

F987 04 (2BS7/10) Prepare and serve dispensed and instant hot drinks

Elements of Competence

- 2BS7/10.1 Prepare work area and equipment for service
- 2BS7/10.2 Prepare and serve hot drinks

About this Unit

This Unit is about preparing basic equipment such as small dispensing machines, kettles, urns, coffee and tea pots. The Unit also covers the preparation and service of hot drinks such as coffee, tea, and hot chocolate.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

Values — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

Key Words and Concepts — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

Specific Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> ◆ Simulation is NOT permitted for any part of this Unit. ◆ The following forms of evidence ARE mandatory: ◆ Direct Observation: Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. For example, make sure that preparation, service and other equipment are clean and free from damage. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, discuss why it is important to check for damage in all work areas and service equipment before taking orders.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> ◆ Reflective Account: These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge. ◆ Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice. ◆ Expert Witness: A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice. ◆ Witness Testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen. ◆ Products: These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier. ◆ Prior Learning: You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit. ◆ Simulation: There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.
GENERAL GUIDANCE
<ul style="list-style-type: none"> ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. ◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge. ◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work. ◆ All evidence must relate to your own work practice.

KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 Safe and hygienic working practices when preparing and serving hot drinks.	
2 Why drink, ingredients and accompaniments must be available and ready for immediate use.	
3 Why it is important to check for damage in all work areas and service equipment before taking orders.	
4 The types of unexpected situations that may occur when preparing areas and equipment for the preparation of hot drinks and how to deal with these.	
5 Safe and hygienic working practices when preparing and serving hot drinks.	
6 Why information about products given to customers should be accurate.	
7 What the different techniques are for mixing and preparing different types of beverages to customer requirements.	
8 Why and to whom all customer incidents should be reported.	
9 Why and to whom all breakages/spillages must be reported.	
10 Why customers and service areas should be kept clean, tidy and free from rubbish and used equipment.	

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Element 2BS7/10.1 Prepare work area and equipment for service

Performance Criteria	DO	RA	EW	Q	P	WT	PD
	1 Prepare the preparation, service and other equipment ready for use.						
2 Clean the work areas, leaving them tidy and ready for use.							
3 Make sure that preparation, service and other equipment are clean and free from damage.							
4 Store sufficient drink ingredients and accompaniments ready for use.							

What you must cover	DO	RA	EW	Q	P	WT	PD
	(a) Preparation equipment (at least one from) — small vending machines — urns/kettles — coffee pots — tea pots						
(b) Service equipment (at least two from) — cutlery — glassware — crockery — trays							
(c) Other equipment (at least one from) — dish washers — fridges/freezers — thermometers							
(d) Drinks (at least two from) — coffee — hot chocolate — tea							
(e) Drink ingredients (at least three from) — coffee bags/pods/capsules — pre-ground coffee beans — instant coffee — syrups — chocolate powder — loose tea — tea bags — fruit/herbal tea							
(f) Drink accompaniments (at least two from) — sugar — milk — dusting/topping powder — cream							

DO = Direct Observation
EW = Expert Witness
PD = Professional Discussion

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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Element 2BS7/10.2 Prepare and serve hot drinks

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Identify customer requirements.							
2	Provide customers with accurate information on drinks as required.							
3	Promote company drinks to customers at all appropriate times.							
4	Make the drinks using the correct equipment and ingredients.							
5	Serve the drink in your company style, offering the correct accompaniments.							
6	Clean preparation and serving equipment after use and tidy the preparation and serving area.							

What you must cover		DO	RA	EW	Q	P	WT	PD
(a)	Service equipment (at least two from) — cutlery — glassware — crockery — trays							
(b)	Drinks (at least two from) — coffee — hot chocolate — tea							
(c)	Drink ingredients (at least three from) — coffee bags/pods/capsules — pre-ground coffee beans — instant coffee — syrups — chocolate powder — loose tea — tea bags — fruit/herbal tea							
(d)	Drink accompaniments (at least two from) — sugar — milk — dusting/topping powder — cream							
(e)	Preparation equipment (at least one from) — small vending machines — kettles — urns — coffee pots — tea pots							

To be completed by the candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal verifier feedback

To be completed by the internal verifier if applicable

This section only needs to be completed if the Unit is sampled by the internal verifier

Internal verifier's name:

Internal verifier's signature:

Date: