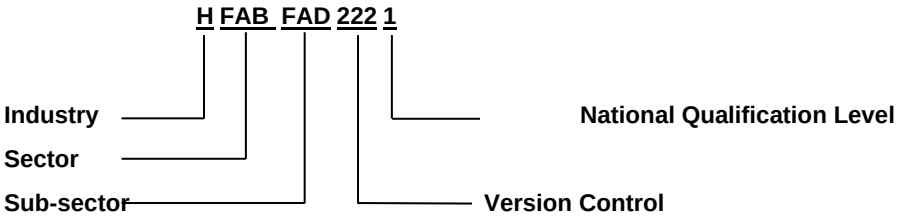
CCHFABFAD2221 CVQ Level 1 in FOOD AND DRINKS SERVICE

Unit Number	Unit Title	Requirement
UA48201	Work in a safe and secure environment	Mandatory
U12902	Deliver reliable customer service	Mandatory
U00106	Create and maintain effective working relationships	Mandatory
U12501	Prepare and clear areas for counter/take away service	Mandatory
U06902	Provide and maintain a counter/take away service	Mandatory
U12601	Prepare and clear tables and service areas	Mandatory
U12701	Prepare and maintain areas for drinks service in licensed premises	Mandatory
U12801	Take and serve beverage orders	Mandatory
U00406	Maintain payment point and handle cash and non-cash payments	Mandatory

To obtain a Caribbean Vocational Qualification (CVQ) all Mandatory Units must be achieved.

Legend to Standard Code



Key: **H - Hospitality; FAB – Food and Beverage, FAD – Food and Drinks**

ACKNOWLEDGEMENTS

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National Council for Technical and Vocational Education and Training (NCTVET), Jamaica

Members of the Tourism and Hospitality Lead Body

Mr. Hugh Arthur	-	University of the West Indies
Ms. Sharon Banfield	-	Ministry of Tourism
Mr. Peter Charles	-	Ile de France Restaurant
Ms. Sonia Cole-Wilson	-	Casuarina Beach Hotel
Ms. Cheryl Corbin	-	Sandy Lane Hotel and Golf Club
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Mr. Peter Edey	-	The Dining Club
Ms. Julia Greenidge-Bonnett	-	National Conservation Commission
Ms. Sonia Greenidge-Franklin	-	Barbados Institute of Management and Productivity (BIMAP)
Ms. Yvonne Hall	-	Barbados Tourism Authority
Ms. Pauline Mager	-	Duty Free Caribbean
Mr. Jon Martineau	-	Accra Beach Hotel
Mr. Keith Neblett	-	National Conservation Commission
Mr. Dennis Newton	-	D&S Incorporated
Mr. Christopher Parravicino	-	Johnson's Stable & Garage Ltd.
Ms. Sheila Reece	-	REEMAC Hospitality Training and Development Centre
Ms. Muriel Roberston	-	House of D'Zigns
Mr. Ulric Sealy	-	Barbados Workers' Union Labour College
Mr. Andrew Sobers	-	Barbados Institute of Management and Productivity (BIMAP)
Ms. Susan Springer	-	Barbados Hotel & Tourism Association

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Members of the Food and Drink Technical Working Group

Mr. Peter Edey	-	The Dining Club
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Ms. Rosemary Reifer	-	BCC, Hospitality Institute
Mr. Ulric Sealy	-	Barbados Workers Union College

Country of Origin
Barbados

Qualification Overview

Who is the qualification for?

The NVQ in Food and Drink Service Level 1 is designed to provide training, assessment and recognised certification for entry level persons working in the food and drinks service and hospitality area. The qualification covers the competencies of preparing and cooking various types of food, using different cooking methods while working in a safe and hygienic manner.

Candidates must be able to provide assistance in the serving area, take customers' orders and serve food and beverages. They must also be able to perform routine and predictable activities under supervision, collaborate with others through work groups or teams, but possess the scope for independent decision making and for bringing about change.

Jobs within the occupational area include:

- Assistant waiter/waitress
- Food and beverage server
- Dining Room attendant

This list is not exhaustive and only serves to illustrate the breadth of the qualification.

Where can it be used?

This qualification can be used within the hospitality industry including restaurants, bars, hotels and villas.

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Occupational Standards can also be used to:

- Prepare job descriptions and specifications
- Determine recruitment criteria
- Appraise staff performance objectively
- Identify skill and training gaps and needs
- Conduct labour market analyses
- Develop curriculum
- Assess the effectiveness of training programmes
- Determine compensation and rewards

The benefits of acquiring the CVQ to candidates

- Provide a basis for articulation and accreditation
- Provides a broad-based preparation for employment
- Is an alternative route to further/higher education
- Complements and has parallel standing with academic qualifications
- Provides enhanced employability and higher earning potential
- Facilitates an apprenticeship with actual work experience
- Equips candidates with the knowledge, skills and attitudes for the workplace
- Past work experience and skills can count towards achieving the CVQ
- Allows for continuity whereby if a candidate cannot complete the CVQ at a centre or school, they can continue at another approved centre
- CVQ's are recognised qualifications and facilitates free movement of labour throughout CARICOM

The benefits of the CVQ to employers

- Provides a larger cadre of skilled employees/candidates to choose from
- Reduces cost of recruiting and selecting the ideal job candidate
- Reduces cost for training workers
- Ensures higher levels of productivity

The benefits of the CVQ to the Caribbean region:

- Produces a higher skilled workforce that is ready to adapt to ever-changing global demands
- Provides greater access for persons to achieve higher qualifications
- Contributes to the region's human resource capacity development

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UA48201 Work in a safe and secure environment

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to contribute to maintaining a safe and secure working environment. It includes maintaining personal health and hygiene, following organisational health and safety procedures and maintaining a safe and secure work environment for staff and customers.

ELEMENT	PERFORMANCE CRITERIA
Candidates must be able to:	
1. Maintain personal health and hygiene	1.1 Confirm that dress and appearance are in accordance with organisational requirements.
	1.2 Confirm that cuts, grazes and wounds are treated by designated personnel and covered with an appropriate dressing in accordance with health and safety legislation. .
	1.3 Report illnesses and infections to the appropriate person in accordance with organisational procedures.
	1.4 Conduct work in accordance with health and hygiene practices that must be adhered to within the working environment.
	1.5 Conduct work in an efficient and organised manner in accordance with appropriate organisational procedures and legal requirements.
2. Follow safety procedures in the event of a fire	2.1 Obtain and confirm understanding of organisational fire procedures, safety and emergency signs and assembly points.
	2.2 Follow organisational procedures for raising the alarm in the event of a fire.
	2.3 Use firefighting equipment in accordance with manufacturer's instructions and organisational procedures.

