Apprenticeship Assessment Specification

BIIAB Level 2 Foundation Apprenticeship Assessment for FA0008 Catering and Hospitality

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About this Specification

This specification explains the purpose, structure and requirements of **BIIAB Level 2 Foundation Apprenticeship Assessment for FA0008 Catering and Hospitality.** It covers assessment content, delivery responsibilities, quality assurance, grading and certification.

It is intended for apprentices, employers, training providers, approved assessment centres and other organisations involved in the apprenticeship assessment.

It should be read alongside **Catering and Hospitality Foundation Apprenticeship Standard and Assessment Plan v1.0** and the supporting documents listed in the **Supporting Documents** section of this specification.

Apprenticeship Assessment Qualification Overview

Occupational Context and Progression

Catering and hospitality assistants help provide high-quality catering, food and beverage, and customer services in a variety of hospitality settings. Responsibilities vary by employer and may include preparing food, serving food and drinks, communicating with customers, resolving or escalating service issues, managing stock, and following food safety, hygiene, allergen and health and safety procedures.

Typical job titles include: junior chef, bar person, bartender, food and beverage assistant, food and beverage team member, waiter or waitress.

Progression: On completion, individuals may progress into employment or undertake a further Level 2 or Level 3 apprenticeship leading towards a more specialist occupation, such as commis chef, production chef or food and beverage team member.

Regulatory and Assessment Plan Alignment

BIIAB Level 2 Foundation Apprenticeship Assessment for FA0008 Catering and Hospitality is aligned with requirements of:

- **Catering and Hospitality Foundation Apprenticeship Standard** published by Skills England: https://skillsengland.education.gov.uk/foundation-apprenticeships/FA0008
- **Catering and Hospitality Foundation Apprenticeship Assessment Plan** published by Skills England: https://skillsengland.education.gov.uk/foundation-apprenticeships/FA0008?view=assessment
- applicable Skills England requirements and guidance
- applicable Ofqual conditions, requirements and guidance

BIIAB Qualifications Ltd is recognised by Ofqual and retains responsibility for the design, setting, assessment controls, quality assurance and award of results, including where an approved centre administers, delivers or marks an assessment on its behalf.

Qualification Objective

This qualification assesses whether an apprentice has demonstrated the knowledge and skills required by the assessment outcomes in the Apprenticeship Assessment Plan and can apply them in occupationally relevant contexts.

Behaviours are verified separately by the employer as part of gateway to completion and do not contribute to the Apprenticeship Assessment grade.

Successful completion confirms that the apprentice has met all assessment outcomes and the required performance standard.

Key Information

Apprenticeship title	BIIAB Level 2 Foundation Apprenticeship Assessment for FA0008 Catering and Hospitality
Standard reference	FA0008
Occupational standard version/ Apprenticeship Assessment Plan version	V1.0
Typical apprenticeship duration	8 months
Mapped roles	Commis chef; production chef; food and beverage team member
Pathways or options	None
Off-the-job training requirements	Minimum hours for compliance: 187
Mandatory qualification(s)	None
Licence or professional registration	None
English and maths requirements	English and maths requirements must be met in line with the apprenticeship funding rules, where applicable. **English and Maths Development** Apprenticeship standards identify knowledge and skills that provide opportunities to support the development and application of English and maths within an occupational context. These are indicated by an asterisk in the Apprenticeship Assessment Plan.

	For this apprenticeship, the identified knowledge and skills are: **Knowledge:** K1, K3, K4, K5, K7, K9, K10 and K11 **Skills:** S3, S4, S5 and S7 This information is provided to help providers plan teaching and learning.
Assessment methods	Multiple-Choice Test, Observation with Q&A
Assessment method(s) permitted to be delivered by centres (if approved for delivery model)	Observation with Q&A
Order and timing of assessments	Assessments may be completed in any order and at appropriate points when the apprentice is ready and has acquired the knowledge and skills assigned to the method. It is recommended, but not mandatory, that the MCT is taken before the Observation with Q&A.
Overall grading scale	Each method is graded Pass or Fail Overall grade: Pass or Fail

Entry Requirements/Pre-requisites

This qualification is intended for employed apprentices undertaking the stated apprenticeship standard in roles that provide opportunities to develop and demonstrate the required knowledge, skills and behaviours. Apprentices must normally be aged 16 to 21 at the start of their apprenticeship.

Employers determine their own recruitment requirements.

Assessment Coverage and Readiness

Assessment Coverage

The assessments for this qualification cover all assessment outcomes and the knowledge and skills assigned to them in the relevant Apprenticeship Assessment Plan (AAP).

The Apprenticeship Assessment Plan identifies the mandatory knowledge and skills that must be assessed in every relevant assessment version. BIIAB Qualifications Ltd determines the appropriate coverage of the remaining knowledge and skills. In the case of Foundation Catering and Hospitality all knowledge and skills are mandatory.

