



BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry

England – 501/1806/7

Version 2.1

About Us

BIIAB Qualifications Limited is part of Skills and Education Group, a charitable organisation that champions education and skills-oriented organisations, providers and learners, making real change locally, nationally and internationally.

BIIAB Qualifications Limited has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

Sources of Additional Information

The BIIAB Qualifications Limited website www.biiab.co.uk provides access to a wide variety of information.

Copyright

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission of the publishers.

This document may be copied by approved centres for the purpose of assessing learners. It may also be copied by learners for their own use.

Version	Date	Details of Change
2.0	November 2017	Updated handbook throughout to remove reference to "QCF"
		Updated RoC with TQT figures
2.1	March 2023	Reformatted into new branding

Contents

1. About the BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry	5
2. Objective and Purpose of this Qualification.....	5
3. About this Guidance	5
4. BIIAB Customer Service	6
5. What are Rules of Combination (ROC)?	6
6. BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry Rules of Combination (ROC) and Structure	7
7. Age Restriction	8
8. Entry Requirements and Progression.....	8
9. Assessment	8
10. Initial Assessment and Induction	12
11. Resources.....	13
12. Design and Delivery	13
13. Format of Units.....	14
14. Initial Registration.....	15
15. Qualification Review and Feedback.....	16
16. Mandatory Units	17

This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.



Qualification Summary

BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry	
Qualification Purpose	An introduction to those who has not worked int the hospitality industry before.
Age Range	Pre 16 ✓ 16-18 ✓ 18+ 19+ ✓
Regulation	The above qualification is regulated by: <ul style="list-style-type: none"> • Ofqual
Assessment	<ul style="list-style-type: none"> • Multiple-Choice exam • Portfolio of Evidence • Practical demonstration/ Assignment • Task-based Controlled Assessment • Written Examination
Type of Funding Available	See FaLa (Find a Learning Aim)
Qualification/Unit Fee	See BIIAB Qualifications Limited web site for current fees and charges
Grading	Pass/Fail To achieve a Pass grade, learners must achieve all the Learning Outcomes and Assessment Criteria in all the units completed
Operational Start Date	01/10/2010
Review Date	30/06/2025
Operational End Date	
Certification End Date	
Guided Learning (GL)	69 hours
Total Qualification Time (TQT)	80 hours
BIIAB Qualifications Limited Sector	Hospitality and Catering
Ofqual SSA Sector	07.4 Hospitality and Catering
Support from Trade Associations	
Administering Office	See BIIAB Qualifications Limited web site

1. About the BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry

BIIAB Qualifications Limited is regulated to deliver this qualification by Ofqual in England. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry	501/1806/7

2. Objective and Purpose of this Qualification

This qualification has been designed to allow learners to obtain and then demonstrate the knowledge surrounding working in the hospitality sector, at Level 1.

The primary purpose of the qualification is to progress to the next level of vocational learning by preparing for further learning or training by developing knowledge and/or skills in a subject area. However, employers can also rely on the knowledge provided as meeting nationally recognised standards for introduction to employment at this level as such the sub-purpose is to develop knowledge and/or skills in a subject area.

Due to constant Regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualifications status please contact BIIAB Qualifications Limited.

3. About this Guidance

This guidance has been developed to provide guidance for learners, assessors and quality assurers undertaking, delivering, or quality assuring this qualification.

The purpose of the guidance is to provide the majority of the key information that may be needed to prepare for, and help support, the successful delivery of the qualification, in one place.

If this guidance is updated, centres will be notified by BIIAB Qualifications Limited.

4. BIIAB Qualifications Limited Customer Service

BIIAB Qualifications Limited is committed to giving the highest possible levels of customer service. Our Service Level Agreement is available via www.biiab.co.uk

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Support Contact Details: 0115 854 1620

Email: CustomerSupport@biiab.co.uk

Our Customer Support team will be happy to assist with any administration related enquiries you may have. For example:

- registration and certification enquiries
- re-certification issues
- centres available in the local area
- appeals
- whistleblowing

5. What are Rules of Combination (ROC)?

Under the Regulatory Qualifications Framework (RQF), qualifications can be made up of a combination of mandatory and/or optional units. The units and credits required to complete a qualification are set out by the rules of combination (RoC). The RoC allows for flexibility and transferability.

The ROC will specify:

- the total credit value of the qualification
- the amount of credit that must be achieved within specific groups of units (e.g. Mandatory, Optional Unit, and Optional groups)
- the minimum credit which must be achieved at the level or above the level of the qualification
- the Total Qualification Time (TQT)
- the title, Unit Regulation Number and BIIAB Qualifications Limited Unit number for each unit, alongside its level, credit, and Guided Learning Hours (GLH)
- any barred units (units that cannot be taken together as part of the qualification)

When choosing the appropriate route for a learner or group of learners, it is the responsibility of the centre to ensure the rules of combination are adhered to.

6. BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry, learners **must** gain a **total of 8** credits. This **must** consist of:

- **Minimum total** credits: **8**
- A **minimum of 8** credits **must** be achieved through the completion of units at **Level 1** and above.
- Minimum Guided Learning Hours: **69 hours**
- Total Qualification Time: **80 hours**

This qualification has been developed based upon industry feedback as to the fundamental knowledge required to work in the sector at this level.

Listed below are the qualification units.

Mandatory Unit Group A

Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
LH1	M/502/4894	Introduction to the Hospitality Industry	1	2	20	Externally set, internally marked
FSC	H/502/0132	Food safety in Catering	2	1	9	Multiple-choice exam
PCS	T/600/1059	Principles of Customer Service in Hospitality Leisure Travel and Tourism	2	1	10	Centre Devised
LH2	D/500/9047	Introduction to personal workplace skills	1	3	20	Centre Devised
HSW	H/601/9699	Health and Safety in the Workplace	2	1	10	Multiple-choice exam

7. Age Restriction

The qualification in this handbook is appropriate for use in the following age ranges:

- Pre -16
- 16 -18
- 19+

8. Entry Requirements and Progression

There are no entry requirements for this qualification. However, learners must be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

The qualification is designed to equip learners with the knowledge surrounding working in the hospitality sector at Level 1. The recommended progression route is to the BIIAB Level 2 Award for Personal Licence Holders. It also will allow for a number of progression routes to into other areas of learning and employment. Achievement of the qualification offers opportunities for progression, including:

- 603/2468/5 C00/1212/8 BIIAB Level 2 Award for Personal Licence Holders
- 600/3355/1 BIIAB Level 2 Award In Licensed Hospitality Operations

9. Assessment

Overview of assessment strategy

The Assessment Strategy has been designed by People 1st, in conjunction with an expert panel, educational experts and a steering group. All BIIAB approved training centres and their assessment must adhere to the designed assessment strategy for this qualification.

The qualification contains two knowledge units, and these units are externally set and marked by BIIAB. These examinations comprise of Multiple-Choice Questions. Assessments provided by BIIAB will ensure that effective learning has taken place and that learners have the opportunity to:

- meet the assessment criteria
- achieve the learning outcomes.

Assessment process

Assessments will be accessible and will produce results that are valid, reliable, transparent and fair. BIIAB will ensure that the result of each assessment taken by a learner in relation to a qualification reflects the level of attainment demonstrated by that learner in the assessment, and will be based upon the achievement of all of the specified learning outcomes.

Details of the ordering process, assessment documentation, invigilation requirements to centres and the documentation to be completed can be found in the Examination and Invigilation Regulations for the Administration of BIIAB Qualifications document.

BIIAB will make every effort to ensure that it allows for assessment to:

- Be up to date and current
- Reflect the context from which the learner has been taught
- Be flexible to learner needs

Assessment is the process used to judge the competence, of a learner, against set standards. The assessor is the person who is responsible for determining learners' competence. The assessor may be a work place supervisor or an external person who is trained and qualified, or working towards a qualification relevant to the assessor role.

Assessors base their judgement on performance and decide how it compares to the national standard. The assessor will also ask questions based on the knowledge required to do the work, to ascertain the knowledge and understanding of the learner.

When the required units have been completed and the assessor is satisfied that the learner has met the national standard, a recommendation for a certificate will be made.

An Internal Quality Assurer (IQA) is responsible for the quality assurance of the qualifications within the training organisation and will provide advice, guidance and support to the assessors. IQAs also ensure that the assessors apply the standards consistently and fairly. The IQA will review the portfolio of evidence during the assessment process.

