



# **Assessor's guidelines for the SVQs in Hospitality and Professional Cookery at levels 1, 2 and 3**

Publication date: December 2010  
Publication code: DB3540/3

Published by the Scottish Qualifications Authority  
The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ, and  
Ironmills Road, Dalkeith, Midlothian, EH22 1LE

*The information in this publication may be reproduced in support of SQA qualifications. If it is reproduced, SQA should be clearly acknowledged as the source. If it is to be used for any other purpose, then written permission must be obtained from the Support Materials Development Officer at SQA. It must not be reproduced for trade or commercial purposes.*

© Scottish Qualifications Authority 2009, 2010

# Contents

<b>About this guide</b>	<b>2</b>
<b>Introduction</b>	<b>3</b>
About SVQs	3
How are standards defined in SVQs?	4
Who is involved in SVQs?	4
The steps involved in assessing a candidate for an SVQ	5
<b>1 The SVQs in Hospitality and Professional Cookery</b>	<b>6</b>
Structure of the SVQs	6
An assessment strategy for the SVQ	35
Why would people be interested in the SVQ?	35
How do candidates begin?	35
Choosing the SVQ	35
<b>2 Preparing to assess the SVQ</b>	<b>37</b>
Your role and your candidate's role	37
Planning	38
Assessment plan	39
Selecting methods of assessment	40
Methods of assessment	41
Observation	41
Questioning	42
Personal statements	43
Example	43
Witness testimony	43
Simulation	45
Other sources of evidence	46
<b>3 Generating evidence</b>	<b>47</b>
Observation	48
Questions and candidate responses	50
Witness testimony	52
Filling the gaps	54
Guidance and support to candidates	54
Judging candidate evidence and making an assessment decision	54
Insufficient evidence	55
Authenticating candidates' evidence	55
<b>4 Recording achievement</b>	<b>56</b>
Unit progress record	57
Using the index of evidence	59
Completing the Element achievement record	61
<b>5 Further information</b>	<b>70</b>
What else should I read?	70

# About this guide

This guide provides some practical examples of how to assess your candidates for the **SVQs in Hospitality and Professional Cookery at levels 1, 2 and 3**. You may be able to think of other ways of assessing your candidates and recording your decisions about their competence.

Using assessments based on these examples does not guarantee successful verification — it is still your responsibility to ensure that internal quality assurance procedures are followed.

# Introduction

This introduction provides a brief overview of SVQs and how they are assessed in the workplace. If you are already familiar with the concept of SVQs, you may wish to go to the next section.

## About SVQs

Scottish Vocational Qualifications (SVQs) are work-based qualifications which set the level of occupational competence for each sector of the economy. The qualifications have been designed by standards-setting bodies made up of experienced practitioners who represent employers, professional bodies, trade unions, education and voluntary organisations.

Each standards-setting body is responsible for developing national standards which define *what* employees (or potential employees) must be able to do, *how well*, and *in what circumstances*, to show that they are competent in their work.

Each SVQ which a standards-setting body develops has to fit into a broad framework which allows qualifications in the UK and throughout Europe to be compared. SVQs are specified at five levels which reflect the various technical and supervisory skills knowledge and experience, which employees should have as they progress in their industry.

### Explanation of levels

- Level 1** Defines competent performance in a range of activities which are largely routine and predictable.
- Level 2** Specifies that competent performance must be shown in a broader range of work activities which are less routine and predictable. The employee will have more autonomy and responsibility, and may have to work as part of a team.
- Level 3** Specifies that competent performance must involve the employee in carrying out a broad range of varied work activities, most of which are complex and non-routine. There is considerable autonomy and responsibility, including the possibility of controlling or guiding others.

## How are standards defined in SVQs?

All SVQs consist of standards which can be broken down into various parts.

**Units** define the broad functions carried out in the sector, and are made up of a number of **Elements**. These **Elements** describe the activities which employees have to perform, and will require candidates to demonstrate certain skills or knowledge and understanding.

The quality of performance in what people must be able to do — how well they have to perform — is described by **What you have to do**.

The section on **What you have to know** states what candidates must know and understand, and how this knowledge applies to their jobs.

You will notice '**what you must cover**' statements in the standards. These statements describe what range candidates must cover, for example, list the equipment that candidates are expected to be familiar with and use in their occupational area.

## Who is involved in SVQs?

There are several roles:

- ◆ **the candidate:** the person who wants to achieve the SVQ (eg an employee)
- ◆ **the assessor\*:** the person who assesses the candidates and decides if they are competent (eg supervisor)
- ◆ **the internal verifier\*:** an individual nominated by the centre (eg a company) who ensures that assessors apply the standards uniformly and consistently (eg supervisor's line manager)
- ◆ **the External Verifier\*:** an individual appointed by SQA who ensures that standards are being applied uniformly and consistently across all centres offering the SVQ

\*Assessors and verifiers in centres will be asked by SQA to prove they have the appropriate occupational competence to assess and verify the SVQ. Occupational competence has been defined by the standards-setting body in the assessment strategy for these SVQs. The Assessment Strategy is available to download from the SVQ subject-specific page for Hospitality and Tourism on SQA's website: [www.sqa.org.uk](http://www.sqa.org.uk).

Assessors and verifiers are also expected to obtain an appropriate qualification in assessment and verification — this can be the Assessor/Verifier Units (the national standards for assessment and verification), or an alternative qualification which SQA also recognises.

## **The steps involved in assessing a candidate for an SVQ**

In deciding whether a candidate should get an SVQ, you will go through these stages:

- ◆ planning for assessment
- ◆ generating and collecting evidence of the candidate's competence in the Units
- ◆ judging the evidence of the candidate's ability and making an assessment decision based on the evidence
- ◆ recording the assessment decision and the candidate's achievement

# 1 The SVQs in Hospitality and Professional Cookery

The SVQs in Hospitality and Professional Cookery have been developed by People 1st and are intended for people in the Hospitality and Catering occupational area.

These people may be working as trainee chefs, chefs, kitchen assistants, housekeepers, bar persons, receptionists, waiting staff, etc, in the hospitality industry. They will require skills and knowledge in the professional competencies related to their job roles; various areas of legislation, eg, health and safety, food hygiene regulations, licensing laws, COSHH; and general skills such as communication, customer service and problem solving.

The SVQ is designed to be assessed in the workplace, or in conditions of the workplace within any aspect of the industry or as part of a realistic working environment (RWE) within a centre. Criteria for RWE are set out in the assessment strategy developed by the Sector Skills Council, People 1st. The assessment strategy is available on the SVQ Hospitality subject page of SQA's website: [www.sqa.org.uk](http://www.sqa.org.uk).

## Structure of the SVQs

This section lists each of the SVQs in the suite and the Units which form the individual awards.

**SVQ1 in Accommodation Services at SCQF Level 4**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9V8 21**

**To attain the qualification candidates would have to complete 7 units in total. This comprises of:**

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

**MANDATORY UNITS**

Candidates must complete the following two units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3

**SECTION A**

Candidates must complete five of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F97N 04	1GEN3/10	Maintain customer care	4	3
F98L 04	1HK1/10	Collect linen and make beds	4	3
F98M 04	1HK2/10	Clean windows from the inside	4	2
F98N 04	1HK3/10	Help to service bathrooms and toilets	4	3
F98P 04	1HK4/10	Help to clean and maintain furnished areas	4	3
F95W 04	1FOH1/10	Process information for reception function	4	3
F93L 04	1FOH2/10	Assist in handling mail (CfA)	4	2
F93M 04	1FOH3/10	Understand how to communicate in a business environment (CfA)	4	4
F93N 04	1FOH4/10	Make and receive telephone calls (CfA)	4	3
F95X 04	1FOH5/10	Receive, move and store customer and organisation property	4	3
F95Y 04	1FOH6/10	Service public areas at front of house	4	3
F960 04	1FOH7/10	Collect and deliver items for customers and staff	4	2
F961 04	1FOH8/10	Prepare, service and clear meeting and conference rooms	4	3
F93P 04	1FOH9/10	Use a filing system (CfA)	4	2
F93R 04	1FOH10/10	Contribute to solving business problems (CfA)	4	
F97X 04	2GEN9/10	Maintain and deal with payments	4	4



**SVQ1 in Food and Beverage Service at SCQF Level 4**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9V9 21**

**To attain the qualification candidates would have to complete 7 units in total. This comprises of:**

- all of the mandatory units
- any three units from Section A

**MANDATORY UNITS**

Candidates must complete the following four units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F97N 04	1GEN3/10	Maintain customer care	4	3
F97W 04	2GEN4/10	Maintain food safety when storing, holding and serving food	6	4

**SECTION A**

Candidates must complete three of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F97Y 04	1BS1/10	Prepare and clear areas for drinks service	4	3
F980 04	1BS2/10	Serve drinks	4	4
F98A 04	1FS1/10	Prepare and clear areas for table/tray service	4	3
F98C 04	1FS2/10	Provide a table/tray service	4	3
F98D 04	1FS3/10	Prepare and clear areas for counter/takeaway service	4	3
F9DD 04	1FS4/09	Provide a counter/takeaway service	4	3
F98E 04	1FS5/10	Provide a trolley service	4	3
F98F 04	1FS6/10	Assemble meals for distribution via a conveyor belt	4	3
F97P 04	1GEN5/10	Clean and store crockery and cutlery	4	3
F97R 04	1GEN6/10	Maintain a vending machine	4	3
F987 04	2BS7/10	Prepare and serve dispensed and instant hot drinks	5	3
F97X 04	2GEN9/10	Maintain and deal with payments	5	4

**SVQ1 in Food Preparation & Cooking at SCQF Level 4**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VA 21**

**To attain the qualification candidates would have to complete 7 units in total. This comprises of:**

- All of the mandatory units
- Any four units from Section A

**MANDATORY UNITS**

Candidates must complete the following three units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F9DK 04	2GEN3/09	Maintain food safety when storing, preparing and cooking food	6	4

**SECTION A**

Candidates must complete four of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F968 04	1FP1/10	Prepare vegetables	4	3
F9DE 04	1FC1/10	Cook vegetables	4	3
F9DH 04	1FPC1/10	Prepare and cook fish	4	3
F9DJ 04	1FPC2/10	Prepare and cook meat and poultry	4	4
F96H 04	1P&C1/10	Package food for delivery	4	3
F97N 04	1GEN3/10	Maintain customer care	4	3
F9DF 04	1FP2/10	Prepare and finish simple salad and fruit dishes	4	2
F98D 04	1FS3/10	Prepare and clear areas for counter/takeaway service	4	3
F9DG 04	1PR1	Prepare hot and cold sandwiches	4	2
F969 04	1FPC3/10	Prepare and cook pasta	4	2
F9DD 04	1FS4/10	Provide a counter/takeaway service	4	3
F96A 04	1FPC4/10	Prepare and cook rice	4	2
F96C 04	1FPC5/10	Prepare and cook eggs	4	2
F96D 04	1FPC6/10	Prepare and cook pulses	4	2
F96E 04	1FPC7/10	Prepare and cook vegetable protein	4	2
F96F 04	1FPC8/10	Cook and finish simple bread and dough products	4	3
F96G 04	1FPC9/10	Prepare and cook grain	4	3

**SVQ1 in Hospitality Services at SCQF Level 4**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VV 21**

To attain the qualification candidates would have to complete 7 units in total. This comprises of:

- All of the mandatory units
- Any five units from the optional units

**Please Note:**

- If candidates take food and beverage service units they must do 2GEN4/10 as one of their five optional units
- If candidates take food preparation units they must do 2GEN3/09 as one of their five optional units
- If candidates take food preparation and food and beverage service units they must do 2GEN3/09

**MANDATORY UNITS**

Candidates must complete the following two units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3

**SECTION A**

Candidates must complete five of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
<b>Accommodation Services units:</b>				
F98L 04	1HK1/10	Collect linen and make beds	4	3
F98M 04	1HK2/10	Clean windows from the inside	4	2
F98N 04	1HK3/10	Help to service bathrooms and toilets	4	3
F98P 04	1HK4/10	Help to clean and maintain furnished areas	4	3
F95W 04	1FOH1/10	Process information for reception function	4	3
F93L 04	1FOH2/10	Assist in handling mail (CfA)	4	2
F93M 04	1FOH3/10	Understand how to communicate in a business environment (CfA)	4	4
F93N 04	1FOH4/10	Make and receive telephone calls (CfA)	4	3
F95X 04	1FOH5/10	Receive, move and store customer and organisation property	4	3
F95Y 04	1FOH6/10	Service public areas at front of house	4	3
F960 04	1FOH7/10	Collect and deliver items for customers and staff	4	2
F961 04	1FOH8/10	Prepare, service and clear meeting and conference rooms	4	3
F93P 04	1FOH9/10	Use a filing system (CfA)	4	2
F93R 04	1FOH10/10	Contribute to solving business problems (CfA)	4	3
F97N 04	1GEN3/10	Maintain customer care	4	
F97X 04	2GEN9/10	Maintain and deal with payments	5	4

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
<b>Food &amp; Beverage Service units:</b>				
F97W 04	2GEN4/10	Maintain food safety when storing, holding and serving food	6	4
F97Y 04	1BS1/10	Prepare and clear areas for drinks service	4	3
F980 04	1BS2/10	Serve drinks	4	4
F98A 04	1FS1/10	Prepare and clear areas for table/tray service	4	3
F98C 04	1FS2/10	Provide a table/tray service	4	3
F98D 04	1FS3/10	Prepare and clear areas for counter/takeaway service	4	3
F9DD 04	1FS4/09	Provide a counter/takeaway service	4	3
F98E 04	1FS5/10	Provide a trolley service	4	3
F98F 04	1FS6/10	Assemble meals for distribution via conveyor belt	4	3
F97P 04	1GEN5/10	Clean and store crockery and cutlery	4	3
F97R 04	1GEN6/10	Maintain a vending machine	4	3
F987 04	2BS7/10	Prepare and serve dispensed and instant hot drinks	5	3
<b>Food Preparation &amp; Cooking units:</b>				
F9DK 04	2GEN3/09	Maintain food safety when storing, preparing and cooking food	6	4
F968 04	1FP1/10	Prepare vegetables	4	3
F9DE 04	1FC1/10	Cook vegetables	4	3
F9DH 04	1FPC1/10	Prepare and cook fish	4	3
F9DJ 04	1FPC2/10	Prepare and cook meat and poultry	4	4
F96H 04	1P&C1/10	Package food for delivery	4	2
F9DF 04	1FP2/10	Prepare and finish simple salad and fruit dishes	4	2
F9DG 04	1PR1	Prepare hot and cold sandwiches	4	2
F969 04	1FPC3/10	Prepare and cook pasta	4	2
F96A 04	1FPC4/10	Prepare and cook rice	4	2
F96C 04	1FPC5/10	Prepare and cook eggs	4	2
F96D 04	1FPC6/10	Prepare and cook pulses	4	2
F96E 04	1FPC7/10	Prepare and cook vegetable protein	4	2
F96F 04	1FPC8/10	Cook and finish simple bread and dough products	4	3
F96G 04	1FPC9/10	Prepare and cook grain	4	3

**SVQ2 in Beverage Service at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VP 22**

**To attain the qualification candidates would have to complete 10 units in total. This comprises of:**

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

**MANDATORY UNITS**

Candidates must complete the following three units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F940 04	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5

**SECTION A**

Candidates must complete the remaining five units from either Section A or B

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F981 04	2BS1/10	Prepare and clear the bar area	5	4
F982 04	2BS2/10	Serve alcoholic and soft drinks	5	5
F983 04	2BS3/10	Prepare and serve cocktails	5	5
F984 04	2BS4/10	Prepare and serve wines	5	5
F987 04	2BS7/10	Prepare and serve dispensed and instant hot drinks	5	3
F988 04	2BS8/10	Prepare and serve hot drinks using specialist equipment	5	4

**SECTION B**

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F985 04	2BS5/10	Maintain cellars and kegs	5	3
F986 04	2BS6/10	Clean drinks dispense lines	5	3
F989 04	2BS9/10	Receive, store and issue drinks stock	5	3
F941 04	2GEN5/10	Resolve customer service problems (ICS)	5	6
F941 04	2GEN6/10	Promote additional services or products to customers (ICS)	5	6
F943 04	2GEN7/10	Deal with customers across a language divide (ICS)	5	8
F944 04	2GEN8/10	Maintain customer service through effective handover (ICS)	5	4
F97X 04	2GEN9/10	Maintain and deal with payments	5	4

**SVQ2 in Food and Beverage Service at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VL 22**

**To attain the qualification candidates would have to complete 10 units in total. This comprises of:**

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

**MANDATORY UNITS**

Candidates must complete the following four units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F940 04	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5
F97W 04	2GEN4/10	Maintain food safety when storing, holding and serving food	6	4

**SECTION A**

Candidates must complete a minimum of one of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DD 04	1FS4/09	Provide a counter/takeaway service	4	3
F98H 04	2FS2/10	Serve food at the table	5	4
F98J 04	2FS3/10	Provide a silver service	5	6
F98K 04	2FS4/10	Provide a buffet/carvery service	5	4

**SECTION B**

Candidates must complete a minimum of one of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F982 04	2BS2/10	Serve alcoholic and soft drinks	5	5
F983 04	2BS3/10	Prepare and serve cocktails	5	5
F984 04	2BS4/10	Prepare and serve wines	5	5
F987 04	2BS7/10	Prepare and serve dispensed and instant hot drinks	5	3
F988 04	2BS8/10	Prepare and serve hot drinks using specialist equipment	5	4

**SECTION C**

Candidates must complete a maximum of up to 4 of the following units

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F98D 04	1FS3/10	Prepare and clear areas for counter/takeaway service	4	3
F98G 04	2FS1/10	Prepare and clear areas for table service	4	3
F981 04	2BS1/10	Prepare and clear the bar area	5	4
F985 04	2BS5/10	Maintain cellars and kegs	5	3
F986 04	2BS6/10	Clean drinks dispense lines	5	3
F989 04	2BS9/10	Receive, store and issue drinks stock	5	3
F941 04	2GEN5/10	Resolve customer service problems (ICS)	5	6
F942 04	2GEN6/10	Promote additional services or products to customers (ICS)	5	6
F943 04	2GEN7/10	Deal with customers across a language divide (ICS)	5	8
F944 04	2GEN8/10	Maintain customer service through effective handover (ICS)	5	4
F97X 04	2GEN9/10	Maintain and deal with payments	5	4

**SVQ2 in Food Service at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VN 22**

**To attain the qualification candidates would have to complete 10 units in total. This comprises of:**

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

**MANDATORY UNITS**

Candidates must complete the following four units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F940 04	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5
F97W 04	2GEN4/10	Maintain food safety when storing, holding and serving food	6	4

**SECTION A**

Candidates must complete a minimum of 2 of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DD 04	1FS4/09	Provide a counter/takeaway service	4	3
F98G 04	2FS1/10	Prepare and clear areas for table service	5	4
F98H 04	2FS2/10	Serve food at the table	5	4
F98J 04	2FS3/10	Provide a silver service	5	6
F98K 04	2FS4/10	Provide a buffet/carvery service	5	4

**SECTION B**

Candidates must complete a maximum of four of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F98D 04	1FS3/10	Prepare and clear areas for counter/takeaway service	4	3
F981 04	2BS1/10	Prepare and clear the bar area	5	4
F984 04	2BS4/10	Prepare and serve wines	5	5
F987 04	2BS7/10	Prepare and serve dispensed and instant hot drinks	5	3
F988 04	2BS8/10	Prepare and serve hot drinks using specialist equipment	5	4
F941 04	2GEN5/10	Resolve customer service problems (ICS)	5	6
F942 04	2GEN6/10	Promote additional services or products to customers (ICS)	5	6
F943 04	2GEN7/10	Deal with customers across a language divide (ICS)	5	8
F944 04	2GEN8/10	Maintain customer service through effective handover (ICS)	5	4
F97X 04	2GEN9/10	Maintain and deal with payments	5	4



**SVQ2 in Food Production and Cooking at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VM 22**

The SVQ2 in Food Production and Cooking is suggested for candidates working within local authority catering, school meals, residential and care homes, the National Health Service, either as contractors or direct caterers, and licensed retail outlets.

To attain the qualification candidates would have to complete 11 units in total. This comprises of:

- Three mandatory units
- Eight optional units

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

**MANDATORY UNITS**

Candidates must complete the following three units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DK 04	2GEN3/09	Maintain Food Safety when preparing, storing and cooking food	6	4
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3

**SECTION A**

Candidates must complete four of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F945 04	2PR1	Produce basic fish dishes	5	4
F946 04	2PR2	Produce basic meat dishes	5	4
F947 04	2PR3	Produce basic poultry dishes	5	4
F948 04	2PR4	Produce basic vegetable dishes	5	4
F9DM 04	2PR5	Cook-chill food	5	3
F9DN 04	2PR6	Cook-freeze food	5	3
F949 04	2PR7	Produce basic hot sauces	5	4
F94A 04	2PR8	Produce basic rice, pulse and grain dishes	5	3
F94D 04	2PR9	Produce basic pasta dishes	5	3
F94F 04	2PR11	Produce basic bread and dough products	5	4
F94G 04	2PR12	Produce basic pastry products	5	5
F94H 04	2PR13	Produce basic cakes, sponges and scones	5	3
F94J 04	2PR14	Produce basic hot and cold desserts	5	3
F94K 04	2PR15	Produce cold starters and salads	5	3
F94L 04	2PR16	Produce flour, dough and tray baked products	5	3

**SECTION B**

Candidates must complete a maximum of four of the following units

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F9DG 04	1PR1	Prepare hot and cold sandwiches	4	2
F94E 04	1PR10	Produce basic egg dishes	4	3
F9DP 04	2PR17	Produce healthier dishes	5	3
F94M 04	2PR19	Maintain an efficient use of food resources	5	4
F94N 04	1PR20	Maintain an efficient use of resources in the kitchen	5	3
F94P 04	2PR21	Prepare, operate and clean specialist food preparation and cooking equipment	5	4
F94R 04	2PR22	Liaise with care team to ensure that individuals' nutritional needs requirements are met	5	3
F94T 04	1PR23	Prepare meals for distribution	4	2
F94V 04	2PR24	Modify the content of dishes	5	4
F94W 04	2PR25	Prepare and cook food to meet the requirements of allergy sufferers	4	3
F94X 04	1PR26	Prepare meals to meet relevant nutritional standards set for school meals	4	4
F94Y 04	2PR27	Promote new menu items	5	3
F950 04	1PR28	Present menu items according to a defined brand standard	4	3
F940 04	2GEN1/09	Give customers a positive impression of yourself and your organisation	5	5
F97X 04	2GEN9/10	Maintain and deal with payments	5	4
F9DD 04	1FS4/09	Provide a counter/takeaway service	4	3
F9DL 04	2FS5/09	Convert a room for dining	5	3
F9DR 04	2P&C1/09	Complete kitchen documentation	5	3
F9DT 04	2P&C2/09	Set up and close kitchen	5	4

**SVQ2 in Front of House Reception at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VK 22**

**To attain the qualification candidates would have to complete 10 units in total. This comprises of:**

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

**MANDATORY UNITS**

Candidates must complete the following three units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F940 04	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5

**SECTION A**

Candidates must complete a minimum of one of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F962 04	2FOH1/10	Deal with communications as part of the reception function	5	3
F963 04	2FOH2/10	Deal with the arrival of customers	5	4
F964 04	2FOH3/10	Dealing with bookings	5	4
F965 04	2FOH4/10	Prepare customer accounts and deal with departures	5	4
F967 04	2FOH11/10	Provide tourism information services to customers	5	5

**SECTION B**

Candidates must complete a maximum of six of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F93T 04	2FOH5/10	Produce documents in a business environment (CfA)	5	4
F93V 04	2FOH6/10	Use office equipment (CfA)	4	3
F93W 04	2FOH7/10	Prepare to communicate in a business environment (CfA)	5	3
F966 04	2FOH8/10	Handle mail and book external services	5	3
F93X 04	2FOH9/10	Provide reception services (CfA)	5	3
F93Y 04	2FOH10/10	Store and retrieve information (CfA)	5	3
F941 04	2GEN5/10	Resolve customer service problems (ICS)	5	6
F942 04	2GEN6/10	Promote additional services or products to customers (ICS)	5	6
F943 04	2GEN7/10	Deal with customers across a language divide (ICS)	5	8
F944 04	2GEN8/10	Maintain customer service through effective handover (ICS)	5	4
F97X 04	2GEN9/10	Maintain and deal with payments	5	4

**SVQ2 in Hospitality Services at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VR 22**

**To attain the qualification candidates would have to complete 10 units in total. This comprises of:**

- For candidates NOT working with food — three mandatory units and seven optional units
- For candidates WORKING with food — four mandatory units and six optional units
- In all cases the remaining units can come from Section A
- **Please Note** — candidates may only select a maximum of two further units from those shown in italics in Section A

**Guidance**

- Food Service Mandatory Unit — if the candidate SERVES food, then they must complete 2GEN4/10 — ‘Maintain food safety when storing, holding and serving food’
- Food Preparation Mandatory Unit — if the candidate PREPARES food, then they must complete 2GEN3/09 — ‘Maintain food safety when storing, preparing and cooking food’
- **Please Note** — If candidates take food preparation **and** food and beverage service units they must do 2GEN3/09.

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

**MANDATORY UNITS**

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	5	5
F940 04	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	4	3

**FOOD SERVICE or FOOD PREPARATION MANDATORY OPTIONAL UNITS**

		SCQF Level	SCQF Credits
2GEN3/09	Maintain food safety when storing, preparing and cooking food	6	4
2GEN4/10	Maintain food safety when storing, holding and serving food	6	4

**SECTION A**

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
<b>WORKING with food units:</b>				
F98D 04	1FS3/10	<i>Prepare and clear areas for counter/takeaway service</i>	4	3
F9DD 04	1FS4/09	<i>Provide a counter/takeaway service</i>	4	3
F98G 04	2FS1/10	Prepare and clear areas for table service	5	4
F98H 04	2FS2/10	Serve food at the table	5	4
F98J 04	2FS3/10	Provide a silver service	5	6
F98K 04	2FS4/10	Provide a buffet/carvery service	5	3
F9DL 04	2FS5/09	Convert a room for dining	5	4
F98G 04	2BS1/10	Prepare and clear the bar area	5	4
F982 04	2BS2/10	Serve alcoholic and soft drinks	5	5
F983 04	2BS3/10	Prepare and serve cocktails	5	5
F984 04	2BS4/10	Prepare and serve wines	5	5
F985 04	2BS5/10	Maintain cellars and kegs	5	3
F986 04	2BS6/10	Clean drinks dispense lines	5	3
F987 04	2BS7/10	Prepare and serve dispensed and instant hot drinks	5	3
F988 04	2BS8/10	Prepare and serve hot drinks using specialist equipment	5	4
F989 04	2BS9/10	Receive, store and issue drinks stock	5	3
F9DF 04	1FP2	<i>Prepare and finish simple salad and fruit dishes</i>	4	2
F9DH 04	1FPC1	<i>Prepare and cook fish</i>	4	3
F9DJ 04	1FPC2	<i>Prepare and cook meat and poultry</i>	4	4
F9DG 04	1PR1	<i>Prepare hot and cold sandwiches</i>	4	2
F9DR 04	2P&C1/09	Complete kitchen documentation	5	3
F9DT 04	2P&C2/09	Set up and close kitchen	5	4
F97J 04	2FPC15/10	Prepare and present food for cold presentation	5	4
F945 04	2PR1	Produce basic fish dishes	5	4
F948 04	2PR4	Produce basic vegetable dishes	5	4
F94A 04	2PR8	Produce basic rice, pulse and grain dishes	5	3
F94D 04	2PR9	Produce basic pasta dishes	5	3
F94E 04	1PR10	<i>Produce basic egg dishes</i>	4	3
F9DK 04	2GEN3/09	Maintain food safety when storing, preparing and cooking food	6	4
F97W 04	2GEN4/10	Maintain food safety when storing, holding and serving food	6	4

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
<b>NOT working with food units:</b>				
F98L 04	1HK1/10	Collect linen and make beds	4	3
F98M 04	1HK2/10	Clean windows from the inside	4	2
F98R 04	2HK1/10	Clean and service a range of areas	5	3
F98T 04	2HK2/10	Work using different chemicals and equipment	5	4
F98V 04	2HK3/10	Maintain housekeeping supplies	5	3
F4PW 04	2HK4/10	Clean, maintain and protect hard floors (Asset Skills)	5	4
F4PX 04	2HK5/10	Clean and maintain soft floors and furnishings (Asset Skills)	5	4
F98W 04	2HK6/10	Provide a linen service	5	3
F98X 04	2HK7/10	Carry out periodic room servicing and deep cleaning	5	3
F962 04	2FOH1/10	Deal with communications as part of the reception function	5	3
F963 04	2FOH2/10	Deal with the arrival of customers	5	4
F964 04	2FOH3/10	Dealing with bookings	5	4
F965 04	2FOH4/10	Prepare customer accounts and deal with departures	5	4
F93T 04	2FOH5/10	Produce documents in a business environment (CfA)	5	4
F93V 04	2FOH6/10	Use office equipment (CfA)	4	3
F966 04	2FOH8/10	Handle mail and book external services	5	3
F93X 04	2FOH9/10	Provide reception services (CfA)	5	3
F93Y 04	2FOH10/10	Store and retrieve information (CfA)	5	3
F967 05	2FOH11/10	Provide tourism information services to customers	5	5
F941 04	2GEN5/10	Resolve customer service problems (ICS)	5	6
F942 04	2GEN6/10	Promote additional services or products to customers (ICS)	5	6
F943 04	2GEN7/10	Deal with customers across a language divide (ICS)	5	8
F944 04	2GEN8/10	Maintain customer service through effective handover (ICS)	5	4
F97X 04	2GEN9/10	Maintain and deal with payments	5	4

**SVQ2 in Housekeeping at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VJ 22**

**To attain the qualification candidates would have to complete 10 units in total. This comprises of:**

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

***Please Note: For health and safety reasons, it is strongly recommended that candidates complete unit 2HK2/10 — ‘Work using different chemicals and equipment’.***

**MANDATORY UNITS**

Candidates must complete the following three units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F98R 04	2HK1/10	Clean and service a range of areas	5	3

**SECTION A**

Candidates must complete seven of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F98L 04	1HK1/10	Collect linen and make beds	4	3
F98M 04	1HK2/10	Clean windows from the inside	4	2
F98T 04	2HK2/10	Work using different chemicals and equipment	5	4
F98V 04	2HK3/10	Maintain housekeeping supplies	5	3
F4PW 04	2HK4/10	Clean, maintain and protect hard floors (Asset Skills)	5	4
F4PX 04	2HK5/10	Clean and maintain soft floors and furnishings (Asset Skills)	5	4
F98W 04	2HK6/10	Provide a linen service	5	3
F98X 04	2HK7/10	Carry out periodic room servicing and deep cleaning	5	3
F940 04	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5
F943 04	2GEN7/10	Deal with customers across a language divide (ICS)	5	8
F944 04	2GEN8/10	Maintain customer service through effective handover (ICS)	5	4

**SVQ2 in Kitchen Services at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VG 22**

The SVQ2 in Kitchen Services is suggested for candidates working primarily in commercially focused kitchens. Typical operations may include branded high street restaurants, branded contract catering outlets and licensed retail operations.

To attain the qualification candidates would have to complete 11 units in total. This comprises of:

- Three units from the mandatory section
- Eight units from the optional section

**MANDATORY UNITS**

Candidates must complete the following three units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DK 04	2GEN3/09	Maintain Food Safety when storing, preparing and cooking food	6	4
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3

**SECTION A**

Candidates must complete three of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F968 04	1FC1	Cook Vegetables	4	3
F9DF 04	1FP2	Prepare and finish simple salad and fruit dishes	4	2
F9DH 04	1FPC1	Prepare and cook fish	4	3
F9DJ 04	1FPC2	Prepare and cook meat and poultry	4	4
F9DG 04	1PR1	Prepare hot and cold sandwiches	4	2
F9DD 04	1FS4/09	Provide a counter/takeaway service	4	3
F94N 04	1PR20	Maintain an efficient use of resources in the kitchen	5	3
F950 04	1PR28	Present menu items according to a defined brand standard	4	3

**SECTION B**

Candidates must complete five of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F94J 04	2PR14	Produce basic hot and cold desserts	5	3
F94K 04	2PR15	Produce cold starters and salads	5	3
F9DP 04	2PR17	Produce healthier dishes	5	3
F94M 04	2PR19	Maintain an efficient use of food resources	5	4
F94P 04	2PR21	Prepare, operate and clean specialist food preparation and cooking equipment	5	4
F94Y 04	2PR27	Promote new menu items	5	3
F9DR 04	2P&C1/09	Complete kitchen documentation	5	3
F9DT 04	2P&C2/09	Set up and close the kitchen	5	4



**SVQ2 in Professional Cookery at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: G9VH 22**

**To attain the qualification candidates would have to complete 14 units in total. This comprises of:**

- **Four mandatory units**
- **Ten units from section A**

**MANDATORY UNITS**

Candidates must complete the following four units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F9DK 04	2GEN3/09	Maintain food safety when storing, preparing and cooking food	6	4
F97T 04	1GEN7/10	Maintain, handle and clean knives	4	3

**SECTION A**

Candidates must complete ten of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F96J 04	2FP1/10	Prepare fish for basic dishes	5	4
F96K 04	2FP2/10	Prepare shellfish for basic dishes	5	3
F96L 04	2FP3/10	Prepare meat for basic dishes	5	4
F96M 04	2FP4/10	Prepare poultry for basic dishes	5	4
F96N 04	2FP5/10	Prepare game for basic dishes	5	4
F96P 04	2FP6/10	Prepare offal for basic dishes	5	3
F96R 04	2FP7/10	Prepare vegetables for basic dishes	5	4
F96T 04	2FP8/10	Process dried ingredients prior to cooking	3	2
F96V 04	2FP9/10	Prepare and mix spice and herb blends	4	2
F96W 04	2FC1/10	Cook and finish basic fish dishes	5	4
F96X 04	2FC2/10	Cook and finish basic shellfish dishes	5	4
F96Y 04	2FC3/10	Cook and finish basic meat dishes	6	5
F970 04	2FC4/10	Cook and finish basic poultry dishes	6	5
F971 04	2FC5/10	Cook and finish basic game dishes	6	5
F972 04	2FC6/10	Cook and finish basic offal dishes	6	5
F973 04	2FC7/10	Cook and finish basic vegetable dishes	5	4
F9DM 04	2PR5	Cook-chill food	5	3
F9DN 04	2PR6	Cook-freeze food	5	3
F974 04	2FPC1/10	Prepare, cook and finish basic hot sauces	5	4
F975 04	2FPC2/10	Prepare cook and finish basic soups	5	4
F976 04	2FPC3/10	Make basic stocks	5	3

