management of staff for the event including: allocation of responsibilities, briefing and supervision.</p> <p>K13 Factors that can be used to adjust the atmosphere for functions.</p> <p>K14 How to inspect the venue to ensure preparations are in order.</p> <p>K15 Why it is important to anticipate problems, the types of problems that may occur during functions and how you should deal with these.</p> <p>K16 The health and safety and other legal requirements that affect the function and those that need to be communicated to customers.</p> <p>K17 How to carry out a risk assessment of the premises and what to do with the information.</p> <p>K18 How to evacuate the premises effectively and safely in the event of an emergency.</p> <p>K19 What legal requirements cover the clearing of the venue.</p> <p>K20 How to monitor the function and who you should liaise with during the function to make sure things are going as planned.</p> <p>K21 How to carry out an inspection of equipment used during functions.</p> <p>K22 The types of records that should be maintained for functions and your organisation's procedures in relation to this.</p> <p>K23 How information about the function should be communicated to customers.</p> <p>K24 Why it is important to communicate with the organiser of the function and how you should do this.</p> <p>K25 Who is responsible for storing equipment and reporting loss or damage.</p> <p>K26 The types of problems that may occur when a function has finished, how to identify and report these.</p> <p>K27 How to respond to requests or complaints.</p>		

Additional evidence (if applicable):

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Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Obtain all the necessary information about the function, customer requirements and your responsibilities.									
2 Plan procedures to ensure that requirements are met and contingencies are developed.									
3 Make sure that the equipment and materials needed for the function are on site in good time and are available to the staff that will need to use them.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4 Inspect the function venue to make sure that it has been prepared as agreed.									
5 Familiarise yourself with all the necessary health and safety and other legal requirements and communicate these clearly to customers.									
6 Ensure staff have the skills, knowledge and resources to carry out their responsibilities.									
7 Liaise with relevant people throughout the function to make sure that the arrangements meet customer requirements.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8 Monitor the function to make sure that it is running to plan and deal with any problems that threaten to disrupt operations.									
9 Make sure the function and all associated activities comply with relevant legislation and your organisation's standards.									
10 Record all relevant information in a suitable format and make this information available to the relevant people.									
Behaviours which underpin effective performance									
B1 You prioritise objectives and plan work to make the best use of time and resources.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B2 You accurately calculate risks and make provision so that unexpected events do not impede the achievement of objectives.									
B3 You take personal responsibility for making things happen.									
B4 You display a good understanding of how different factors in the work context relate to each other.									
B5 You identify the implications or consequences of a situation.									
B6 You work to develop an atmosphere of professionalism and mutual support									

Additional evidence (if applicable):

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	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
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Date:

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Assessor signature:

Date:

Countersigning assessor signature (if applicable):

Date:

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Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

Unit 8: Supervise food services

Unit code: HSL10

Unit credit: 3

SCQF Unit level: 6

Introduction

This unit is about supervising the food service and making sure that the service area and equipment are suitably clean and ready for use. It involves: planning; supervising cleaning, clearing and restocking; checking equipment; liaising with other departments and dealing with problems to ensure that service meets the required standard. A holistic approach to food safety is essential to providing a quality food service and this is addressed in detail in Unit HSL30.

It is strongly recommended that HSL30 which covers food safety hygiene in the preparation and serving of food and drink is undertaken in conjunction with this unit.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:
HSL1-8, HSL11, HSL15, HSL16, HSL19, HSL25, HSL24, HSL26, HSL27, & HSL28

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1 The industry specific regulations & codes of practice that relate to the food service operation & how to obtain it to ensure procedures are kept up-to-date.</p> <p>K2 Your organisation's procedures and standards for the food service and customer care and how to ensure that staff follow these.</p> <p>K3 How staff should communicate with customers and conduct themselves in the food service area.</p> <p>K4 How to communicate operational procedures to staff.</p> <p>K5 How to ensure staff receive the correct training to support their responsibilities.</p> <p>K6 How to organise staff depending on service requirements.</p> <p>K7 How to identify trends in levels of demand which influence staffing requirements.</p> <p>K8 How to identify and obtain the resources that you need for food service.</p> <p>K9 How to check that equipment is ready for use and what to do in the event of equipment failure.</p> <p>K10 Who to consult and how to identify and evaluate possible solutions to problems that may occur during food service.</p> <p>K11 How to develop contingency plans.</p> <p>K12 How to minimise disruptions to the service caused by problems.</p> <p>K13 How to correct and report failures according to organisational standards and procedures.</p> <p>K14 How to regulate the time you have available and how to prioritise tasks.</p>		

Knowledge	Type of evidence	Date
K15 The roles and responsibilities of different people within your department and how these affect food service.		
K16 How food service operations integrate with other activities / departments in the organisation.		
K17 Who to liaise with when you are organising the food service.		
K18 The information that customers need about the food service and how to provide this effectively.		
K19 How to identify, deal with and report breaches of legislation, regulations and codes of practice.		

Additional evidence (if applicable):

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Countersigning assessor signature (if applicable):

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Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Make sure you have relevant up-to-date information about food safety procedures.								
2	Ensure staff have the required skills, knowledge and resources to carry out their work.								
3	Check service equipment is ready for use and correctly located and that service areas are stocked in preparation for service.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Make sure staff follow the procedures for clearing, cleaning and stocking service areas.								
5	Carry out preparations in sufficient time to allow an effective service to be provided.								
6	Make sure the immediate environment meets customer requirements and any special customer areas are arranged as agreed.								
7	Liaise with relevant people and departments to ensure effective delivery of the service.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8	Monitor and address conduct and communications with customers to ensure that they are clear and likely to promote goodwill and understanding between customers and staff.								
9	Deal with problems that may affect the standard of food service.								
10	Provide feedback on the effectiveness of procedures in your area of responsibility to the appropriate person in your organisation.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You identify people's information needs.								
B2	You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.								
B3	You are vigilant for possible risks and hazards.								
B4	You clearly agree what is expected of others and hold them to account.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B5 You monitor the quality of work and progress against plans and take appropriate corrective action where necessary.									
B6 You confront performance issues and resolve them directly with the people involved.									
B7 You take pride in delivering a high quality service.									
B8 You work to develop an atmosphere of professionalism and mutual support.									

Additional evidence (if applicable):

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Internal verifier signature:

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Countersigning internal verifier (if applicable):

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Unit 9: Supervise drink services

Unit code: HSL11

Unit credit: 7

SCQF Unit level: 7

Introduction

This unit is about supervising the preparation and delivery of the drink service. It is about enabling a friendly, hygienic efficient service in relaxed safe surroundings, ensuring that the law is fully complied with and that customer behaviour problems are dealt with quickly and correctly.

It is strongly recommended that HSL30 which covers food safety hygiene in the preparation and serving of food and drink is undertaken in conjunction with this unit.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards: HSL1-6, HSL8, HSL10, HSL13-15, HSL19, HSL26 & HSL31

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1 The basic legal requirements that affect the drink service in relation to:</p> <ul style="list-style-type: none"> - Permitted hours - Closing time - Licences - Residents and non-residents - Diners and non-diners - Young persons, service and employment - Right to eject and duty to refuse service - Gaming, betting and lotteries - Public entertainment - Weights and measures - Price lists, notices and payment for drinks - Drugs - Trades descriptions and consumer protection laws <p>K2 How to implement the basic legal requirements that affect the drink service and the implications of a failure to do so.</p> <p>K3 How deviations from legislation and industry specific regulations can be identified and put right.</p> <p>K4 Where information about licensing legislation can be found.</p> <p>K5 Your organisation's procedures and policies that are relevant to the drink service.</p> <p>K6 The various procedures that need to be followed for the preparation of the drink service area, including those relating to:</p> <ul style="list-style-type: none"> - clearing, stocking products and equipment. 		

Knowledge	Type of evidence	Date
<p>K7 How to ensure the preparation of the drink service area is done in time.</p> <p>K8 The range of products in your area of responsibility and how to prepare and serve them.</p> <p>K9 How to vary practise according to quiet periods, busy periods and delivery of service to customers with special requirements.</p> <p>K10 The different roles and responsibilities of people in your area of responsibility and in other parts of the organisation that are relevant to the drink service.</p> <p>K11 The skills and knowledge necessary to ensure staff are equipped to carry out their responsibilities effectively.</p> <p>K12 How to monitor and supervise staff practice in order to maintain standards.</p> <p>K13 How an effective service is related to the profitability of the drink service and customer satisfaction.</p> <p>K14 What methods can be used to monitor the preparation of the drink service area effectively.</p> <p>K15 What action to take when preparation and delivery standards are not met.</p> <p>K16 What problems can affect the drink service and the preparation of areas and how to address these.</p> <p>K17 How to develop contingency plans to reduce the impact of these problems.</p> <p>K18 How you can reallocate work to different members of your staff to reduce the impact of problems on service.</p> <p>K19 An understanding of alcohol misuse and its possible consequences.</p> <p>K20 Best practice in the refusal of service.</p> <p>K21 How to communicate and deal effectively with the range of customer groups, (including those who are experiencing the effects of alcohol) and why this is important.</p>		

Additional evidence (if applicable):

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Date:

Countersigning assessor signature (if applicable):

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Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Make sure staff follow procedures for preparing and restocking the drink service area.								
2	Make sure that the attractiveness and comfort of the drinking areas meet customer needs and expectations.								
3	Ensure staff have the skills knowledge and resources to carry out their responsibilities.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Liaise with other relevant people and departments to ensure the delivery of an effective drinks service.								
5	Carry out your preparations in good time to allow the scheduled drink service to be provided.								
6	Make sure specified standards and procedures for the service of products is maintained and that the drink service complies with social responsibility practices and relevant legislation.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7	Make sure that communication with customers takes place in a manner that is appropriate to them and the situation.								
8	Carry out all activities with consideration for the comfort and well-being of other customers and local residents.								
9	Monitor drink service areas and take prompt and effective action to deal with any problems.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You find practical ways to overcome barriers.								
B2	You give feedback to others to help them improve their performance.								
B3	You agree achievable objectives for yourself and give consistent and reliable performance.								
B4	You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B5 You monitor the quality of work and progress against plans and take appropriate corrective action, where necessary.									
B6 You use cost-effective, time effective and ethical means to gather, store and retrieve information.									
B7 You model behaviour that shows respect, helpfulness and co-operation.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B8 You make appropriate information and knowledge available promptly to those who need and have a right to it.									
B9 You recognise recurring problems and promote changes to structures, systems and processes to resolve these.									
B10 You identify and work with people and organisations that can provide support for your work									

Additional evidence (if applicable):

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Unit 10:

Supervise housekeeping services

Unit code:	HSL17
Unit credit:	4
SCQF Unit level:	6

Introduction

This unit is about the maintenance of the housekeeping service. This unit deals with the preparation, supervision and review of the service, involving the planning of equipment and supplies, preparing staff rotas, briefing staff and collecting customer feedback.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards: HSL1-6, HSL14, HSL18, HSL19, HSL23, HSL24 & HSL29

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1 The roles and responsibilities of different people in your organisation and department for procedures in relation to the housekeeping service.</p> <p>K2 How legislation affects housekeeping procedures.</p> <p>K3 How the housekeeping service integrates with other departments and the problems that may arise if the housekeeping service and other departments do not work together.</p> <p>K4 The economic importance of an effective customer focussed housekeeping service to the organisation and its staff members.</p> <p>K5 How your organisation's policies can affect the development of procedures for the housekeeping service.</p> <p>K6 How to allocate work to staff and monitor responsibilities to ensure standards are maintained.</p> <p>K7 How to identify training needs and ensure that staff have the skills and knowledge to carry out their work effectively.</p> <p>K8 How to choose appropriate methods to brief your staff, for example verbal instructions, written instructions, demonstrations or diagrams.</p> <p>K9 How to give feedback to staff in a way that motivates them.</p> <p>K10 How to monitor the allocation and use of resources.</p> <p>K11 The different cleaning agents, materials and tools used in the housekeeping service and how to use and store these.</p> <p>K12 How the different surfaces and materials in your area of responsibility should be cleaned/cared for.</p>		

Knowledge	Type of evidence	Date
<p>K13 Standards of personal presentation, customer care and behaviour for staff.</p> <p>K14 How to monitor the work of the housekeeping service.</p> <p>K15 The types of problems that may occur in the housekeeping service and how to deal with and report these.</p> <p>K16 The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each.</p> <p>K17 The limits of your authority when dealing with problems.</p> <p>K18 Why you should maintain confidentiality when collecting feedback.</p> <p>K19 How to report feedback.</p> <p>K20 The importance of collecting feedback from staff and customers.</p> <p>K21 Procedures for obtaining and recording feedback from customers and staff and why it is essential to the improvement of services and the overall management of the organisation.</p> <p>K22 Why it is important to review procedures and how to do so.</p> <p>K23 How to identify and suggest possible ways of improving the housekeeping service .</p> <p>K24 How to alter work allocation in response to feedback.</p> <p>K25 What the legal requirements are in relation to storing information about customers, staff and their comments.</p> <p>K26 Why the implications of legal requirements need to be regularly reviewed.</p> <p>K27 The health and safety standards that need to be followed with regards to the housekeeping service and the impact that a breach of these standards could have on customers, staff & the organisation.</p>		

Additional evidence (if applicable):

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Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines.								
2	Make sure staff have the skills, knowledge and resources when they are needed to carry out their duties.								
3	Ensure staff are aware of the standard of behaviour acceptable to the organisation.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Ensure staff are aware of how they should communicate with customers and other staff members whilst at work.								
5	Schedule housekeeping procedures to take place at intervals which are suitable for maintaining the standards of the housekeeping service.								
6	Monitor and review the service to ensure that staff follow the correct housekeeping procedures and the housekeeping service meets the needs of customers.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7	Inform your staff and customers about any changes to the service that may affect them.								
8	Take effective action to manage problems that may disrupt the housekeeping service when they occur.								
9	Collect feedback on the service from staff and customers.								
10	Pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.								
11	Make sure the required records are completed and processed.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You find practical ways to overcome barriers.								
B2	You give feedback to others to help them improve their performance.								
B3	You make appropriate information and knowledge available promptly to those who need it and have a right to it.								
B4	You demonstrate a clear understanding of different customers and their real and perceived needs.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B5 You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.									
B6 You monitor the quality of work and progress against plans and take appropriate corrective action, where necessary.									
B7 You use cost-effective, time effective and ethical means to gather, store and retrieve information.									
B8 You model behaviour that shows respect, helpfulness and co-operation.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B9 You recognise recurring problems and promote changes to structures, systems and processes to resolve these.									