An External Quality Assurer (EQA), who is appointed by BIIAB, will quality assure the assessment and internal quality assurance decisions involved in the development of the portfolio. The EQA will quality assure the qualification process, which ensures that certification of the qualification is reliable, consistent and to the national standard, by checking the consistency of assessments made by the training provider, and across training providers.

Requirements of Assessors, External and Internal Quality Assurers

Learners may be assessed, moderated or quality assured at work either by one or several appointed individuals.

Assessors - The primary responsibility of an assessor is to assess learners' knowledge, behaviours and skills in a range of relevant activities and to ensure the evidence submitted by the learner meets the requirements of the assessment criteria. It is important that an assessor can recognise knowledge, competence and behaviours as specified by the national standard. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in-depth technical understanding related to the qualifications for which they are assessing learners. To assess learners, assessors **must**:

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to assess learners undertaking competence-based units and qualifications. Assessors holding older qualifications **must** be able to demonstrate that they are assessing to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. Any assessors working towards an appropriate qualification **must** ensure their decisions are countersigned by a suitably-qualified assessor/quality assurer and should be supported by a qualified assessor throughout their training period.
- be 'occupationally competent'. Assessors **must** provide current evidence of competence, knowledge and understanding in the areas to be assessed. This will normally be achieved through demonstrating competence in the roles which are to be assessed, or demonstrated by relevant experience and continuing professional development (CPD) which may include the achievement of qualifications relevant to the areas being assessed.
- have a full and current understanding of the units of competence and requirements of the qualifications being assessed, including the quality of assessment and the assessment process. It is the responsibility of approved centres to select and appoint assessors.

Internal Quality Assurer (IQA) - A primary responsibility of IQAs is to assure the quality and consistency of assessments by the assessors for whom they are responsible. IQAs therefore need to have a thorough understanding of quality assurance and assessment practices, as well as sufficient technical understanding related to the qualifications that they are internally quality assuring. It will be the responsibility of the approved centre to select and appoint IQAs.

IQAs **must**:

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to internally quality assure competence-based assessments and learners. IQAs holding older qualifications **must** be able to demonstrate that they are internally quality assuring to the current standards.

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If an IQA is working towards an appropriate qualification, his/her decisions **must** be countersigned by a suitably qualified IQA and should be supported by a qualified IQA throughout the training period.
- be 'occupationally competent'. IQAs **must** demonstrate sufficient and current understanding of the qualifications to be internally quality assured, and know how they are applied in the workplace.
- demonstrate competent practice in internal quality assurance of assessment, and demonstrate understanding of the principles and practices of internal quality assurance of assessment, including the quality of assessment and the assessment process.

External Quality Assurer (EQA) - The primary responsibility of EQAs is to assure the quality of internal quality assurance and assessments across the centres for which they are responsible. EQAs **must** have a thorough understanding of quality assurance and assessment practices, as well as in-depth technical knowledge related to the qualifications that they are externally quality assuring.

EQAs **must**:

- hold an appropriate qualification as specified by the appropriate regulatory authority, confirming their competence to quality assure competence-based assessments. EQAs holding older qualifications **must** be able to demonstrate that they are quality assuring to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If EQAs are working towards an appropriate qualification, their decisions **must** be countersigned by a suitably qualified EQA and should be supported by a qualified EQA throughout their training period.
- be 'occupationally competent'. EQAs **must** demonstrate sufficient and current understanding of the qualifications to be quality assured, and know how they are applied in business.

- demonstrate competent practice in external quality assurance of assessment, and demonstrate understanding of the principles and practices of external quality assurance of assessment, including the quality of assessment and the assessment process. It is the responsibility of the awarding organisation to select and appoint EQAs.

Appeals

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The **main** reasons for an appeal are likely to be:

- learners do **not** understand why they are **not** yet regarded as having sufficient knowledge
- learners believe they are competent and that they have been misjudged

BIIAB Qualifications Limited expects most appeals from learners to be resolved within the centre. BIIAB Qualifications Limited will only consider a learner's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIAB Qualifications Limited's appeals procedure please refer to <https://biiab.co.uk/policies-and-procedures/>

10. Initial Assessment and Induction

Prior to the start of any programme it is recommended that centres should make an initial assessment of each learner. This is to ensure that the learners are entered for an appropriate type and level of qualification.

