



Handbook

IHA01 – VTCT (Skillsfirst) Level 1 Award in Introduction to the Hospitality Industry (RQF)

600/0807/6

Version 7.0

About Skillsfirst

VTCT is a market-leading Awarding, Assessment and End-point Assessment (EPA) Organisation offering vocational and technical qualifications in a range of 'services to people' sectors.

The VTCT group of companies are comprised of three innovative awarding brands: VTCT, iTEC and Skillsfirst. Together they have over 2,500 approved centres in over 40 countries across the world.

The qualifications suite offered by VTCT (Skillsfirst) spans a range of sectors including Childcare, Business Services, Health & Social Care, Recruitment and Social Media.

For more information visit us at www.vtct.org.uk and www.skillsfirst.co.uk, contact our dedicated Customer Support Team via email at customersupport@vtct.org.uk and customerservices@skillsfirst.co.uk or call 0121 270 5100

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1 Qualification at a glance

Qualification title	VTCT (Skillsfirst) Level 1 Award in Introduction to the Hospitality Industry (RQF)
Qualification number	600/0807/6
Product code	IHA01
Age range	There are no age limits attached to learners undertaking this qualification, unless this is a legal requirement of the process or the environment.
Total Qualification Time (TQT)	100
Guided Learning (GL) hours	84
Credits	10
Assessment	To be awarded this qualification, learners must successfully achieve the following assessments: <ul style="list-style-type: none">• Portfolio of evidence• Skills-based assessment (if applicable)
Entry requirements	There are no formal entry requirements for learners undertaking this qualification. However, centres must ensure that learners have the potential and opportunity to gain evidence for the qualification in the work place.
Legal considerations	There are no formal entry requirements for learners undertaking this qualification. However, centres must ensure that learners have the potential and opportunity to gain evidence for the qualification in the work place
Support materials	Support materials can be found on the website (if applicable)

2 Qualification information

2.1 Qualification aim and design

This qualification has been designed for anyone who is pursuing a career in the Hospitality Industry by making you better prepared for a specific role in this sector. As this qualification is 100% vocational you will learn about many aspects of the industry and gain valuable practical and teamwork skills.

2.2 Progression opportunities

As well as progression to further qualifications, such as the Level 1 Certificate in Introduction to the Hospitality Industry, the Level 2 Award/Certificate in Hospitality and Catering Principles, or the Level 2 Certificate/Diploma in Hospitality Services, learners may also progress to employment within a range of areas within the hospitality industry.

3 Qualification structure

To be awarded the VTCT (Skillsfirst) Level 1 Award in Introduction to the Hospitality Industry (RQF) learners must achieve a minimum of 10 credits.

- **5 credits** from Group A mandatory units
- A minimum of **1 credit** from Group B units
- **The remaining 4 credits can be achieved** from either Group B and/or Group C units

The minimum TQT required to achieve this qualification is **100**.

Product code	Unit title	Level	Credit	Unit reference number
Mandatory units (Group A):				
IEH01	Introduction to the Hospitality Industry	1	2	M/502/4894
IH01	Customer service in the Hospitality Industry	1	3	J/502/4898

Product code	Unit title	Level	Credit	Unit reference number
Mandatory units (Group B): At least 1 credit from Group B				
IH02	Food service	1	3	K/502/4957
IH03	Introduction to healthy eating	1	3	K/502/5008
IH04	Basic food preparation and cooking	1	3	K/502/5042
IH05	Preparing and serving drinks	1	3	L/502/5051
IH06	Introduction to food commodities	1	1	A/502/5059
IH07	Front office operations	1	3	K/502/5073
IH08	Housekeeping and guest services	1	3	A/600/1094
IH09	Using kitchen equipment	1	1	T/502/5075

Product code	Unit title	Level	Credit	Unit reference number
Optional units (Group C)				
IH10	Serving food and drink	Entry level 3	2	F/502/4835
IH11	Basic food preparation	Entry level 3	2	J/600/0711
IH12	Basic cooking	Entry level 3	2	Y/502/4808
IH13	Guest services in the hospitality industry	Entry level 3	2	K/600/1091
IEH02	Food safety in catering	2	1	H/502/0132

4 Centre requirements

4.1 Resources

Centres must possess the physical resources needed to support the delivery of the programme and the assessment of knowledge and skills, which should therefore be of industry standard. Where specific resources are required these have been indicated in individual units.

4.2 People 1st

The Level 1 Award in Introduction to the Hospitality Industry is based on the units developed by People1st who are the sector skills council for hospitality. Their contact details are:

2nd Floor, Armstrong House
38 Market Square
Uxbridge
UB8 1LH
Phone: 01895 817000

enquiries@people1st.co.uk

This handbook provides details from People 1st assessment strategy, which centres will need to apply in order to assess and quality assure the Level 1 Award in Introduction to the Hospitality Industry and includes the:

- occupational expertise of those who assess performance, and moderate and verify assessments
- continuous professional development
- summary of assessment methods

The complete assessment strategy is available for view and to download from the Asset Skills website www.assetskills.org

4.3 Occupational expertise of those who assess performance, and moderate and verify assessments

Deliverers, Assessors and Internal Verifiers (IVs) are appointed by the Recognised Centre and approved by Skillsfirst through the External Verifier (EV).

4.4 Deliverers, Assessors and internal verifiers

Staff delivering this qualification, must also be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be technically competent in the area for which they are delivering training and have experience of providing training. This knowledge must be at least to the same level as the training being delivered.
- be occupationally knowledgeable in the area(s) of Health and Safety for which they are delivering training. This knowledge must be at least to the same level as the training being delivered.
- have credible experience of providing training.

While the Assessor/Verifier (A/V) and the Assessor/Internal Quality Assurance (TAQA) units are valued as qualifications for centre staff, they are not currently a requirement for the qualifications.

Centre staff should have verifiable relevant experience and current knowledge of the occupational working area at, or above, the level they are assessing or verifying. This experience and knowledge must be of sufficient depth to be effective and reliable when judging learner competence or verifying assessment processes and decisions. This could be verified by:

- curriculum vitae and references
- possession of a relevant qualification
- corporate membership of a relevant professional institution

Centre staff may undertake more than one role, e.g. tutor and assessor or internal verifier, but must never internally verify their own assessments

4.5 Employer Direct Model

Where employers opt for an 'employer direct' model, the qualification requirements for Assessors and Internal Verifiers may be waived.

The 'Employer Direct' Model is where colleagues, supervisors and/or managers in the workplace are involved in the assessment process. Under this model, the employer, with the agreement of Skillsfirst and Asset Skills may choose between:

- achieving the appropriate approved qualifications for assessment/verification

or

- demonstrating that their (the employer's) training and development activity undertaken to prepare, validate and review these assessment roles, maps 100% to the National Occupational Standards which these qualifications are based on. The mapping process must be agreed by Skillsfirst as providing the equivalent level of rigour and robustness as achievement of the approved assessment/verification qualification

Each application to use the Employer Direct Model will be considered on an individual organisation and qualification basis. Prospective organisations must be able to confirm that their in-house practices conform to the requirements of the Standards in association with Skillsfirst.

4.6 Continuous professional development (CPD)

Centres are responsible for ensuring that Deliverers, Assessors and IVs plan and maintain their CPD.

Centres are expected to support their Deliverers, Assessors and IVs in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

Centres may have generic criteria and personnel specifications in addition to the above.

4.7 Total Qualification Time (TQT)

Each qualification has a Total Qualification Time (TQT) value based on the total number of hours learning required to achieve it. The TQT value reflects the number of supervised learning hours required to achieve the knowledge and assessment requirements, plus the length of time a learner would need to take to achieve the skills and capabilities to be deemed competent. All RQF qualifications are subject to an evaluation process to determine their fitness-for-purpose.

5 Assessment

5.1 Summary of assessment methods

For this qualification, learners will be required to provide a portfolio of evidence which meets all the assessment criteria within the units.

5.2 Assessment principles

Units will be achieved through the acquisition of evidence by the learner and submission to their assessor. Units may be assessed through a number of different sources and forms, which must meet the requirements of assessment criteria.

- Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.
- Centres may design course programmes of study in any way that best meets the needs and capabilities of their learners.
- In particular, staff should consider the skills and knowledge related to the National Occupational Standards.
- Centres may wish to include topics as part of the course programme which will not be assessed through the qualification.
- Assessors can only assess in their acknowledged area of occupational competence.
- Assessors and Internal Verifiers will be registered with their Recognised Centre and be accountable to the organisation for their assessment practice.
- Health and safety of customers/clients and employees must be maintained throughout the assessment process and if any person carrying out assessment or verification activities does not feel that there is due regard to health and safety then that person should refuse to continue with the activity(ies) until satisfied that due regard to health and safety is being taken.

5.3 Characteristics of assessment guidance

The learner may produce evidence from a range of examples (as outlined above) which should be recorded in some form. A record of evidence will confirm to the assessor their confidence in the learner's breadth and depth of knowledge and understanding in being able to competently meet the functional requirements of all the units.

The assessor will need to be assured that the learner can:

- meet all the learning outcomes of a unit
- pass all the assessment criteria of a unit

An assessor may request additional evidence if they are not satisfied with the evidence presented by the learner. If this occurs, it may need to be agreed in partnership with the learner and the assessor.

5.4 Simulation and witness testimony

Simulation or witness testimony is warranted where the Centre can demonstrate that performance evidence has been impossible to obtain in the work environment.

5.4.1 Simulation

Simulation may be necessary for specific elements of the units. Skillsfirst guidance to Centres is to ensure that demands on the learner during simulation are neither more nor less than they would encounter in a real work situation. In particular:

- All simulations must be planned, developed and documented by the Centre in a way that ensures the simulation accurately reflects what the unit seeks to assess
- All simulations should follow these documented plans
- A Centre's overall strategy for simulation must be examined and approved by the external verifier
- There should be a range of simulations to cover the same aspect of the standard so that the risk of learners successfully colluding is reduced
- The physical environment for the simulation must be as realistic as possible and draw on real resources that would be used in the industry
- The nature of the contingency must be realistic

5.4.2 Witness testimony

Witness testimony should not form the primary source of evidence. Centres must comply with Skillsfirst guidance over the occupational competence and briefing of witnesses in the use of witness testimony.

5.5 Recognition of prior learning (RPL)

RPL recognises how the contribution of a learner's previous experience could contribute to a qualification. Should any opportunities for RPL be identified, it is important that a complete process of recognising prior experience and learning is undertaken, by ensuring that:

- it covers relevant or appropriate experience for previous activities, as well as accredited learning and qualifications
- it is incorporated into the assessment planning, with details of how this will take place
- mapping of prior learning to the national occupational standards to identify gaps is documented and auditable
- assessment methods or processes for recognising prior experience and learning, are documented and made available to the external verifier
- the audit trail covers the whole process and methodology of RPL
- the authenticity and currency of presented evidence is established by the assessor
- where observation or expert witness testimony is a unit assessment method requirement, this activity is undertaken after learner registration for the qualification

In considering the appropriateness of any single piece of evidence, the following should be considered:

- Content – the degree to which the content of any previous accredited learning meets the requirements of the national occupational standards against which it is being presented as evidence.
- Performance and knowledge – the degree to which the previous learning covered both performance and knowledge. Some learning will only have offered and tested the latter, in which case RPL will only recognise the meeting of knowledge requirements. Performance will require further assessment. Although unlikely, the reverse (performance tested but not

knowledge) could be true in which case knowledge and understanding would need further assessment.

- Relevance of context – the degree to which the context of the learning gained and assessed, relates to the current context of learner' work roles. If the context was different, assessors will need to satisfy themselves of learners' ability to transfer the learning gained into their current setting.
- Currency – how recently the learning was gained. Learners would need to demonstrate current knowledge and understanding of areas such as legislation, policy and practice etc., which may have changes since the previous learning programmes were undertaken.
- Authenticity – how the ownership of the evidence is established to ensure it was generated by the learner.