Additional evidence (if applicable):

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Unit 11: Supervise portering and concierge services

Unit code: HSL20

Unit credit: 4

SCQF Unit level: 6

Introduction

This unit is about supervising the portering and concierge service. It includes, preparation, supervision and review and therefore covers making sure that the portering and concierge service has all the necessary staff, equipment and supplies; making sure that procedures are in place for running the service and ensuring that staff are properly briefed, trained, overseen and supported.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards: HSL1-6, HSL14, HSL19, HSL23 & HSL24

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 Your organisation's policies and standards for customer service.</p> <p>K2 How industry codes of practice and legislation directly affect portering and concierge procedures.</p> <p>K3 The limits of your authority when it comes to developing procedures and managing the service.</p> <p>K4 How you can allocate work to your members of staff to ensure standards of service are maintained.</p> <p>K5 How and when to brief your staff.</p> <p>K6 Who you should communicate with in your organisation when you are developing new procedures.</p> <p>K7 Standards of conduct and personal presentation for staff.</p> <p>K8 How to monitor the allocation and use of resources.</p> <p>K9 How to make sure that standards of customer service are being maintained.</p> <p>K10 Why relationships with your internal customers need to be monitored to ensure an efficient service is provided.</p> <p>K11 What the limits of your authority are when staff do not follow procedures and when dealing with problems.</p> <p>K12 How to minimise the effects of problems which might occur with the service.</p> <p>K13 How the portering service integrates with other departments.</p>		

Knowledge	Type of evidence	Date
<p>K14 Why it is important to give people accurate information.</p> <p>K15 Why it is important to give your staff information about changes to work routines and about problems, and how to do so.</p> <p>K16 The information you need to run the portering and concierge service and how to collect and check it.</p> <p>K17 Why it is essential to maintain confidentiality when dealing with information about staff and guests.</p> <p>K18 How to make sure the portering and concierge service complies with legislation and your organisation's procedures.</p> <p>K19 The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each.</p> <p>K20 Why feedback from customers and staff is essential in developing services.</p> <p>K21 What the organisational procedures are for recording and reporting feedback and how you should develop and present recommendations for improvements.</p> <p>K22 How feedback can contribute to the management of your organisation and improve services further.</p> <p>K23 Why you should review your work procedures.</p> <p>K24 How to give feedback to team members.</p> <p>K25 How the organisation can meet new customer needs and expectations.</p> <p>K26 What legislation covers storing information about customers and staff.</p>		

Additional evidence (if applicable):

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Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines.									
2 Encourage staff to ask questions if there is information that they do not understand.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
3 Ensure staff conduct and presentation promotes goodwill and understanding with customers and complies with organisational policy.									
4 Make sure staff have the skills, knowledge and resources when they are needed to carry out their duties.									
5 Monitor and review procedures to ensure the service meets the needs of customers and complies with relevant legislation and organisational policy.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
6 Inform your staff and customers about any changes to the service that may affect them.									
7 Collect feedback on the service from staff and customers.									
8 Take effective action to manage problems that may disrupt the portering and concierge service when they occur.									
9 Pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
10 Complete records to support the service according to your organisation's procedures.									
Behaviours which underpin effective performance									
B1 You find practical ways to overcome barriers.									
B2 You give feedback to others to help them improve their performance.									
B3 You make appropriate information and knowledge available promptly to those who need it and have a right to it.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B4 You demonstrate a clear understanding of different customers and their real and perceived needs.									
B5 You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.									
B6 You monitor the quality of work and progress against plans and take appropriate corrective action, where necessary.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B7 You use cost-effective, time effective and ethical means to gather, store and retrieve information.									
B8 You model behaviour that shows respect, helpfulness and co-operation.									
B9 You recognise recurring problems and promote changes to structures, systems and processes to resolve these.									

Additional evidence (if applicable):

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Date:

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Assessor signature:

Date:

Countersigning assessor signature (if applicable):

Date:

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Internal verifier signature:

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Countersigning internal verifier (if applicable):

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Unit 12: Supervise reception services

Unit code: HSL21

Unit credit: 5

SCQF Unit level: 7

Introduction

This unit is about supervising the reception service to ensure that it has all the necessary staff, equipment and supplies. It involves ensuring that: procedures are in place for running the service and that staff conduct themselves appropriately and are properly briefed. The unit also covers the monitoring and improvement of the service.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:
HSL1-6, HSL14, HSL19, HSL23, HSL24, HSL25, HSL26

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1 The roles and responsibilities of different individuals within your organisation and department and how they affect the reception service.</p> <p>K2 How to communicate with customers and suppliers.</p> <p>K3 How the reception service integrates with other departments in the organisation.</p> <p>K4 What may happen if the reception service and other departments do not work hand in hand.</p> <p>K5 How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice.</p> <p>K6 How to build effective teams.</p> <p>K7 What services are available to customers.</p> <p>K8 What customer needs and expectations are.</p> <p>K9 How to obtain information on guests – including, where appropriate, guest histories.</p> <p>K10 What the department’s service targets and standards are and how to assess performance of staff against them.</p> <p>K11 How to estimate the time and other resources required for activities and ways of preparing contingency plans.</p> <p>K12 Who to approach when you need approval for the use of additional resources.</p> <p>K13 How to write procedures and work instructions effectively.</p> <p>K14 How to brief your staff taking account of the abilities and circumstances of individuals.</p>		

Knowledge	Type of evidence	Date
<p>K15 What the relevant channels of communication are for establishing and updating procedures.</p> <p>K16 What your organisation's discount policy is and how promotional offers should be handled.</p> <p>K17 Organisational standards for the reception area and the personal presentation and behaviour of staff.</p> <p>K18 Ways of handling customer complaints.</p> <p>K19 How to monitor staff performance against organisational standards.</p> <p>K20 How to monitor, supervise and take action to ensure staff performance.</p> <p>K21 How to encourage staff to make decisions for themselves within the limits of their authority.</p> <p>K22 What the limits of your own authority are when it comes to solving problems.</p> <p>K23 How to deal with customers when fully booked and when their requirements cannot be accommodated.</p>		

Additional evidence (if applicable):

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Assessor signature:

Date:

Countersigning assessor signature (if applicable):

Date:

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines.									
2 Make sure staff have the skills, knowledge and resources they need when they need them.									
3 Encourage staff to ask questions if there is information that they do not understand.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Ensure staff are aware of how to present themselves and of the standard of behaviour acceptable to the organisation.								
5	Make sure that your staff follow the reception procedures and maintain the appearance of the reception area according to organisational requirements.								
6	Make sure your staff communicate with customers in a manner that promotes goodwill and understanding.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7 Make sure the reception service complies with relevant legislation and organisational policy.									
8 Inform your staff and customers about any changes to the service that may affect them.									
9 Take effective action to manage problems that may disrupt the reception service when they occur.									
10 Collect feedback on the service from staff and customers and monitor and review procedures to ensure the service meets the needs of customers.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
11 Pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.									
12 Complete the required records and report on performance and procedures as required.									
Behaviours which underpin effective performance									
B1 You find practical ways to overcome barriers.									
B2 You give feedback to others to help them improve their performance.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B3 You demonstrate a clear understanding of different customers and their real and perceived needs.									
B4 You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.									
B5 You monitor the quality of work and progress against plans and take appropriate corrective action, where necessary.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B6 You use cost-effective, time effective and ethical means to gather, store and retrieve information.									
B7 You model behaviour that shows respect, helpfulness and co-operation.									
B8 You make best use of available resources and proactively seek new sources of support when necessary.									

Additional evidence (if applicable):

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Countersigning assessor signature (if applicable):

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Countersigning internal verifier (if applicable):

Date:

Unit 13: Supervise reservation and booking services

Unit code: HSL22

Unit credit: 5

SCQF Unit level: 7

Introduction

This unit is about supervising the reservation and booking service to ensure the development and maintenance of the necessary resources and procedures essential for operation. It also involves monitoring the service and suggesting improvements.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:

HSL16, HSL14, HSL19, HSL21, HSL23 & HSL24

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1 The roles and responsibilities of different individuals in your organisation and department and how these affect the reservation and booking service.</p> <p>K2 What organisational policies apply to the running of the reservation and booking service and the review of procedures</p> <p>K3 How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice.</p> <p>K4 What the organisation's product is and what services are available to the customer.</p> <p>K5 What the organisation's discount policy is and how promotional offers should be handled.</p> <p>K6 What guest facilities are available in the organisation where the booking is being made.</p> <p>K7 What the organisation's overbooking policy is and the policy for out-booking guests when full.</p> <p>K8 How to communicate with customers.</p> <p>K9 How to estimate the time and other resources required for reservation and booking activities and ways of preparing contingency plans.</p> <p>K10 Who to approach when you need approval for the use of additional resources.</p> <p>K11 How to develop reservation and booking procedures to meet requirements.</p> <p>K12 How to monitor your staff's performance against your organisation's standards and what to do if performance does not meet these standards.</p> <p>K13 What action to take when staff performance falls below your organisation's standards.</p>		

Knowledge	Type of evidence	Date
<p>K14 How to identify possible solutions to problems and the limits of your authority when implementing these.</p> <p>K15 Why it is important to seek the views of staff and customers and gain their feedback.</p> <p>K16 The information you need to maintain and improve the reservation and booking service and how to collect it.</p> <p>K17 The different ways of completing and storing records – computerised and paper-based – and the advantages and disadvantages of each.</p> <p>K18 How to assess customers’ needs.</p> <p>K19 How to review and update plans, targets, objectives, activities and work performance.</p> <p>K20 How to collect and analyse feedback.</p> <p>K21 How to give feedback to your staff.</p> <p>K22 How to present recommendations.</p> <p>K23 How to assess whether the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice are being met.</p> <p>K24 What action should be taken in response to breaches of requirements.</p>		

Additional evidence (if applicable):

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Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Brief staff on duties, relevant procedures and any variations relating to their work routines.								
2	Make sure staff have the skills, knowledge and resources they need when they need them.								
3	Encourage staff to ask questions if there is information that they do not understand.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Ensure staff are aware of how to present themselves and of the standard of behaviour acceptable to the organisation.								
5	Make sure that your staff follow the reservation and booking procedures.								
6	Make sure your staff communicate with customers in a manner that promotes goodwill and understanding.								
7	Make sure the reservation and booking service complies with relevant legislation and organisational policy.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8 Inform your staff and customers about any changes to the service that may affect them.									
9 Take effective action to manage problems that may disrupt the reservation and booking service when they occur.									
10 Collect feedback on the service from staff and customers and monitor and review procedures to ensure the service meets the needs of customers.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
11 Pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.									
12 Complete the required records and report on performance and procedures as required.									
Behaviours which underpin effective performance									
B1 You find practical ways to overcome barriers.									
B2 You give feedback to others to help them improve their performance.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B3 You demonstrate a clear understanding of different customers and their real and perceived needs.									
B4 You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.									
B5 You monitor the quality of work and progress against plans and take appropriate corrective action, where necessary.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B6 You use cost-effective, time effective and ethical means to gather, store and retrieve information.									
B7 You model behaviour that shows respect, helpfulness and co-operation.									
B8 You make the best use of available resources and proactively seek new sources of support when necessary.									