The initial assessment should identify the specific training needs that the learner has, and the support and guidance that they may require when working towards their qualification.

The centre must also identify any units the learner has already completed, or credits they have accumulated, relevant to the qualification.

BIIAB Qualifications Limited suggests that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre.

11. Resources

BIIAB Qualifications Limited provides the following additional resources for this qualification:

- Activity and quiz booklets
- Externally set assessments

Please contact BIIAB Qualifications Limited for further information.

Access to the Units

Units form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes, assessment criteria and the indicative content that form part of the delivery. BIIAB Qualifications Limited includes the mandatory units within this guidance document.

12. Design and Delivery

Centres must refer to the units that form the qualification and the standard that must be achieved in order to be awarded each unit. This is covered within the learning outcomes and assessment criteria that forms part of the delivery.

Each unit within this qualification has been allocated a number of Guided Learning hours (GL).

This can include activities such as training/class room based sessions, tutorials, supervised study or supervised 'on-the-job' learning and face-to-face or other pre-arranged 1:1 teaching sessions (e.g. simultaneous electronic communication such as webcam contact or internet messaging). It could also include time spent undertaking assessments.

The qualification will be assigned Total Qualification Time (TQT), which, as well as GL, will include the estimated number of hours spent in preparation, study or any other supervised learning, study or assessment for an average learner.

When planning how to deliver the qualification it is important to refer to this definition.

BIIAB Qualifications Limited will not prescribe how the qualification is delivered, but centres **must** ensure the delivery chosen meets their learners' needs.

13. Format of Units

All units within this qualification will be presented in a standard format that is consistent with the format for all units of assessment. The format will give tutors and learners guidance as to the requirements of the unit for successful completion. Each unit within this guidance document will be in the format below:

Unit Title

This will be shown as it appears on the Register of Regulated Qualifications (<http://register.ofqual.gov.uk>).

Unit Number / Unit Reference Number (URN)

The Unit Reference Number is the unique code that the unit is given by the Regulator. This unit will be referenced on the final qualification certificate. The same unique code for the unit applies in whichever qualification the unit is included within. BIIAB Qualifications Limited also assign unique unit numbers which is consistent when the unit is used in multiple BIIAB qualifications.

Level

This identifies the level of demand for the unit, but may be a different level to that of the overall qualification. The level of the units will be set according to National Occupational Standards and the level descriptors.

Credit

When a whole unit is completed the learner will achieve credits specified by the number of hours' learning time it will take an average learner to complete the unit including the assessment.

Guided Learning Hours (GLH)

The required number of hours that learning should take place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.

Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined by Ofqual as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

TQT is always assigned to the qualification however a similar calculation may on occasions also be assigned to a unit.

Learning Outcomes and Assessment Criteria

Learning Outcomes are what the learner is expected to know, understand or be able to do upon successful completion of the unit.

Assessment Criteria are descriptions of the requirements that a learner is expected to meet in order to demonstrate that a learning outcome has been achieved. There are usually multiple assessment criteria for each Learning Outcome.

14. Initial Registration

Registration and Certification

Learners should be registered and certificated via BIIAB Qualifications Limited's Customer Management System.

Equal Opportunities and Diversity Policy

BIIAB Qualifications Limited has in place an equal opportunities policy, a copy can be found at <https://www.biiab.co.uk/policies-and-procedures/>

BIIAB Qualifications Limited is committed to ensure that:

- approved centres operate an equal opportunities policy
- approved centres communicate the policy to staff and learners
- approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware
- approved centres are aware of their responsibilities in providing equality of opportunity, particularly with regard to provision for learners with particular assessment requirements

Reasonable Adjustment Policy

Learners who require reasonable adjustments for their assessments **must** inform their assessor at the beginning of their course of their requirements. BIIAB Qualifications Limited has a reasonable adjustment policy in place, a copy of which is provided to all approved centres and can be found at <https://www.biiab.co.uk/policies-and-procedures/>

15. Qualification Review and Feedback

BIIAB Qualifications Limited is committed to the ongoing review of this qualification to ensure it remains fit for purpose.