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		2.4 Identify the relevant persons to be contacted in the event of a fire.
		2.5 Follow evacuation procedures in a calm, manner in accordance with organisational procedures.
3.	Deal with the discovery of suspicious items/packages	3.1 Obtain and confirm understanding of the organisational policies procedures for dealing with suspicious items and packages.
		3.2 Report suspicious items and packages to the relevant persons in accordance with organisational procedures.
		3.3 Adhere to organisational safety and security procedures in a calm and orderly manner.
		3.4 Document and maintain records according to organisational policies and procedures.
4.	Follow first aid procedures	4.1 Obtain and confirm understanding of organisational health and safety procedures.
		4.2 Identify the relevant persons responsible for first aid in the organisation and the relevant emergency services to whom accidents should be reported.
		4.3 Perform basic first aid in the event of an accident within the limits of own authority in accordance with organisational procedures.
		4.4 Seek immediate assistance from relevant persons where dealing with the accident is outside the limits of own authority.
		4.5 Confirm the safety and comfort of injured and uninjured persons within the limits of own authority.
		4.6 Document and maintain records according to organisational policies and procedures.

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5. Maintain a safe and secure work environment for customers, staff and visitors	5.1 Identify hazards, potential hazards and security risks to the safety of customers, staff and visitors in accordance with organisational procedures.
	5.2 Confirm that signs and barriers are erected to warn of hazards, potential hazards and security risks in accordance with organisational procedures and industry best practices.
	5.3 Report hazards, potential hazards and security risks to relevant persons in accordance with organisational procedures.
	5.4 Rectify hazards, potential hazards and security risks within the limits of own authority in accordance with organisational procedures.
	5.5 Carry out work in an organised and efficient manner in accordance with safety and health regulations and organisational procedures.

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RANGE STATEMENT

All range statements must be assessed:

1. **Health and safety regulations** may include but not limited to:

    - Relevant industry health and safety legislation
    - Organisational health and safety requirements
    - Manufacturer's recommendations

2. **Fire regulations** may include but not limited to:

    - All type of fires

3. **Firefighting equipment** may include but not limited to:

    - Hose
    - Fire blanket
    - All types of fire extinguisher
    - Sand
    - Wet blanket

4. **Suspicious items and packages** may include but not limited to:

    - Unattended bags, packages and parcels
    - Unusual and unaccounted for deliveries

5. **Accidents** may include but not limited to:

    - Accidents involving injury to customers, staff and visitors

6. **Basic first aid** may include but not limited to:

    - Bandaging
    - Ice/cold pack
    - Heimlich manoeuvre

7. **Hazards, potential hazards and security risks** may include but not limited to:

    - Suspicious items
    - Unsafe areas, faulty equipment, machinery etc.
    - Incidents which threaten the safety of customers, staff and visitors

8. **Security risks** may include but not limited to:

    - Prohibited area
    - Suspicious items
    - Unauthorized open entrances/exits
    - Missing keys

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UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. Why it is important to comply with health and safety legislation.
2. Where and from whom information on current health and safety legislation can be obtained.
3. What general hygienic practices must be adhered to in your own work environment.
4. Why the correct clothing, footwear and headgear should be worn at all times.
5. Why and to whom illness and infections should be reported.
6. Why it is important to maintain good personal hygiene.
7. What are the possible causes of fire in the working environment.
8. What preventative actions can be taken to minimise the risk of fire.
9. What organisational procedures should be followed in the event of a fire.
10. Where alarms are located and how to activate them.
11. Why a fire should never be approached unless it is safe to do so.
12. Why suspicious items and packages should be reported.
13. What basic first aid should be applied in the event of an accident.
14. Who is the person responsible for first aid.
15. What emergency services are available in the event of an accident and why it is important to contact them.
16. What action should be taken to ensure the safety of the injured and the uninjured.
17. What are the organisational procedures for reporting an accident.
18. What cautionary measures can be taken to warn customers, staff and visitors of potential hazards.
19. What are the potential hazards within the working environment.
20. Why suspicious items and packages must not be approached or tampered with.
21. Where first aid equipment and the accident register are located.
22. Why it is important to use correct lifting techniques.
23. What are the employee's responsibilities in relation to health and safety regulations.
24. Which keys, property and areas should be secured from unauthorised access at all times.
25. Why it is essential to be aware of potential security risks.
26. Why procedures relating to lost property must be adhered to.
27. Why only disclosable information should be given to customers.
28. Why it is important to report all unusual/non-routine incidents to the appropriate person.

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EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** the elements, meeting **all** the performance criteria, underpinning knowledge and range **on more than one** occasion. This evidence must come from a real work environment.

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Observation
- Written/oral questioning
- Audio visual evidence
- Written i.e. entries made by you into the organisation's incident book
- Correspondence written by you drawing attention to health and safety issues
- Witness testimony
- Personal statements from yourself describing how you carry out your duties

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation may be used.

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U12902 Deliver reliable customer service

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to deliver consistent and reliable service to customers. It looks at how to work with the organisation's service systems to meet or exceed customer expectations. It also examines how to deal with different types of customers in different circumstances and monitor that customer expectations have been met.

ELEMENT	PERFORMANCE CRITERIA
Candidates must be able to:	
1. Give consistent service to customers	1.1 Make realistic commitments to customers regarding service delivery.
	1.2 Keep commitments to customers according to organisational standards.
	1.3 Inform customers and provide reasons when commitments cannot be kept.
	1.4 Identify and acknowledge changes in customer needs or expectations and adapt the service to meet these new requirements.
	1.5 Refer customers to appropriate persons or organisations if unable to deal with their needs and expectations and keep them informed of what is happening.
2. Check customer service delivery	2.1 Monitor service delivery to ensure it meets customer needs and expectations.
	2.2 Identify opportunities to deliver better service or improve service delivery.
	2.3 Share relevant information with customers to maintain the organisation's standards of service delivery.

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RANGE STATEMENT

All range statements must be assessed:

1. **Customers** may include but not limited to:

   - Internal
   - External

2. **Service delivery** may include but not limited to:

   - Procurement
   - Logistics
   - Transport
   - Operations

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UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What is commitment and why it is important to keep it.
2. Why it is important to inform customers of commitments that cannot be kept and how and when to do so.
3. What are the organisational services or products.
4. What are the organisational procedures and systems for delivering customer service.
5. How to recognise changes in customer needs and expectations.
6. How to adapt customer service to changing customer needs.
7. How, when and why it is important to refer customers for resolution to a customer service issue.
8. What is service delivery and how to check it to make sure it meets customer needs and expectations.
9. How to identify opportunities to provide improved customer service.
10. What is feedback and how to obtain it.
11. What are the types of information that should be shared with customers.
12. What are the organisational standards for service delivery.
13. What is conflict resolution and how to employ it.
14. What are the methods and systems for measuring an organisation's effectiveness in delivering customer service.
15. Why it is important to keep customers up to date on changes.
16. What are the organisational procedures and systems for checking service delivery.
17. What are the organisational requirements for health and safety in own area of work.
18. What is rapport and how to develop it with customers.
19. What are positive and negative body language and facial expressions.
20. How and why people are different.
21. What are the contractual agreements customers share with the organisation.
22. What are the products or services of the organisation relevant to the service delivery role.
23. What are the various communication methods and procedures and how to use them.
24. How to deal with persons with diverse backgrounds and abilities.
25. What are the organisational standards and procedures .

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EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out **all** the elements, meeting **all** the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Methods of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Products of work
- Observation
- Written/ oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not** be used except in exceptional circumstances where natural work evidence is unlikely to occur.

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U00106 Create and maintain effective working relationships

Unit Descriptor:

This unit deals with the knowledge, skills and attitudes required to ensure effective working relationships with teams and individuals. It covers how to gain the trust and support of colleagues and team members and immediate manager or supervisor and describes the essential abilities of team building and communicating effectively.

ELEMENT	PERFORMANCE CRITERIA
Candidates must be able to:	
1. Gain the trust and support of colleagues and team members	1.1 Communicate with colleagues and team members about proposed activities at appropriate times and in a manner that encourages open and frank discussion.
	1.2 Confirm that colleagues and team members are sufficiently informed about organisational plans and activities.
	1.3 Confirm that commitments made to colleagues and team members are realistic and honoured.
	1.4 Treat colleagues and team members in a manner that shows respect for individuals and the need for confidentiality.
	1.5 Provide sufficient support to colleagues and team members to achieve work objectives.
	1.6 Discuss evaluation of output with colleagues and team members in a prompt and direct manner.
	1.7 Deal with unexpected situations in in accordance with organisational requirements and inform appropriate persons where necessary.
	1.8 Conduct work in an organised and efficient manner in accordance with organisational procedures.

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2. Gain the trust and support of one's immediate supervisor/manager	2.1 Provide timely and accurate report on activities, issues, progress, results and achievements to the immediate supervisor/manager.
	2.2 Confirm that the immediate supervisor/manager receives clear, accurate and timely about emerging threats and opportunities. .
	2.3 Consult the immediate supervisor/manager about organisational policies and ways of working at appropriate times.
	2.4 Confirm that proposals for action are realistic, clear and presented at an appropriate time.
	2.5 Make constructive efforts for resolution where there are disagreements with the immediate supervisor/manager.
	2.6 Deal with unexpected situations in in accordance with organisational requirements and inform appropriate persons where necessary.
	2.7 Conduct work in an organised and efficient manner in accordance with organisational procedures.

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RANGE STATEMENT

All range statements must be assessed:

1. **Colleagues** may include but not limited to:

    - Persons working at a lower level
    - Persons working at a higher level
    - Persons working at the same level as the individual

2. **Immediate supervisor/manager** may include but not limited to:

    - The person to whom the individual reports
    - The organisation or authority to whom the individual reports

3. **Reports** may include but not limited to:

    - Written
    - Oral

4. **Threats** may include but not limited to:

    - Threats to the individual
    - Threats to colleagues and customers
    - Threats to the organisation

5. **Proposals** may include but not limited to:

    - Written
    - Oral

6. **Disagreements** may include but not limited to:

    - Actual
    - Potential

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UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. Why gaining the trust and support of colleagues and team members are important for effective performance.
2. How to encourage good working relationships and a feeling that colleagues and team members are respected.
3. Why gaining the trust and support of one's immediate manager is important to effective performance.
4. What types of emerging threats and opportunities the immediate manager needs to be informed about and the degree of urgency attached to these.
5. Why commitments to colleagues need to be realistic and why they should be honoured.
6. What types of support colleagues and team members may require to achieve their objectives and how to respond effectively to these needs.
7. What types of organisational policies and ways of working the manager needs to be informed about and what the appropriate methods of doing so are.
8. How to select appropriate times, methods and styles of consultation according to a range of issues and contexts.
9. What range of issues about which colleagues and team members need to be informed.
10. What range of communication methods is available and how to select methods appropriate to a range of issues and contexts.
11. Which types of information concerning colleagues and team members need to be treated confidentially and what procedures need to be followed to achieve this.
12. How to provide feedback in a way which will lead to a constructive outcome.
13. What types of disagreements may occur with the immediate manager and what are the methods of handling these in an appropriate manner.
14. Why the immediate manager needs to be kept informed of activities, progress, results and achievements.
15. What range of communication methods can be used to keep the immediate manager informed and how to select an appropriate method according to the range of issues and contexts
16. Which types of information concerning colleagues and team members need to be treated confidentially and what procedures need to be followed to achieve this.
17. How to provide feedback in a way which will lead to a constructive outcome

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EVIDENCE GUIDE

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(2) Methods of Assessment

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Evidence may be collected in a variety of ways including:

- Products of work
- Observation
- Written/ oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

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U12501 Prepare and clear table areas for counter/take away service

Unit Descriptor:

This unit deals with the knowledge skills and attitudes to ensure the smooth preparation and clearing of areas for counter/take-away service. Candidates must be able to prepare and clear areas for counter/take-away service, communicate effectively, respond to customer needs, resolve problems, and operate within organisational procedures to meet legal requirements.

ELEMENT	PERFORMANCE CRITERIA
Candidates must be able to:	
1. Prepare areas for counter/take-away service	1.1 Confirm that work areas and service equipment are hygienic, clean and ready for use in accordance with industry best practices and organisational procedures.
	1.2 Provide an adequate supply of service items that are clean, free from damage according to organisational requirements.
	1.3 Switch on service equipment to reach the correct operating temperature and report any faults to the appropriate person.
	1.4 Store and display chilled food and drink items for service in line with industry best practices and organisational operational procedures.
	1.5 Prepare condiments and accompaniments ready for service and display in accordance with industry safety and hygiene regulations and organisational procedures.
	1.6 Check and display promotional materials ready for customer use.
	1.7 Confirm that refuse and waste food containers are hygienic, clean and ready for use in accordance with industry regulations and organisational requirements.

