

Evidence Requirements

SVQ Hospitality Management Skills Units SCQF level 8

Introduction

This document contains evidence requirements and assessment guidance for the SVQ Hospitality Management Skills Qualification at SCQF level 8. They have been developed by People 1st International in consultation with awarding bodies. They provide information on how each unit should be assessed and give examples of what types of evidence will be acceptable. These are only examples and should not be seen as a prescriptive list.

This document must be used in parallel with the approved Assessment Strategy for Hospitality SVQs

The Nature of the Qualification and Source of Evidence

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

Contingencies

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

Holistic Assessment

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

Assessment Methods in General

Most units contain what the candidate should be able to do and requires *Performance Evidence*; the other learning outcome is about what the candidate understands and requires *Evidence of Knowledge and Understanding*. Each of these has a number of possible assessment methods. Every assessment method has advantages and disadvantages, and assessors should choose the method that is most effective and efficient in bringing out and judging valid evidence. For

most of the learning outcomes requiring performance evidence, a combination of assessment methods may be appropriate.

These different methods are discussed below.

Performance Evidence

Performance evidence applies to those learning outcomes (and the associated assessment criteria) that describe what the candidate is able to do. These learning outcomes all begin with “be able to” and are followed by an active verb; they will have tangible outcomes, such as work products. Examples of these types of learning outcomes are:

- Benchmark your organisation’s levels of food and beverage service against competitors that operate at a similar level
- Ensure the service team has sufficient product knowledge on food and beverage items to be able to explain them to customers, and recommend complementary items where appropriate
- Manage the service team to achieve a flow of food and beverage service from kitchen and bar to table, which appears seamless to the customer

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

Performance Evidence Assessment Methods

Assessment Method: Observation

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

Assessment Method: Products of Work

Products of work are appropriate to many of the learning outcomes and associated assessment criteria. Products of work could include, for example: menu and recipe plans, cellar records, staff rotas and accident reports. Products of work are excellent sources of evidence and often eliminate the need for an assessor to observe the candidate producing them. Candidates should be encouraged to log the relevant product of work and its location rather than store copies in their portfolio.

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

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

Assessment Method: Witness Testimony

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

- *Witness testimony*, for example from a customer, supplier or colleague that provides evidence towards a candidate’s assessment or

- *Expert witness testimony* that provides powerful evidence of competence, that may in itself be sufficient for an assessor to consider that competence has been proved.

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

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

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

Assessment Method: Candidate Statement/Report

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

Assessment Method: Professional Discussion

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

Evidence of Knowledge and Understanding Assessment Methods

Evidence of knowledge and understanding applies to those learning outcomes (and the associated assessment criteria) that describe what the candidate understands. These learning outcomes all begin with 'understand'. Examples of these types of learning outcomes are:

- Why customer incidents must be dealt with in a way that balances the needs of the customer and the organisation
- The importance of dealing with customers with additional requirements in a way that meets their needs unobtrusively
- How to use customer complaints to create learning points for the service team

Assessment Method: Questioning

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

Assessment Method: Other Recorded Evidence of Knowledge and Understanding

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

Assessment Method: Professional Discussion

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

Assessment Method: Inferring Knowledge and Understanding from Performance

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

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

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

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

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

or the reasons why certain things are important:

- "explain why confidentiality is important"

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

Volume of Evidence/Length of Assessment

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

Evidence Requirements for Individual Units

The tables on the following pages provide information on how each unit should be assessed and give examples of what types of evidence is acceptable.

Sufficiency of Evidence

There must be sufficient evidence to ensure that the candidate can achieve the standard over a period of time in the workplace or approved realistic working environment. This must be achieved through direct assessment by the assessor or through the use of authentic witness testimony.

What you have to KNOW

For those knowledge statements that relate to how the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In all other cases, evidence of the candidate's knowledge and understanding should be gathered by oral/written questioning or, professional discussion.

Unit Ref	Unit Title
4GEN1	Manage Food Safety in a Professional Kitchen
4GEN2	Manage Purchasing Costs in Hospitality
4GEN3	Manage Payroll Costs for Your Team
4GEN4	Manage Rotas for Your Hospitality Team
4GEN5	Obtain, Analyse and Implement Customer Feedback
4GEN6	Lead, Manage and Follow Up the Meeting Process
4GEN7	Recruit and Select Hospitality Staff
4GEN8	Manage the Performance of Teams and Individuals
4GEN9	Contribute to the Strategic Goals of the Organisation's Leadership Team
4GEN10	Devise and Implement Training and Development Plans for Your Hospitality Teams
4GEN11	Manage the Use of the Organisation's Systems to Meet Operational Needs
4GEN12	Determine Market Opportunities and Plan the Future Provision of Services
4GEN13	Maximise Sales and Profit
4GEN14	Manage Operational Aspects of Refurbishment Programmes
4GEN15	Initiate and Manage Supplier Contracts
4GEN16	Manage a Function
4GEN17	Comply with the Relevant Legislative and Regulatory Requirements in Hospitality
4GEN18	Manage Physical Resources
4GEN19	Implement Change
4GEN20	Manage Your Own Resources and Professional Development
4GEN21	Initiate and Follow Grievance Procedure
4GEN22	Initiate and Follow Disciplinary Procedure
4GEN23	Manage Finance for Your Area of Responsibility
4GEN24	Handle Referred Customer Complaints
4GEN25	Use Customer Service as a Competitive Tool
4GEN26	Organise the Promotion of Additional Services or Products to Customers
4GEN27	Review the Quality of Customer Service
4KM31	Participate in the design, Implementation and Monitoring of a Kitchen Food Safety Management System
4KM32	Develop and Evolve Dishes and Recipes Showing Innovation and Creativity
4KM33	Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets

4KM34	Manage the Presentation and Portion Size of Dishes in Accordance with Organisational Standards
4KM35	Manage a Team to Prepare, Cook and Present Food to Organisational Standards
4KM36	Investigate and Apply Current Methodologies to Food Preparation and Production
4KM37	Plan and Design Operational Areas
4PC1	Source Fresh Produce Sustainably for use in a Professional Kitchen
4PC2	Design and Produce Complex Innovative Dishes in a Professional Kitchen
4FOH41	Manage Customer Profiles and Recognition
4FOH42	Ensure Statutory Fire and Other Security Procedures Are In Place and Followed (Team and Whole Establishment)
4FOH43	Manage Arrivals and Departures to Deliver and Maximise Revenue Potential
4FOH44	Manage Billing and Payment Processes
4FOH45	Manage Front of House and Guest Relation Services
4FOH46	Manage Reservations Systems
4HK51	Implement and Manage Housekeeping Procedures
4HK52	Manage Guest Security and Privacy in Accordance with Legislative and Organisational Procedures
4HK53	Manage Room Availability to Maximise Revenue Potential
4HK54	Liaise with Others to Manage Maintenance and Repair Work
4HK55	Manage Additional Services Throughout the Establishment
4HK56	Manage Linen Service to Deliver a High Quality Provision
4HK57	Manage the Supply of Uniforms and Housekeeping of Staff Areas
4FB61	Ensure Food and Beverages are Served to Organisational Standards
4FB62	Manage the Organisation of the Food and Beverage Service Area
4FB63	Develop Beverage Lists to Complement the Menu
4FB64	Participate in the Production and Presentation of the Menu
4FB65	Manage Cellar Operations
4FB66	Develop a Team to Provide Enhanced Levels of Food and Beverage Service

4GEN1	Manage Food Safety in a Professional Kitchen
What you must DO	The assessor can assess statements P1- 10 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -20 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4GEN2	Manage Purchasing Costs in Hospitality
What you must DO	The assessor can assess statements P1- 14 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -15 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope and range	There must be performance evidence, gathered through evaluating the candidate's work for at least one of the following resources: <ul style="list-style-type: none"> - stock - equipment

4GEN3	Manage the Payroll Costs of a Hospitality Team
What you must DO	The assessor can assess statements P1- 12 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -10 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4GEN4	Manage Rotas for your Hospitality Team
What you must DO	The assessor can assess statements P1- 12 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -11 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4GEN5	Obtain, Analyse and Implement Customer Feedback
What you must DO	The assessor can assess statements P1- 12 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -12 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope and range	There must be performance evidence, gathered through evaluating the candidate's work for: <ul style="list-style-type: none"> • at least three forms of feedback from the following: <ul style="list-style-type: none"> - ad-hoc / face-to-face - systemised - customer complaints - external sources • at least two from the following customer profiles: <ul style="list-style-type: none"> - age - gender - booking type (e.g. leisure, business) - social demographics

4GEN6	Lead, Manage and Follow Up the Meeting Process
What you must DO	The assessor can assess statements P1- 15 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -19 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4GEN7	Recruit and Select Hospitality Staff
What you must DO	The assessor can assess statements P1- 15 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -18 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope and range	There must be performance evidence, gathered through evaluating the candidate's work for at least one from the recruitment and selection of the following types of employees: <ul style="list-style-type: none"> - multiple employees - permanent employees - temporary employees

4GEN8	Manage the Performance of Teams and Individuals
What you must DO	The assessor can assess statements P1- 17 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -30 by; Oral questions and/or written questions Project

	Reflective account Professional discussion Inferring knowledge and understanding
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4GEN9	Contribute to the Strategic Goals of Your Organisation's Leadership Team
What you must DO	The assessor can assess statements P1-19 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-22 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope and range	There must be performance evidence, gathered through evaluating the candidate's work for at least one from the following areas of discussion: <ul style="list-style-type: none"> - own area of responsibility - shared areas of responsibility

4GEN10	Devise and Implement Training and Development for Your Hospitality Team
What you must DO	The assessor can assess statements P1- 17 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -7 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope and range	There must be performance evidence, gathered through evaluating the candidate's work for: <ul style="list-style-type: none"> • at least two of the following types of training needs <ul style="list-style-type: none"> - individual's - team's - organisational • and one of the following aims: <ul style="list-style-type: none"> - to meet organisational objectives

	- to meet individual aspirations
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4GEN11	Manage the Organisation's Operating Systems to Meet Operational Needs
What you must DO	The assessor can assess statements P1- 11 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -14 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope and range	There must be performance evidence, gathered through evaluating the candidate's work for: <ul style="list-style-type: none"> • at least seven of the following areas of performance: <ul style="list-style-type: none"> - personnel related - financial performance - supplier performance - operational performance - resource management performance - organisational performance - regulatory performance

4GEN12	Determine Market Opportunities and Plan the Future Provision of Services
What you must DO	The assessor can assess statements P1- 16 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -17 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work in the following three areas: <ul style="list-style-type: none"> • Consultation with a minimum of one of the following teams: <ul style="list-style-type: none"> - departmental team - leadership team

	<ul style="list-style-type: none"> • Evaluation of at least six of the following hospitality services: <ul style="list-style-type: none"> - vehicle services - gym/leisure facilities - ticket booking - dining options - room services - accommodation options - banqueting and events services - bar services • Evaluation of the requirements of both of the following resources when planning new services: <ul style="list-style-type: none"> - staff - budget
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4GEN13	Maximise Sales and Profit
What you must DO	The assessor can assess statements P1- 11 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -14 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4GEN14	Manage Operational Aspects of Refurbishment Programmes
What you must DO	The assessor can assess statements P1- 16 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -15 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4GEN15	Initiate and Manage Supplier Contracts
What you must DO	The assessor can assess statements P1- 16 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -17 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER	There must be performance evidence, gathered through evaluating the candidate's work for a minimum of two of the following resources: <ul style="list-style-type: none"> - stock - equipment - services