This review approach involves the collation of evidence in the form of any information, comments and complaints received from users of this qualification in relation to its development, delivery and award.

BIIAB Qualifications Limited will give due regard to any credible evidence received which suggests that a change in approach to the development, delivery and award of this qualification is required in order to ensure that no adverse effects will result. This qualification will be periodically reviewed and revised to ensure the content remains relevant, assessment approach remains appropriate and that it remains valid and fit for purpose.

16. Mandatory Units

The following units are mandatory for this qualification.

Introduction to the Hospitality Industry

Unit Reference	M/502/4894
Level	1
Credit Value	2
Guided Learning (GL)	20
Unit Summary	This unit gives learners an introduction to the hospitality industry and related career opportunities including: food preparation and cooking, food and drinks services, accommodation services and guest services.
Learning Outcomes (1 to 2) The learner will:	Assessment Criteria (1.1 to 2.4) The learner can:
1. 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
2. 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



Food Safety in Catering

Unit Reference	H/502/0132
Level	2
Credit Value	1
Guided Learning (GL)	9
Unit Summary	<p>The unit will provide learners with knowledge of the parameters of basic food safety practices as relevant to the catering industry. Achievement of the unit will enable learners to identify how to make changes to catering practices in order to improve the safety of the catering service as a whole.</p> <p>This unit provides learners with a range of food safety skills directly relevant to the catering and hospitality industry.</p>
Learning Outcomes (1 to 4) The learner will:	Assessment Criteria (1.1 to 4.5) The learner can:
1. 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
2. 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
3. Understand the importance of keeping the work area 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

	<p>3.2 State how work flow, work surfaces and equipment can reduce contamination risks and aid cleaning</p> <p>3.3 Outline the importance of pest control</p>
<p>4. Understand the importance of keeping food safe</p>	<p>4.1 State the sources and risks of food safety from contamination and cross contamination to include microbial, chemical, physical and allergenic hazards</p> <p>4.2 Explain how to deal with food spoilage including recognition, reporting and disposal</p> <p>4.3 Describe safe food handling practices and procedures for storing, preparing, cooking, chilling, reheating, holding, serving and transporting food</p> <p>4.4 Explain the importance of temperature controls when storing, preparing, cooking, chilling, reheating, holding, serving and transporting food</p> <p>4.5 Describe stock control procedures including deliveries, storage, date marking and stock rotation</p>



Principles of Customer Service in Hospitality Leisure Travel and Tourism

Unit Reference	T/600/1059
Level	2
Credit Value	1
Guided Learning (GL)	10
Unit Summary	This unit will provide the introductory knowledge to customer service in the hospitality, leisure, travel and tourism sector. The unit will be appropriate for staff engaging with internal and/or external customers.
Learning Outcomes (1 to 3) The learner will:	Assessment Criteria (1.1 to 3.6) The learner can:
1. Understand the importance to the organisation in providing excellent customer service in the hospitality, leisure, travel and tourism industries	1.1 Describe the role of the organisation in relation to customer service 1.2 Identify the characteristic and benefits of excellent customer service 1.3 Give examples of internal and external customers in the industries 1.4 Describe the importance of product knowledge and sales to organisational success 1.5 Describe the importance of organisational procedures for customer service
2. Understand the role of the individual in delivering customer service in the hospitality, leisure, travel and tourism industries	2.1 Identify the benefits of excellent customer service for the individual 2.2 Describe the importance of positive attitude, behaviour and motivation in providing excellent customer service 2.3 Describe the importance of personal presentation within the industries 2.4 Explain the importance of using appropriate types of communication

	2.5 Describe the importance of effective listening skills
3. Understand the importance of customer needs and expectations in the hospitality, leisure, travel and tourism industries	<p>3.1 Identify what is meant by customer needs and expectations in the industries</p> <p>3.2 Identify the importance of anticipating and responding to varying customers needs and expectations</p> <p>3.3 Describe the factors that influence the customer choice of products and services</p> <p>3.4 Describe the importance of meeting and exceeding the customer expectations</p> <p>3.5 Describe the importance of dealing with complaints in a positive manner</p> <p>3.6 Explain the importance of complaint handling procedures</p>