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		1.8 Display hot food before service in accordance with industry food safety regulations and organisational procedures.
		1.9 Deal with unexpected situations in accordance with organisational requirements and inform appropriate persons where necessary.
		1.10 Prioritise and conduct work in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2.	Clear areas after counter/take-away service	2.1 Return perishable food and drink items to the kitchen or storage area in accordance with industry food safety and hygiene regulations and organisational procedures.
		2.2 Switch off service equipment after use in accordance with manufacturer's instructions and organisational operating procedures.
		2.3 Assemble re-usable items from food service for cleaning and stored in accordance with organisational requirements.
		2.4 Store condiments and accompaniments for future use in accordance with industry food safety and hygiene regulations and organisational procedures.
		2.5 Dispose of food waste in accordance with industry and environmental food hygiene requirements and organisational procedures.
		2.6 Confirm that work areas and service equipment are clean, free from damage and ready for future use.
		2.7 Deal with unexpected situations in accordance with organisational requirements and inform appropriate persons where necessary.

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RANGE STATEMENT

All range statements must be assessed:

1. **Work areas** may include but not limited to:

   - Service area
   - Seated area
   - Waiting area

2. **Service equipment** may include but not limited to:

   - Display units
   - Heated units
   - Refrigerated units

3. **Service items** may include but not limited to:

   - Table linen
   - Crockery
   - Cutlery
   - Silverware
   - Glassware
   - Plastic ware
   - Trays
   - Condiments
   - Table decorations
   - Promotional items

4. **Condiments and accompaniments** may include but not limited to:

   - Seasonings
   - Sugars/sweeteners
   - Prepared sauces/dressings
   - Prepared bread items

5. **Promotional items** may include but not limited to:

   - Menus
   - Posters
   - Black/white board
   - Illustrated menu board
   - Promotional materials showing special offers

6. **Unexpected situations** may include but not limited to:

   - Equipment faults
   - Insufficient service items
   - Short staff
   - Shortage of equipment or food supplies
   - Customer incidents

7. **Regulations** may include but not limited to:

   - Organisational policies and procedures
   - Industry regulations e.g., HACCP
   - Relevant health and safety

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UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the industry and organisational procedures for handling food and service items.
2. How to clean and sanitise work areas and equipment.
3. How to correctly operate service equipment.
4. Why certain electrical equipment should be turned off after service.
5. Who are the appropriate persons to whom faults with service equipment must be reported.
6. How to prepare the area for effective counter service.
7. How to effectively clear the counter area.
8. What are the industry and organisational safety and sanitation practices applicable to the counter service model.
9. Why waste must be handled and disposed of correctly.
10. How to store and display chilled food and drink items for service and what are the industry best practices and organisational operational procedures for doing so.
11. How to prepare condiments and accompaniments ready for service and display and how these are stored.
12. Why it is important to check and display promotional materials ready for customer use and how to do so.
13. Why it is important to confirm that refuse and waste food containers are hygienic, clean and ready for use and what are the industry regulations and organisational requirements for doing so.
14. What are the industry food safety regulations and organisational procedures for displaying hot food before service and how to do so.
15. What are the industry and environmental food hygiene requirements and organisational procedures for disposing of food waste and how to do so.
16. How to deal with unexpected situations.
17. Why it is important to prioritise and conduct work in an organised and efficient manner and how to do so.
18. Why presentation standards must be maintained in the display of food.
19. Why it is important to check expiry dates on appropriate food and drink items.
20. Why a constant stock of service items should be maintained for counter/take-away service.
21. Why it is important to have the correct serving equipment available for service.
22. Why all perishable food and drink items should be returned to the kitchen and storage area immediately after service.
23. Why all service areas should be left clean after service.

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EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out all the elements, meeting all the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Methods of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Products of work
- Observation
- Written/ oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not** be used except in exceptional circumstances where natural work evidence is unlikely to occur.

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U06902 Provide and maintain a counter/take away service

Unit Descriptor:

This unit deals with the knowledge skills and attitudes to maintain a counter/take-away service. Candidates must be able to take and serve customer orders and maintain services areas. The unit also covers how to communicate effectively, respond to customer needs, resolve problems, operate within organisational procedures and meet legal requirements.

ELEMENT	PERFORMANCE CRITERIA
Candidates must be able to:	
1. Take and serve customer orders	1.1 Greet and deal with customers in a polite and helpful manner in accordance with organisation procedures.
	1.2 Provide accurate information to meet customer needs and promote the organisation's products and services.
	1.3 Identify, record and deal with customer requirements in accordance with service operation and organisational requirements.
	1.4 Portion and serve food using clean, undamaged service equipment of the appropriate type in accordance with organisational requirements.
	1.5 Complete and package customers' orders in accordance with service operations.
	1.6 Confirm that operational standards are fully maintained in accordance with organisational products and service.
	1.7 Deal with unexpected situations in accordance with organisational requirements and inform appropriate persons where necessary.
	1.8 Prioritise and conduct work in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

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2. Maintain take-away service areas during service	2.1 Confirm that the service equipment and utensils necessary to provide the take-away service are made available and fully maintained.
	2.2 Keep service areas tidy and free from garbage and food debris during service in accordance with industry food safety and hygiene regulations.
	2.3 Confirm that sufficient stock of service items are made available and maintained throughout the service.
	2.4 Replenish food and drink items and condiments as necessary.
	2.5 Store and display food and drink items n accordance with organisational service style.
	2.6 Empty refuse and waste containers as required in accordance with industry food, safety and hygiene regulations.
	2.7 Clean service equipment and service areas and close-down after use in accordance with organisational procedures.
	2.8 Deal with unexpected situations in in accordance with organisational requirements and inform appropriate persons where necessary.

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RANGE STATEMENT

All range statements must be assessed:

1. **Greeted** may include but not limited to:

   - In person
   - By telephone

2. **Customers** may include but not limited to:

   - Adults
   - Children
   - Groups
   - Persons with disabilities
   - Unexpected
   - Persons who speak a different language

3. **Information** may include but not limited to:

   - Items available
   - Food composition
   - Prices
   - Special offers
   - Promotions

4. **Unexpected situations** may include but not limited to:

   - Equipment faults
   - Insufficient service items
   - Short staff
   - Shortage of equipment or food supplies
   - Customer incidents

5. **Regulations** may include but not limited to:

   - Organisational policies and procedures
   - Industry regulations e.g., HACCP
   - Relevant health and safety

6. **Service equipment** may include but not limited to:

   - Display units
   - Heated units
   - Refrigerated units

7. **Service items** may include but not limited to:

   - Serviettes
   - Take-away food packaging
   - Disposable cutlery
   - Drinking straws

8. **Condiments and accompaniments** may include but not limited to:

   - Seasonings
   - Sugars/sweeteners
   - Prepared sauces/dressings
   - Prepared bread items

