

Level 1 / 2 Hospitality and Catering Unit 1

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

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

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

The learner can:	Assessment Criteria	Content			
LO4 Know how food can cause ill health	A4.1 Describe food related causes of ill health	Causes <ul style="list-style-type: none"> • bacteria • microbes • chemicals • metals • poisonous plants • allergies • intolerances 			
	AC4.2 Describe the role and responsibilities of the environmental health officer (EHO)	Role <ul style="list-style-type: none"> • enforcing environmental health laws Responsibilities <ul style="list-style-type: none"> • inspecting business for food safety standards • follow up complaints • follow up outbreaks of food poisoning • collecting samples for testing • giving evidence in prosecutions • maintaining evidence • submitting reports 			
	AC4.3 Describe Food Safety legislation	Legislation <ul style="list-style-type: none"> • Food Safety Act • Food Safety (General Food Hygiene Regulation) • Food Labelling Regulations 			
	AC 4.4 Describe common types of food poisoning	Common types <ul style="list-style-type: none"> • Campylobacter • Salmonella • E-Coli • Clostridium perfringens • Listeria • Bacillus cereus • Staphylococcus aureus 			
	AC4.5 Describe the symptoms of food induced ill health	Symptoms <ul style="list-style-type: none"> • Visible symptoms • Signs • Non-visible signs • Onset time • Duration Food Induced ill health <ul style="list-style-type: none"> • Intolerances • Allergies • Food poisoning 			

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