

The learner can:	Assessment Criteria	Content
<b>LO1</b> <b>Understand the environment in which hospitality and catering providers operate</b>	AC1.1 Describe the structure of the hospitality and catering industry	<b>Hospitality and catering industry</b> <ul style="list-style-type: none"> <li>• Types of provider</li> <li>• Types of service</li> <li>• Commercial/non commercial establishment</li> <li>• Services provided</li> <li>• Suppliers</li> <li>• Where hospitality is provided at non-catering venues</li> <li>• Standards and ratings</li> <li>• Job roles within the industry</li> </ul>
	AC1.2 Analyse job requirements within the hospitality and Catering industry	<b>Requirements</b> <ul style="list-style-type: none"> <li>• Supply and demand</li> <li>• Jobs for specific needs</li> <li>• Rates of pay</li> <li>• Training</li> <li>• Qualifications and experience</li> <li>• Personal attributes</li> </ul>
	AC1.3 Describe working conditions of different job roles across the hospitality and catering industry	<b>Working conditions</b> <ul style="list-style-type: none"> <li>• Different types of contract</li> <li>• Working hours</li> <li>• Rates of pay</li> <li>• Holiday entitlement, remuneration</li> </ul>
	AC1.4 Explain factors affecting the success of hospitality and catering providers	<b>Factors</b> <ul style="list-style-type: none"> <li>• Costs</li> <li>• Profit</li> <li>• Economy</li> <li>• Environment</li> <li>• Technology</li> <li>• Emerging cooking techniques</li> <li>• Customer demographics/lifestyle and expectations</li> <li>• Customer service</li> <li>• Competition</li> <li>• Trends</li> <li>• Political factors</li> <li>• Media</li> </ul>

The learner can:	Assessment Criteria	Content
<b>LO2</b> <b>Understand how hospitality and catering provision operates</b>	AC2.1 Describe the operation of the kitchen	<b>Operation</b> <ul style="list-style-type: none"> <li>• layout</li> <li>• work flow</li> <li>• operational activities</li> <li>• equipment and materials</li> <li>• stock control</li> <li>• documentation and administration</li> <li>• staff allocations</li> <li>• dress code</li> <li>• safety and security</li> </ul>
	AC2.2 Describe the operation of front of house	
	AC2.3 Explain how hospitality and catering provision meets customer requirements	<b>Customer</b> <ul style="list-style-type: none"> <li>• leisure</li> <li>• business/corporate</li> <li>• local residents</li> </ul> <b>Requirements</b>

		<ul style="list-style-type: none"> <li>• customer needs</li> <li>• customer expectations</li> <li>• customer trends</li> <li>• equality</li> <li>• customer rights</li> </ul>
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<b>LO3</b> <b>Understand how hospitality and catering provision meets health and safety requirements</b>	AC3.1 Describe personal safety responsibilities in the work place	<b>Responsibilities</b> <ul style="list-style-type: none"> <li>• of employees</li> <li>• of employers</li> </ul> <b>In relation to</b> <ul style="list-style-type: none"> <li>• health and safety at work act</li> <li>• reporting injuries, disease and dangerous occurrences regulations (RIDDOR)</li> <li>• control of substances hazardous to health regulations (COSHH)</li> <li>• manual handling operations regulations</li> <li>• personal protective equipment at work regulations (PPER)</li> </ul>
	AC3.2 Identify risks to personal safety in hospitality and catering	<b>Risks</b> <ul style="list-style-type: none"> <li>• to health</li> <li>• to security</li> <li>• level of risk in relation to employers, employees, suppliers and customers</li> </ul>
	AC3.3 Recommend personal safety control measures for hospitality and catering provision	<b>Control measures</b> <ul style="list-style-type: none"> <li>• for employees</li> <li>• for customers</li> </ul>

The learner can:	Assessment Criteria	Content
<b>LO4</b> <b>Know how food can cause ill health</b>	A4.1 Describe food related causes of ill health	<b>Causes</b> <ul style="list-style-type: none"> <li>• bacteria</li> <li>• microbes</li> <li>• chemicals</li> <li>• metals</li> <li>• poisonous plants</li> <li>• allergies</li> <li>• intolerances</li> </ul>
	AC4.2 Describe the role and responsibilities of the environmental health officer (EHO)	<b>Role</b> <ul style="list-style-type: none"> <li>• enforcing environmental health laws</li> </ul> <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• inspecting business for food safety standards</li> <li>• follow up complaints</li> <li>• follow up outbreaks of food poisoning</li> <li>• collecting samples for testing</li> <li>• giving evidence in prosecutions</li> <li>• maintaining evidence</li> <li>• submitting reports</li> </ul>
	AC4.3 Describe Food Safety legislation	<b>Legislation</b> <ul style="list-style-type: none"> <li>• Food Safety Act</li> <li>• Food Safety (General Food Hygiene Regulation)</li> <li>• Food Labelling Regulations</li> </ul>
	AC 4.4 Describe common types of food poisoning	<b>Common types</b> <ul style="list-style-type: none"> <li>• Campylobacter</li> <li>• Salmonella</li> </ul>

		<ul style="list-style-type: none"> <li>• E-Coli</li> <li>• Clostridium perfringens</li> <li>• Listeria</li> <li>• Bacillus cereus</li> <li>• Staphylococcus aureus</li> </ul>
	<p>AC4.5 Describe the symptoms of food induced ill health</p>	<p><b>Symptoms</b></p> <ul style="list-style-type: none"> <li>• Visible symptoms</li> <li>• Signs</li> <li>• Non-visible signs</li> <li>• Onset time</li> <li>• Duration</li> </ul> <p><b>Food Induced ill health</b></p> <ul style="list-style-type: none"> <li>• Intolerances</li> <li>• Allergies</li> <li>• Food poisoning</li> </ul>

The learner can:	Assessment Criteria	Content
<p><b>LO5</b> Be able to propose a hospitality and catering provision to meet specific requirements</p>	<p>AC5.1 Review options for hospitality and catering provision</p>	<p><b>Review</b></p> <ul style="list-style-type: none"> <li>• Summarise different options</li> <li>• Advantages and disadvantages of different options</li> <li>• Use of supporting information which justify how this meets specified needs</li> </ul>
	<p>AC5.2 Recommend options for hospitality provision</p>	<p><b>Recommend</b></p> <ul style="list-style-type: none"> <li>• Propose ideas</li> <li>• Justify decisions in relation to specified needs</li> <li>• Use of supporting information e.g. structured proposal</li> </ul>