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UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. Why it is important to greet customers politely, how to do so and what are the organisational procedures that govern this.
2. What are the industry and organisational procedures for handling food and service items.
3. How to clean and sanitise work areas and equipment.
4. How to correctly operate service equipment.
5. Why it is important to give accurate information to meet customer needs and to promote the organisation's products and services.
6. How to identify and record customers' requirements.
7. What kind of information is required and from where it can be obtained.
8. What is counter service and what are the elements of counter service versus table service.
9. How to portion food and serve using clean undamaged equipment.
10. Why it is important to ensure that customers' orders are completed and packaged correctly and how to do so.
11. Why it is important to maintain operational standards in accordance with the organisation's products and services.
12. Who are the appropriate persons to whom faults with service equipment must be reported.
13. How to store and display food and drinks and what is the organisational service style.
14. How to prepare condiments and accompaniments ready for service and display and how these are stored.
15. Why it is important to check and display promotional materials ready for customer use and how to do so.
16. Why it is important to empty refuse and waste containers and what are the industry regulations and organisational requirements for disposing of food waste.
17. How to deal with unexpected situations.
18. Why it is important to prioritise and conduct work in an organised and efficient manner and how to do so.
19. Why presentation standards must be maintained in the serving of food.
20. Why it is important to check expiry dates on appropriate food and drink items.
21. Why a constant stock of service items should be maintained for counter/take-away service.
22. Why it is important to have the correct serving equipment available for service.
23. Why all perishable food and drink items should be returned to the kitchen and storage area immediately after service.
24. Why all service areas should be left clean after service.

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EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out all the elements, meeting all the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Methods of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Products of work
- Observation
- Written/ oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

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U12601 Prepare and clear tables and service areas

Unit Descriptor:

This unit deals with the knowledge skills and attitudes required to prepare and clear tables and service areas. Candidates must be able to respond to customer needs, ensure the safe use of equipment, resolve problems, operate within organisational procedures and meet legal requirements.

ELEMENT	PERFORMANCE CRITERIA

Candidates must be able to:

1. Prepare service areas and equipment for table/tray service	1.1 Confirm that service areas are clean hygienic and ready for use in accordance with organisational requirements.
	1.2 Select the appropriate type of service items of the appropriate type for the table/tray service.
	1.3 Confirm that service items are clean, free from damage and in adequate supply in accordance with organisational procedures.
	1.4 Confirm that service equipment is in the correct location and where appropriate, switched on and ready for use.
	1.5 Prepare condiments and accompaniments ready for service and confirm that selections are appropriate for the menu and function.
	1.6 Select linen of the required standard and spread according to organisational policy and function requirements.
	1.7 Confirm that refuse and waste food containers are hygienic, clean and ready for use in accordance with industry regulations and organisational requirements.
	1.8 Deal with unexpected situations in in accordance with organisational requirements and inform appropriate persons where necessary.

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		1.9 Prioritise and conduct work in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2.	Prepare customer dining tables for table/tray service	2.1 Confirm that work areas and service equipment are clean, free from damage and correctly positioned in accordance with the service style.
		2.2 Check service items and ensure that they are clean, free from damage and located ready for customer use.
		2.3 Place service items in accordance with service style.
		2.4 Check menus and promotional items and confirm that they are ready for customer use.
		2.5 Deal with unexpected situations in in accordance with organisational requirements and inform appropriate persons where necessary.
3.	Maintain dining and service areas	3.1 Deal with customers in a polite and helpful manner in accordance with organisation procedures.
		3.2 Keep service areas tidy and free from garbage and waste in accordance with industry and environmental regulations.
		3.3 Clear customer dining areas of soiled and unnecessary service items at appropriate times.
		3.4 Maintain sufficient stock of clean service items, condiments and accompaniments throughout the service.
		3.5 Empty refuse and waste containers as required in accordance with industry food, safety and hygiene regulations.
		3.6 Handle accidents and spillages in accordance with organisational procedures.

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		3.7 Deal with unexpected situations in accordance with organisational requirements and inform appropriate persons where necessary.
		3.8 Prioritise and conduct work in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
4.	Clear dining and service areas after food service	4.1 Gather service items for cleaning or store according to organisational procedures.
		4.2 Prepare used and soiled table and service linen for dispatch to laundry or store in accordance with organisational procedures.
		4.3 Store food items, condiments and accompaniments for future use in accordance with food hygiene regulations and appropriate organisational procedures.

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RANGE STATEMENT

All range statements must be assessed:

1. **Greeted** may include but not limited to:
    - In person
    - By telephone
2. **Customers** may include but not limited to:
    - Adults
    - Children
    - Groups
    - Persons with disabilities
    - Unexpected
    - Persons who speak a different language
3. **Information** may include but not limited to:
    - Items available
    - Food composition
    - Prices
    - Special offers
    - Promotions
4. **Unexpected situations** may include but not limited to:
    - Equipment faults
    - Insufficient service items
    - Short staff
    - Shortage of equipment or food supplies
    - Customer incidents
5. **Regulations** may include but not limited to:
    - Organisational policies and procedures
    - Industry regulations e.g., HACCP
    - Relevant health and safety
6. **Service equipment** may include but not limited to:
    - Display units
    - Heated units
    - Refrigerated units
7. **Service items** may include but not limited to:
    - Serviettes
    - Take-away food packaging
    - Disposable cutlery
    - Drinking straws
8. **Condiments and accompaniments** may include but not limited to:
    - Seasonings
    - Sugars/sweeteners
    - Prepared sauces/dressings
    - Prepared bread items

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UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the industry and organisational procedures for handling food and service items.
2. How to clean and sanitise work areas and equipment.
3. How to correctly operate service equipment.
4. Why it is important to greet customers politely, how to do so and what are the organisational procedures that govern this.
5. Why it is important to give accurate information to meet customer needs and to promote the organisation's products and services.
6. How to identify and record customer requirements.
7. What kind of information is required and from where it can be obtained.
8. What are the procedures for setting up and clearing tables and service areas.
9. How to portion food and serve using clean undamaged equipment.
10. Why it is important to ensure that customers' orders are completed and packaged correctly and how to do so.
11. Why it is important to maintain operational standards in accordance with the organisation's products and services.
12. Who are the appropriate persons to whom faults with service equipment must be reported.
13. How to store and display food and drinks and what is the organisational service style.
14. Why presentation standards must be maintained in the serving of food.
15. How to prepare condiments and accompaniments ready for service and display and how these are stored.
16. Why it is important to check and display promotional materials ready for customer use and how to do so.
17. Why it is important to empty refuse and waste containers and what are the industry regulations and organisational requirements for doing so.
18. What are the industry and environmental food hygiene requirements and organisational procedures for disposing of food waste and how to do so.
19. How to identify hazards and deal with unexpected situations.
20. Why it is important to prioritise and conduct work in an organised and efficient manner and how to do so.
21. Why it is important to check expiry dates on appropriate food and drink items.
22. Why a constant stock of service items should be maintained for counter/take-away service.
23. Why it is important to have the correct serving equipment available for service.
24. Why all perishable food and drink items should be returned to the kitchen and storage area immediately after service.
25. Why all service areas should be left clean after service.