4GEN16	Manage a Function
What you must DO	The assessor can assess statements P1- 21 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -32 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least three from the following types of function: <ul style="list-style-type: none"> - banquet - corporate entertainment event - reception - conference • at least one from the following types of customers <ul style="list-style-type: none"> - internal - external

	<ul style="list-style-type: none"> • at least three from the following areas of legislation: <ul style="list-style-type: none"> - health and safety - fire regulations - licensing regulations - food Safety - first aid • at least three from the following types of problems: <ul style="list-style-type: none"> - supply problems - power failures - equipment problems - staffing problems • at least three from the following types of records: <ul style="list-style-type: none"> - manual - computerised - reports - checklists
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4GEN17	Comply with the Relevant Legislative and Regulatory Requirements in Hospitality
What you must DO	The assessor can assess statements P1- 13 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -13 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER	There must be performance evidence, gathered through evaluating the candidate's work to confirm that they have reviewed five of the following regulatory and legislative requirements: <ul style="list-style-type: none"> - licensing (including weights and measures and Licensing Objectives relevant to the country they operate in) - health and safety (e.g. COSHH, risk assessments, current legislation relating to health & safety at work) - food safety (e.g. HACCP) - environmental health - fire regulations - GDPR - trades description - human resources (e.g. permission to work, working time regulations, night-time working, absence management)

	<ul style="list-style-type: none"> - equality, discrimination, diversity, etc. - allergens
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4GEN18	Manage Physical Resources
What you must DO	The assessor can assess statements P1-11 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-14 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
Behaviours	The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used.

4GEN19	Implement Change
What you must DO	The assessor can assess statements P1-7 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-26 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
Behaviours	The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used.

4GEN20	Manage Your Own Resources and Professional Development
What you must DO	The assessor can assess statements P1-10 by; Observation

	Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-14 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
Behaviours	The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used.

4GEN21	Initiate and Follow Grievance Procedure
What you must DO	The assessor can assess statements P1-6 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-10 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
Behaviours	The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used.

4GEN22	Initiate and Follow Disciplinary Procedure
What you must DO	The assessor can assess statements P1-6 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-13 by; Oral questions and/or written questions Project Reflective account

	Professional discussion Inferring knowledge and understanding
Behaviours	The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used.

4GEN23	Manage Finance for Your Area of Responsibility
What you must DO	The assessor can assess statements P1-13 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-30 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
Behaviours	The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used.

4GEN24	Handle Referred Customer Complaints
What you must DO	The assessor can assess statements P1-14 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-11 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4GEN25	Use Customer Service as a Competitive Tool
What you must DO	The assessor can assess statements P1-9 by; Observation Products of work Witness testimony Professional discussion

	Candidate statement
What you must know and understand	The assessor can assess statements K1-8 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4GEN26	Organise the Promotion of Additional Services or Products to Customers
What you must DO	The assessor can assess statements P1-12 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-5 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4GEN27	Review the Quality of Customer Service
What you must DO	The assessor can assess statements P1-9 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-8 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4KM31	Participate in the Design, Implementation and Monitoring of a Kitchen Food Safety Management System
What you must DO	The assessor can assess statements P1-16 by;

	<p>Observation Products of work Witness testimony Professional discussion Candidate statement</p>
What you must know and understand	<p>The assessor can assess statements K1-13 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding</p>
What you must COVER in scope/range	<p>There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas:</p> <ul style="list-style-type: none"> • at least two of the following types of risks <ul style="list-style-type: none"> - physical - chemical - allergic • at least four of the following the following types of resource <ul style="list-style-type: none"> - equipment - suppliers - staff - time - money - facilities • at least four of the following types of working practices <ul style="list-style-type: none"> - range of dishes on the menu(s) - sourcing safe supplies and information on ingredients - stages in food preparation, cooking and service - range of equipment used, premises and work environment - storage - waste management - infestation management • at least three of the following training processes <ul style="list-style-type: none"> - identifying training needs - determining staff training methods - implementing a training programme - allocation of staff to posts that make good use of training received