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Countersigning internal verifier (if applicable):

Date:

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 Relevant laws that you need to take account of when developing and implementing promotional activities, for example Trade Descriptions Act, Health and Safety at Work Act, Discrimination Acts, Copyright Law, COSHH, Food Hygiene etc.</p> <p>K2 What may happen if your promotion breaks these laws.</p> <p>K3 Social responsibility practices, 'Best Practice' principles and ethical considerations that need to be considered in promoting hospitality services and products.</p> <p>K4 What to include and how to write terms and conditions associated with promotions.</p> <p>K5 Your organisation's target markets which are relevant to your area of responsibility.</p> <p>K6 Your organisation's sales targets which are relevant to your area of responsibility.</p> <p>K7 Your organisation's main competitors which are relevant to your area of responsibility.</p> <p>K8 Your organisation's other promotional plans that are relevant to your work.</p> <p>K9 What resources are available for promotional activities.</p> <p>K10 How to cost promotional activity to ensure profitability is maintained and improved.</p> <p>K11 Where to obtain possible additional resources.</p> <p>K12 Who you need to consult in your organisation to obtain additional resources.</p> <p>K13 How to present your promotional ideas effectively to other people in your organisation.</p> <p>K14 The nature of the product being promoted and any other materials that feature in the promotion.</p>		

Knowledge	Type of evidence	Date
<p>K15 Any possible adverse results that the promotion, products and other materials may have and how to avoid these.</p> <p>K16 What information you need to support suggested promotional activities.</p> <p>K17 What your organisation's procedures are for implementing promotional activities.</p> <p>K18 Which colleagues need to be briefed in relation to different types of promotional plans and the different kinds of information that they should be given.</p> <p>K19 When and how product and organisational logos, trademarks and branding should be used to support promotional activities.</p> <p>K20 The types of things that may disrupt your promotional activities and how to deal with these.</p> <p>K21 How to measure the effectiveness of promotional activities.</p> <p>K22 Who you should make recommendations for improving promotional activities to.</p>		

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Identify possible activities to promote the services and products in your area of responsibility.								
2	Identify promotional activities and the likely sales improvements activities could generate.								
3	Consult with relevant colleagues about your ideas for promotional activities.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Make sure these activities are consistent with your targets, your organisation's objectives and values, social responsibility practices and legal requirements.								
5	Collect and organise relevant information to support your ideas for promotional activities, taking account of the resources that will be available.								
6	Help to develop and implement plans effectively.								
7	Brief relevant colleagues, as appropriate on planned activities.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8 Monitor activities to make sure that targeted customers are being reached and promotional activities are run according to agreed plans and standards.									
9 Collect information about the promotional activities and evaluate their effectiveness.									
Behaviours which underpin effective performance									
B1 You seek out and act on new promotional opportunities.									
B2 You identify clearly the value and benefits to people of a proposed course of action.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B3 You deploy a range of legitimate strategies and tactics to influence people									
B4 You develop systems to gather and manage information and knowledge effectively, efficiently and ethically.									
B5 You identify and raise any identified ethical concerns.									
B6 You reinforce the links between specific objectives, areas of work and strategic goals									

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Unit 15: **Contribute to the development of recipes and menus**

Unit code: HSL9

Unit credit: 3

SCQF Unit level: 6

Introduction

This unit is about developing or introducing new menu items. It involves researching, implementation and review.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards: HSL1-7, HSL28, HSL30 and HSL31

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 What the existing style and policy of your organisation is in relation to recipes and menus.</p> <p>K2 How location and styles of operation can affect proposed menu items.</p> <p>K3 What the concept of a balanced diet is and why it is important to good health.</p> <p>K4 Current government guidelines for healthy eating and how to stay abreast of this information.</p> <p>K5 The types, combinations and proportions of ingredients that make up a healthy dish and how to select them.</p> <p>K6 The nutritional benefits of minimising the fat, sugar and salt content of dishes.</p> <p>K7 The nutritional benefits of starchy foods, fruit, vegetables and pulses.</p> <p>K8 Healthier flavourings that can be used as alternatives to salt and sugar.</p> <p>K9 The affect supplier choice can have on food quality and how to identify and assess suitability of suppliers or supply sources.</p> <p>K10 Who to consult to gain feedback on proposed recipes.</p> <p>K11 How to carry out and evaluate test runs of recipes.</p> <p>K12 How to record information relating to proposed recipes.</p> <p>K13 Who to make records of proposed recipes available to.</p> <p>K14 What quality standards are required for each recipe item you are considering including.</p> <p>K15 How to assess the quality of potential ingredients.</p>		

Knowledge	Type of evidence	Date
<p>K16 How available equipment can affect the production of food items.</p> <p>K17 The factors that need to be considered in identifying presentation, holding and distribution methods.</p> <p>K18 How to cost proposed recipes and work out gross profit.</p> <p>K19 What lead times are required by your organisation for the implementation of new menu items.</p> <p>K20 Why staff skills should be assessed prior to proposing new recipes and menu items.</p> <p>K21 What training may be needed to support the implementation of new menu items.</p> <p>K22 How to brief your staff on new menu items and implementation plans.</p> <p>K23 How to gain feedback from your staff on operational problems which may arise.</p> <p>K24 How to estimate lead times for the preparation of new menu items.</p> <p>K25 How to allocate resources to your staff to enable them to implement new menu items.</p> <p>K26 Why measures should be closely monitored when introducing new items.</p> <p>K27 Why it is important to gain feedback from customers on new items and ways of doing this.</p>		

Additional evidence (if applicable):

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Take account of food combinations, flavours and dietary requirements when introducing new recipe and menu suggestions.								
2	Calculate ingredient ratios, cooking times and temperatures for producing the recipe in varying quantities.								
3	Identify suitable suppliers or supply sources.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Identify methods of presenting, holding and distributing the product.								
5	Cost recipe suggestions and take account of available resources.								
6	Register and pass on relevant information about the suitability of the new menu item according to organisational systems in your place of work.								
7	Offer suggestions on menu layout and presentation.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8 Introduce recipe suggestions in accordance with the style and policy of your organisation, available resources and the expectations and standards of your customers.									
9 Make sure staff have the information, skills and resources required to support the introduction of the new menu item, according to the individual jobs that they do.									
10 Collect and take account of feedback from staff and customers.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1 You develop and monitor products that are sustainable over the medium and long term.									
B2 You identify and work with people and organisations that can provide support for your work.									
B3 You make best use of existing sources of information									
B4 You check the validity and reliability of information									
B5 You recognise the opportunities presented by the diversity of people.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B6 You present information clearly, concisely, accurately and in ways that promote understanding									
B7 You keep people informed of plans and developments									

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Unit 16:

Supervise off-site food delivery services

Unit code: HSL12

Unit credit: 3

SCQF Unit level: 6

Introduction

This unit is about the planning, preparation and co-ordination required to provide an efficient off-site food delivery service.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:

HSL1-7, HSL11, HSL19, HSL23, HSL24 & HSL30

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1 Your organisation's procedures that are relevant to the delivery of food to the customer.</p> <p>K2 The roles and responsibilities of yourself and your colleagues in delivering food to the customer and how you should work together.</p> <p>K3 Industry specific regulations and codes of practices relevant to your area of responsibility and how to keep up-to-date with and implement them.</p> <p>K4 Your specific responsibilities in relation to food safety within your organisation including: helping to check procedures, assisting with hazard analysis; allocating and supervising food safety responsibilities; identifying and meeting staff training needs; ensuring application and monitoring of control measures; ensuring corrective action is taken when control measures fail; following recording procedures.</p> <p>K5 The methods that can be used to supervise activities and performance in relation to organisational procedures.</p> <p>K6 How to monitor delivery times and why this is important to food safety, the quality of the product and customer service expectations.</p> <p>K7 How to monitor and ensure that the quality of food is maintained before and during delivery.</p> <p>K8 Procedures for communicating with customers to investigate or update on problems that occur with food orders.</p> <p>K9 How to review and evaluate your operations, and make recommendations to management.</p> <p>K10 What stock is available within the department and how this compares to what is required.</p>		

Knowledge	Type of evidence	Date
<p>K11 When to implement contingency plans and who to notify.</p> <p>K12 How to communicate with members of your team and other colleagues in the organisation.</p> <p>K13 How to lead your team by example.</p> <p>K14 What packaging and containers are available, how they maintain the quality of the food items you are responsible for and the extent to which they minimise the negative and maximise the positive impact on the environment.</p> <p>K15 How to plan, prioritise and co-ordinate activities to ensure an efficient delivery service which meets customer expectations.</p> <p>K16 The knowledge, information and skills that staff require to deliver food to meet industry codes of practise, organisational requirements and customer service standards.</p> <p>K17 Organisational procedures for registering information relevant to off-site delivery, the type of information that should be registered and the possible consequences of failing to do so.</p> <p>K18 The format that information should be presented in.</p>		

Additional evidence (if applicable):

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	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
Column key:	P = products of the learner's work	WT = authentic statements/witness testimony
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Date:

Countersigning assessor signature (if applicable):

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Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Make sure staff follow agreed procedures for the processing of food orders.									
2 Make sure food safety practices for processing and delivery of food orders are followed at all times.									
3 Control packaging and containers and monitor delivery times to make sure that food is maintained in line with relevant legislation and quality control procedures.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4 Plan, prioritise and co-ordinate activities to ensure an efficient delivery service which meets customer expectations.									
5 Make sure that staff have the information, knowledge and skills required to deliver food in line with the required standard of service.									
6 Deal with problems which arise in order to minimise disruption to the service.									
7 Implement your contingency plans when food items and delivery times fail to reach required standards.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8	Communicate with customers to investigate or update on problems that occur with food orders.								
9	Register information relevant to off-site food delivery according to your organisation's procedures.								
Behaviours which underpin effective performance									
B1	You identify people's information needs.								
B2	You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B3 You are vigilant for possible risks and hazards									
B4 You clearly agree what is expected of others and hold them to account.									
B5 You monitor the quality of work and progress against plans and take appropriate corrective action where necessary.									
B6 You confront performance issues and resolve them directly with the people involved.									
B7 You take pride in delivering a high quality service.									
B8 You work to develop an atmosphere of professionalism and mutual support.									

Additional evidence (if applicable):

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Unit 17: Supervise cellar and drink storage operations

Unit code: HSL13

Unit credit: 5

SCQF Unit level: 6

Introduction

This unit is about supervising cellar and drink stores to ensure that drinks are available for use in the best possible condition. It involves monitoring procedures, operations and equipment and dealing with any problems that might occur.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:

HSL1-5, HSL11, HSL14, HSL19 & HSL25

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 The health, safety and hygiene legislation and codes of practice which relate to cellar and drink storage operations.</p> <p>K2 How to obtain and stay up-to-date with legislation and codes of practice relevant to your role.</p> <p>K3 The organisational procedures which relate to the cellar and drink storage operation and why they are important.</p> <p>K4 The economic impact of following or failing to follow cellar and drink storage procedures on the organisation, its employees and its customers.</p> <p>K5 The environmental benefits of effective cellar and drink storage operations.</p> <p>K6 How cellar and drink storage operations can be monitored and how to apply this to your area of responsibility.</p> <p>K7 How new procedures can be identified and put into practice.</p> <p>K8 The types of products typically kept in cellars and drink stores and the specific products in your area of responsibility.</p> <p>K9 Procedures appropriate to the storage of typical products, including those in your area of responsibility.</p> <p>K10 The skills and knowledge required by staff to carry out cellar and drink storage operations and to encourage commitment to procedures.</p> <p>K11 Effective methods of communicating procedures to relevant members of staff regarding cellar and drink storage operations.</p>		

Knowledge	Type of evidence	Date
<p>K12 How staff can be encouraged to report problems that might occur.</p> <p>K13 The types of problems that may occur and how you can put these right.</p> <p>K14 What the limits of your authority are in relation to dealing with drink storage problems.</p> <p>K15 How to identify, record and report failures to implement the correct procedures and industry codes of practice and the action that you can take in response to this.</p> <p>K16 How disruption to service can be minimised in response to problems that arise.</p> <p>K17 How to develop contingency plans and how they can be used to minimise negative effects.</p>		

Additional evidence (if applicable):

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Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Make sure your staff follow agreed cellar and drink storage procedures to maintain the quality of drink products.									
2 Suggest ways of improving the efficiency of procedures to the relevant person in your organisation.									
3 Make sure all activities in the cellar area comply with relevant legislation and organisational policy.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Encourage staff to look for and report problems when they occur.								
5	Take effective action to address problems relating to cellar and drink storage.								
6	Implement contingency plans to minimise any risks resulting from problems.								
7	Record details of problems and corrective action taken in a suitable format and make them available to the relevant people according to organisational systems and procedures.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You respond positively and creatively to setbacks.								
B2	You agree achievable objectives for yourself and give consistent and reliable performance.								
B3	You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.								
B4	You monitor the quality of work and progress against plans and take appropriate corrective action, where necessary								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B5 You use cost-effective, time effective and ethical means to gather, store and retrieve information.									
B6 You make appropriate information and knowledge available promptly to those who need and have a right to it.									
B7 You recognise recurring problems and promote changes to structures, systems and processes to resolve these									

Additional evidence (if applicable):

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Unit 18: **Manage the receipt, storage or dispatch of goods (SfL WS20)**

Unit code: HSL14

Unit credit: 6

Unit level: 6

Introduction

This unit is about managing the receipt, storage, or dispatch of goods.