Introduction to personal workplace skills

Unit Reference	D/500/9047
Level	1
Credit Value	3
Guided Learning (GL)	20
Unit Summary	<p>The aim of this unit is to enable the candidate to develop knowledge and understanding of the personal skills required to work in the hospitality and catering industry, enabling the learner to demonstrate such skills.</p> <p>The unit focuses on the development of generic skills required by employers. These skills relate to key aspects of working life; punctuality, regular attendance at work, presenting a professional and positive image and time management.</p> <p>The unit provides opportunities to cover key skills, particularly communication skills. There is strong emphasis on communication within the team as well as the development of customer facing skills.</p>
Learning Outcomes (1 to 4) The learner will:	Assessment Criteria (1.1 to 4.6) The learner can:
1. Be able to maintain personal appearance	1.1 Identify the correct uniform for work 1.2 State the reasons for wearing uniform correctly 1.3 Describe the correct care and maintenance of uniform 1.4 State the importance of maintaining a personal hygiene and professional appearance 1.5 Identify poor hygiene and practices in relation to personal appearance and behaviour

	<p>1.6 Demonstrate professional personal appearance</p> <p>1.7 Wear correctly maintained full uniform</p> <p>1.8 Comply with organisational policies</p>
<p>2. Be able to demonstrate time management skills</p>	<p>2.1 Demonstrate punctuality and attendance</p> <p>2.2 Demonstrate working practices within set time frames</p> <p>2.3 Demonstrate the ability to follow a plan</p> <p>2.4 State the importance of punctuality and attendance</p> <p>2.5 State the effect that punctuality & attendance have on work colleagues</p> <p>2.6 State the procedures to follow if absent or late</p> <p>2.7 State the reasons for planning of tasks</p> <p>2.8 State the importance of working within set time frames</p>
<p>3. Be able to work effectively in a team</p>	<p>3.1 Identify the communication skills used in teams</p> <p>3.2 State the importance of communicating within and between teams</p> <p>3.3 Describe the importance of knowing own limitations and asking for advice and assistance</p> <p>3.4 State who to ask for advice and assistance</p> <p>3.5 State what makes a good team</p> <p>3.6 Demonstrate correct working practices as part of a team</p> <p>3.7 Demonstrate communication skills with team members</p>