4KM32	Develop and Evolve Dishes and Recipes Showing Innovation and Creativity
What you must DO	<p>The assessor can assess statements P1-14 by; Observation Products of work</p>

	Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-12 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • Taken account of at least four of the following resources <ul style="list-style-type: none"> - staff - equipment - supplies - time - money - facilities - waste management • Considered at least four of the following dietary requirements: <ul style="list-style-type: none"> - nutritional balance - religious - medical - allergens - vegan/vegetarian - cultural • Met the needs of at least one of the following customer groups: <ul style="list-style-type: none"> - current customer base - target markets

4KM33	Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets
What you must DO	The assessor can assess statements P1-25 by; Observation Products of work Witness testimony Professional discussion

	Candidate statement
What you must know and understand	The assessor can assess statements K1-21 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least four 4 of the following types of menu <ul style="list-style-type: none"> - breakfast - lunch - dinner - afternoon tea - snack - functions/special event menus • taken account of at least four 4 of types diet considerations: <ul style="list-style-type: none"> - nutritional balance - medical - allergens - religious - vegan/vegetarian - cultural • at least two from the following function menus: <ul style="list-style-type: none"> - conferences - weddings - fine dining events • at least three of the following cost (information) considerations: <ul style="list-style-type: none"> - cost-to-profit ratios - revenue figures - energy costs - staffing costs • at least five of the following resources: <ul style="list-style-type: none"> - staff - equipment - supplies - facilities - time - money - waste management

4KM34	Manage the Presentation and Portion Size of Dishes in Accordance with Organisational Standards
What you must DO	The assessor can assess statements P1-15 by; Observation Products of work

	Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1-17 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating pthe candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least two of the of the following methods of relaying information: <ul style="list-style-type: none"> - verbally - written - pictorial • at least three of the following types of equipment: <ul style="list-style-type: none"> - kitchen tools - servers - crockery - glassware - cooking dishes • at least two of the following marketing and promotional messages: <ul style="list-style-type: none"> - menus - pictures - information in literature supplied by the organisation - newspapers in which the marketing message may be featured - magazines in which the marketing message may be featured

4KM35	Manage a Team to Prepare, Cook and Present Food to Organisational Standards
What you must DO	The assessor can assess statements P1-22 by; Observation Products of work Witness testimony Professional discussion Candidate statement

What you must know and understand	The assessor can assess statements K1-19 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least three of the following types of resources <ul style="list-style-type: none"> - equipment - food and other supplies - power - staff - time • procedure for at least six of the following areas: <ul style="list-style-type: none"> - ordering - storage - presentation - portion control - receipt of supplies - preparation - production - heating/re-heating - distribution - waste disposal • instructions in at least two 2 of the following formats: <ul style="list-style-type: none"> - written - verbal - pictorial • at least two from the following staff needs: <ul style="list-style-type: none"> - cultural - religious - medical

4KM36	Investigate and Apply Current Methodologies to Food Preparation and Production
What you must DO	The assessor can assess statements P1- 16 by; Observation Products of work Witness testimony Professional discussion

	Candidate statement
What you must know and understand	The assessor can assess statements K1 -16 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least three from the following the relevant industry events <ul style="list-style-type: none"> - other establishments e.g. special functions, openings or social occasions - exhibitions - conferences - competitions - functions

4KM37	Plan and Design Operational Areas
What you must DO	The assessor can assess statements P1- 16 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -15 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • consultation with at least three 3 of the following specialists <ul style="list-style-type: none"> - architects - kitchen planners - designers - equipment manufacturers and suppliers • at least three of the following 3 types of equipment <ul style="list-style-type: none"> - food storage - food preparation - cooking - serving - surfaces