6 Units

Unit Handbook

IEH01 – Introduction to the hospitality industry

Unit reference number: M/502/4894

Level: 1

Credit value: 2

Guided Learning (GL) hours: 20

Unit aim

This unit gives learners an introduction to the hospitality industry and related career opportunities including food preparation and cooking, food and drink service, accommodation services and guest services.

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know the structure of the hospitality industry

LO2 Know the career opportunities in the hospitality industry

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Details of the relationship between the unit and relevant national occupational standards

These qualifications are based on NOS which have been developed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know the structure of the hospitality industry	1.1 Identify different types of outlets within the industry
	1.2 Outline the services offered within the industry

Learning Outcome	Assessment Criteria
LO2 Know the career opportunities in the hospitality industry	2.1 Describe job roles in the industry
	2.2 Describe career opportunities in the industry
	2.3 State different working patterns in the industry
	2.4 Identify sources of information on training and career opportunities

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Re-branded	Qualification Administrator
V2.0	20/10/2023	Credit added	Qualification Administrator
V3.0	25/01/2024	Credit value	Qualification Administrator

Unit Handbook

IH01 – Customer service in the hospitality industry

Unit reference number: J/502/4898

Level: 1

Credit value: 3

Guided Learning (GL) hours: 20

Unit aim

The unit aims to provide learners with a basic understanding of the importance of good customer service within the hospitality industry.

Learning outcomes

There are three outcomes to this unit. The learner will:

LO1 Know the benefits of good customer service

LO2 Be able to communicate with customers in the hospitality environment

LO3 Know the importance of good personal presentation

Unit content

Evidence requirements

Learners must provide a portfolio of evidence for this unit. The guide for tutor/trainers can be found in the Skillsfirst tutor/trainer guidance handbook.

Assessment guidance

Assessment may be carried out in a simulated environment or a realistic working environment (RWE).

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know the benefits of good customer service	1.1 Outline what good customer service is
	1.2 State the benefits of good customer service
	1.3 Give examples of good service for different customer groups within the industry

Learning Outcome	Assessment Criteria
LO2 Be able to communicate with customers in the hospitality environment	2.1 Identify the benefits of good communication
	2.2 State how to deal with routine customer needs
	2.3 Communicate positively in a hospitality environment (to include verbal and non-verbal communication)

Learning Outcome	Assessment Criteria
LO3 Know the importance of good personal presentation	3.1 Outline the importance of good personal hygiene and presentation in a hospitality environment
	3.2 Identify different dress codes for roles in a hospitality environment

Document History

Version	Issue Date	Changes	Role
v1.0	31/01/2023	Rebrand	Regulation Officer
v2.0	20/10/2023	Credit added	Qualification Administrator

Unit Handbook

IH02 – Food service

Unit reference number: K/502/4957

Level: 1

Credit value: 3

Guided Learning (GL) hours: 30

Unit aim

This unit will give learners and introduction to serving food in the hospitality industry.

Learning outcomes

There are three outcomes to this unit. The learner will:

LO1 Know different types of food service

LO2 Be able to serve food

LO3 Be able to work in a food service area

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Details of the relationship between the unit and relevant national occupational standards

This unit is linked to the Skills Related to:

- NVQ Level 1 Food and Drink Service unit options
- Level 1 Diploma Unit 4

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know different types of food service	1.1 Describe different types of food service

Learning Outcome	Assessment Criteria
LO2 Be able to serve food	2.1 Serve hot/cold food, including plated and counter service, in a safe and hygienic manner
	2.2 State health and safety, and hygiene requirements when serving food

Learning Outcome	Assessment Criteria
LO3 Be able to work in a food service area	3.1 Set up, maintain and close down the service area according to instructions

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Re-branded	Qualification Administrator
V2.0	20/10/2023	Credit added	Qualification Administrator
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Unit Handbook

IH03 – Introduction to healthy eating

Unit reference number: K/502/5008

Level: 1

Credit value: 3

Guided Learning (GL) hours: 25

Unit aim

This unit gives learners an introduction to healthy eating.