This unit has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:

HSL3, HSL7, HSL8, HSL11, HSL13, HSL15, HSL17, HSL18, HSL20, HSL21, HSL22, HSL26, HSL30

This unit is Unit WS20 in the Skills for Logistics Warehouse & Storage suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 Sources of information on the capacity and limitations of a storage facility.</p> <p>K2 Types of goods to be received, stored, or dispatched.</p> <p>K3 Storage areas relevant to the type of goods to be received, stored, or dispatched.</p> <p>K4 Special requirements relating to the receipt, storage, or dispatch of goods.</p> <p>K5 Monitoring and testing systems and procedures.</p> <p>K6 Methods of stock rotation and movement.</p> <p>K7 Resources available in the organisation.</p> <p>K8 Types of problem arising from managing the processing of goods.</p> <p>K9 Sources of information on legislation and regulations.</p> <p>K10 Legislation and regulations that apply to own area of responsibility.</p> <p>K11 Legal requirements for the storage and distribution of specific goods and materials.</p> <p>K12 Reporting responsibilities and information systems used by the organisation for specific work activities.</p> <p>K13 Working practices, operating procedures, guidelines, and codes of practice.</p> <p>K14 Roles and responsibilities of different colleagues.</p>		

Additional evidence (if applicable):

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Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Confirm the quantity and type of goods being managed.								
2	Determine the storage conditions and equipment required to manage the goods.								
3	Assess the capacity of the storage facility, and identify appropriate areas for receiving, storing, or dispatching goods.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4 Organise the movement or rotation of goods to assist receiving, storing, or dispatching goods.									
5 Ensure any monitoring activities, tests, and other storage arrangements required for the goods are carried out in accordance with organisational procedures.									
6 Identify and confirm requirements for facilities and equipment to be used with the goods.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7	Utilise and maintain the organisation's logistics resources effectively to manage the receipt, storage, and dispatch of goods.								
8	Provide information on the goods and their requirements to all relevant people using appropriate communication methods.								
9	Identify any relevant health, safety, and security issues relating to the management of the goods.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
10 Identify any problems with managing the goods, and take the appropriate action to deal with them.									
11 Report work activities and record them in the appropriate information systems according to organisational procedures.									
12 Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You recognise recurring problems and promote changes to structures, systems and processes to resolve these.								
B2	You reflect regularly on your own and other's experiences, and use these to inform future action.								
B3	You are vigilant for possible hazards.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B4	You calculate risks, and develop contingencies to deal with unexpected events which may impede the achievement of objectives								
B5	You focus personal attention on specific details that are critical to achieving successful results.								
B6	You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes								

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
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Countersigning internal verifier (if applicable):

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Unit 19:

Supervise the wine store/cellar and dispense counter

Unit code: HSL15

Unit credit: 6

SCQF Unit level: 6

Introduction

This unit is about supervising staff to maintain wine in the best possible condition. It also deals with the maintenance of stock at the dispense counter.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards: HSL1-6, HSL11, HSL13, HSL19, HSL25, HSL26, HSL27, & HSL28

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 Health, safety and hygiene legal requirements that relate to wine cellar operation and how to ensure that these are met in your area of operation.</p> <p>K2 The impact that the care of wine stocks can have on customers, employees and the profitability of the organisation.</p> <p>K3 How to monitor staff and ensure they receive appropriate training to meet their responsibilities.</p> <p>K4 The types of wine for which you are responsible and the particular requirements for storing and caring for these.</p> <p>K5 Why wine stocks need specific methods of care.</p> <p>K6 The procedures that need to be in place to ensure the correct storage of wine stock and to minimise damage to labels and bottles.</p> <p>K7 How to maintain correct environmental conditions in the wine store/cellar.</p> <p>K8 How to monitor and maintain stock rotation systems.</p> <p>K9 How to implement procedures for the monitoring of wine stocks.</p> <p>K10 How to identify damaged or sub-standard wine stock and action that should be taken in response to findings.</p> <p>K11 Why security needs to be maintained within the wine cellar.</p> <p>K12 Legislation, industry codes and Best Practice relating to the sale of wine.</p> <p>K13 The type of service equipment typically used in the sale of wine (including draft wine) and how these should be used.</p>		

Knowledge	Type of evidence	Date
K14 The principles and procedures required for the satisfactory cleaning and disinfection of service areas, equipment and glassware.		
K15 Glassware appropriate to serving different wines.		
K16 How to respond to faults with wines identified by customers.		
K17 Physical, chemical, microbial and allergen contaminants and how to control cross contamination in your area of responsibility.		
K18 The types of difficulties that are likely to arise in your area of responsibility and how to prepare and deal with these.		
K19 The information relating to the wine cellar/wine store that needs to be recorded and how this should be done.		
K20 The importance of contributing to the evaluation of procedures and how to do so in your organisation.		

Additional evidence (if applicable):

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Carry out regular inspections to make sure your staff are following established cellar and dispense counter procedures.									
2 Store wine and dispense counter stock under the correct environmental conditions.									
3 Make sure you and your staff handle wine and dispense counter stock in a way that minimises damage to bottles, containers, packaging or their content.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4 Deal with damage, deterioration and loss of wine and dispense counter stock correctly.									
5 Make sure service equipment is clean, free from damage and stored in the correct place.									
6 Deal with unforeseen situations and problems.									
7 Make sure that your staff follow relevant legal requirements for the sale of wine.									
8 Record information and make it available to the appropriate people as required.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1 You comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes.									
B2 You monitor the quality of work and progress against plans and take appropriate corrective action, where necessary.									
B3 You use cost-effective, time effective and ethical means to gather, store and retrieve information.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B4 You make appropriate information and knowledge available promptly to those who need it and have a right to it.									
B5 You recognise recurring problems and promote changes to structures, systems and processes to resolve these.									

Additional evidence (if applicable):

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Unit 20:

Supervise vending services

Unit code: HSL16

Unit credit: 6

SCQF Unit level: 6

Introduction

This unit is about the maintenance of the vending service. This unit deals with the monitoring and supervision of the service and involves briefing staff on procedures and work schedules, reviewing sales, inspecting vending machines and dealing with problems. The unit covers work to ensure food is: maintained and dispensed in the best possible condition, meets the necessary requirements for food standards and hygiene and is adjusted to cater for requirements.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:
HSL1-6, HSL14, HSL19, HSL23,

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 What legal requirements govern vending operations.</p> <p>K2 What your organisation's policies are for providing the vending service.</p> <p>K3 What range of products is provided by your organisation.</p> <p>K4 What types of machines are used by the organisation.</p> <p>K5 How to monitor and review the service, including collecting feedback from customers and staff and reviewing sales.</p> <p>K6 Why it is important to liaise with customers and staff.</p> <p>K7 What procedures you should use to monitor sales.</p> <p>K8 Why you should report fluctuations in sales and who you should report these fluctuations to.</p> <p>K9 What vended products can cause allergic reactions.</p> <p>K10 What measures need to be taken to prevent reactions to potent allergens.</p> <p>K11 How to contribute to developing procedures for the vending service.</p> <p>K12 How to communicate procedures to your staff.</p> <p>K13 The resources you require for the operation of the vending service and how to obtain these.</p> <p>K14 What resources you need to ensure the hygiene and maintenance of the vending service.</p> <p>K15 What the types of problems are that may affect the vending service and how to manage these.</p> <p>K16 Why you need contingency plans to deal with problems with the vending service.</p>		

Knowledge	Type of evidence	Date
<p>K17 What your organisation's policies are for identifying faults, breaches of security and damage.</p> <p>K18 What procedures staff should follow for cleaning, filling and emptying machines of cash.</p> <p>K19 How to deal with cash discrepancies.</p> <p>K20 How products should be presented and displayed.</p> <p>K21 How frequently you should refill the machines in your area of responsibility.</p> <p>K22 What temperatures should be maintained for the products you are responsible for and why this is important.</p> <p>K23 The recording procedures which apply to the maintenance and operation of the service (including cash takings, temperature control and complaints) and why this is important.</p> <p>K24 What systems are in place to ensure staffs are following correct procedures and how you should apply these.</p>		

Additional evidence (if applicable):

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Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Ensure staff follow procedures and work schedules to ensure the vending service complies with legislation and your organisation's policies.								
2	Help to develop procedures and work schedules and ensure staff are updated on any new requirements.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
3 Make sure the resources you need to maintain the vending service are available to your staff.									
4 Carry out inspections to make sure procedures are being followed.									
5 Monitor and review the service to identify how the service could be improved.									
6 Take effective action to manage problems that may disrupt the vending service.									
7 Inform your staff and customers about any changes to the service that may affect them.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8	Collect feedback on the service from staff and customers.								
9	Record information as required and make it available to the relevant people.								
Behaviours which underpin effective performance									
B1	You identify people's information needs.								
B2	You present information clearly, concisely, accurately and in ways that promote understanding.								
B3	You find practical ways to overcome barriers.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B4 You make appropriate information and knowledge available promptly to those who need it and have a right to it.									
B5 You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes									
B6 You encourage and welcome feedback from others and use this feedback constructively.									
B7 You recognise changes in circumstances promptly and adjust plans and activities accordingly.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B8 You recognise recurring problems and promote changes to structures, systems and processes to resolve these.									
B9 You continuously improve products and services and seek to diversify where appropriate									

Additional evidence (if applicable):

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Countersigning assessor signature (if applicable):

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Countersigning internal verifier (if applicable):

Date:

Unit 21:

Supervise linen services

Unit code:	HSL18
Unit credit:	5
SCQF Unit level:	7

Introduction

This unit is about the maintenance of the linen service. Guests expect clean, fresh linen during their stay. The linen service has the responsibility for making sure that this happens, and that guest's expectations are met, or exceeded. This unit deals with the preparation, supervision and review of the service, involving the planning of equipment and supplies, preparing staff rotas and briefing staff and collecting customer feedback.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:
HSL1-6, HSL14, HSL17, HSL19, HSL23, HSL24 & HSL29

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1 The roles and responsibilities of different people within your department and in the organisation that relate to running the linen service.</p> <p>K2 Your organisation's objectives and policies that are relevant to the running of the linen service.</p> <p>K3 How the linen service integrates with other departments in the organisation.</p> <p>K4 What may happen if the linen service and other departments do not work together.</p> <p>K5 How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice.</p> <p>K6 What action you should take when legal requirements are not met.</p> <p>K7 How to communicate effectively with others.</p> <p>K8 How to collect and analyse feedback.</p> <p>K9 How to estimate the time required for activities in the linen service.</p> <p>K10 How to estimate your requirements for other resources for activities in the linen service.</p> <p>K11 Why it is important to have contingency plans and how to develop them.</p> <p>K12 How to write procedures and work instructions.</p> <p>K13 How to explain procedures to staff, taking account of their abilities and circumstances.</p> <p>K14 Who to approach to get approval for the use of additional resources.</p> <p>K15 Why it is important to seek views and gain feedback from your staff and customers.</p>		

Knowledge	Type of evidence	Date
<p>K16 How to monitor staff performance against your organisation's standards.</p> <p>K17 The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each.</p> <p>K18 The types of problems that are likely to occur when running a linen service and how to deal with them.</p> <p>K19 What the limits of your own authority are when dealing with problems.</p> <p>K20 Who to approach when you do not have the authority to implement a solution to a problem.</p> <p>K21 The types of recommendations that could be made to meet customer needs and improve efficiency.</p> <p>K22 Who to present recommendations to and how to support them with appropriate evidence.</p>		

Additional evidence (if applicable):

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Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Internal verifier signature:

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Countersigning internal verifier (if applicable):

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines.									
2 Make sure staff have the skills, knowledge and resources when they are needed to carry out their duties.									
3 Encourage staff to ask questions if there is information that they do not understand.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Ensure staff conduct and presentation promotes goodwill and understanding with customers and complies with organisational policy and legal requirements.								
5	Monitor and review procedures to ensure the linen service meets the needs of customers and complies with relevant legislation and organisational policy.								
6	Inform your staff and customers about any changes to the service that may affect them.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7	Collect feedback on the service from staff and customers.								
8	Take effective action to manage problems that may disrupt the linen service when they occur.								
9	Pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.								
10	Complete records to support the service according to your organisation's procedures.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You find practical ways to overcome barriers.								
B2	You give feedback to others to help improve their performance.								
B3	You make appropriate information and knowledge available promptly to those who need it and have a right to it.								
B4	You demonstrate a clear understanding of different customers and their real and perceived needs								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B5 You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes									
B6 You monitor the quality of work and progress against plans and take appropriate corrective action, where necessary									
B7 You use cost-effective, time effective and ethical means to gather, store and retrieve information.									
B8 You model behaviour that shows respect, helpfulness and co-operation.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B9 You recognise recurring problems and promote changes to structures, systems and processes to resolve these									

Additional evidence (if applicable):

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Unit 22: Monitor and solve customer service problems (ICS 32)

Unit code: HSL19

Unit credit: 7

SCQF Unit level: 6

Introduction

This unit is about monitoring customer service problems and taking action to develop a solution. It covers the behaviours, processes and approaches that are most effective when handling customer service problems.