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F977 04	2FPC4/10	Prepare, cook and finish basic rice dishes	5	4
F978 04	2FPC5/10	Prepare, cook and finish basic pasta dishes	5	4
F979 04	2FPC6/10	Prepare, cook and finish basic pulse dishes	5	4
F97A 0	2FPC7/10	Prepare, cook and finish basic vegetable protein dishes	5	4
F97C 04	2FPC8/10	Prepare, cook and finish basic egg dishes	5	3
F97D 04	2FPC9/10	Prepare, cook and finish basic bread and dough products	5	5
F97E 04	2FPC10/10	Prepare, cook and finish basic pastry products	5	5
F97F 04	2FPC11/10	Prepare, cook and finish basic cakes, sponges, biscuits and scones	6	5
F97G 04	2FPC12/10	Prepare, cook and finish basic grain dishes	5	4
F9DP 04	2PR17	Produce healthier dishes	5	3
F97H 04	2FPC14/10	Prepare, cook and finish basic cold and hot desserts	5	4
F97J 04	2FPC15/10	Prepare and present food for cold presentation	5	4
F97K 04	2FPC16/10	Prepare, cook and finish Dim Sum	6	5
F97L 04	2FPC17/10	Prepare, cook and finish noodle dishes	5	4
F97M 04	2FPC18/10	Prepare and cook food using a Tandoor	5	4
F9DR 04	2P&C1/09	Complete kitchen documentation	5	3
F9DT 04	2P&C2/09	Set up and close kitchen	5	4
F97V 04	2GEN2/10	Order stock	5	4
F96F 04	1FPC8/10	Cook and finish simple bread and dough products	4	3
F94R 04	2PR22	Liaise with care team to ensure that individual nutritional needs are met	5	3
F94X 04	1PR26	Prepare meals to meet relevant nutritional standards set for school meals	4	4

**SVQ2 in Professional Cookery at SCQF Level 5**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: Preparation and Cooking — G9VF 22**

**To attain the qualification candidates would have to complete 14 units in total. This comprises of :**

- **Four mandatory units**
- **A minimum of three units from section A**
- **A minimum of three units from section B**
- **A minimum of one unit from section C**
- **The remainder units may be selected from section D**

**MANDATORY UNITS**

Candidates must complete the following four units

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F9DA 04	1GEN1/09	Maintain a safe, hygienic and secure working environment	4	3
F9DC 04	1GEN4/09	Work effectively as part of a hospitality team	4	3
F9DK 04	2GEN3/09	Maintain food safety when storing, preparing and cooking food	6	4
F97T 04	1GEN7/10	Maintain, handle and clean knives	4	3

**SECTION A**

Candidates must complete a minimum of three of the following units

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F96W 04	2FC1/10	Cook and finish basic fish dishes	5	4
F96Y 04	2FC3/10	Cook and finish basic meat dishes	5	4
F970 04	2FC4/10	Cook and finish basic poultry dishes	6	5
F973 04	2FC7/10	Cook and finish basic vegetable dishes	5	4

**SECTION B**

Candidates must complete a minimum of three of the following units

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F96J 04	2FP1/10	Prepare fish for basic dishes	5	4
F96L 04	2FP3/10	Prepare meat for basic dishes	5	4
F96M 04	2FP4/10	Prepare poultry for basic dishes	5	4
F96R 04	2FP7/10	Prepare vegetables for basic dishes	5	4

**SECTION C**

Candidates must complete a minimum of one of the following units

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F974 04	2FPC1/10	Prepare, cook and finish basic hot sauces	5	4
F975 04	2FPC2/10	Prepare cook and finish basic soups	5	4
F976 04	2FPC3/10	Make basic stock	5	3

**SECTION D — OPTIONAL UNITS**

Candidates may take their remaining units from the following:

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F96J 04	2FP1/10	Prepare fish for basic dishes	5	4
F96K 04	2FP2/10	Prepare shellfish for basic dishes	5	3
F96L 04	2FP3/10	Prepare meat for basic dishes	5	4
F96M 04	2FP4/10	Prepare poultry for basic dishes	5	4
F96N 04	2FP5/10	Prepare game for basic dishes	5	4
F96P 04	2FP6/10	Prepare offal for basic dishes	5	3
F96R 04	2FP7/10	Prepare vegetables for basic dishes	5	4
F96T 04	2FP8/10	Process dried ingredients prior to cooking	3	2
F96V 04	2FP9/10	Prepare and mix spice and herb blends	4	2
F96W 04	2FC1/10	Cook and finish basic fish dishes	5	4
F96X 04	2FC2/10	Cook and finish basic shellfish dishes	5	4
F96Y 04	2FC3/10	Cook and finish basic meat dishes	6	5
F970 04	2FC4/10	Cook and finish basic poultry dishes	6	5
F971 04	2FC5/10	Cook and finish basic game dishes	5	5
F972 04	2FC6/10	Cook and finish basic offal dishes	6	4
F973 04	2FC7/10	Cook and finish basic vegetable dishes	5	4
F9DM 04	2PR5	Cook-chill food	5	3
F9DN 04	2PR6	Cook-freeze food	5	3
F974 04	2FPC1/10	Prepare, cook and finish basic hot sauces	5	4
F975 04	2FPC2/10	Prepare cook and finish basic soups	5	4
F976 04	2FPC3/10	Make basic stock	5	3
F977 04	2FPC4/10	Prepare, cook and finish basic rice dishes	5	4
F978 04	2FPC5/10	Prepare, cook and finish basic pasta dishes	5	4
F979 04	2FPC6/10	Prepare, cook and finish basic pulse dishes	5	4
F97A 04	2FPC7/10	Prepare, cook and finish basic vegetable protein dishes	5	4
F97C 04	2FPC8/10	Prepare, cook and finish basic egg dishes	5	3
F97D 04	2FPC9/10	Prepare, cook and finish basic bread and dough products	5	5
F97E 04	2FPC10/10	Prepare, cook and finish basic pastry products	5	5
F97F 04	2FPC11/10	Prepare, cook and finish basic cakes, sponges, biscuits and scones	6	5
F97G 04	2FPC12/10	Prepare, cook and finish basic grain dishes	5	4
F9DP 04	2PR17	Produce healthier dishes	5	4
F97H 04	2FPC14/10	Prepare, cook and finish basic cold and hot desserts	5	4
F97J 04	2FPC15/10	Prepare and present food for cold presentation	5	4
F97K 04	2FPC16/10	Prepare, cook and finish Dim Sum	6	5
F97L 04	2FPC17/10	Prepare, cook and finish noodle dishes	5	4
F97M 04	2FPC18/10	Prepare and cook food using a Tandoor	5	4
F9DR 04	2P&C1/09	Complete kitchen documentation	5	3
F9DT 04	2P&C2/09	Set up and close kitchen	5	4
F97V 04	2GEN2/10	Order stock	5	4
F96F 04	1FPC8/10	Cook and finish simple bread and dough products	4	3
F94R 04	2PR22	Liaise with care team to ensure that individual nutritional needs are met	5	3
F94X 04	1PR26	Prepare meals to meet the requirements set for school meals	4	4

**SVQ3 in Professional Cookery at SCQF Level 6**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: Professional Cookery G9VE 23**

**To attain the qualification candidates would have to complete 16 units in total. This comprises of:**

- **Three mandatory units**
- **Any 13 units from section A**

**MANDATORY UNITS**

Candidates must complete the following three units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
DR4A 04	HSL2	Develop productive working relationships with colleagues	9	9
F7RD 04	HSL4	Maintain the health, hygiene, safety and security of the working environment	5	4
F9DK 04	2GEN3/09	Maintain food safety when storing, preparing and cooking food	6	4

**SECTION A**

Candidates must complete thirteen of the following optional units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F951 04	3FP1/10	Prepare fish for complex dishes	6	3
F952 04	3FP2/10	Prepare shellfish for complex dishes	6	4
F953 04	3FP3/10	Prepare meat for complex dishes	6	4
F954 04	3FP4/10	Prepare poultry for complex dishes	6	3
F955 04	3FP5/10	Prepare game for complex dishes	6	4
F956 04	3FC1/10	Cook and finish complex fish dishes	6	4
F957 04	3FC2/10	Cook and finish complex shellfish dishes	6	4
F958 04	3FC3/10	Cook and finish complex meat dishes	6	4
F959 04	3FC4/10	Cook and finish complex poultry dishes	6	4
F95A 04	3FC5/10	Cook and finish complex game dishes	6	4
F95C 04	3FC6/10	Cook and finish complex vegetable dishes	6	4
F95D 04	3FPC1/10	Prepare, cook and finish complex hot sauces	6	4
F95E 04	3FPC2/10	Prepare, cook and finish complex soups	6	4
F95F 04	3FPC3/10	Prepare, cook and finish fresh pasta dishes	6	4
F95G 04	3FPC4/10	Prepare, cook and finish complex bread and dough products	6	4
F95H 04	3FPC5/10	Prepare, cook and finish complex cakes, sponges, biscuits and scones	6	5
F95J 04	3FPC6/10	Prepare, cook and finish complex pastry products	6	3
F95K 04	3FPC7/10	Prepare, process and finish complex chocolate products	6	5
F95L 04	3FPC8/10	Prepare, process and finish marzipan, pastillage and sugar products	6	5
F95M 04	3FPC9/10	Prepare, cook and present complex cold products	6	5
F95N 04	3FPC10/10	Prepare, finish and present canapés and cocktail products	5	4

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F95P 04	3FPC11/10	Prepare, cook and finish dressings and cold sauces	6	3
F95R 04	3FPC12/10	Prepare, cook and finish complex hot desserts	6	3
F95T 04	3FPC13/10	Prepare, cook and finish complex cold desserts	6	3
F95V 04	3FPC14/10	Produce sauces, fillings and coatings for complex desserts	6	4
F9DP 04	2PR17	Produce healthier dishes	5	3
F7RA 04	HSL3	Contribute to the control of resources	7	6
F7RT 04	HSL9	Contribute to the development of recipes and menus	6	3
F7S9 04	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink	5	5

**SVQ3 in Professional Cookery at SCQF Level 6**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: Preparation and Cooking G9VC 23**

**To attain the qualification candidates would have to complete 16 units in total. This comprises of:**

- **Three mandatory units**
- **Nine units from section A**
- **Four units from section B**

**MANDATORY UNITS**

Candidates must complete the following three units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
DR4A 04	HSL2	Develop productive working relationships with colleagues	9	9
F7RD 04	HSL4	Maintain the health, hygiene, safety and security of the working environment	5	4
F9DK 04	2GEN3/09	Maintain food safety when storing, preparing and cooking food	6	4

**SECTION A**

Candidates must complete the following nine units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F951 04	3FP1/10	Prepare fish for complex dishes	6	3
F953 04	3FP3/10	Prepare meat for complex dishes	6	4
F954 04	3FP4/10	Prepare poultry for complex dishes	6	3
F956 04	3FC1/10	Cook and finish complex fish dishes	6	4
F958 04	3FC3/10	Cook and finish complex meat dishes	6	4
F959 04	3FC4/10	Cook and finish complex poultry dishes	6	4
F95C 04	3FC6/10	Cook and finish complex vegetable dishes	6	4
F95D 04	3FPC1/10	Prepare, cook and finish complex hot sauces	6	4
F959 04	3FPC11/10	Prepare, cook and finish dressings and cold sauces	6	3

**SECTION B**

Candidates must complete four of the following units

SQA Code	P1st Ref	Title	SCQF Level	SCQF Credits
F952 04	3FP2/10	Prepare shellfish for complex dishes	6	4
F955 04	3FP5/10	Prepare game for complex dishes	6	4
F957 04	3FC2/10	Cook and finish complex shellfish dishes	6	4
F95A 04	3FC5/10	Cook and finish complex game dishes	6	4
F95E 04	3FPC2/10	Prepare, cook and finish complex soups	6	4
F95F 04	3FPC3/10	Prepare, cook and finish fresh pasta dishes	6	4
F95G 04	3FPC4/10	Prepare, cook and finish complex bread and dough products	6	4
F95H 04	3FPC5/10	Prepare, cook and finish complex cakes, sponges, biscuits and scones	6	5
F95J 04	3FPC6/10	Prepare, cook and finish complex pastry products	6	3
F95K 04	3FPC7/10	Prepare, process and finish complex chocolate products	6	5