	<ul style="list-style-type: none"> • at least five of the following services <ul style="list-style-type: none"> - gas - electric - water - supplies - drainage - ventilation - lighting • at least six of the following ancillary areas <ul style="list-style-type: none"> - pot washing - dishwashing - still areas - cleaning and disinfections - sanitary conveniences and cloakrooms - waste disposal - offices - storage areas - servicing areas - delivery areas and loading bays
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4PC1	Source fresh produce sustainably for use in a professional kitchen
What you must DO	The assessor can assess statements P1- 8 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -13 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope and range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least three of the following types of fresh produce: <ul style="list-style-type: none"> - red meat - white meat - poultry - game - fish and shellfish - fruit and vegetables • at least two of the following quality marks and guidelines: <ul style="list-style-type: none"> - Marine Society - Little Red Tractor

	<ul style="list-style-type: none"> - Organic Farmers & Growers - RSPCA Freedom Food - Soil Association Certificate - Food for life catering mark
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4PC2	Design and produce complex innovative dishes in a professional kitchen
What you must DO	<p>The assessor can assess statements P1- 15 by;</p> <p>Observation Products of work Witness testimony Professional discussion Candidate statement</p>
What you must know and understand	<p>The assessor can assess statements K1- 9 by;</p> <p>Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding</p>
What you must COVER in scope and range	<p>There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas:</p> <ul style="list-style-type: none"> • at least four from the following types of ingredients <ul style="list-style-type: none"> - red meat - white meat - poultry - game - fish and shellfish - fruit and vegetables - dairy - herbs and spices • at least three complex dishes which display the ability to combine three or more of the following skills and techniques in each dish <ul style="list-style-type: none"> - baking - blanching - boiling - boning - braising - butterflying - caramelizing - casserole - confit - creaming - deconstructing - deep frying - deglazing

	<ul style="list-style-type: none">- de-veining- dry roasting- dum pukht- en vessie (in paper)- engrastation (stuffing one animal into another)- filleting- flambé- flash frozen- foam- frying- gelling- glazing- grilling- infusing- maceration- marination- powdering- pressure cooking- purée- reduction- roasting- robata- sautéing- shallow frying- simmering- smoking- souring- sous-vide- spherification- steaming- stewing- stuffing- sugar panning- sweating- tempering- thermal- vacuum- whipping <ul style="list-style-type: none">• at least one from the following innovative dishes and recipes which are<ul style="list-style-type: none">- new to the business- new to the chef- new to the country- new ingredients- new technique- new style
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4FOH41	Manage Customer Profiles and Recognition
What you must DO	The assessor can assess statements P1- 14 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -18 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least three of the following types of customer information <ul style="list-style-type: none"> - personal and contact details - past and current bills/accounts - usage of services - personal preferences - frequency of custom • at least four of the following forms of profile <ul style="list-style-type: none"> - demographics - age - gender - location of origin - spend per head - spend per year - business/leisure customers

4FOH42	Ensure Statutory Fire and Other Security Procedures are in Place and Followed (Team and Whole Establishment)
What you must DO	The assessor can assess statements P1- 18 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -15 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

<p>What you must COVER in scope/range</p>	<p>There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas:</p> <ul style="list-style-type: none"> • at least two from the following categories of staff <ul style="list-style-type: none"> - contractors - in house staff (permanent) - temporary staff - agency staff • at least three from the following types of records <ul style="list-style-type: none"> - accident records - maintenance records - fire records - HACCP - RIDDOR • at least four from the following areas of work <ul style="list-style-type: none"> - front of house - stock rooms - offices - public areas - staff rooms - back of house - meeting rooms
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4FOH43	Manage Arrivals and Departures to Deliver and Maximise Revenue Potential
<p>What you must DO</p>	<p>The assessor can assess statements P1- 20 by; Observation Products of work Witness testimony Professional discussion Candidate statement</p>
<p>What you must know and understand</p>	<p>The assessor can assess statements K1 -12 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding</p>
<p>What you must COVER in scope/range</p>	<p>There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas:</p> <ul style="list-style-type: none"> • at least four from the following departments <ul style="list-style-type: none"> - housekeeping/accommodation - conference/events - function rooms