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know the effects of food on the body

LO2 Know the different food groups and their contribution to a healthy, balanced diet

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Details of the relationship between the unit and relevant national occupational standards

These qualifications are based on NOS which have been developed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know the effects of food on the body	1.1 State what the body uses food for
	1.2 State the benefits of a healthy diet
	1.3 State why different groups of people require different diets

Learning Outcome	Assessment Criteria
LO2 Know the different food groups and their contribution to a healthy, balanced diet	2.1 Check food labels for nutritional information
	2.2 List the major food groups
	2.3 Describe a healthy, balanced diet
	2.4 Describe the importance of regular fluid/water intake in relation to a balanced diet

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Re-branded	Qualification Administrator
V2.0	23/10/2023	Credit added	Qualification Administrator
V3.0	25/01/2024	Credit value	Qualification Administrator

Unit Handbook

IH04 – Basic food preparation and cooking

Unit reference number: K/502/5042

Level: 1

Credit value: 3

Guided Learning (GL) hours: 30

Unit aim

This unit gives learners an introduction to preparing and cooking food using wet and dry methods of cooking.

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know the principal methods of cooking

LO2 Be able to prepare, cook and present simple dishes

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1

Details of the relationship between the unit and relevant national occupational standards

These qualifications are based on NOS which have been developed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know the principal methods of cooking	1.1 State the principal methods of cooking
	1.2 State typical cooking methods for different commodities

Learning Outcome	Assessment Criteria
LO2 Be able to prepare, cook and present simple dishes	2.1 Prepare, cook and present simple dishes safely and hygienically, using wet and dry methods
	2.2 Clean work areas and equipment safely and hygienically during and after preparing and cooking food
	2.3 State safe working practices for different cooking methods
	2.4 Review own performance and make suggestions for future improvements

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Re-branded	Qualification Administrator
V2.0	23/10/2023	Credits added	Qualification Administrator
V3.0	25/01/2024	Credit value	Qualification Administrator

Unit Handbook

IH05 – Preparing and serving drinks

Unit reference number: L/502/5051

Level: 1

Credit value: 3

Guided Learning (GL) hours: 30

Unit aim

This unit will give learners an introduction to preparing and serving drinks in the hospitality industry.

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Be able to prepare and serve different drinks

LO2 Be able to work in drinks service area

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Details of the relationship between the unit and relevant national occupational standards

This unit is linked to the skills related to the Level 1 in Hospitality: Prepare and clear areas for drinks service 1DS1, Serve Drinks 1DS2.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Be able to prepare and serve different drinks	1.1 Prepare different drinks: <ul style="list-style-type: none"> • safely and hygienically • according to instructions • using the correct equipment
	1.2 Serve different drinks: <ul style="list-style-type: none"> • safely and hygienically • according to instructions • using the correct equipment (including cup/glass)
	1.3 Identify different types of drink
	1.4 List correct equipment for preparing and serving different drinks
	1.5 Describe the main stages in serving the customer
	1.6 List suitable accompaniments for drinks service

Learning Outcome	Assessment Criteria
LO2 Be able to work in a drinks service area	2.1 Set up, maintain and close down the service area according to instructions

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Re-branded	Qualification Administrator
V2.0	23/10/2023	Credit added	Qualification Administrator
V3.0	25/01/2024	Credit value	Qualification Administrator

Unit Handbook

IH06 – Introduction to food commodities

Unit reference number: A/502/5059

Level: 1

Credit value: 1

Guided Learning (GL) hours: 10

Unit aim

This unit will give the learner an introduction to food commodities, where to find them, and how to store them safely and hygienically.