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F95L 04	3FPC8/10	Prepare, process and finish marzipan, pastillage and sugar products	6	5
F96M 04	3FPC9/10	Prepare, cook and present complex cold products	6	5
F95N 04	3FPC10/10	Prepare, finish and present canapés and cocktail products	5	4
F95R 04	3FPC12/10	Prepare, cook and finish complex hot desserts	6	3
F95T 04	3FPC13/10	Prepare, cook and finish complex cold desserts	6	3
F95V 04	3FPC14/10	Produce sauces, fillings and coatings for complex desserts	6	4
F9DP 04	2PR17	Produce healthier dishes	5	3
F7RA 04	HSL3	Contribute to the control of resources	7	6
F7RT 04	HSL9	Contribute to the development of recipes and menus	6	3
F7S9 04	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink	5	5



**SVQ3 in Professional Cookery at SCQF Level 6**  
**Accredited from 1 August 2010 to 31 January 2015**  
**Group Award Code: Patisserie and Confectionery G9VD 23**

**To attain the qualification candidates would have to complete 12 units in total. This comprises of:**

- **Three mandatory units**
- **Nine units from section A**

**MANDATORY UNITS**

Candidates must complete the following three units

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
DR4A 04	HSL2	Develop productive working relationships with colleagues	9	9
F7RD 04	HSL4	Maintain the health, hygiene, safety and security of the working environment	5	4
F9DK 04	2GEN3/09	Maintain food safety when storing, preparing and cooking food	6	4

**SECTION A**

Candidates must complete nine of the following units:

<b>SQA Code</b>	<b>P1st Ref</b>	<b>Title</b>	<b>SCQF Level</b>	<b>SCQF Credits</b>
F95G 04	3FPC4/10	Prepare, cook and finish complex bread and dough products	6	4
F95H 04	3FPC5/10	Prepare, cook and finish complex cakes, sponges, biscuits and scones	6	5
F95J 04	3FPC6/10	Prepare, cook and finish complex pastry products	6	3
F95K 04	3FPC7/10	Prepare, process and finish complex chocolate products	6	5
F95L 04	3FPC8/10	Prepare, process and finish marzipan, pastillage and sugar products	6	5
F95R 04	3FPC12/10	Prepare, cook and finish complex hot desserts	6	3
F95T 04	3FPC13/10	Prepare, cook and finish complex cold desserts	6	3
F95V 04	3FPC14/10	Produce sauces, fillings and coatings for complex desserts	6	4
F7RA 04	HSL3	Contribute to the control of resources	7	6
F7RT 04	HSL9	Contribute to the development of recipes and menus	6	3
F7S9 04	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink	5	5

**SVQ3 in Hospitality Supervision & Leadership Level 3 at SCQF  
Level 7**

**Accredited from 1<sup>st</sup> October 2009 to 31<sup>st</sup> August 2014**

**Group Award Code: G9HH 23**

**To attain the qualification candidates would have to 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

<b>SECTION A MANDATORY UNITS</b>			<b>SCQF LEVEL</b>	<b>SCQF POINTS</b>
DR73 04	HSL1	Provide leadership for your team (MSC B5)	6	9
DR4A 04	HSL2	Develop productive working relationships with colleagues (MSC D1)	5	9
F7RA 04	HSL3	Contribute to the control of resources	7	6
F7RD 04	HSL4	Maintain the health, hygiene, safety and security of the working environment	7	5
F04F 04	HSL5	Lead a team to improve customer service (ICS 42)	7	8

<b>SECTION B OPTIONAL UNITS</b>			<b>SCQF LEVEL</b>	<b>SCQF POINTS</b>
<b>Candidates who select any of the following units; HSL7, HSL10 or HSL11 from Section B are strongly recommended to also take unit HSL30.</b>				
F7RE 04	HSL7	Supervise food production operations	7	4
F7RG 04	HSL8	Supervise functions	6	8
F7RJ 04	HSL10	Supervise food services	6	3
F7RK 04	HSL11	Supervise drink services	7	7
F7RM 04	HSL17	Supervise housekeeping services	6	4
F7RN 04	HSL20	Supervise portering and concierge services	6	4
F7RP 04	HSL21	Supervise reception services	7	5
F7RR 04	HSL22	Supervise reservation and booking services	7	5

<b>SECTION C OPTIONAL UNITS</b>			<b>SCQF LEVEL</b>	<b>SCQF POINTS</b>
F7RS 04	HSL6	Contribute to promoting hospitality services and products	7	5
F7RT 04	HSL9	Contribute to the development of recipes and menus	6	3
F7RW 04	HSL12	Supervise off-site food delivery services	6	3
F7RX 04	HSL13	Supervise cellar and drink storage operations	6	5
F34T 04	HSL14	Manage the receipt, storage or dispatch of goods (SfL WS20)	6	6
F7RY 04	HSL15	Supervise the wine store/cellar and dispense counter	6	6
F7S0 04	HSL16	Supervise vending services	6	6
F7S1 04	HSL18	Supervise linen services	7	5
F04M 04	HSL19	Monitor and solve customer service problems (ICS 32)	6	7

F04D 04	HSL23	Improve the customer relationship (ICS 26)	6	8
DR7C 04	HSL24	Provide learning opportunities for colleagues (MSC D7)	8	11
F7S2 04	HSL25	Supervise the use of technological equipment in hospitality services	6	5
F7S4 04	HSL26	Supervise practices for handling payments	6	5
F7S6 04	HSL27	Contribute to the development of a wine list	6	6
F2H3 04	HSL28	Manage the environmental impact of your work (MSC E9)	8	4
F7S8 04	HSL29	Contribute to the selection of staff for activities	7	5
F7S9 04	HSL30	Ensure food safety practices are followed in the preparation and serving of food and drink	7	5
F2H2 04	HSL31	Lead meetings (MSC D11)	7	4

## **An assessment strategy for the SVQ**

As part of their review of the standards the Sector Skills Council, People 1st, has developed an assessment strategy which defines a range of requirements covering the following:

- ◆ the occupational expertise of assessors and verifiers, and guidance on continuing professional development
- ◆ appropriate use of simulation
- ◆ definition of the workplace and what qualifies as a RWE
- ◆ overarching assessment principles

Both SQA and centres must comply with the assessment strategy requirements. The relevant parts of the assessment strategy are published on the SVQ Hospitality subject page of SQA's website: [www.sqa.org.uk](http://www.sqa.org.uk)

## **Why would people be interested in the SVQ?**

People will take SVQs for a variety of reasons: to gain promotion, to prove their job competence, or for personal development. There will be other reasons too. One of the first things to do is to find out why your candidates want to do the SVQ, and to advise them of the appropriateness of the qualification. If anyone is acting as a coach or mentor to your candidates, they might help you to do this.

## **How do candidates begin?**

### **Choosing the SVQ**

You should make sure that candidates get guidance before starting out on an SVQ — they need advice to ensure that their existing job remit, skills, experience, and their plans for progression, are matched to the SVQ selected. It does not have to be you as the assessor, who carried out the matching process, but whoever has responsibility for this should ensure that the assessment opportunities available to the candidate are also considered.

### **Example**

Vanessa Smith has been working as a room service assistant for a year. Although this was intended to be a temporary post, she has decided that she would like to pursue a career in housekeeping. After discussing this with her line manager at her performance review, it was agreed to contact a local training provider to discuss the possibility of assessing her for an SVQ.

Vanessa had a meeting with a Julie Pringle, peripatetic assessor, at which her line manager was also present. They discussed her job role and decided that she was working to an appropriate standard to be assessed for the SVQ2 in Housekeeping qualification, with the option of progressing to the SVQ3 in Hospitality Supervision and Leadership if she was promoted to a supervisory position. In addition to the mandatory Units, they selected five suitable Units within the framework to match her job role.

1GEN1/09	Maintain a Safe, Hygienic and Secure Working Environment
1GEN4/09	Work Effectively as Part of a Hospitality Team
2GEN1/10	Give Customers a Positive Impression of Yourself and your Organisation (ICS)
1HK1/10	Collect Linen and Make Beds
1HK2/10	Clean Windows from the Inside
2HK1/10	Clean and Service a Range of Areas
2HK2/10	Work Using Different Chemicals and Equipment
2GEN7/10	Deal with Customers Across a Language Divide (ICS)

Julie explained the assessment process, part of which would involve her observing Vanessa while she worked. Julie also issued Vanessa with a portfolio containing Unit record forms which would be used to record the assessments. They agreed a date for her first assessment, which was timed for when she would be servicing bedrooms. This was recorded on an assessment plan, which would then be updated on each assessment occasion. Her line manager confirmed that time would be allowed for recording assessments, giving feedback and answering questions.

## 2 Preparing to assess the SVQ

This section offers practical advice on how to begin to go about assessing your candidates for the SVQ. This advice is offered as examples of good practice — you may develop your own approaches to assessing your candidates which also work well.

### Your role and your candidate's role

Assessing the SVQ will involve several stages. Both you and the candidate should be clear on your roles in the assessment process before you begin.

#### Your role

- ◆ ensure candidates understand what is to be assessed and how it is to be assessed
- ◆ ensure the conditions and resources required for assessment are available
- ◆ help candidates to identify and gather evidence
- ◆ observe and record candidates carrying out the activities described in the standards — records should say what has been observed, how it was carried out, and what it demonstrates
- ◆ assess products of the candidate's own work
- ◆ question candidates and record results
- ◆ help candidates to present evidence
- ◆ authenticate the evidence candidates provide
- ◆ judge evidence and make assessment decisions
- ◆ identify gaps or shortfalls in candidates' competence
- ◆ provide feedback to candidates throughout the assessment process
- ◆ record achievement

#### Candidates' role

- ◆ prepare for assessment — become familiar with the standards, what is to be assessed and how it is to be assessed
- ◆ help to identify sources of evidence and how these could be assessed
- ◆ carry out activities, and/or produce products of own work, and/or answer questions
- ◆ gather and present evidence
- ◆ receive and act on feedback from the assessor

## Planning

In planning for assessment, you will find it helpful to meet with your candidate and plan what is to be assessed, in what way, and when and where the assessment is to take place. This discussion can be confirmed in the form of an agreed assessment plan between you and your candidate.

You should treat assessment plans as working documents — they can be updated and changed as you review progress with your candidate.

As you are planning assessment, don't forget to make the most of opportunities to *integrate* assessment. This means planning to assess an activity which draws on the contents of different Units or Elements. It can be a practical and cost-effective way of assessing your candidate's competence.

If you are a new assessor working towards your A/V Units (the national standards in assessment and verification) you will need copies of completed assessment plans as part of your evidence.

To help you plan for assessment, we have produced an assessment plan which covers Unit 2FC4 Cook and Finish Basic Poultry with related links to:

- 1Gen1    Maintain Personal Health and Hygiene
- 1Gen4    Support the Work of Your Team

You will notice that a space has been included to enter a date when the assessment plan has been reviewed. Any gaps identified during this review should be discussed with your candidate and noted for action on the next assessment plan, thereby providing your candidate with an agreed ongoing record of what assessment has been planned, carried out and reviewed.

## Assessment plan

Unit: 2FC4 Cook and Finish Basic Poultry			Related Units: 1Gen1, 1Gen4			
Activities	WYHD	WYMC	WYMK	Method of assessment/Sources of evidence	Date of assessment	Evidence already available
Chicken stir-fry lunch service	P1-8	Cb, Ce	K5-10	Observation and Questioning	24/08/10	Recipe sheets for lunch service Joe's briefing notes
<b>Links to Other Units</b>						
1Gen1 1Gen4	P1-5 P1-16	- -	K7-9 K9-11, 14-16	Observation and Questioning	24/08/10	
<b>Questioning for knowledge and understanding not apparent</b>						
2FC4			K1-4, 11-13	Questioning	03/09/10	

Assessor's signature: *Ann Assessor*

Review of Assessment Plan : 03/09/10

Candidate's signature: *Joe Bloggs*

Date Of Completion of Assessment Plan: 30/09/10

Date of agreement: 17/08/10



## Selecting methods of assessment

The methods of assessment you use should be valid, reliable and practicable.