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EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out all the elements, meeting all the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Methods of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Products of work
- Observation
- Written/ oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

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U12701 Prepare and maintain areas for drinks service in licensed premises

Unit Descriptor:

This unit deals with the knowledge skills and attitudes required to ensure the preparation and maintenance of areas for drinks service in licensed premises. Candidates must be able to prepare and maintain customer and service areas, communicate effectively, respond to customer needs, resolve problems and operate within organisational procedures to meet legal requirements.

ELEMENT	PERFORMANCE CRITERIA
Candidates must be able to:	
1. Prepare customer and service areas	1.1 Store, rotate and replenish stock for drinks to the required levels in accordance with organisational requirements.
	1.2 Prepare and store drink accompaniments ready for service.
	1.3 Confirm that service and electrical equipment required for service are clean, free from damage and ready for use.
	1.4 Confirm that signage and promotional material are accurate, clean and free from damage and displayed according to organisational procedures.
	1.5 Check and confirm that customer and service areas are clean, tidy and ready for service.
	1.6 Check service areas and secure from unauthorised access in accordance with organisational procedures and industry best practices.
	1.7 Deal with unexpected situations in accordance with organisational requirements and inform appropriate persons where necessary.

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		1.8 Prioritise and conduct work in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2.	Maintain customer service areas	2.1 Store, replenish or dispose of drink stocks and drink accompaniments in accordance with organisational procedures.
		2.2 Clean and store service equipment in accordance with organisational procedures and industry best practices.
		2.3 Turn off electrical equipment and machines in accordance with manufacturer's recommendations and organisational procedures.
		2.4 Confirm that customer and service areas are tidy, free from waste and ready for cleaning
		2.5 Check service areas and secure from unauthorised access in accordance with organisational procedures and industry best practices.
		2.6 Deal with unexpected situations in accordance with organisational requirements and inform appropriate persons where necessary.
		2.7 Prioritise and conduct work in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

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RANGE STATEMENT

All range statements must be assessed:

1. **Stock** may include but not limited to:

   - Bottled beer
   - Wines and spirits
   - Soft drinks
   - Minerals/juices
   - Hot drinks
   - Sundry items

2. **Drinks accompaniments** may include but not limited to:

   - Ice
   - Decorative items for drinks
   - Food garnishes
   - Accompaniments for hot drinks

3. **Service equipment** may include but not limited to:

   - Bottle openers/cork screws
   - Optics
   - Measurers/pourers
   - Glasses/glassware
   - Drip trays and mats
   - Ice buckets and tongs
   - Knives and chopping boards
   - Coasters and drinks mats

4. **Electric equipment** may include but not limited to:

   - Refrigerated units
   - Washing machines

5. **Signage and promotional materials** may include but not limited to:

   - Drinks menu
   - Promotional displays

6. **Customer and service areas** may include but not limited to:

   - Counters and shelves
   - Floors
   - Waste bins
   - Bottle containers
   - Tables and chairs

7. **Unexpected situations** may include but not limited to:

   - Equipment faults
   - Breakages of stock

8. **Regulations** may include but not limited to:

   - Relevant health and safety legislation
   - Safety and hygiene i.e. HACCP
   - Organisational

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UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the industry and organisational procedures for serving drinks and service items.
2. What are the different types of bar licensing arrangements.
3. How to clean and sanitise work areas and equipment.
4. How to correctly operate service equipment.
5. How to layout the bar area (front, under and back bar) and what are the safety standards for doing so.
6. What are the different bar tools, equipment and glassware.
7. Why it is important to give accurate information to meet customer needs and to promote the organisation's products and services.
8. How to identify and record customers' requirements.
9. Why it is important to maintain operational standards in accordance with the organisation's products and services.
10. Who are the appropriate persons to whom faults with service equipment must be reported.
11. What are the different types of alcoholic beverages.
12. What are the different classifications of drinks.
13. What are the methods of mixology.
14. Why correct storage and rotation procedures must be followed for food and drinks stock.
15. Why it is essential to check the expiry dates on stock items.
16. Why correct storage and rotation procedures should be followed.
17. Why a constant stock of service items should be maintained for drinks service.
18. Why and to whom spillages and breakages must be reported.
19. Why refrigeration units should be maintained at the correct temperature.
20. How to prepare accompaniments ready for service and display and how these are stored.
21. Why service areas must be secured from unauthorised access at all times.
22. Why service areas should be left tidy and free from refuse after service.
23. Why certain electrical equipment must be turned off after service.
24. Why customer service areas must be secured from unauthorised access after service
25. Why it is important to check and display promotional materials ready for customer use and how to do so.
26. Why it is important to empty refuse and waste containers and what are the industry regulations and organisational requirements for doing so.
27. Why waste must be handled and disposed of correctly and what are the industry and environmental food hygiene requirements and organisational procedures for doing so.

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28. How to deal with unexpected situations.
29. Why it is important to prioritise and conduct work in an organised and efficient manner and how to do so.

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EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

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(2) Methods of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

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- Observation
- Written/ oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

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U12801 Take and serve beverage orders

Unit Descriptor:

This unit deals with the knowledge skills and attitudes required to ensure accurate and efficient taking and serving beverage orders. Candidates are required to take, place, collect and serve orders as well as communicate effectively, respond to customer needs, resolve problems, operate within organisational procedures and meet legal requirements.

ELEMENT	PERFORMANCE CRITERIA
Candidates must be able to:	
1. Take beverage orders	1.1 Greet and deal with customers in a polite and helpful manner in accordance with organisation procedures.
	1.2 Assist customer in making their choice of beverage and confirm that the information given is accurate.
	1.3 Take beverage orders in accordance with organisational procedures.
	1.4 Deal with unexpected situations in accordance with organisational requirements and inform appropriate persons where necessary.
	1.5 Prioritise and conduct work in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2. Place and collect beverage orders	2.1 Confirm that beverage orders are placed and picked up from the bar in accordance with industry best practices and organisational procedures.
	2.2 Confirm that the beverage order placed is consistent with the orders taken.
	2.3 Inform guests of any delay in supplying orders in accordance with organisational procedures
	2.4 Confirm that service items are clean, free from damage and of the appropriate type.