Learning outcomes

There are three outcomes to this unit. The learner will:

LO1 Know the main food commodities

LO2 Know where the main food commodities can be obtained

LO3 Know how the main food commodities should be stored

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Details of the relationship between the unit and relevant national occupational standards

These qualifications are based on NOS which have been developed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know the main food commodities	1.1 Describe the main types of food commodity

Learning Outcome	Assessment Criteria
LO2 Know where the main food commodities can be obtained	2.1 State where different commodities can be obtained
	2.2 State the benefits of using different suppliers of commodities in different settings

Learning Outcome	Assessment Criteria
LO3 Know how the main food commodities should be stored	3.1 State safe and hygienic storage methods for the main food commodities

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Re-branded	Qualification Administrator
V2.0	23/10/2023	Credit added	Qualification Administrator
V3.0	25/01/2024	Credit value	Qualification Administrator

Unit Handbook

IH07 – Front office operations

Unit reference number: K/502/5073

Level: 1

Credit value: 3

Guided Learning (GL) hours: 30

Unit aim

This unit will provide learners with knowledge of performing and maintaining front office operations. An understanding of purpose and structure will allow them to be able to work in a front office.

Learning outcomes

There are three outcomes to this unit. The learner will:

LO1 Know the purpose of the front office

LO2 Know the structure of the front office

LO3 Be able to work in the front office

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Details of the relationship between the unit and relevant national occupational standards

This unit is linked to the skills related to the Level 1 Diploma Unit 2 - Front Office.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know the purpose of the front office	1.1 State how the front office meets the needs of different customers
	1.2 State the role of the front office in maintaining security
	1.3 State the importance of communication with other departments

Learning Outcome	Assessment Criteria
LO2 Know the structure of the front office	2.1 Identify job roles in the front office
	2.2 Describe the responsibilities of different job roles in the front office

Learning Outcome	Assessment Criteria
LO3 Be able to work in the front office	3.1 Meet and greet customers
	3.2 Follow procedures when answering telephone calls
	3.3 Pass on simple messages accurately
	3.4 Prepare and copy routine documents
	3.5 Deal with routine enquiries including enquiries about local events and services

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Re-branded	Qualification Administrator
V2.0	23/10/2023	Credit added	Qualification Administrator
V3.0	25/01/2024	Credit value	Qualification Administrator

Unit Handbook

IH08 – Housekeeping and guest services

Unit reference number: A/600/1094

Level: 1

Credit value: 3

Guided Learning (GL) hours: 30

Unit aim

This unit is about the role of guest services in a hospitality operation and the daily activities to be carried out as part of the guest services role. The unit covers the cleaning requirements of bedrooms, bathrooms and communal areas, and the safe and correct handling of cleaning materials that are used when servicing accommodation facilities.

Learning outcomes

There are three outcomes to this unit. The learner will:

LO1 Know the purpose of guest services

LO2 Know the structure of guest services

LO3 Be able to maintain and service accommodation facilities

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Details of the relationship between the unit and relevant national occupational standards

These qualifications are based on NOS which have been developed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know the purpose of guest services	1.1 State how guest services meet customer needs
	1.2 State the role of guest services in maintaining security
	1.3 State the importance of communication with other departments

Learning Outcome	Assessment Criteria
LO2 Know the structure of guest services	2.1 Identify job roles within guest services
	2.2 Describe the responsibilities of different job roles in guest services

Learning Outcome	Assessment Criteria
LO3 Be able to maintain and service accommodation facilities	3.1 Correctly select, use and store routine cleaning materials and equipment
	3.2 Select suitable personal protective equipment (PPE)
	3.3 Maintain and service public areas, bathrooms/washrooms and bedrooms in accordance with organisational specifications

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Re-branded	Qualification Administrator
V2.0	23/10/2023	Credit added	Qualification Administrator
V3.0	25/1/2024	Credit value	Qualification Administrator

Unit Handbook

IH09 – Using kitchen equipment

Unit reference number: T/502/5075

Level: 1

Credit value: 1

Guided Learning (GL) hours: 10

Unit aim

Learners will be able to give examples of large and small kitchen equipment and describe how they are used and the safety requirements for using them. They will be able to use different kitchen equipment for routine tasks and follow correct procedures when cleaning equipment.

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know about different types of kitchen equipment

LO2 Select and use kitchen equipment

Unit content

Evidence requirements

Learners must provide a portfolio of evidence for this unit. The guide for tutor/trainers can be found in the Skillsfirst tutor/trainer guidance handbook.