- ◆ by *valid* we mean that the assessment method should be appropriate to the standards
- ◆ by *reliable* we mean that the assessment method should ensure consistent results when used with different candidates, different assessors and on different occasions
- ◆ by *practicable* we mean that the method ensures that the assessment makes best use of available resources, equipment and time

There must be sufficient evidence for you to judge that the candidate can demonstrate competence against the national occupational standards on a consistent basis.

Before you assess a candidate, you must make sure that the methods of assessment you have chosen to use, along with any assessment materials (such as questions and sample answers) have been agreed within your centre through its system of internal quality assurance. This system is often called *internal verification* — its purpose is to help to ensure that assessment methods are valid, reliable and practicable.

There are both benefits and challenges when you are assessing SVQs in the workplace, or in conditions in the workplace. When you select methods of assessment, you should try to offer the candidate the benefits of workplace assessment and minimise any potential difficulties.

The benefits might be:

- ◆ performance and product evidence will be valid and can be authenticated
- ◆ resources to be used are readily available
- ◆ familiarity of the work area and equipment, so the candidate is comfortable during assessment
- ◆ familiarity with the assessor
- ◆ support/guidance can be obtained from work colleagues
- ◆ candidate can progress at his/her own pace

The challenges might be:

- ◆ work pressures for both candidate and assessor
- ◆ shift patterns
- ◆ lack of support from supervisor/colleagues
- ◆ customer needs and associated time constraints
- ◆ the location of the workplace

## Example

You might agree with a candidate working in a kitchen, who has to demonstrate how to prepare and cook soups, that this will be carried out by **observation** as and when such situations arise. If you are an assessor who is working alongside the candidate you should be well placed to observe the candidate's performance, perhaps using a prepared checklist and to question the candidate about the activity afterwards. The finished soup would also be available for evaluation.

## Methods of assessment

Assessment may involve a range of assessment methods. For SVQs, some of the most commonly used methods are observation, product evidence, and questioning.

### Observation

Observation by an assessor is considered to be the most valid and reliable method of assessment. It can be organised in a variety of ways:

- ◆ working alongside the candidate
- ◆ arranging to visit when naturally-occurring activities are carried out by the candidate
- ◆ arranging for activities to take place

Observation by the assessor can often be supplemented by other types of assessment methods such as questioning. For example, asking oral questions of candidates at an appropriate time as they carry out naturally occurring activities. For example:

- ◆ Observation of a candidate preparing traditional French cuts of vegetables as evidence for 2FP7, Cook and Finish Basic Vegetable Dishes. The product evidence would be the prepared vegetables. Observation could be supplemented with questions regarding terminology and correct use of tools and equipment.
- ◆ Observation of a candidate dealing with customers, taking orders and serving food as evidence for 2FS2, Serve Food at the Table, could be supplemented by questions regarding why it is important provide customers with accurate information and how to deal with unaccepted situations.
- ◆ Observation of a candidate cleaning and servicing toilet and bathroom areas as evidence for 2HK1, Clean and Service a Range of Areas, could be supplemented by questions regarding the use of chemicals and safe disposal of waste materials.

Observation by the assessor can be used to generate evidence for several Units and can provide excellent opportunities to integrate evidence.

## **Product evaluation**

As candidates work towards achieving the SVQ, they will produce evidence in the form of products of their work. The nature of this evidence can vary widely depending on what the candidate's job entails, but examples of product evidence include:

- ◆ A completed product, such as a dish devised from a new recipe the candidate has created. This would normally require authentication.
- ◆ Staff rota, which will usually require some form of authentication, such as witness testimony.
- ◆ Documents completed by the candidate in the workplace, such as order forms, entries into accident books, requests for maintenance, the receipt of goods, the checking in of guests.
- ◆ Photographic or video evidence of a task, which will usually require authentication; such as the room set-up for a function, a dish prepared for service, a room which has been serviced. Additional evidence can also be generated through questioning.
- ◆ Written evidence in the form of a project set by the assessor or the candidate's organisation, such as a customer satisfaction poll, or other written evidence in the candidate's portfolio.
- ◆ Certification of previously achieved competence can be considered as accreditation of prior learning (APL).

## **Questioning**

Candidates have to show that they can meet the knowledge specifications for the SVQs. For these SVQs, knowledge and understanding is specified for each Unit. Much of a candidate's knowledge and understanding will be apparent from what they do or produce as part of their work, but this will not always be the case and questioning can be a useful way of confirming what candidates know and understand.

Please note, that there should be evidence for each knowledge statement within each Unit. You may use SQA's Question Bank to assess all the underpinning knowledge within a Unit or select questions to use where there are gaps in a candidate's evidence. Regardless of how you assess underpinning knowledge, evidence should be clearly referenced to the standards.

Questions can be asked in a variety of forms, such as oral questions, short answer written questions, and multiple choice.

You should be careful that the method of questioning does not go beyond the competence required for the SVQ and become a barrier to fair assessment. For example, some candidates will feel more comfortable with oral questions than written.

## Examples

- Q.** Why is it important to exchange information and resources with colleagues?
- A.** So that each member of the team knows what is required of them and has the resources to carry out their part of the operation.
- Q.** What could happen if your organisation failed to continue to improve customer service?
- A.** Customers would complain, team members would become stressed and morale would lower, eventually the customers would go elsewhere resulting in loss of reputation and business.

## Personal statements

You might sometimes find it helpful to ask a candidate to give an account of why they did an activity in a certain way or how they produced a product of their work. This is often referred to as a *personal statement*. You should take care to ensure that by asking candidates to produce such statements, you are not asking them to demonstrate competence beyond what is required by the standards. You should also be selective in the use of personal statements, and make sure they have not been produced as a substitute to a more valid, reliable and practical method of assessment.


## Example

A candidate has handled a customer complaint. By using the personal statement the candidate could give a fuller explanation of the nature of the problem, eg how they judged the customer's reaction and adapted their communication accordingly, what solutions they placed before the customer before resolving the complaint, what were the levels of their authority.

## Witness testimony

For practical reasons, you may not be able to observe all the activities carried out by your candidates, but might feel that other people may be able to provide a statement on what your candidates have been doing or producing as part of their work. Statements of this kind are called *witness testimony*, and are often used to support other evidence produced by candidates. If witness testimony is used, you should, ideally, identify witnesses and opportunities for using their testimony as part of assessment planning.

You should bear in mind that the weight of the evidence will vary, depending on the knowledge and expertise of the person providing the witness testimony. You will have to take these factors into account as you make your judgement.

Strongest	Someone with considerable occupational expertise in the candidate's area of work and who is familiar with the standards. This person may also be an assessor or internal verifier qualified with the A/V Units or 'D-Units'.
	Someone with considerable occupational expertise in the candidate's area of work and who is familiar with the standards.
	Someone with considerable occupational expertise in the candidate's area of work, but with no knowledge of the standards.
	Someone who may be a colleague of the candidate, but with no knowledge of the standards.
Weakest	Someone with no or little knowledge of the candidate's work or no knowledge of the standards.

Witness testimony is unlikely to be sufficient in itself for a decision about the candidate's competence, and would normally be supplemented by questioning candidates.

### **Professional discussion**

A professional discussion between a candidate and an assessor focuses on evidence already provided by the candidate.

The assessor starts by asking the candidate questions about the evidence and discussion ensues. The assessor must record the discussion. The assessor is responsible for ensuring that the points that need to be covered are brought into the discussion by the candidate.

The professional discussion is not a substitute for knowing or doing something, however, the candidate needs to be able to show the assessor how what he or she says in the discussion is backed up in other ways. This could be, for example, by product evidence, witness testimonies, workplace documents or other material either developed through work or in other assessments.

More wide ranging and intensive than questioning this assessment instrument is used to support existing evidence of a candidate's knowledge and understanding, performance abilities and higher order analytical and decision making skills, and to integrate assessment across a range of Units.

It can also be used to provide evidence when gaps have been identified in a portfolio. It can be an excellent way for the candidate to demonstrate the authenticity of his or her evidence and for assessors to confirm the reliability and validity. Where a written record is maintained it does not need to detail every word, but it must be in sufficient detail to be of use to both the internal and External Verifier.

The assessor must ensure that the record shows evidence of what has been asked and the answers given. These can be listed as bullet points, providing that all of the key points are covered. The record must clearly state the name of the assessor and the candidate and must be signed and dated by both parties. Video and audio evidence must also include a statement on the video/audio tape which identifies the participants. This should be supported by a signed statement of authenticity.

The record (whichever form it takes), should be clearly referenced throughout, to show what part(s) of the national standards it is endeavoring to cover through professional discussion. This should be referenced throughout the record of the professional discussion, not just at the top of the written record or at the beginning of the statement.

### **Simulation**

*Simulation* is any structured assessment exercise involving a specific task which reproduces real-life situations.

On some occasions, it may not be practical to assess a candidate in real work. Examples might be where the standards require candidates to carry out emergency or contingency procedures, or where client confidentiality is an issue, or where a candidate's job role does not cover all aspects of the qualification.

People 1st has defined what it regards as simulation and has specified in the standards when simulation is and is not acceptable.

Under the conditions of the governing assessment strategy, there are no People 1st Units that may be achieved solely by the use of simulation. However, partial simulation is permissible in the Units *Maintain the Health, Hygiene, Safety and Security of the Working Environment (F7RD 04/HSL4)* and *Maintain a Safe, Hygienic and Secure Working Environment (1GEN1)*.

Simulation is permitted in following 'What you have to do' statements in the Unit *Maintain the Health, Hygiene, Safety and Security of the Working Environment (F7RD 04/HSL4)*:

- ◆ Deal with risks and accidents promptly, following organisational procedures and legal requirements for safeguarding customers and staff.
- ◆ Record or report risks and any health, hygiene, safety or security action that you have taken according to your organisational procedures.

### **Example**

Completing a simulated fire drill to demonstrate performance for WYHD 6.

Simulation is also permitted in following 'What you have to do' statement in the Unit *Maintain a Safe, Hygiene and Secure Working Environment* (1GEN1):

- ◆ practice emergency procedures correctly

### **Example**

Completing a simulated gas leak evacuation to demonstrate performance for WYHD 10.

For more details on simulation and what constitutes performance in the workplace, look at the assessment strategy on the SVQ Hospitality subject page on SQA's website: [www.sqa.org.uk](http://www.sqa.org.uk).

### **Other sources of evidence**

Other sources of evidence can be previous experience or learning, case studies or assignments.

SQA's *Guide to Assessment* (see section 5) has more advice on methods of assessment and how to ensure that your assessment is valid, reliable and practicable.

### 3 Generating evidence

How frequently a candidate must be assessed for each Unit or how much evidence is acceptable is not stipulated. 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.

We described earlier the circumstances in which you might choose to use different methods of assessment. Starting on the next page, this section gives you examples of forms which you can use to record and present evidence of:

- ◆ observation (by the assessor)
- ◆ questions and candidate responses
- ◆ personal statement (produced by the candidate)
- ◆ witness testimony

In section 4 you will find examples of how evidence for each Unit and the whole SVQ may be recorded.

Blank forms are provided in the appendix.



## Observation

For observation, note that the form asks you to record the skills and activities observed. This helps you to make a judgement on how the activity was carried out and what it demonstrates.

Remember that one observation record could provide evidence for several Units.