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		2.5 Deal with unexpected situations in in accordance with organisational requirements and inform appropriate persons where necessary.
3.	Serve beverages	3.1 Serve customers in a polite manner in accordance with organisational procedures.
		3.2 Confirm that the beverage served to customers is consistent with the orders taken and meets customer requirements.
		3.3 Deal with unexpected situations in in accordance with organisational requirements and inform appropriate persons where necessary.

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RANGE STATEMENT

All range statements must be assessed:

1. **Beverage orders** may include but not limited to:
   - Through key system
   - Written records
   - Memory
2. **Customers** may include but not limited to:
   - Adults
   - Children
   - Persons with special needs e.g., visually/hearing/mobility impaired
   - With medical conditions e.g., diabetic
3. **Beverages** may include but not limited to:
   - Hot beverage (tea, coffee etc.)
   - Cold beverage
   - Carbonated beverage
   - Glasses/glassware
   - Alcoholic
   - Non-alcoholic
   - Juices
4. **Service areas** may include but not limited to:
   - Dining room
   - Snack bar
   - Conference/hospitality/ballroom
5. **Unexpected situations** may include but not limited to:
   - Customer incidents
   - Equipment faults
   - Short staff
   - Drinks out of stock
   - Breakages of stock
6. **Regulations** may include but not limited to:
   - Relevant health and safety legislation
   - Safety and hygiene i.e. HACCP
   - Organisational
7. **Service items** may include but not limited to:
   - Table linen/napkins
   - Crockery
   - Cutlery
   - Trays
   - Silverware
   - Glassware
   - Table decorations
   - Condiments
   - Promotional items

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UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. What are the industry and organisational procedures for taking orders and serving beverages.
2. What are the organisation's procedures for approaching and greeting customers.
3. How to take orders from customers using manual or electronic ordering systems.
4. What are the organisational procedures for placing and collecting beverages.
5. What are the principles of etiquette applicable to serving beverage orders to customers.
6. How to identify and record customers' requirements.
7. Why it is important to maintain operational standards in accordance with the organisation's products and services.
8. What are the available beverages, their content, flavour and costs.
9. Why beverages should be consistent with orders and meet customer requirements.
10. Why customers should be informed politely and promptly of any delays in supplying orders.
11. What are the procedures for handling customer complaints.
12. Why service items should be clean and undamaged.
13. Who are the appropriate persons to whom faults with service equipment must be reported.
14. Why and to whom spillages and breakages must be reported.
15. Why it is important to check and display promotional materials ready for customer use and how to do so.
16. How to deal with unexpected situations.
17. Why it is important to prioritise and conduct work in an organised and efficient manner and how to do so.

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EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

Candidates must prove that they can carry out all the elements, meeting all the performance criteria, range and underpinning knowledge **on more than one occasion**. This evidence must come from a real working environment.

(2) Methods of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.

Evidence may be collected in a variety of ways including:

- Products of work
- Observation
- Written/ oral questioning
- Written evidence
- Witness testimony
- Professional discussion

Questioning techniques should not require language, literacy or numeracy skills beyond those required in this unit of competency.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by a candidate working alone or as part of a team. The assessment environment should not disadvantage the candidate.

The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Simulation **should not** be used except in exceptional circumstances where natural work evidence is unlikely to occur.

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U00406 Maintain payment point for cash and non-cash payments

Unit Descriptor:

This unit deals with the knowledge skills and attitudes required to maintain payment points and handle cash and non-cash payments. Candidates must be able to communicate effectively, respond to customer needs, resolve problems, operate within organisational procedures and meet legal requirements.

ELEMENT	PERFORMANCE CRITERIA
Candidates must be able to:	
1. Maintain payment point for cash and non-cash payments	1.1 Deal with customers in a polite and helpful manner in accordance with organisation procedures.
	1.2 Confirm that equipment and relevant materials in the payment point are available and ready for use.
	1.3 Maintain payment point during service and replenish with relevant materials as required.
	1.4 Confirm that payment point contents are made available for authorised collection during service.
	1.5 Inform customers of any delays in processing payments where necessary in accordance with organisational procedures.
	1.6 Close down payment point in accordance with organisational financial procedures.
	1.7 Deal with unexpected situations in in accordance with organisational requirements and inform appropriate persons where necessary.
	1.8 Prioritise and conduct work in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

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2. Handle cash and non-cash payments	2.1 Confirm that all relevant information is entered into payment point in accordance with organisational financial procedures.
	2.2 Confirm the amount with the customer in accordance with organisational financial procedures.
	2.3 Acknowledge receipt of payment and validate as required in accordance with organisational financial requirements.
	2.4 Complete non-cash payments and obtain authorisation in accordance with organisational financial procedures and statutory regulations.
	2.5 Confirm that cash payments are transacted in accordance with organisational financial procedures and statutory regulations.
	2.6 Store payment documents in a secure approved location in accordance with organisational financial procedures and statutory regulations.
	2.7 Confirm that the transaction is completed in the optimum time and relevant confirmation given to the customer.
	2.8 Deal with unexpected situations in in accordance with organisational requirements and inform appropriate persons where necessary.

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RANGE STATEMENT

All range statements must be assessed:

1. **Payment point** may include but not limited to:

   - Computerised
   - Electronic
   - Manual

2. **Relevant materials** may include but not limited to:

   - Cash
   - Cash equivalent
   - Relevant stationery e.g., receipt rolls, bills, audit rolls, note pads)

3. **Unexpected situations** may include but not limited to:

   - Discrepancy in payment
   - Discrepancy in change
   - Suspected fraud

4. **Legal requirements** may include but not limited to:

   - Current relevant legislation relating to dealing with cash and non-cash
   - Safety and health
   - Hygiene regulations e.g., HACCP

5. **Payments** may include but not limited to:

   - Cash
   - Cheques
   - Debit/credit cards
   - Cash equivalent e.g., vouchers, coupons
   - Charge cards

6. **Relevant confirmation** may include but not limited to:

   - Receipt
   - Bill
   - Tokens/vouchers

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UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. How to deal with customers politely and promptly and what are the organisational procedures for doing so.
2. Why it is important to ensure that all equipment and relevant materials required in the payment point are available and ready for use.
3. How to maintain the payment point during service and replenish materials as required.
4. What are the organisational procedures for maintaining the payment point.
5. What are the organisational procedures for handling payments.
6. What are the security concerns and types of fraud that may occur when handling cash and non-cash payments.
7. Why it is important to maintain organisational financial operational standards.
8. Why it is important to ensure that the payment point contents are made available for authorised collection and how to do so.
9. Why it is important to inform customers of delays or problems.
10. How to close down the payment point and what are the organisational procedures for doing so.
11. Who are the appropriate persons to whom faults with service equipment must be reported.
12. What are the consequences of unreported errors when handling cash and non-cash payments.
13. How to deal with unexpected situations.
14. Why it is important to prioritise and conduct work in an organised and efficient manner and how to do so.