Assessment guidance

Assessment may be carried out in a simulated environment or a realistic working environment (RWE).

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know about different types of kitchen equipment	1.1 Give examples of large kitchen equipment and describe how they are used
	1.2 Give examples of small kitchen equipment and hand tools and describe how they are used
	1.3 State the safety requirements for using kitchen equipment

Learning Outcome	Assessment Criteria
LO2 Select and use kitchen equipment	2.1 Select the correct equipment for routine tasks
	2.2 Use different kitchen equipment for routine tasks safely and hygienically
	2.3 Follow correct procedures when cleaning equipment

Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

IH10 – Serving food and drink

Unit reference number: F/502/4835

Level: Entry 3

Credit value: 2

Guided Learning (GL) hours: 20

Unit aim

This unit introduces the learner to food and drink service and involves working with others to serve food and drink, assisting in the preparation/assembly of food and drink and assisting in the safe and hygienic preparation, maintenance and cleaning of service areas.

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Be able to serve food and drink to customers

LO2 Be able to work as part of a food and drink service team

Unit content

Evidence requirements

Learners must provide a portfolio of evidence for this unit. The guide for tutor/trainers can be found in the Skillsfirst tutor/trainer guidance handbook.

Assessment guidance

Assessment may be carried out in a simulated environment or a realistic working environment (RWE).

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Serve food and drink to customers	1.1 List the stages in serving the customer food and drink
	1.2 Serve food and drink to customers, politely, safely and hygienically

Learning Outcome	Assessment Criteria
LO2 Work as part of a food and drink service team	2.1 State how to work well as part of a food and drink service team
	2.2 Work with others to serve food and drink
	2.3 Assist in the preparation/assembly of food and drink
	2.4 Assist in the safe and hygienic preparation, maintenance and cleaning of service areas

Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

IH11 – Basic food preparation

Unit reference number: J/600/0711

Level: Entry 3

Credit value: 2

Guided Learning (GL) hours: 20

Unit aim

This unit introduces learners to preparing food for cold presentation or for cooking safely and hygienically.

Learning outcomes

There is one outcome to this unit. The learner will:

LO1 Be able to prepare food for cold presentation or cooking

Unit content

Evidence requirements

Learners must provide a portfolio of evidence for this unit. The guide for tutor/trainers can be found in the Skillsfirst tutor/trainer guidance handbook.

Assessment guidance

Assessment may be carried out in a simulated environment or a realistic working environment (RWE).

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Be able to prepare food for cold presentation or cooking	1.1 Select the correct ingredients for basic dishes
	1.2 Choose the correct equipment and handle safely and hygienically
	1.3 Prepare food items for cold presentation or cooking safely and hygienically
	1.4 Set aside or store prepared food items ready for use according to instructions
	1.5 Clean work areas and equipment safely and hygienically during and after preparing food

Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

IH12 – Basic cooking

Unit reference number: Y/502/4808

Level: Entry 3

Credit value: 2

Guided Learning (GL) hours: 20

Unit aim

This unit introduces learners to cooking basic food items and dishes safely and hygienically under supervision.

Learning outcomes

There is one outcome to this unit. The learner will:

LO1 Be able to cook basic food items and dishes

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Details of the relationship between the unit and relevant national occupational standards

These qualifications are based on NOS which have been developed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Be able to cook basic food items and dishes	1.1 Select the correct ingredients for basic dishes
	1.2 Choose the correct equipment and handle safely and hygienically
	1.3 Cook food items safely and hygienically
	1.4 Clean work areas and equipment safely and hygienically during and after cooking
	1.5 Identify what went well and suggest any improvements

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Rebranded	Qualifications Administrator
V2.0	23/10/2023	Credit added	Qualification Administrator
V3.0	25/01/2024	Credit value	Qualification Administrator

Unit Handbook

IH13 – Guest services in the hospitality industry

Unit reference number: K/600/1091

Level: Entry 3

Credit value: 2

Guided Learning (GL) hours: 20

Unit aim

This unit introduces the learner to food and drink service.