This unit has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:

HSL1-6, HSL8 - HSL10, HSL11, HSL16, HSL17, HSL20, HSL21, HSL22, HSL23, & HSL26

This unit is Unit 32 in the Level 3 framework of the Institute of Customer Services standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Organisational procedures and systems for dealing with customer service problems.		
K2 Organisational procedures and systems for identifying repeated customer service problems.		
K3 How the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers.		
K4 How to negotiate with and reassure customers while their problems are being solved.		

Additional evidence (if applicable):

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	<p>Q&A = outcomes from oral or written questioning</p>	<p>A = assignment, project/case studies</p>
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Countersigning internal verifier (if applicable):

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
When you monitor and solve customer service problems you must consistently:									
1 Respond positively to customer service problems following organisational guidelines.									
2 Solve customer service problems when you have sufficient authority.									
3 Work with others to solve customer service problems.									
4 Keep customers informed of the actions being taken.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5 Check with customers that they are comfortable with the actions being taken.									
6 Solve problems with service systems and procedures that might affect customers before they become aware of them.									
7 Inform managers and colleagues of the steps taken to solve specific problems.									
8 Identify repeated customer service problems.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
9 Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option.									
10 Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of your organisation.									
11 Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
12 Action your agreed solution.									
13 Keep your customers informed in a positive and clear manner of steps being taken to solve any service problems.									
14 Monitor the changes you have made and adjust them if appropriate.									
Behaviours which underpin effective performance									
B1 You recognise changes in circumstances promptly and adjust plans and activities accordingly.									
B2 You develop and tailor products and services to ensure customers' needs are met.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B3 You generate and recognise imaginative and innovative solutions.									
B4 You keep people informed of plans and developments									
B5 You recognise recurring problems and promote changes to structures, systems and processes to resolve these									
B6 You identify and work with people and organisations that can provide support for your work.									
B7 You act within the limits of your own authority.									

Additional evidence (if applicable):

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Unit 23: Improve the customer relationship (ICS 26)

Unit code: HSL23

Unit credit: 8

SCQF Unit level: 6

Introduction

This unit is about building and improving relationships with customers. These may be internal customers or members of the public. It is about making customers feel that you genuinely want to give them high levels of service and that you will make every possible effort to meet or exceed their expectations. This encourages loyalty from external customers or good working relationships with internal customers.

This unit is linked to all other units in the Hospitality Supervision & Leadership suite of standards.

This unit is unit 26 from the Institute of Customer Services suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 How to make best use of the method of communication chosen for dealing with your customers.		
K2 How to negotiate effectively with your customers.		
K3 How to assess the costs and benefits to your customer and your organisation of any unusual agreement you make.		
K4 The importance of customer loyalty and/or improved internal customer relationships to your organisation.		

Additional evidence (if applicable):

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	<p>Q&A = outcomes from oral or written questioning</p>	<p>A = assignment, project/case studies</p>
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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
When you monitor and solve customer service problems you must consistently:									
1 Select and use the best method of communication to meet your customers' expectations.									
2 Take the initiative to contact your customers to update them when things are not going to plan or when you require further information.									
3 Adapt your communication to respond to individual customer's feelings.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4 Meet your customers' expectations within your organisation's service offer.									
5 Explain the reasons to your customers sensitively and positively when their expectations cannot be met.									
6 Identify alternative solutions for your customers either within or outside the organisation.									
7 Identify the costs and benefits of these solutions to your organisation and to your customers.									
8 Negotiate and agree solutions with your customers which satisfy them and are acceptable to your organisation.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
9 Take action to satisfy your customers with the agreed solution.									
10 Make extra efforts to improve your relationship with your customers.									
11 Recognise opportunities to exceed your customers' expectations.									
12 Take action to exceed your customers' expectations within the limits of your own authority.									
13 Gain the help and support of others to exceed your customers' expectations.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You identify people's preferred communication media and styles and adopt media and styles appropriate to different people and situations.								
B2	You demonstrate a clear understanding of different customers and their real and perceived needs								
B3	You keep people informed of plans and developments.								
B4	You generate and recognise imaginative and innovative solutions								
B5	You recognise the limits of your own authority								

Additional evidence (if applicable):

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Unit 24: Provide learning opportunities for colleagues (MSC D7)

Unit code: HSL24

Unit credit: 11

SCQF Unit level: 8

Introduction

This unit is about helping colleagues/staff to develop their skills through a variety of learning opportunities.

This unit is linked to all other units in the Hospitality Supervision & Leadership suite of standards.

This unit is Unit D7 in the Management Standards Centre suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 The benefits of learning for individuals and organisations and how to promote these to colleagues.</p> <p>K2 Ways in which you can develop an 'environment' in which learning is valued and willingness and efforts to learn are recognised.</p> <p>K3 Why it is important to encourage colleagues to take responsibility for their own learning.</p> <p>K4 How to provide fair, regular and useful feedback to colleagues on their work performance.</p> <p>K5 How to identify learning needs based on identified gaps between the requirements of colleagues' work-roles and their current knowledge, understanding and skills.</p> <p>K6 How the values, ethics, beliefs, faith, cultural conventions, perceptions and expectations of any people from other countries or cultures may impact on their personal development and learning.</p> <p>K7 How to prioritise learning needs of colleagues, including taking account of organisational needs and priorities and the personal and career development needs of colleagues.</p> <p>K8 The range of different learning styles and how to support colleagues in identifying the particular learning style(s) or combination of learning styles which works best for them.</p> <p>K9 Different types of learning activities, their advantages and disadvantages and the required resources (for example, time, fees, substitute staff).</p> <p>K10 How/where to identify and obtain information on different learning activities.</p>		

Knowledge	Type of evidence	Date
<p>K11 Why it is important for colleagues to have a written development plan and what it should contain (for example, identified learning needs, learning activities to be undertaken and the learning objectives to be achieved, timescales and required resources).</p> <p>K12 How to set learning objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-Bound).</p> <p>K13 Sources of specialist expertise in relation to identifying and providing learning for colleagues.</p> <p>K14 What type of support colleagues might need to undertake learning activities, the resources needed and the types of obstacles they may face and how they can be resolved.</p> <p>K15 How to evaluate whether a learning activity has achieved the desired learning objectives.</p> <p>K16 The importance of regularly reviewing and updating written development plans in the light of performance, any learning activities undertaken and any wider changes.</p> <p>K17 How to take account of equality legislation, any relevant codes of practice and general diversity and inclusion issues in providing learning opportunities for colleagues.</p>		
<p>Industry/sector specific knowledge and understanding</p>		
<p>K18 Industry/sector requirements for the development or maintenance of knowledge, skills and understanding and professional development.</p> <p>K19 Learning issues and specific initiatives and arrangements that apply within the industry/sector.</p> <p>K20 Working culture and practices of the industry or sector.</p>		

Knowledge	Type of evidence	Date
<p>Context specific knowledge and understanding</p> <p>K21 Relevant information on the purpose, objectives and plans of your team or area of responsibility or the wider organisation.</p> <p>K22 The work roles of colleagues, including the limits of their responsibilities and their personal work objectives.</p> <p>K23 The current knowledge, understanding and skills of colleagues.</p> <p>K24 Identified gaps in the knowledge, understanding and skills of colleagues.</p> <p>K25 Identified learning needs of colleagues.</p> <p>K26 Learning style(s) or combinations of styles preferred by colleagues.</p> <p>K27 The written development plans of colleagues.</p> <p>K28 Sources of specialist expertise available in/to your organisation in relation to identifying and providing learning for colleagues.</p> <p>K29 Learning activities and resources available in/to your organisation.</p> <p>K30 Your organisation's policies in relation to equality and diversity.</p> <p>K31 Your organisation's policies and procedures in relation to learning.</p> <p>K32 Your organisation's performance appraisal systems.</p>		

Additional evidence (if applicable):

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Promote the benefits of learning to staff members and make sure that their willingness and efforts to learn are recognised.									
2 Give staff members fair, regular and useful feedback on their work performance, discussing and agreeing how they can improve.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
3	Work with staff members to identify and prioritise learning needs based on any gaps between the requirements of their work-roles and their current knowledge, understanding and skills.								
4	Help staff members to identify the learning style(s) or combination of styles which works best for them and ensure that these are taken into account in identifying and undertaking learning activities.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5	Work with colleagues to identify and obtain information on a range of possible learning activities to address identified learning needs.								
6	Recognise and seek to find out about differences in expectations and working methods of any staff members from a different country or culture and promote ways of working that take account of their expectations and maximise productivity.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7	Discuss and agree with each staff member, a plan for development which includes learning activities to be undertaken, the learning objectives to be achieved, the required resources and timescales.								
8	Work with staff members to recognise and make use of unplanned learning opportunities.								
9	Seek and make use of specialist expertise in relation to identifying and providing learning for staff members.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
10 Support staff members in undertaking learning activities making sure any required resources are made available and making efforts to remove any obstacles to learning.									
11 Evaluate, in discussion with each staff member, whether the learning activities they have undertaken have achieved the desired outcomes and provide positive feedback on the learning experience.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
12 Work with staff members to update their development plan in the light of performance, any learning activities undertaken and any wider changes.									
13 Encourage staff members to take responsibility for their own learning including practising and reflecting on what they have learned.									
Behaviours which underpin effective performance									
B1 You recognise the opportunities presented by the diversity of people.									
B2 You find practical ways to overcome barriers.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B3 You make time available to support others									
B4 You seek to understand individuals' needs, feelings and motivations and take an active interest in their concerns.									
B5 You encourage and support others to make the best use of their abilities.									
B6 You recognise the achievements and the success of others.									
B7 You inspire others with the excitement of learning									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B8 You confront performance issues and sort them out directly with the people involved.									
B9 You say no to unreasonable requests.									
B10 You show integrity, fairness and consistency in decision making									

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Unit 25: Supervise the use of technological equipment in hospitality services

Unit code: HSL25

Unit credit: 5

SCQF Unit level: 6

Introduction

This unit is about using and supporting staff in their use of new technology within a hospitality context. Examples of the types of technology that this unit covers include:

- complex cooking equipment
- complex drinks making equipment
- technical equipment involved in maintaining supplies
- reservation and booking systems and other computer applications

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards: HSL1-5, HSL7, HSL10-17, HSL19, HSL24, HSL26, HSL28, HSL30

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1 The type of technology that exists to support work activities in your field of work.</p> <p>K2 The possible benefits and disadvantages of introducing new technologies in organisations.</p> <p>K3 Ways in which the disadvantages of introducing new technologies can be overcome or minimised.</p> <p>K4 Sources of information and best practice in relation to various types of technology used in the industry.</p> <p>K5 Organisational procedures and contingency arrangements in the event of the failure of the technology in your area of responsibility.</p> <p>K6 How to deal with customers in the event of disruption due to equipment failure.</p> <p>K7 How to manage change during the introduction of new technology.</p> <p>K8 How to ensure that you and your staff are competent in the operation of the technology that they use.</p> <p>K9 How to identify and address training needs in connection with the use of technologies.</p> <p>K10 Operational procedures that staff should follow in their use of technology in your area of responsibility.</p> <p>K11 Health and safety requirements and precautions in relation to the use of technology in your area of responsibility.</p> <p>K12 Maintenance procedures for the technology you are working with.</p>		

Knowledge	Type of evidence	Date
<p>K13 How to monitor the use of new technologies in the workplace and ensure they are being used correctly.</p> <p>K14 How to ensure the technology in your area of responsibility is being used efficiently and that it is being used to the benefit of customers and the organisation.</p> <p>K15 How to use the new technology in your area in a way which minimises any negative effects on the environment.</p> <p>K16 The typical range of problems that might occur with the technology in your area of responsibility and how to deal with these.</p> <p>K17 How to empower staff members to deal with technological problems that are clearly within their control and expertise.</p> <p>K18 Recording systems for the use and maintenance of technological equipment in your area of responsibility and why it is important that these are accurately maintained.</p>		

Additional evidence (if applicable):

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Ensure that staff in your area of responsibility are competent in the operation of technology that they have to use.									
2 Monitor the use of the technology to ensure it is being used: <ul style="list-style-type: none"> efficiently and to the benefit of customers and the organisation safely and in line with the organisation's and manufacturer's guidelines. 									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
3 Deal promptly and effectively with problems within your control, and seek help and guidance from the relevant people if you have problems that you cannot resolve.									
4 Check that maintenance activities are carried out according to manufacturer's instructions, health and safety guidelines and organisational procedures.									
5 Ensure accurate completion of any required records.									
6 Identify and report any ways in which use of the technology could be improved.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You constantly seek to improve performance.								
B2	You find practical ways to overcome barriers.								
B3	You present information clearly, concisely, accurately and in ways that promote understanding								
B4	You make time available to support others								
B5	You take personal responsibility for making things happen.								
B6	You focus personal attention on specific details that are critical to achieving successful results								

Additional evidence (if applicable):

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Unit 26: Supervise practices for handling payments

Unit code: HSL26

Unit credit: 5

SCQF Unit level: 6

Introduction

This unit is about monitoring and controlling the handling of payments, collecting takings and processing payment information. This unit also requires maintaining security and dealing with difficulties that may arise in connection with payments and takings.

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards: HSL1-5, HSL8, HSL10, HSL11, HSL21 & HSL22

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1 The different roles and responsibilities of people in your area of work in relation to handling payments and collecting takings.</p> <p>K2 Which organisational procedures relate to handling payments.</p> <p>K3 What the limits of your authority are when controlling payments.</p> <p>K4 How to plan the security of staff and takings.</p> <p>K5 Who to gain security advice from.</p> <p>K6 Electronic point of sale systems (EPOS).</p> <p>K7 The various payment methods used in the industry, for example, cheques, credit cards, charge cards, 'smart' cards, chip and pin, vouchers and how to process them.</p> <p>K8 The types of payment accepted by the organisation and how to process them according to your organisation's guidelines.</p> <p>K9 What confirmation systems are available when authorising payments.</p> <p>K10 How to estimate the till items you need for handling payments and who to gain approval from when you require additional ones.</p> <p>K11 How to control the issue and use of till items.</p> <p>K12 How to present information concerning the payment procedures.</p> <p>K13 The types of problems that may occur when controlling payment practices and how to deal with these effectively.</p> <p>K14 How to deal with suspected dishonesty in the organisation.</p>		

Knowledge	Type of evidence	Date
<p>K15 How to monitor staff performance against organisational standards.</p> <p>K16 What action to take when staff performance falls below standards.</p> <p>K17 How to operate the payment points and equipment used in your organisation.</p> <p>K18 How to deal with fraudulent payments.</p> <p>K19 How to deal with emergency situations, robbery and threats to safety.</p> <p>K20 Which organisational procedures relate to the collection of takings.</p> <p>K21 How to operate payment points to obtain till readings.</p> <p>K22 How to record information legibly and who this information should be passed on to.</p> <p>K23 How to implement your organisation's security procedures.</p> <p>K24 Which organisational procedures relate to processing payment information.</p> <p>K25 How to communicate with staff to gain information about discrepancies.</p> <p>K26 What documentation must be completed and how to do so.</p> <p>K27 What action is appropriate in response to discrepancies.</p>		

Additional evidence (if applicable):

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Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Make sure staff have sufficient resources to carry out the service.									
2 Make sure staff have the information and skills in order to carry out their work effectively.									
3 Make sure that staff communicate with customers in a way that is likely to promote good will and understanding.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Make sure staff handle payments according to your organisation's procedures and payments and refunds are correctly authorised.								
5	Make sure that staff follow payment point safety and security procedures.								
6	Deal effectively with any problems which occur at payment points.								
7	Collect payment point contents following your organisation's procedures.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8	Reconcile actual takings against recorded takings and follow your organisation's procedures and legal requirements to deal with any discrepancies.								
9	Complete all documents relating to takings and process in line with your organisation's procedures.								
Behaviours which underpin effective performance									
B1	You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.								

B2 You clearly agree what is expected of others and hold them to account																				
B3 You focus personal attention on specific details that are critical to achieving successful results																				
B4 You check the validity and reliability of information.																				
B5 You make appropriate information and knowledge available promptly to those who need it and have a right to it.																				
B6 You respond quickly to crises and problems with a proposed course of action.																				

Additional evidence (if applicable):

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What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 The legal requirements for weights and measures, trade descriptions and licensing legislation.</p> <p>K2 How to implement these legal requirements.</p> <p>K3 The different roles and responsibilities of people within your organisation in relation to developing a wine list.</p> <p>K4 Which organisational procedures apply to the development of a wine list.</p> <p>K5 What the current and future trends in wine style and wine consumption are and how the wine list can be adjusted according to findings.</p> <p>K6 What your direct competitors are offering and how this information can inform the wine list development.</p> <p>K7 What types of existing or new customers the wine list is aimed at.</p> <p>K8 What budget is available.</p> <p>K9 What the characteristics of wines from different regions are.</p> <p>K10 How compatible different wines are with your organisation's menu.</p> <p>K11 What the alcohol content is of wines listed.</p> <p>K12 What wines are available from your suppliers.</p> <p>K13 What alternative suppliers you could approach.</p> <p>K14 How to present information to management in a format that will aid decision-making.</p>		

Knowledge	Type of evidence	Date
<p>K15 How to price wine in order to achieve the appropriate profit margin.</p> <p>K16 How to gather and evaluate information that will help to plan and update the wine list.</p> <p>K17 How to promote customer awareness of new wines and wine lists.</p> <p>K18 How to communicate with your team members.</p> <p>K19 The types of people that should be consulted with in terms of getting feedback.</p> <p>K20 How to collect feedback which can be used to evaluate the impact of new wines and how to present results to management.</p> <p>K21 What methods of communication are appropriate for team members, customers, management and suppliers.</p>		

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Gather and evaluate information that will help to develop the wine list.									
2 Support your suggestions for the wine list with all the information and feedback you have gathered and evaluated.									
3 Assist decision makers to agree the final wine list.									
4 Record the decisions taken according to your organisation's procedures.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5	Collect the information needed to introduce the new wines.								
6	Make sure staff have the information, skills and resources required to support the introduction of the new wines, according to the individual jobs that they do.								
7	Collect and take account of feedback from staff and customers on the introduction of the new wines.								
8	Analyse feedback and report it to the relevant people according to your organisational requirements.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You anticipate likely future scenarios based on a realistic analysis of trends and developments.								
B2	You use cost-effective, time effective and ethical means to gather, store and retrieve information.								
B3	You identify people's information needs.								
B4	You identify people's preferred communication media and styles and adopt media and styles appropriate to different people and situations.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B5 You present ideas and arguments convincingly and in ways that strike a chord with people.									
B6 You encourage and welcome feedback from others and use this feedback constructively.									
B7 You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.									

Additional evidence (if applicable):

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Unit 28: Manage the environmental impact of your work (MSC E9)

Unit code: HSL28

Unit credit: 4

SCQF Unit level: 8

Introduction

This unit is about managing work activities and resources in your area of responsibility in order to minimise the negative impact and maximise the positive impact they may have on the environment.

This unit has particular links with HSL1, HSL3, HSL7, HSL10, HSL11, HSL17, HSL18, HSL25, HSL30.

This unit is Unit E9 from the Management Standards Centre suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 How to organise work activities and the use of resources in your area of responsibility so that they are efficient and effective.		
K2 The importance of organising work activities and the use of resources so that they minimise their negative and maximise their positive environmental impact, and how to do so.		
K3 The importance of identifying the environmental impact of work activities and the use of resources in your area of responsibility, and how to do so.		
K4 The importance of reporting promptly any identified risks to the environment which you do not have the ability to control, and how to do so.		
K5 How to encourage people to make contributions.		
K6 How to identify and implement changes to work activities and the use of resources that will reduce their negative and increase their positive environmental impact.		
K7 The principles of effective communication and how to apply them.		
Industry/sector specific knowledge and understanding		
K8 Industry/sector requirements for managing environmental performance in your area of responsibility.		

Knowledge	Type of evidence	Date
Context specific knowledge and understanding		
K9 Legal requirements and environmental policies and how to comply with them.		
K10 The types of risks to the environment, which you do not have the ability to control.		
K11 People in your area of responsibility who are able to contribute to, and identify opportunities for improving environmental performance.		
K12 The range of environmental specialists that exist inside and/or outside your organisation.		
K13 Your role, responsibilities and limits of your authority.		

Additional evidence (if applicable):

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Organise work activities and the use of resources in your area of responsibility so that they are: <ul style="list-style-type: none"> • efficient and effective • comply with legal requirements and environmental policies • minimise the negative and maximise the positive impact on the environment. 									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
2 Identify the environmental impact of work activities and the use of resources in your area of responsibility.									
3 Report promptly any identified risks to the environment, which you do not have the ability to control.									
4 Encourage people in your area of responsibility to identify opportunities for, and contribute to, improving environmental performance.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5 Identify and implement changes to work activities and the use of resources that will reduce the negative and increase the positive impact on the environment.									
6 Communicate the environmental benefits resulting from changes to work activities and the use of resources.									
7 Obtain specialist advice, where necessary, to help you identify and manage the environmental impact of your work activities and use of resources.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
Behaviours which underpin effective performance									
B1	You recognise changes in circumstances promptly and adjust plans and activities accordingly.								
B2	You present information clearly, concisely, accurately and in ways that promote understanding.								
B3	You keep people informed of plans and developments								
B4	You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B5 You act within the limits of your authority.									
B6 You are vigilant for possible hazards.									
B7 You make appropriate information and knowledge available promptly to those who need it and have a right to it.									
B8 You encourage others to share information and knowledge efficiently within the constraints of confidentiality									
B9 You make best use of available resources and proactively seek new sources of support when necessary.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B10 You identify the implications or consequences of a situation.									

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What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 How to make a case for additional staffing requirements (e.g. numbers, skills, knowledge, personal attributes) in a way which is likely to influence decision-makers positively.		
K2 How to collect and check the validity of the information necessary to contribute to staffing requirements.		
K3 The legal organisational requirements which relate to the identification of personnel needs.		
K4 The type of work objectives and constraints that may influence considerations including: work plans, financial considerations, staff availability, the recruitment pool and organisational values and policies.		
K5 How to identify and interpret the work objectives and constraints which are relevant to identifying your personnel needs.		
K6 How to present suggestions for selection effectively.		
K7 The importance of confidentiality during selection processes and what kinds of information may be made known to which staff.		
K8 The importance of keeping accurate, complete and clear records of one's contributions to the selection process.		
K9 Legal requirements for the selection of staff.		
K10 Organisational and industry requirements for the selection of personnel.		

Knowledge	Type of evidence	Date
<p>K11 The range of methods which may be used for the assessment and selection of staff and the relative advantages and disadvantages of these for your team.</p> <p>K12 The contribution you can make to the assessment and selection of staff.</p> <p>K13 How to make fair and objective assessments against criteria during the selection process.</p>		

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Identify staffing requirements which take account of work objectives and working constraints.									
2 Make sure that the staffing requirements you identify are based on valid and reliable information.									
3 Present identified staffing requirements to the relevant people at a time and in a format appropriate to your organisation.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Use assessment and selection methods suited to your organisation to assess and select staff.								
5	Make sure your selection is based on an objective assessment of the available information against agreed selection criteria.								
6	Make sure records of your contribution to the selection process are complete, accurate, clear and meet organisational requirements.								
Behaviours which underpin effective performance									
B1	You show integrity, fairness and consistency in decision making.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B2 You listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding.									
B3 You present information clearly, concisely, accurately and in ways that promote understanding.									
B4 You keep confidential information secure									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
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What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 The importance of having food safety procedures.</p> <p>K2 The types of food safety hazards (microbiological, physical, chemical and allergenic).</p> <p>K3 The principal causes of food safety hazards (e.g. human factors (including lack of effective supervision), lack of labelling information, supplier quality, cross contamination, premises and waste, personal health, handling issues and pests).</p> <p>K4 The significant food safety hazards in your workplace.</p> <p>K5 The conditions that affect microbial growth.</p> <p>K6 The principal methods of controlling significant food safety hazards.</p> <p>K7 The current food safety legislation requirements affecting your responsibilities.</p> <p>K8 Your responsibilities under your organisation's food safety procedures and how to implement these including: a) helping to check the procedures; b) assisting with hazard analysis; c) allocating and supervising food safety responsibilities; d) identifying and meeting staff training needs; e) reporting to management; f) ensuring the proper application and monitoring of control measures; g) monitoring of control measures; h) ensuring corrective action is taken when control measures fail ; i) following recording procedures.</p> <p>K9 The range of good hygiene practices relevant to your work and why they are important including: a) premises workplace design/layout; b) pest control measures c) surface cleaning methods and wash-up; d) temperature control during delivery, storage, preparation, cooking, cooling, re-heating, holding and service; e) waste disposal f) protective clothing; g) prevention of cross contamination; h) personal hygiene practices; i) treatment of cuts, abrasions, septic wounds and protection of food; j) avoidance of gastric illness; k) equipment and facilities.</p>		