	<ul style="list-style-type: none"> - maintenance - food and beverage service/room service/kitchen - sales - reservations - revenue <ul style="list-style-type: none"> • at least four from the following reservation sources <ul style="list-style-type: none"> - individuals - travel agents - tour operators - businesses/companies - central reservations - airlines - conference organisers <ul style="list-style-type: none"> • at least three from the following tariffs/rates <ul style="list-style-type: none"> - room only - room and breakfast - half board - full board - long lets - special packages
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4FOH44	Manage Billing and Payment Processes
What you must DO	The assessor can assess statements P1- 19 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -19 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least five from the following payment processing <ul style="list-style-type: none"> - credit/debit cards - contactless payment cards - cash - account billing - credit notes - discounts - vouchers

	<ul style="list-style-type: none"> - cards/customer not present - invoicing - BACS - text receipts - email receipts - cheques - travellers' cheques <ul style="list-style-type: none"> • at least two from the following categories of staff <ul style="list-style-type: none"> - permanent front of house staff - temporary front of house staff - staff in other departments - senior staff • at least three from the following organisational requirements <ul style="list-style-type: none"> - speed of processing - security measures - recording of payments - customer service - passing of payments to accounts - outside standard office hours • at least three from the following security procedures <ul style="list-style-type: none"> - in advance/on deposit payments - cash levels in till/on premises - bank transfers - handling and processing payments - credit/debit card protection
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4FOH45	Manage Front of House and Guest Relation Services
What you must DO	The assessor can assess statements P1- 20 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -16 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least one from the following types of front of house service <ul style="list-style-type: none"> - portage and luggage service

	<ul style="list-style-type: none"> - concierge and night teams • at least four from the following types of local and other customer information <ul style="list-style-type: none"> - visitor attractions - transport services - restaurants - theatres - cinemas - local services/shops • at least three from the following types of guest property <ul style="list-style-type: none"> - luggage - valuables - important documents - messages by fax, telephone, email • at least three from the following secure areas <ul style="list-style-type: none"> - left luggage areas - safety deposit boxes - safes - message holding - electronic communications storage • at least two from the following security systems <ul style="list-style-type: none"> - CCTV - suspicious package procedures - security personnel <p style="text-align: right;"><i>continued/</i></p> <ul style="list-style-type: none"> • at least three from the following 3 external establishments <ul style="list-style-type: none"> - theatres - restaurants - travel agents - booking agencies - public houses • at least three from the following services and products <ul style="list-style-type: none"> - spa and/or sports facilities - restaurants - conferences - shopping • emergency or unusual situations requiring at least one of the following <ul style="list-style-type: none"> - medical assistance - first aid - police assistance
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	<ul style="list-style-type: none"> - fire brigade - locksmith <ul style="list-style-type: none"> • at least one from the following types of everyday needs <ul style="list-style-type: none"> - sewing kit - shoe polish - laundry facilities - repair of room facilities • at least two from the following types of customer need <ul style="list-style-type: none"> - cultural differences - service requirements - disability awareness - booking policies according to gender/orientation
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4FOH46	Manage Reservations Systems
What you must DO	The assessor can assess statements P1- 14 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -14 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least three from the following booking channels <ul style="list-style-type: none"> - online booking - agents - tour operators - individuals - global distribution systems • at least two from the following reservation systems <ul style="list-style-type: none"> - bedroom booking - conference booking - restaurant bookings - function booking

4HK51	Implement and Manage Housekeeping Procedures
What you must DO	The assessor can assess statements P1- 17 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -17 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least three of the following types of housekeeping procedures <ul style="list-style-type: none"> - re-stocking - cleaning - linen service - fault reporting • at least three from the following public areas <ul style="list-style-type: none"> - lobby - corridors - entrances - restaurants - bars - leisure facilities