NB: For consistency we have used the following to reference the National Standards in our examples of recording documents:

- ◆ What you have to do: P1, 2, 3.....
- ◆ What you must cover: C1, 2, 3.....
- ◆ What you have to know: K1, 2, 3.....

# Observation record

Unit/Element(s): 2HK1 Clean and Service a Range of Areas  
 Candidate: Vanessa Smith Date of observation: 11 June 2011

Evidence index number: 1

Skills/activities observed:	'What you have to do' covered:
<p>Vanessa prepared the bathroom area for cleaning by removing soiled linen and disposing of waste from the bin safely. Wearing rubber gloves, she cleaned the bathroom area to the hotel's standard.</p> <p>She then cleaned the bedroom, making sure that she removed guests' personal toiletries and covered the wooden dressing table before spraying glass cleaning chemicals onto the mirror.</p> <p>She disposed of waste by recycling paper and plastic — and by carefully wrapping a broken bottle for removal to the recycling area for external collection.</p> <p>Throughout her shift, Vanessa:            was correctly dressed in line with the hotel's standard, and wore rubber gloves while cleaning. She ensured that the room was not left unattended and was locked on departure.</p> <p>She worked effectively as part of a team, ensuring that essential information was given to the relevant departments.</p> <p>Collected linen and made beds.</p> <p>Worked using different chemicals and equipment.</p>	<p>P1–4, 8–10, 12–13, 15–16</p> <p>'What you must cover' evidenced:            C1a, c            C2a, b            C3a, b            C4a, c</p>

**Knowledge and understanding apparent from this observation:**  
 K7, 11

**Other Units/Elements to which this evidence may contribute:**  
 1GEN1, 1GEN4, 1HK1, 2HK2

**Assessor's comments and feedback to candidate:**  
 Well done.

I can confirm the candidate's performance was satisfactory.

Assessor's signature: *Julie Pringle*

Date: 11/06/2011

Candidate's signature: *Vanessa Smith*

Date: 11/06/2011

### **Questions and candidate responses**

This form can be used to record any questions you might ask the candidate to establish what they know and understand. You should note the candidate's responses on this form too.

Note that there is a space near the top of the form for you to record when, where, how and why you asked the questions.

Where you want to give the candidate written questions, this form could also be used.

NB: The individual Unit records that we have produced contain a list of all the knowledge statements for each Unit, indicating where knowledge can be inferred through performance evidence and where questioning will be required.

There is also space to record questions.

## Record of questions and candidate's answers

<b>Unit:</b> 2HK1 Clean and Service a Range of Areas	
<b>Evidence index number:</b> 2	
<b>Circumstances of assessment:</b>	
Following observation of Vanessa cleaning a bathroom area and a guest bedroom, I wanted to expand on performance observed, ie cover some 'What you must know' questions which were not observed.	
<b>List of questions and candidate's responses:</b>	
<b>K1</b>	
<b>Q:</b>	What would you do if customers are present when you are cleaning rooms?
<b>A:</b>	Ask if they are happy for the room to be cleaned when they are there. If they agree, clean quickly and thoroughly, be polite and helpful if they ask questions or have a conversation. If they don't agree arrange a suitable time to return.
<b>K12</b>	
<b>Q:</b>	What are the safe lifting and carrying techniques that you should use and why should they always be used?
<b>A:</b>	Don't try to lift anything that is too heavy. Keep your back straight, bend at the knees hold the item with both hands, keep it close to your body when standing up, carry the item to where it's needed and bend at the knees again to put it down. It is important to do this so that you avoid a back injury.
Assessor's signature: <i>Julie Pringle</i>	Date: 11/06/2011
Candidate's signature: <i>Vanessa Smith</i>	Date: 11/06/2011

**Witness testimony**

Remember when you begin to use witness testimony that it must be capable of being authenticated — even if the testimony itself is being used to authenticate a candidate's claim to competence.

To make sure the witness testimony is genuine, you must ensure that you have a record of who is acting as a witness, their relationship to the candidate (eg supervisor, client) address, telephone number and the date. There are spaces for this information in the form.

## Witness testimony

<b>SVQ title and level:</b>	Housekeeping level 2
<b>Candidate's name:</b>	Vanessa Smith
<b>Evidence index no:</b>	3
<b>Unit(s)</b>	2HK1/10 Clean and Service a Range of Areas
<b>Date of evidence:</b>	05.07.11
<b>Name of witness:</b>	Jean McNair
<b>Designation/relationship to candidate:</b>	Supervisor
<b>Details of testimony:</b>  I confirm that Vanessa followed the correct procedure to report that light bulbs needed to be replaced, by filling in a maintenance request form and handing it into the office.	
I can confirm the candidate's evidence is authentic and accurate. Signed by witness: <i>Jean McNair</i> Date: 5th July 2011	

**Witness** (please tick the appropriate box):

- Holds A1/A2 or D32/D33 qualifications
- Is familiar with the SVQ standards to which the candidate is working

## Filling the gaps

There may come a time when your candidate has provided evidence for most of the Unit (or SVQ), but there are some gaps. For example, you may find that certain situations, such as handling contingencies, have not arisen during assessment. Often these will relate to dealing with health and safety issues, or unexpected problems with workflow like delays in receiving information from another part of the organisation.

In the suite of Hospitality SVQs, such gaps are likely to occur in generating evidence for 'What you have to do' statement 10 in the Unit *Maintain a Safe, Hygienic and Secure Working Environment (1GEN1)*:

- ◆ 10 practice emergency procedures correctly

And in statements 6 and 7 in the Unit *Maintain the Health, Hygiene, Safety and Security of the Working Environment (F7RD 04/HSL4)*:

- ◆ Deal with risks and accidents promptly, following organisational procedures and legal requirements for safeguarding customers and staff.
- ◆ Record or report risks and any health, hygiene, safety or security action that you have taken according to your organisational procedures.

You may be able to overcome these gaps by using simulation.

## Guidance and support to candidates

At all times during the assessment process — from planning through to making your assessment decision — feedback should be on-going, clear and constructive. Feedback should be given against the national standards by relating it to the evidence provided, including the knowledge specifications.

Where there are any shortfalls in a candidate's competence, you should discuss these with your candidate and make plans for re-assessment.

## Judging candidate evidence and making an assessment decision

In judging candidate evidence, you must be satisfied that your candidates can work consistently to the required standard, and that the evidence they have produced is their own. You must consider whether your candidate understands and applies the knowledge evidence and how this links to performance evidence.

Evidence must:

- ◆ be relevant to the SVQ
- ◆ be authentic
- ◆ show current competence
- ◆ be sufficient to help you form a decision about the candidate's competence

### **Insufficient evidence**

You have to judge whether the candidate has produced enough evidence required by the standards for you to reach a decision about their evidence.

Where there is insufficient evidence, you should say this to your candidate. You should tell them that it is not that they are not yet competent — there is simply not enough evidence on which to make a decision.

In this situation, your feedback to your candidates must help them produce more evidence and/or plan for further assessment.

## **Authenticating candidates' evidence**

Authentication is required where you have not observed candidates' performance at first hand.

You can check whether a candidate has produced evidence which they claim shows their competence by questioning them or, if appropriate, asking them to produce a personal statement, using witness testimony, or seeking peer reports from colleagues of the candidate.

### **Example**

Authentication could be needed if a candidate has produced evidence of a finished product, such as a new dish, or they may have taken a photograph of a function set up. This could be authenticated by asking the candidate about how it was produced, and also questioning colleagues. The same could apply to other products of work such as booking forms, work rotas, maintenance or supply requests.



## 4 Recording achievement

You should retain all evidence — clearly referenced — for internal and external verification.

The candidate's evidence is normally kept in a file, often called a *portfolio*. The documents referred to in section 3 along with individual Unit records can help you and your candidates to collect, present and cross-reference the evidence to the national standards. They are also a means of recording your assessment decisions, and they tell an External Verifier what stage a candidate has reached in achieving the SVQ.

Unit Records can be downloaded from the SVQ Hospitality subject page of SQA's website: [www.sqa.org.uk](http://www.sqa.org.uk).

An example of a Unit record is provided at the end of this guide. Should you choose to use your own recording material, then you must ensure that the national standards have been replicated correctly and that it allows evidence to be recorded and assessment decisions to be clearly identified.

Recording documents do not need to be paper-based — it is possible to use an electronic format for collecting and structuring the evidence. Whatever format you and your candidates choose to use, the documents must show what evidence was generated, the assessment decisions you made, how the evidence meets the standards, and where the evidence can be located. You should avoid photocopying items simply to put them in a portfolio — a clear explanation of where the evidence can be found (for example, in a filing cabinet) may be sufficient for the external verifier to follow it up and include it in the visit.

There are various reasons why record-keeping is so important:

- ◆ it provides a way of tracking a candidate's progress in achieving an SVQ
- ◆ it helps candidates to make claims for certification of their competence
- ◆ internal verifiers and External Verifiers use the records to sample assessment decisions
- ◆ it helps us to monitor the quality assurance of our qualifications

If your candidates' evidence is incomplete, or cannot be located, or if there is inaccurate cross-referencing to the standards, there is a risk that an internal verifier or external verifier will be unable to confirm your assessment decisions.

To help you and your candidate to present evidence and record your assessment decisions, we have provided examples of some forms you might use to compile the portfolio:

- ◆ SVQ progress record
- ◆ Evidence index
- ◆ Unit record

**Unit progress record**

You should complete this form each time your candidate achieves a Unit from the SVQ by adding your signature and the date next to the relevant Unit.

At this stage, candidates should make sure they have completed the recording documents correctly and that their evidence can be easily located. Only then should they circle the relevant Unit number at the top of the form. This enables both of you to see at a glance what stage the candidate is at in their SVQ.

# Unit progress record

Qualification and level: Housekeeping level 2

Candidate: Vanessa Smith

To achieve the whole qualification, you must prove competence in **three** mandatory and **seven** optional Units.

## Unit Checklist

<b>Mandatory</b>	1GEN1	1GEN4	2HK1					
<b>Optional</b>	1HK1	1HK2	2HK2	2HK3	2HK4	2HK5	2HK6	2HK7
	2GEN1	2GEN7	2GEN8					

## Mandatory Units achieved

Unit Number	Title	Assessor's Signature	Date
1GEN1	Maintain a Safe, Hygienic and Secure Working Environment		
1GEN4	Work Effectively as Part of a Hospitality Team		
2HK1	Clean and Service a Range of Areas	<i>Julie Pringle</i>	11/06/2010

## Optional Units achieved

Unit Number	Title	Assessor's Signature	Date
1HK1/10	Collect Linen and Make Beds		
1HK2/10	Clean Windows from the Inside		
2HK2/10	Work Using Different Chemicals and Equipment		
2HK3/10	Maintain Housekeeping Supplies		
2HK4/10	Clean, Maintain and Protect Hard Floors (Asset Skills)		
2HK5/10	Clean and Maintain Soft Floors and Furnishings (Asset Skills)		
2HK6/10	Provide a Linen Service		
2HK7/10	Carry out Periodic Room Servicing and Deep Cleaning		
2GEN1/10	Give Customers a Positive Impression of Yourself and Your Organisation (ICS)		
2GEN7/10	Deal with Customers Across a Language Divide (ICS)		
2GEN8/10	Maintain Customer Service Through Effective Handover (ICS)		

## Using the index of evidence

The purpose of the index of evidence is to help you locate and work through the candidate's evidence. It should give you a summary of what evidence the candidate has collected, and where (eg in a portfolio) it can be found.

The index of evidence should be completed by entering:

- ◆ the index number for each piece of evidence
- ◆ a description of each piece of evidence
- ◆ the place or location where it can be found
- ◆ the initials of the internal verifier and the date (if they have sampled the candidate's evidence)

Ideally, it should be candidates themselves (with your support and encouragement) who complete the index.