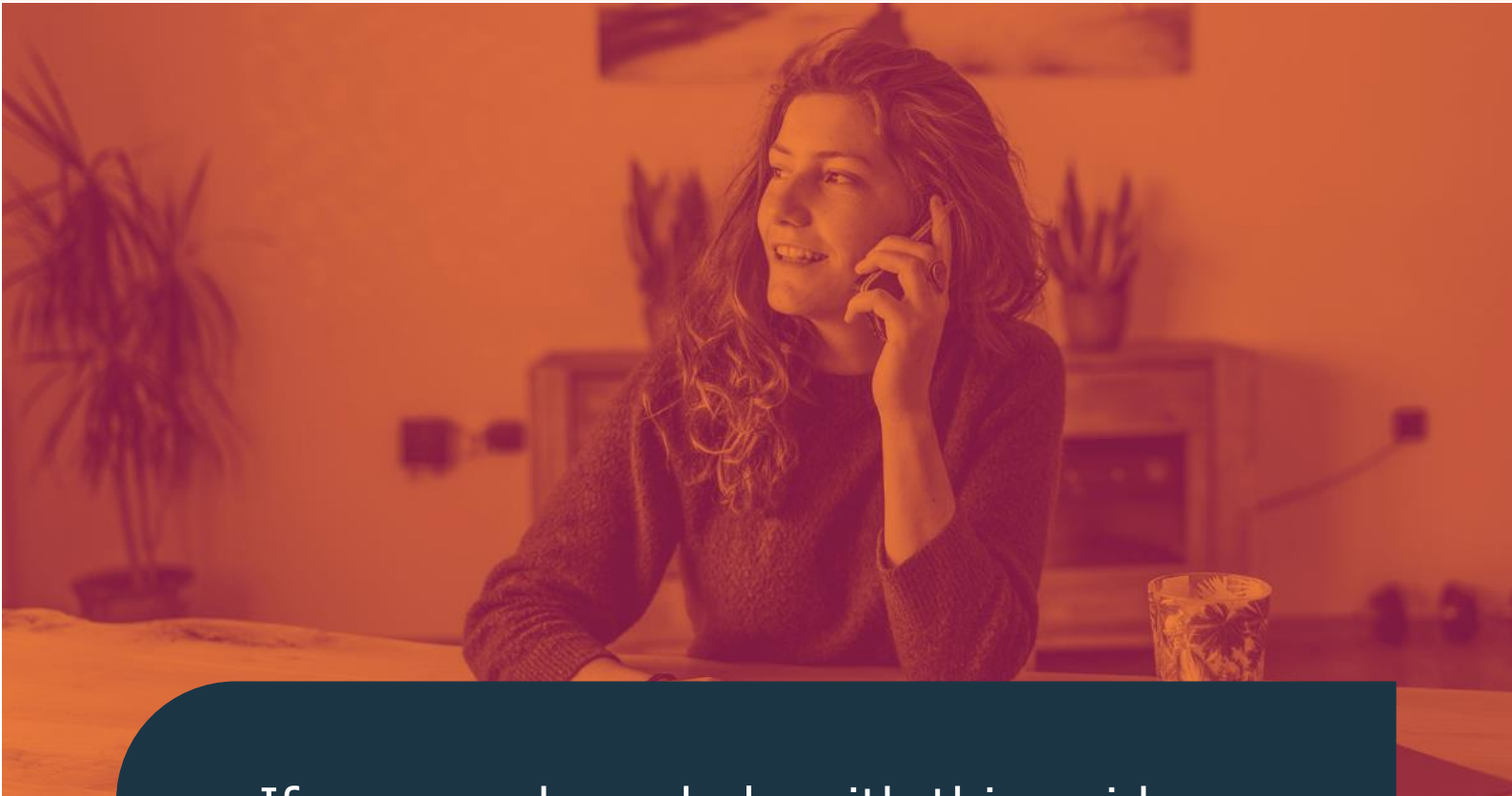
	3.8 Demonstrate support for team members
4. Be able to deal effectively with customers	4.1 Demonstrate a range of communication skills effectively 4.2 Demonstrate a positive and professional attitude towards customers 4.3 Demonstrate a professional manner when receiving customer feedback 4.4 State the importance of effective communication with customers 4.5 Describe the correct methods of dealing with customer requests 4.6 State the possible barriers to communication



Health and Safety in the Workplace

Unit Reference	H/601/9699
Level	2
Credit Value	1
Guided Learning (GL)	10
Unit Summary	The purpose of this unit is to provide learners with knowledge of health and safety principles relevant to any work environment and covers the subject areas highlighted by the Health and Safety Executive as essential to the development, promotion and maintenance of safe working practices and procedures in the workplace.
Learning Outcomes (1 to 4) The learner will:	Assessment Criteria (1.1 to 4.4) The learner can:
1. Understand roles and responsibilities for health, safety and welfare in the workplace	1.1 Outline employers and employees duties relating to health, safety and welfare at work 1.2 Outline the consequences for non-compliance with health and safety legislation 1.3 Outline the requirements for training and competence in the workplace 1.4 Outline the ways in which health and safety information can be communicated
2. Understand how risk assessments contribute to health and safety	2.1 Define the terms 'hazard' and 'risk' 2.2 Outline the process for carrying out a risk assessment 2.3 Describe how risk assessment can be used to reduce accidents and ill health at work
3. Understand how to identify and control the risks from common workplace hazards	3.1 Describe the hazards that may be found in a range of workplaces 3.2 Describe how hazards can cause harm or damage to people, work processes, the workplace and the environment

	<p>3.3 Describe the principle of the risk control hierarchy</p> <p>3.4 List examples of risk controls for common workplace hazards</p>
<p>4. Know the procedures for responding to accidents and incidents in the workplace</p>	<p>4.1 State the common causes of workplace accidents and ill health</p> <p>4.2 Identify the actions that might need to be taken following an incident in the workplace</p> <p>4.3 List the arrangements that should be in place in a workplace for emergencies and first aid</p> <p>4.4 Outline why it is important to record all incidents, accidents and ill health</p>



If you need any help with this guide
please contact our team.

0115 854 1620

QualsDevelopment@BIIAB.co.uk

biiab.co.uk

We are part of the Skills and Education Group.