4HK52	Manage Guest Security and Privacy in Accordance with Legislative and Organisational Procedures
What you must DO	The assessor can assess statements P1- 14 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -13 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4HK53	Manage Room Availability to Maximise Revenue Potential
What you must DO	The assessor can assess statements P1- 14 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -12 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4HK54	Liase with Others to Manage Maintenance and Repair Work
What you must DO	The assessor can assess statements P1- 20 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -19 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

4HK55	Manage Additional Services Throughout the Establishment
What you must DO	The assessor can assess statements P1- 9 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -11 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least six from the following types of additional service <ul style="list-style-type: none"> - dry cleaning - minor decoration

	<ul style="list-style-type: none"> - seasonal decoration - plants and flowers - window cleaning - housekeeping of leisure facilities - provision of hygiene facilities - butler/valet service - cleaning of public areas - cleaning of external areas - carpets, upholstery and fabric cleaning
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4HK56	Manage Linen Service to Deliver a High Quality Provision
What you must DO	The assessor can assess statements P1- 16 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -17 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least two from the following types of linen <ul style="list-style-type: none"> - for guest rooms - for the restaurant - for other areas • at least one from the following forms laundry service <ul style="list-style-type: none"> - on-premises laundry - laundry contractor

4HK57	Manage the Supply of Uniforms and Housekeeping of Staff Areas
What you must DO	The assessor can assess statements P1- 11 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -11 by; Oral questions and/or written questions Project Reflective account

	Professional discussion Inferring knowledge and understanding
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4FB61	Ensure Food and Beverages are Served to Organisational Standards
What you must DO	The assessor can assess statements P1- 16 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -20 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • disruption to at least one of the following <ul style="list-style-type: none"> - staffing - equipment - supplies

4FB62	Manage the Organisation of the Food and Beverage Service Area
What you must DO	The assessor can assess statements P1- 14 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -12 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • organisation of at least one of the following in relation to the food and beverage service area <ul style="list-style-type: none"> - reservations - table seating - phases of service

	<ul style="list-style-type: none"> • at least two of the following in relation to future planning <ul style="list-style-type: none"> - seasonal activities - special events or functions - variations in projected business activity
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4FB63	Develop Beverage Lists to Complement the Menu
What you must DO	The assessor can assess statements P1- 17 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -18 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least eight of the following types of beverages <ul style="list-style-type: none"> - red wines - white wines - rosé Wines - Champagne and sparkling wines - fortified wines, including port and sherry - spirits - liqueurs - cocktails - keg beer - bottled beer - cask (real) ale - non-alcoholic cold beverages - non-alcoholic hot beverages - alcoholic hot beverages

4FB64	Participate in the Production and Presentation of the Menu
What you must DO	The assessor can assess statements P1- 14 by; Observation Products of work Witness testimony Professional discussion Candidate statement

What you must know and understand	The assessor can assess statements K1 -11 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
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4FB65	Manage Cellar Operations
What you must DO	The assessor can assess statements P1- 14 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -12 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding
What you must COVER in scope/range	There must be performance evidence, gathered through evaluating the candidate's work to show that they have covered the following areas: <ul style="list-style-type: none"> • at least one from the following forms of legislation <ul style="list-style-type: none"> - health and Safety - licensing • at least two from the following types of problems <ul style="list-style-type: none"> - out-of-date stock - stock shortages - beverage quality issues

4FB66	Develop a Team to Provide Enhanced Levels of Food and Beverage Service
What you must DO	The assessor can assess statements P1- 15 by; Observation Products of work Witness testimony Professional discussion Candidate statement
What you must know and understand	The assessor can assess statements K1 -14 by; Oral questions and/or written questions Project Reflective account Professional discussion Inferring knowledge and understanding