You must make sure that the information in the evidence index is accurate when your candidates' portfolios are presented for assessment and verification — particularly the information about where the evidence can be located. This is important because we suggest that anything which has been produced as day-to-day work is kept in its normal location, but anything which has been produced through assessment for the SVQ, eg observation checklists, is filed in the candidate's portfolio. In this way, your candidate can avoid having to photocopy work products just for the sake of including them in a portfolio. It also means that evidence produced as a result of assessment is kept safely in a central file.

If the index of evidence is not completed with an accurate description and location of the evidence, there is a risk that an internal verifier or External Verifier might be unable to confirm your assessment decisions.

## Index of evidence

**SVQ title and level:** Housekeeping level 2

Evidence number	Description of evidence	Included in portfolio (Yes/No) If no, state location	Sampled by the IV (initials and date)
1	Observation — cleaning bathroom area and guest bedroom	Y	
2	Questions	Y	WC 22/07/11
3	Witness Testimony	Y	WC 22/10/09
4	POW — Records of cleaning schedules	N held in file — in office	

## Completing the Element achievement record

To help you and your candidates cross-reference the evidence to the standards, we have provided individual Unit records, these can be downloaded from the SVQ Hospitality subject page of SQA's website: [www.sqa.org.uk](http://www.sqa.org.uk).

One Unit record should be used for each Unit. The grids should be completed by:

- ◆ entering the evidence index number in the first column
- ◆ giving a brief description of the evidence in the second
- ◆ entering the date the evidence has been assessed in the third column
- ◆ ticking the relevant boxes for the 'What you Have to Do' criteria which the evidence covers
- ◆ ticking the relevant boxes for 'What You Must Know' which the evidence covers
- ◆ ticking the relevant boxes for 'What You Must Cover' which the evidence demonstrates
- ◆ entering the relevant evidence index number in the second column
- ◆ supplementary evidence and questions should be noted by entering the question in the first column
- ◆ candidate entering the candidate response in the second column
- ◆ entering Evidence index number

If integrated assessment is used (linking 'What you Must Know' across different Units) the evidence should be cross-referenced back to the relevant Units.

We have provided an example to show how to use the record.

## Unit 2HK1/10 Clean and Service a Range of Areas

This Unit is about daily cleaning routines. It covers cleaning toilet and bathroom areas, floors, walls and mirrors. It also covers cleaning furnished areas and disposing of both hazardous and non-hazardous waste.

When you have completed this Unit, you will have proved you can:

- ◆ 2HK1/10.1 Clean and service toilet and bathroom areas
- ◆ 2HK1/10.2 Clean and service furnished areas
- ◆ 2HK1/10.3 Dispose of waste

**What some of the words in this Unit mean:**

**Protective clothing** for example, uniform and gloves

**Hazardous waste** for example, chemicals and sharp objects

**Non-hazardous waste** for example, paper

Assessor feedback on completion of Unit

Vanessa worked quickly and efficiently cleaning bedrooms and bathrooms. She took care with the guests' belongings and maintained security at all times.

**Unit 2HK1/10 Clean and Service a Range of Areas**

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

Candidate Signature Vanessa Smith

Date 11/06/2011

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

Assessor Signature Julie Pringe

Date 11/06/2011

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 \_\_\_\_\_

External Verifier Initial and Date (if sampled)



## Unit 2HK1/10 Clean and Service a Range of Areas

What you have to do	
The assessor must assess statement P1–P5 and P8 by direct observation.	
<b>Element 1 — Clean and service toilet and bathroom areas</b>	
<b>P1</b>	<b>Prepare the bathroom and toilet area for cleaning.</b>
<b>P2</b>	<b>Choose the correct cleaning equipment and materials for each part of the toilet and bathroom area.</b>
<b>P3</b>	<b>Clean the toilet and surrounding areas correctly.</b>
<b>P4</b>	<b>Clean the bathroom appliances and surrounding areas correctly.</b>
<b>P5</b>	<b>Clean the floors, walls, mirrors and other areas correctly and leave the whole area tidy.</b>
<b>P6</b>	Identify and report anything that needs maintenance or repair.
<b>P7</b>	When required, complete and pass on any records of your work.
<b>P8</b>	<b>Carry out a final check of the area to make sure it will satisfy the customer.</b>
The assessor must assess statement P9–P13 and P16 by direct observation.	
<b>Element 2 — Clean and service furnished areas</b>	
<b>P9</b>	<b>Prepare furnished areas for cleaning.</b>
<b>P10</b>	<b>Choose the correct cleaning equipment and materials for each part of the area.</b>
<b>P11</b>	<b>Clean the floor covering according to workplace procedures.</b>
<b>P12</b>	<b>Clean the furniture according to workplace procedures.</b>
<b>P13</b>	<b>Clean mirrors, wall coverings and any other surfaces and leave the whole area tidy.</b>
<b>P14</b>	Identify and report anything that needs maintenance or repair.
<b>P15</b>	Complete and pass on any records of your work correctly.
<b>P16</b>	<b>Carry out a final check of the area to make sure it will satisfy the customer.</b>
The assessor must assess statements P17–P19 by direct observation.	
<b>Element 3 — Dispose of waste</b>	
<b>P17</b>	<b>Wear appropriate clothing.</b>
<b>P18</b>	<b>Prepare the waste for despatch, making sure you handle it carefully.</b>
<b>P19</b>	<b>Sanitise the waste containers following your workplace procedures.</b>

What you must cover	
<b>Element 1 — Clean and service toilet and bathroom areas</b>	
There must be performance evidence, gathered through observing the candidate's work for:	
<b>C1</b>	<b>Preparations</b> ( <i>at least one from</i> ) (a) use of protective clothing (b) put up hazard warning signs (c) protect surrounding areas
<b>Element 2 — Clean and service furnished areas</b>	
<b>C2</b>	<b>Preparations</b> ( <i>at least one from</i> ) (a) use of protective clothing (b) use hazard warning signs (c) protect vulnerable surrounding areas
<b>Element 3 — Dispose of waste</b>	
<b>C3</b>	<b>Waste</b> ( <i>at least one from</i> ) (a) hazardous waste (b) non-hazardous waste
<b>C4</b>	<b>Collection methods</b> ( <i>at least two from</i> ) (a) external collection (b) incineration/compression (c) recycling
Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.	

**Unit 2HK1/10 Clean and Service a Range of Areas**

Evidence number	Evidence description	Date	What you have to do																		
			P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19
1	Observation checklist cleaning bedrooms	11/06/11	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Observation cleaning bedrooms	05/07/11	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Knowledge and Supplementary Questions	05/07/11						K3 K4													
3	Witness Testimony	05/07/11															✓				

**Unit 2HK1/10 Clean and Service a Range of Areas**

Evidence number	Evidence description	Date	What you must cover										
			At least <b>one</b> observation from			At least <b>one</b> observation from			At least <b>one</b> observation from		At least <b>two</b> observations from		
			C1a	C1b	C1c	C2a	C2b	C2c	C3a	C3b	C4a	C4b	C4c
1	Observation checklist cleaning bedrooms	11/06/11	✓			✓		✓	✓	✓	✓		
	Observation cleaning bedrooms	05/07/11	✓			✓				✓	✓		
2	Knowledge and Supplementary Questions	05/07/11		K8	SQ1		K8					SQ2	
3	Witness Testimony	05/07/11											

## Unit 2HK1/10 Clean and Service a Range of Areas

<b>What you have to know</b> Knowledge Statements marked by * cannot be inferred	<b>Completed date or appendix</b>
<b>For the whole Unit</b> K1* What to do if customers are present when you are cleaning rooms.	3
K2* Why it is important to prepare the area and yourself, before cleaning and disposing of waste.	3
K3* The types of items in bathrooms and bedrooms that may need maintenance and repair.	3
K4* Why it is important to report items needing repair and who to report them to.	3
K5* Types of records you may need to keep in relation to cleaning.	3
K6* Why the work area needs to be inspected on completion.	3
<b>For Element 2HK1/10.1</b> K7* Your organisation's standards for cleaning toilet and bathroom areas.	11/06
K8* Why hazard signs are sometimes needed in preparing the work area.	3
K9* What materials and equipment are used for cleaning different areas of the bathroom, and how to choose the correct one.	3
K10* The types of unexpected situations that may happen when you are cleaning bathrooms and toilets, and how to deal with these.	3
<b>For Element 2HK1/10.2</b> K11* Your organisation's standards for cleaning in furnished areas.	11/06
K12* Safe lifting and carrying techniques and why you should always use these.	3
K13* What materials and equipment are used for cleaning different furnished areas, and how to choose the correct one.	3

## Unit 2HK1/10 Clean and Service a Range of Areas

<b>What you have to know (cont)</b> Knowledge Statements marked by * cannot be inferred	<b>Completed date or appendix</b>
K14* Why certain areas need to be kept secure from unauthorised access.	3
K15* The types of unexpected situations that may happen when you are cleaning furnished areas, and how to deal with these.	3
<b>For Element 2HK1/10.3</b>	3
K16* How to identify different types of waste, and how different types of waste should be disposed of.	3
K17* What materials and equipment are used for waste disposal.	3
K18* The types of problems and unexpected situations that may happen when you are disposing of waste, and how to deal with these.	3

## Unit 2HK1/10 Clean and Service a Range of Areas

### Supplementary evidence

Evidence/Question	Answer	Date
1 C1c Give an example of an occasion when you need to protect bathroom areas while cleaning.	When using strong chemicals to clean the toilets, which may stain the floor if splashed or spilled.	05/07/2011
2 If facilities are available, which waste materials are suitable for compression?	Paper, cardboard and plastics	05/07/2011
3		

Evidence must come from candidate's work in the associated work area. There must be sufficient evidence for the assessor to judge that the candidate can achieve the required standard on a consistent basis.

## 5 Further information

### What else should I read?

The publications listed here provide additional information on how to implement SVQs. Details of these and other SQA publications are available on our website at [www.sqa.org.uk](http://www.sqa.org.uk) on the 'Publications, Sales and Downloads' section. They can be ordered from SQA's Business Development and Customer Support Team — telephone 0303 333 0330. Please note that there may be a charge for some of these publications.

*Assessor/Verifier Units: assessment guidance*

*External Verification: A Guide for Centres*

*Guide to Assessment*

*Introduction to Assessment Arrangements for Schools and Colleges*

*SQA's Quality Framework: a guide for centres*

*Operational Help Centre*

The Operational Guide for Centres has been replaced by the online Operational Help Centre on [www.sqa.org.uk](http://www.sqa.org.uk)

# Observation record

Unit/Element(s):

Candidate:

Date of observation:

Evidence index number:

Skills/activities observed:	PCs covered:

**Knowledge and understanding apparent from this observation:**

**Other Units/Elements to which this evidence may contribute:**

**Assessor's comments and feedback to candidate:**

I can confirm the candidate's performance was satisfactory.

**Assessor's signature:**

**Date:**

**Candidate's signature:**

**Date:**



# Record of questions and candidate's answers

<b>Unit:</b>	<b>Element(s):</b>
<b>Evidence index number:</b>	
<b>Circumstances of assessment:</b>	
<b>List of questions and candidate's responses:</b>	
<b>Assessor's signature:</b>	<b>Date:</b>
<b>Candidate's signature:</b>	<b>Date:</b>

# Personal statement

Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Unit, Elements, PCs covered

**Signed by candidate:**

**Date:**

## Witness testimony

<b>SVQ title and level:</b>	
<b>Candidate's name:</b>	
<b>Evidence index no:</b>	
<b>Index no of other evidence which this testimony relates to (if any):</b>	
<b>Element(s):</b>	
<b>Date of evidence:</b>	
<b>Name of witness:</b>	
<b>Designation/relationship to candidate:</b>	
<b>Details of testimony:</b>	
I can confirm the candidate's evidence is authentic and accurate.	
<b>Signed by witness:</b>	<b>Date:</b>

**Witness** (please tick the appropriate box):

- Holds A1/A2 Units or D32/D33 Award
- Is familiar with the SVQ standards to which the candidate is working