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Level 1 Glossary of Terms

Assessment methods

The methods which can be used to determine competence in performance and underpinning knowledge.

Assessors

The Assessor's role is determined whether evidence presented by a candidate for assessment within the programme, meets the required standard of competence in the relevant unit or element. The Assessor needs to be competent to assess to national standards in the area under assessment.

Approved Centre

Organisation/Centre approved by the TVET Council to offer full National Vocational Qualifications.

Case Studies

In situations where it is difficult for workplace assessment to take place, case studies can offer the candidate an opportunity to demonstrate potential competence.

A case study is a description of an actual or imaginary situation presented in some detail. The way the case study is presented will vary depending upon the qualification, but the most usual methods are written, taped or filmed.

The main advantage of a case study is the amount of evidence of underpinning knowledge they can generate and the specific nature of the evidence produced.

Competence

In the context of vocational qualifications, competence means: the ability to carry out prescribed activities to nationally pre-determined standards in an occupation. The definition embraces cognitive, practical and behavioural skills, underpinning knowledge and understanding and the ability to react appropriately in contingency situations.

Element

An element is a description of an activity which a person should be able to do. It is a description of an action, behaviour or outcome which a person should be able to demonstrate.

Explanation of NVQ Levels

NVQs cover five (5) levels of competence, from entry level staff at Level 1 through to senior management at Level 5.

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Level 1 Glossary of Terms

Level 1 - Entry Level

Recognises competence in a range of varied work activities performed in a variety of contexts. Most work activities are simple and routine. Collaboration with others through work groups or teams may often be a requirement. Substantial supervision is required especially during the early months evolving into more autonomy with time.

Level 2 - Skilled Occupations:

Recognises competence in a broad range of diverse work activities performed in a variety of contexts. Some of these may be complex and non-routine and involve some responsibility and autonomy. Collaboration with others through work groups or teams and guidance of others may be required.

Level 3 - Technician and Supervisory Occupations:

Recognises competence in a broad range of complex, technical or professional work activities performed in a wide variety of contexts, with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources are often a requirement. The individual is capable of self-directed application, exhibits problem solving, planning, designing and supervisory capabilities.

Level 4 - Technical Specialist and Middle Management Occupations:

Recognises competence involving the application of a range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts. Requires very substantial personal autonomy and often significant responsibility for the work of others, the allocation of resources, as well as personal accountability for analysis, diagnosis, design, planning, execution and evaluation.

Level 5 - Chartered, Professional and Senior Management Occupations:

Recognises the ability to exercise personal professional responsibility for the design, development or improvement of a product, process, system or service. Recognizes technical and management competencies at the highest level and includes those who have occupied positions of the highest responsibility and made outstanding contribution to the promotion and practice of their occupation.

External Verifier

The External Verifier is trained and appointed by the TVET Council and is competent to approve and ensure an approved Centre's quality of provision.

Internal Verifier

The Internal Verifier acts in a supporting role for Assessors to ensure consistent quality of assessment and competence. They need to be competent to assess to national standards in the area under assessment.

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Level 1 Glossary of Terms

NVQ

National Vocational Qualifications (NVQs) are work-based qualifications that assess an individual's competence in a work situation and certify that the individual can perform the work role to the standards expected in employment.

NVQs are based on national occupational standards of competence drawn up by standards-setting bodies known as Industry Lead Bodies. The standards describe the level and breadth of performance that is expected of persons working in the industry or sector which the NVQ covers.

NVQ Coordinator

Within each approved Centre offering NVQs, there is a centre contact who has overall responsibility for the operation and administration of the NVQ system.

Observation

Observation of the candidate carrying out his/her job in the workplace is the assessment method recommended in the vast majority of units and elements. Observation of staff carrying out their duties is something that most supervisors and managers do every day.

Performance criteria

Performance criteria indicate what is required for the successful achievement of an element. They are descriptions of what you would expect to see in competent performance.

Product of Work

This could be items produced during the normal course of work, which can be used for evidence purposes such as reports, menus, promotional literature, training plans, etc.

Questioning

Questioning is one of the most appropriate ways to collect evidence to assess a candidate's underpinning knowledge and understanding.

Questioning can also be used to assess a candidate in those areas of work listed in the range which cannot be assessed by observation. Guidance on when this assessment method can be used is given in the assessment guidance of each individual element.

As an assessment method, questioning ensures you have all of the evidence about a candidate's performance. It also allows you to clarify situations.

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Level 1 Glossary of Terms

Range statements

The range puts the element of competence into context. A range statement is a description of the range of situations to which an element and its performance criteria is intended to apply.

Range statements are prescriptive therefore each category must be assessed.

Role-plays

Role-plays are simulations where the candidate is asked to act out a situation in the way he/she considers "real" people would behave. By using role-play situations to assess a candidate you are able to collect evidence and make a judgment about how the candidate is most likely to perform. This may be necessary if the range specified includes a situation in which the candidate is unlikely to find himself/herself in the normal course of their work, or where the candidate needs to develop competence, before being judged competently, for example, in a disciplinary situation,

Simulations

Where possible, assessment should always be carried out by observing **natural performance** in the workplace. **Simulated performance,** however, can be used where specified to collect evidence about an aspect of the candidate's work which occurs infrequently or is potentially hazardous; for example, dealing with fires.

By designing the simulated situation, briefing the candidate and observing his/her performance, you will be able to elicit evidence which will help you judge how a candidate is **most likely** to perform in real life.

Supplementary evidence

Supplementary evidence can be used to confirm and support performance evidence. Types of supplementary evidence include witness testimonies, reports, journals or diaries, records of activities, personal statements, simulation (see note in glossary).

Underpinning knowledge

Underpinning knowledge indicates what knowledge is <u>essential</u> for a person to possess in order to successfully achieve an element and prove total competence.

Units

A unit of competence describes one or more activities which form a significant part of an individual's work. Units are accredited separately but in combination can make up a vocational qualification. There are three categories of units:

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Level 1 Glossary of Terms

Mandatory units - are core to a qualification and must be completed.

Optional units - candidates must choose the required number of individual units, specified in the qualification structure, to achieve the qualification.

Work-based projects

Work-based projects are a useful way for you to collect evidence to support any decision you make about a candidate's performance. They are particularly appropriate in determining the level of a candidate's underpinning knowledge and understanding where it may be insufficient to rely only on questioning observation.

A project often involves the identification of a solution to a specific problem identified by you and/or the candidate (such as looking at ways to redress a recent drop in sales), or may be a structured programme of work built around a central situation or idea (such as the introduction of a new job rostering process).

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