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Be able to work as part of the guest services team

LO2 Be able to communicate with customers

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Functional Skills/Key Skills

This unit may help learners to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Details of the relationship between the unit and relevant national occupational standards

These qualifications are based on NOS which have been developed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Be able to work as a part of the guest services team	1.1 Follow instructions for the preparation of guest services transporting materials, equipment and linen
	1.2 Follow instructions to service public areas, bedrooms, bathrooms/washrooms
	1.3 Identify different guest services
	1.4 State how to work well as part of a guest services team

Learning Outcome	Assessment Criteria
LO2 Be able to communicate with customers	2.1 Respond to customer queries politely
	2.2 Refer queries to the correct person

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Rebranded	Qualifications Administrator
V2.0	23/10/2023	Credit added	Qualification Administrator
V3.0	25/01/2024	Credit value	Qualification Administrator

Unit Handbook

IEH02 – Food safety in catering

Unit reference number: H/502/0132

Level: 2

Credit value: 1

Guided Learning (GL) hours: 9

Unit aim

This unit will provide candidates with knowledge of the parameters of basic food safety practice as relevant to the catering industry. Achievement of the unit at Level 2 will enable learners to identify how to make changes to catering practice in order to improve the safety of the catering service as a whole. This unit provides candidates with a range of food safety skills directly relevant to the catering and hospitality industry.

Learning outcomes

There are four outcomes to this unit. The learner will:

LO1 Understand how individuals can take personal responsibility for food safety

LO2 Understand the importance of keeping him/herself clean and hygienic

LO3 Understand the importance of keeping the work areas clean and hygienic

LO4 Understand the importance of keeping food safe

Unit content

Evidence requirements

Learners must provide a portfolio of evidence which meets all the assessment criteria. The guide for tutor/trainers can be found in Appendix 1.

Details of the relationship between the unit and relevant national occupational standards

These qualifications are based on NOS which have been developed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by People1st, the sector skills council for Hospitality, Leisure, Travel and Tourism.

Functional Skills/Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for the following Functional/Key Skills:

- Mathematics/Application of Number
- English/Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Understand how individuals can take personal responsibility for food safety	1.1 Outline the importance of food safety procedures, risk assessment, safe food handling and behaviour
	1.2 Describe how to report food safety hazards
	1.3 Outline the legal responsibilities of food handlers and food business operators

Learning Outcome	Assessment Criteria
LO2 Understand the importance of keeping him/herself clean and hygienic	2.1 Explain the importance of personal hygiene in food safety including its role in reducing the risk of contamination
	2.2 Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds

Learning Outcome	Assessment Criteria
LO3 Understand the importance of keeping the work areas clean and hygienic	3.1 Explain how to keep the work area and equipment clean and tidy to include cleaning and disinfection methods, safe use and storage of cleaning chemicals and materials, and waste disposal
	3.2 State how work flow, work surfaces and equipment can reduce contamination risks and aid cleaning
	3.3 Outline the importance of pest control

Learning Outcome	Assessment Criteria
LO4 Understand the importance of keeping food safe	4.1 State the sources and risks to food safety from contamination and cross-contamination to include microbial, chemical, physical and allergenic hazards
	4.2 Explain how to deal with food spoilage including recognition, reporting and disposal
	4.3 Describe safe food handling practices and procedures for storing, preparing, cooking, chilling, reheating, holding, serving and transporting food
	4.4 Explain the importance of temperature controls when storing, preparing, cooking, chilling, reheating, holding, serving and transporting food
	4.5 Describe stock control procedures including deliveries, storage, date marking and stock rotation

Document History

Version	Issue Date	Changes	Role
V1.0	31/01/2023	Re-branded	Qualification Administrator
V2.0	20/10/2023	Credit added	Qualification Administrator
V3.0	25/01/2024	Credit value	Qualification Administrator

IHA01 Document History

Version	Issue Date	Changes	Role
v5	13/02/2023	Formatting and re-branding. No content amendment.	Data Administrator
v6	23/10/2023	Credit values added to the unit within this qualification	Qualification Administrator
v7	25/01/2024	'Credit value' added to unit books	Qualification Administrator