Knowledge	Type of evidence	Date
<p>K10 The basic principles of good workplace design and layout.</p> <p>K11 The dangers of pest infestation and effective control measures.</p> <p>K12 Effective equipment and surface cleaning methods and why these are important.</p> <p>K13 The importance of food temperature control.</p> <p>K14 Temperature levels and controls for the types of food you are responsible for during: delivery; storage; preparation; cooking; cooling and reheating; holding and service.</p> <p>K15 The importance of hygienic and effective waste disposal and the correct methods to control waste.</p> <p>K16 The dangers of cross-contamination and methods you can use to eliminate these for any type of food safety hazard.</p> <p>K17 Personal hygiene practices that your staff should follow according to operational requirements including: hand washing; wearing of protective clothing, footwear and headgear; wearing of jewellery and accessories; treatment and covering of cuts, boils, grazes and wounds; reporting of illnesses and infections to the appropriate person.</p> <p>K18 How to communicate responsibilities for food safety procedures to staff and make sure they understand these.</p> <p>K19 How to ensure that staff receive appropriate training to meet their food safety responsibilities according to your level of responsibility and autonomy.</p> <p>K20 The types of failures that may occur with control measures and the corrective actions to take for these.</p> <p>K21 The importance of providing feedback to the person responsible for the food safety procedures and the types of issues you should communicate.</p>		

Knowledge	Type of evidence	Date
<p>K22 The importance of being constantly alert to the possibility of food safety hazards in your area of responsibility and how to look out for these.</p> <p>K23 Common examples of food safety hazards in the following groups: microbiological; physical; chemical; allergenic.</p> <p>K24 The indicators of food safety hazards in your area of responsibility (e.g. food spoilage, temperature controls, condition of premises).</p> <p>K25 The control measures appropriate to these indicators of food safety hazards.</p> <p>K26 The importance of contributing to the evaluation of the food safety procedures.</p>		

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What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Make sure you have relevant information about food safety procedures and are interpreting your responsibilities correctly.								
2	Make sure that good hygiene practices are in place.								
3	Carry out your own responsibilities for the implementation of food safety procedures.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4	Provide feedback to the person responsible for your organisation's food safety procedures on their effectiveness.								
5	Monitor and be constantly alert to the possibility of food safety hazards in your area of responsibility.								
6	Identify indicators of potential sources of food safety hazards.								
7	Identify food safety hazards and appropriate control measures.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
8	Report any new potential food safety hazards for review and evaluation of food safety procedures to the person responsible.								
Behaviours which underpin effective performance									
B1	You identify people's information needs.								
B2	You present information clearly, concisely, accurately and in ways that promote understanding.								
B3	You clearly agree what is expected of others and hold them to account.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B4 You are vigilant for possible hazards.									
B5 You identify the implications or consequences of a situation									
B6 You confront performance issues and resolve them directly with the people involved									
B7 You give people opportunities to provide feedback and you respond appropriately									
B8 You reflect regularly on your own and others' experiences, and use these to inform future action.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B9 You check individual's commitment to their roles in a specific course of action.									
B10 You use cost-effective, time-effective and ethical means to gather, store and retrieve information.									
B11 You make best use of available resources and proactively seek new sources of support when necessary.									

Additional evidence (if applicable):

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	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature:

Date:

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature:

Date:

Countersigning assessor signature (if applicable):

Date:

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

Unit 31:	Lead meetings (MSC D11)
Unit code:	HSL31
Unit credit:	4
SCQF Unit level:	7

Introduction

This unit is about leading meetings in order to achieve their objectives, which may be to solve problems, take decisions, consult with people or to exchange information and knowledge.

This unit has particular links to HSL1-6, & HSL24, but has potential relevance to all other units in the Hospitality Supervision & Leadership suite of standards.

This unit is unit D11 in the Management Standards Centre suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1 The importance of establishing the purpose and objectives of the meeting and how to do so.</p> <p>K2 The importance of confirming a meeting is the best way to achieve these objectives.</p> <p>K3 The importance of preparing how you will lead the meeting and how to do so.</p> <p>K4 How to identify who needs to participate in the meeting.</p> <p>K5 The importance of inviting participants, giving them sufficient notice to enable them to attend.</p> <p>K6 The importance of informing participants of the role they will be expected to play, the preparation they need to do and the importance of the meeting.</p> <p>K7 How to identify relevant information participants require in advance of the meeting.</p> <p>K8 The importance of circulating relevant information in advance and, if required, briefing participants individually on the content and purpose of the meeting and their roles.</p> <p>K9 The importance of setting a fixed time for the meeting to begin and end and allocating time appropriately for each agenda item.</p> <p>K10 How to allocate time appropriately for each agenda item.</p> <p>K11 The importance of stating the purpose of the meeting at the start and checking that all participants understand why they are present.</p> <p>K12 The importance of clarifying specific objectives at the beginning of each agenda item.</p> <p>K13 The importance of encouraging all participants to make clear, concise and constructive contributions from their perspectives, whilst acknowledging and building on the contributions of other participants, and how to do so.</p>		

Knowledge	Type of evidence	Date
K14 The importance of discouraging unhelpful comments and digressions, refocusing attention on the objectives of the meeting, and how to do so.		
K15 How to manage time flexibly, giving more time to particular agenda items, if necessary, whilst ensuring the key objectives are met and participants are kept informed of changes in the agenda.		
K16 The importance of summarising the discussion at appropriate times and allocate action points to participants at the end of each agenda item and how to do so.		
K17 The importance of taking decisions within the meeting's authority, remit or terms of reference and how to do so.		
K18 The importance of checking that decisions and action points are accurately recorded and promptly communicated to those who need to know.		
K19 How to evaluate whether the purpose and objectives of the meeting have been achieved and how future meetings could be more effective.		
K20 Industry/Sector requirements for leading meetings.		
Context specific knowledge and understanding		
K21 The people who need to participate and the roles they will be expected to play.		
K22 The types and sources of information required in advance of the meeting.		
K23 The meetings authority, remit or terms of reference.		
K24 Any formal procedures or standing orders that apply to the meeting.		

Additional evidence (if applicable):

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	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Date:

Countersigning assessor signature (if applicable):

Date:

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1	Establish the purpose and objectives of the meeting and confirm that a meeting is the best way to achieve these objectives.								
2	Prepare carefully how you will lead the meeting and identify who needs to participate.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
3	<p>Invite participants, giving them sufficient notice to enable them to attend and stating:</p> <ul style="list-style-type: none"> • The importance of the meeting • The role they will be expected to play, and • The preparation they need to do. 								
4	<p>Circulate the relevant information in advance and, if required, brief participants individually on the content and purpose of the meeting and their roles.</p>								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5	Set a fixed time for the meeting to begin and end and allocate the time appropriately for each agenda item.								
6	State the purpose of the meeting at the start and check that all participants understand why they are present.								
7	Clarify specific objectives at the beginning of each agenda item.								
8	Encourage all participants to make clear, concise and constructive contributions from their perspectives, whilst acknowledging and building on the contributions of other participants.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
9 Discourage unhelpful comments and digressions, refocusing attention on the objectives of the meeting.									
10 Manage time flexibly; giving more time to particular agenda items, if necessary, whilst ensuring key objectives are met and participants are kept informed of changes in the agenda.									
11 Summarise the discussion at appropriate times and allocate action points to participants at the end of each agenda item.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
12	Take decisions within the meetings with authority, remit or terms of reference.								
13	Observe any formal procedures or standing orders that apply to the meeting.								
14	Check that decisions and action points are accurately recorded and promptly communicated to those who need to know.								
Behaviours which underpin effective performance									
B1	You address multiple demands without losing focus or energy.								
B2	You show respect for the views and actions of others.								

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B3 You present information clearly, concisely, accurately and in ways that promote understanding.									
B4 You listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding									
B5 You show integrity, fairness and consistency in decision-making.									
B6 You make best use of existing sources of information.									
B7 You check the validity and reliability of information.									
B8 You present ideas and arguments convincingly and in ways that strike a chord with people.									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
B9 You articulate the assumptions made and risks involved in understanding a situation									

Additional evidence (if applicable):

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Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
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Countersigning assessor signature (if applicable):

Date:

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Internal verifier signature:

Date:

Countersigning internal verifier (if applicable):

Date:

Annexe A

Evidence Requirements and Assessment Guidance

SVQ 3 in Hospitality Supervision and Leadership at SCQF level 6

Introduction

This document contains evidence requirements and assessment guidance for the SVQ 3 in Hospitality Supervision and Leadership at SCQF level 6. They have been developed jointly, and agreed, with the relevant awarding bodies. They provide information on how each unit should be assessed and give examples of what types of evidence will be acceptable. These are only examples and should not be seen as a prescriptive list.

This document must be used in parallel with the approved Assessment Strategy for Hospitality Supervision and Leadership.

The Nature of the Qualification and Source of Evidence

Hospitality Supervision and Leadership is an occupational qualification whose purpose is to assess a candidate's competence. In each unit there are performance criteria that describe what the candidate must be able to do in a real work environment. It is a requirement therefore, that evidence to meet the performance criteria comes from real work activity in a hospitality workplace. In some circumstances, evidence of the candidate's performance can come from a Realistic Working Environment (RWE). However, RWEs must meet the guidance provided in Appendix B of the Assessment Strategy.

Contingencies

The only exception to workplace or RWE evidence is where particular performance criteria rarely or never occur during the period of assessment. Examples could include accidents and emergencies, equipment failures, overspends etc. These are identified as 'contingencies' in the evidence requirements. Alternative assessment methods, such as simulation or questioning, may be used for contingencies of this kind.

Holistic Assessment

Occupational qualifications lend themselves to holistic assessment. Provided a candidate is competent in their role and ready to be assessed, evidence for a number of units is likely to come from the candidate's day-to-day work with little interference or support from the assessor. Evidence will be naturally occurring and should only need to be cross-referenced to the performance criteria.

Assessment Methods in General

The assessment methods for this qualification are very similar to those used for NQF NVQs. These units are split into what the candidate should be able to do and requires *Performance Evidence* what the candidate understands and requires *Evidence of Knowledge and Understanding*. Each of these has a number of possible assessment methods. Every assessment method has advantages and disadvantages, and assessors should choose the method that is most effective and efficient in bringing out and judging valid evidence. For most of the performance criteria requiring performance evidence, a combination of assessment methods may be appropriate.

These different methods are discussed below.

Performance Evidence

Performance evidence applies to those performance criteria that describe what the candidate is able to do.

The assessor should use a variety of assessment methods to prove consistent competence.

Performance Evidence Assessment Methods

Assessment Method: Observation

This covers observation of the candidate's performance at work by a qualified assessor. Observation is probably the most robust method of assessing performance but requires a great deal of time and resource. For this reason observation can be complemented by the other assessment methods below.

Assessment Method: Products of Work

Products of work are appropriate to many of the performance criteria. Products of work include, for example: menu and recipe plans, cellar records, staff rotas and accident reports. Products of work are excellent sources of evidence and often eliminate the need for an assessor to observe the candidate producing them.

In order to reduce the burden on the candidate, assessors are encouraged to log the relevant product of work and its location rather than insist the candidate stores copies in their portfolio.

Assessors must ensure that products of work are authentic, i.e. the assessor must satisfy themselves that the evidence is genuinely the products of the candidate's work and not someone else's.

It is possible for candidates to present products of work from the past, although this should be sufficiently recent for the assessor to be able to infer current competence.

Assessment Method: Witness Testimony

This is another form of observation and takes account of the fact that valuable performance evidence will occur when the regular assessor is not present. The use of witness testimony is encouraged because, again, it reduces the need for observation by the regular assessor. The Assessment Strategy provides for two types of witness testimony.

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

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

Witness testimony of either kind must be authentic, i.e. the assessor must satisfy themselves that the testimony is a true account of the candidate's performance.

It is possible for candidates to present witness testimony from the past, although this should be sufficiently recent for the assessor to be able to infer current competence.

Assessment Method: Candidate Statement/Report

Candidate statements also take account of the fact that valuable performance evidence will occur when the assessor is not present. The candidate statement/report gives the candidate the opportunity to write a brief description of something they have done which meets the performance criteria in a unit. For a candidate statement/report to be valuable, it must be possible to cross reference it to content of the unit and to clearly see how the description provides evidence against the relevant performance criteria. It is possible for a candidate to produce a statement/report on something they have done in the past, although this should be sufficiently recent for the assessor to be able to infer current competence.

Assessment Method: Professional Discussion

Professional discussion can be used as an assessment method for performance and knowledge and understanding. Professional discussion is a single, or series of structured, planned and in-depth discussions between the assessor and candidate. Professional discussions can be used to obtain evidence from the candidate about what they have done and how they did it; it can also be used to supplement observations, witness testimony, examination of work products and written questions/answers. However, assessors should not rely entirely on candidates' reports of their own competence. It should always be supplemented by other types of evidence such as witness testimony and work products.

Evidence of Knowledge and Understanding Assessment Methods

Evidence of knowledge and understanding applies to those criteria that describe what the candidate understands.

Assessment Method: Questioning

Oral and written questions are both valid methods of assessing the knowledge and understanding criteria and are likely to be the assessor's method of choice.

Assessment Method: Other Recorded Evidence of Knowledge and Understanding

This includes work-based projects, case studies and reflective accounts. For some candidates these approaches can be powerful ways of bringing out evidence of a candidate's knowledge and understanding across several related performance criteria and even units. However, their use will depend on the candidate's circumstances and ability to structure and write the appropriate documents.

Assessment Method: Professional Discussion

Professional discussion can also be used to assess knowledge and understanding. Professional discussion is a single, or series of structured, planned and in-depth discussions between the assessor and candidate. A professional discussion can bring out a wide range of knowledge and understanding across many related criteria or units, particularly covering why certain things are done or the principles that underpin competent performance. Professional discussion can also help to verify the authenticity of other pieces of evidence.

Assessment Method: Inferring Knowledge and Understanding from Performance

It is possible for an assessor to infer that the candidate knows or understands certain things from observing their performance or examining other pieces of evidence such as work products or witness testimony. This particularly applies to criteria that cover how to do certain tasks, for example:

- "explain how to gather and evaluate information that will help to plan and update the wine list"

The assessor should already have seen evidence of the candidate's ability to do this in the performance criteria in the same unit. They may, therefore, reasonably infer that the candidate has this knowledge and understanding.

Inferring knowledge and understanding from performance is a helpful way of avoiding over assessment. However, it should be used with caution, particularly when it comes to the possession of key facts, for example:

- "identify the legal requirements relevant to weights and measures, trades descriptions and licensing legislation"

or the reasons why certain things are important:

- "explain why confidentiality is important"

In both of these cases, oral/written questions, reflective accounts and professional discussions would be more valid ways of testing knowledge and understanding. The specific knowledge must be brought out.

Volume of Evidence/Length of Assessment

The Evidence Requirements do not stipulate how frequently a candidate must be assessed for each unit or how much evidence is acceptable. Assessors and verifiers should use their professional skills and experience to determine how much evidence over what period of time is sufficient to make a reliable judgment of consistent competent performance.

This is likely to vary according to the individual candidate and their working situation.

Provide leadership for your team

Imported unit from MSC.

Develop productive working relationships with colleagues

Imported unit from MSC.

Contribute to the control of resources

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when managing the resources under their control. Resources should include: equipment, supplies and people.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Examples of Assessment Methods	Examples of Evidence
Contribute to the control of resources	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Order forms Emails and other correspondence Store records Maintenance records Work plans Witness statements Records of professional discussion

Knowledge and understanding	Examples of Assessment Methods	Examples of Evidence
Contribute to the control of resources	Oral questions Written questions Project Reflective account Professional discussion Inferring knowledge and understanding	Records of oral questioning Question/answer sheets Project Reflective account Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 3. Deal with any problems in obtaining resources following agreed procedures and keeping relevant people informed	Oral questions Written questions Professional discussion	Records of oral questioning Question/answer sheets Records of professional discussion

Maintain the health, hygiene, safety and security of the working environment

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when maintaining health, hygiene, safety and security in their area of responsibility.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Maintain the health, hygiene, safety and security of the working environment	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos Information held by the candidate on health, hygiene, safety and security Team briefing notes Notes of meetings with line manager Risk assessments Emails and other correspondence Displayed notices and posters covering health, hygiene, safety and security Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Maintain the health, hygiene, safety and security of the working environment	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 6. Deal with risks and accidents promptly, following organisational procedures and legal requirements for safeguarding customers and staff.	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion
PC 7. Record or report risks and any health, hygiene, safety or security action that you have taken according to your organisational procedures.	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Lead a team to improve customer service

This unit is imported from ICS.

Supervise food production operations

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising food production operations.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Supervise food production operations	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos Staff rotas Information held by the candidate on food hygiene procedures Team briefing notes Notes of meetings with line manager Records of food production operations supervised by the candidate Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise food production operations	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 5. Promptly take action to minimise the effect of problems that could delay food production or affect the standard of food service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise functions

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising functions.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Supervise functions	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos Notes of meetings with client/line manager Staff rotas Team briefing notes Plans for functions Records of functions supervised by the candidate Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise functions	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 8. Monitor the function to make sure it is running to plan and deal with any problems that threaten to disrupt operations	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise food services

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising food service.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Supervise food services	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos Staff rotas Notes of meetings with line manager Checklists Team briefing notes Food service records Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise food services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 9. Deal with problems that may affect the standard of food service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise drinks services

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising drinks services.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Supervise drinks services	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos Staff rotas Notes of meetings with line manager Team briefing notes Plans for drinks services Drink service records Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise drinks services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 9. Monitor drink service areas and take prompt and effective action to deal with any problems	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise housekeeping services

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising housekeeping services.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Supervise housekeeping services	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos Housekeeping schedules Notes of meetings with line manager Staff rotas Team briefing notes Plans for functions Housekeeping records Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise housekeeping services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 9. Take effective action to manage problems that may disrupt the housekeeping service when they occur	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise portering and concierge services

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising portering and concierge services.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance criteria	Example Assessment Methods	Examples of Evidence
Supervise portering and concierge services	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos Staff rotas Team briefing notes Notes of meetings with line manager Work schedules Work records Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise portering and concierge services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 8. Take effective action to manage problems that may disrupt the portering and concierge service when they occur	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise reservations and bookings services

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising reservations and bookings services.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Supervise reservations and bookings services	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos Notes of meetings with line manager Correspondence Staff rotas Team briefing notes Work schedules Reception records Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise reservations and bookings services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 9. Take effective action to manage problems that may disrupt the reservation and booking service when they occur	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Contribute to promoting hospitality services and products

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when helping to promote services and products.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Contribute to promoting hospitality services and products	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos/photos Notes of meetings with line manager Internal and external correspondence Records of promotional activities Team briefing notes Work schedules detailing promotional work Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Contribute to the promotion of hospitality goods and services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Contribute to the development of recipes and menus

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when helping to develop recipes and menus.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Contribute to the development of recipes and menus	Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Photos Notes of meetings with line manager and other staff Correspondence with other staff Records of research Sample recipes and menus to which the learner has contributed Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Contribute to the development of recipes and menus	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Supervise off-site food delivery services

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising off-site food delivery services.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Supervise off-site food delivery services	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Staff rotas Videos Notes of meetings with line manager Internal and external correspondence Records of promotional activities Team briefing notes Work schedules Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise off-site food delivery services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 6. Deal with problems which arise in order to minimise disruption to the service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise cellar and drink storage operations

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising cellar and drink storage operations.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Supervise cellar and drink storage operations	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise cellar and drink storage operations	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 5. Take effective action to address problems relating to cellar and drink storage.	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion
PC 7. Record details of problems and corrective action taken in a suitable format and make them available to the relevant people according to organisational systems and procedures.	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Manage the receipt, storage or dispatch of goods

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when managing the receipt, storage or dispatch of goods.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Manage the receipt, storage or dispatch of goods	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos/photos Store records Notes of meetings with line manager Correspondence with other staff Work schedules Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Manage the receipt, storage or dispatch of goods	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 10. Identify any problems with managing the goods, and take the appropriate action to deal with them.	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise the wine store/cellar and dispense counter

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising the wine store/cellar and dispense counter.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance Criteria	Example Assessment Methods	Examples of Evidence
Supervise the wine store/cellar and dispense counter	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos/photos Notes of meetings with line manager Correspondence Wine store/cellar records Team briefing notes Work schedules Witness statements Records of professional discussion
Supervise the wine store/cellar and dispense counter	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise the wine store/cellar and dispense counter	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 4. Deal with damage, deterioration and loss of wine and dispense counter stock correctly	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion
PC 6. Deal with unforeseen situations and problems	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise vending services

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising vending services.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance criteria	Example Assessment Methods	Examples of Evidence
Supervise vending services	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos/photos Notes of meetings with line manager Vending machine records Team briefing notes Work schedules Internal correspondence Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise vending services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 6. Take effective action to manage problems that may disrupt the vending service	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion
PC 7. Inform your staff and customers about any changes to the service that may affect them	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise linen services

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising linen services.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance criteria	Example Assessment Methods	Examples of Evidence
Supervise linen services	Observation Products of work Witness testimony Professional discussion	Observation sheets Videos/photos Notes of meetings with line manager Linen service records Correspondence Team briefing notes Work schedules Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise linen services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 8. Take effective action to manage problems that may disrupt the linen service when they occur	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Monitor and solve customer service problems

This is an imported unit from ICS.

Improve relationship with customers

This is an imported unit from ICS.

Provide learning opportunities for colleagues

This is an imported unit from MSC.

Supervise the use of technological equipment in hospitality services

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supporting the use of technological equipment.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance criteria	Example Assessment Methods	Examples of Evidence
Supervise the use of technological equipment in hospitality services	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos/photos Notes of meetings with line manager Maintenance records Team briefing notes Work schedules Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise the use of technological equipment in hospitality services	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 3. Deal promptly and effectively with problems within your control, and seek help and guidance from the relevant people if you have problems that you cannot resolve.	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Supervise practices for handling payments

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when supervising practices for payments.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria on a consistent basis.

Performance criteria	Example Assessment Methods	Examples of Evidence
Supervise practices for handling payments	Observation Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos/photos Notes of meetings with line manager Till and other financial records Team briefing notes Work schedules Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Supervise practices for handling payments	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
PC 6. Deal effectively with any problems which occur at payment points	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion
PC 8. Reconcile actual takings against recorded takings and follow your organisations procedures and legal requirements to deal with any discrepancies.	Simulation Oral questions Written questions Professional discussion	Observation sheet Video Question/answer sheets Records of professional discussion

Contribute to the development of a wine list

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when contributing to wine list development.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria and performance criteria on a consistent basis.

Performance criteria	Example Assessment Methods	Examples of Evidence
Contribute to the development of a wine list	Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos/photos Notes of meetings with line manager Records of research Correspondence Team briefing notes Wine lists developed by the learner Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Contribute to the development of a wine list	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Manage the environmental impact of your work

This is an imported unit from MSC.

Contribute to the selection of staff for activities

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when contributing to staff selection.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria and performance criteria on a consistent basis.

Performance criteria	Example Assessment Methods	Examples of Evidence
Contribute to the selection of staff for activities	Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos/photos Notes of meetings with line manager Correspondence Job descriptions to which the learner has contributed Notes from interviews and other selection processes Correspondence Team briefing notes Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Contribute to the selection of staff for activities	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Ensure food safety hygiene practice is followed in the preparation and serving of food and drink

Evidence for performance criteria must come from the candidate's work in a hospitality workplace when ensuring food safety hygiene practice.

There must be sufficient evidence for the assessor to judge that the candidate can achieve the performance criteria and performance criteria on a consistent basis.

Performance criteria	Example Assessment Methods	Examples of Evidence
Ensure food safety hygiene practice is followed in the preparation and serving of food and drink	Products of work Witness testimony Professional discussion Candidate statement	Observation sheets Videos/photos Notes of meetings with line manager Correspondence Food safety records Correspondence Team briefing notes Witness statements Records of professional discussion

Knowledge and Understanding	Example Assessment Methods	Examples of Evidence
Ensure food safety hygiene practice is followed in the preparation and serving of food and drink	Oral questions Written questions Project Reflective account Professional discussion	Records of oral questioning Question/answer sheets Project Reflective account Records of professional discussion Cross reference to performance criteria

Should evidence for the following contingency performance criteria not occur during the period of assessment, alternative assessment methods may be used.

Contingencies	Alternative Assessment Methods	Examples of evidence
<p>PC 5. Monitor and be constantly alert to the possibility of food safety hazards in your area of responsibility.</p> <p>PC 6. Identify indicators of potential sources of food safety hazards.</p> <p>PC 7. Identify food safety hazards and appropriate control measures.</p> <p>PC 8. Report any new potential food safety hazards for review and evaluation of food safety procedures to the person responsible.</p>	<p>Simulation</p> <p>Oral questions</p> <p>Written questions</p> <p>Professional discussion</p>	<p>Observation sheet</p> <p>Video</p> <p>Question/answer sheets</p> <p>Records of professional discussion</p>

Lead meetings

This is an imported unit from MSC.