A full mapping of the assessment outcomes, knowledge and skills, and their assessment methods is provided in the Appendix.

Mapped Roles

The Foundation Apprenticeship draws on the mapped occupations of commis chef, production chef and food and beverage team member. The Appendix identifies the occupation or occupations mapped to each knowledge and skill statement.

Providers must ensure that delivery of each knowledge and skill statement covers every occupation to which it is mapped, unless expressly stated otherwise. This breadth may be developed through a combination of on-the-job and off-the-job learning. The required level is that specified by the Foundation Apprenticeship, rather than the potentially higher level of competence required by the related occupational standards.

The occupational mappings define the breadth of learning and assessment preparation. Apprentices are not required to be assessed separately in every mapped occupation; assessment evidence may be drawn from one or more occupations, provided that all relevant assessment outcomes and knowledge and skill requirements are met.

Employer Verification of Behaviours

Employers are responsible for confirming that apprentices consistently demonstrate the required behaviours in the workplace.

This confirmation is separate from the graded assessment and is not assessed or quality assured by BIIAB Qualifications Ltd, however it is required for Gateway to Completion.

The following behaviours from the assessment plan are verified by employers, with the exception of **EB6**, which does not need to be confirmed by the employer but should form a key element of the apprentice's off-the-job training package:

Behaviours
EB1: Communicate and share information using verbal, non-verbal, written and digital methods.
EB2: Act in a professional manner including good time keeping and conduct.
EB3: Apply new learning and feedback to everyday practice.
EB4: Complete own work tasks and ask for help when needed.
EB5: Work with colleagues to contribute to team outcomes.
EB6: Seek ways to manage own financial, health and wellbeing needs using available resources.
EB7: Overcome challenges and adapt to changes at work.
EB8: Work in line with health, safety and environmental requirements

Assessment Readiness

Before an assessment takes place, the employer and provider must agree that the apprentice is ready to undertake the assessment, ensure they have acquired the relevant knowledge and skills assigned to the assessment method and that they have access to any required facilities, equipment and approved adjustments.

Assessment Methods

The sections below set out the key requirements for each assessment method. Where applicable, detailed delivery, marking and standardisation requirements are provided in the relevant method guide for centres approved to deliver or mark the method.

Each required assessment method must be passed before the Apprenticeship Assessment can be completed. Additional completion requirements are set out in the Gateway to Completion section.

Multiple-Choice Test

This method assesses the apprentice's underpinning knowledge and understanding of the requirements needed to work effectively and safely in a catering and hospitality environment.

It covers health and safety, food preparation, catering operations, customer service and communication. The detailed mapping is provided in the Appendix.

Duration or size of assessment	45 minutes
Number of tasks or questions	30 multiple-choice questions, each worth 1 mark. The apprentice will read each question and the four possible answers. They will then select one of the options that they think is correct. For each correct answer, the apprentice will receive one mark. For each incorrect answer the apprentice will receive zero marks.
Marks and grading approach	Apprentices must score a minimum of 18 out of 30, equivalent to 60%, to pass the exam.
Assessment location and resources required	The assessment is normally completed online in a suitable quiet location that is free from distractions. The apprentice must have access to a compatible device, a reliable internet connection and any equipment required for online invigilation.

Delivery format and availability	Online
Assessment conditions	This is a closed book assessment, meaning apprentices are unable to refer to any books or materials during the test. The test must be conducted under controlled conditions in a suitable environment, meaning a quiet room free from distraction and influence. It must be invigilated in accordance with BIIAB requirements. Online assessments will normally be remotely invigilated using approved proctoring software.
Assessment by approved centre permitted?	No. The assessment is set and marked by the Awarding Organisation. Providers may facilitate delivery but do not carry out assessment.
Grades available	Pass/fail.

Grading
A Pass is awarded where the apprentice scores **a minimum of 18 marks out of 30** on the test. A Fail is recorded where the Pass requirements are not met.

Observation with Q&A

This method assesses the apprentice's ability to apply the required knowledge and skills during occupationally relevant catering and hospitality activities. Questions allow the apprentice to explain their actions, clarify evidence observed and demonstrate their understanding.

It covers safe working, catering operations, food and beverage service, customer service and communication. The detailed mapping is provided in the Appendix.

Duration or size of assessment	2 hours (including up to 20 minutes for Q&A). A +/- 10% tolerance is permitted, where required.
Structure	The assessor will observe the apprentice carrying out occupationally relevant activities under normal working conditions. A minimum of three questions must be asked to confirm the apprentice's understanding, clarify evidence observed and explore the apprentice's actions and decisions. Follow-up questions may be used where necessary. Questions must not replace the direct observation of practical skills. The only exception is in the case of the following criteria: **OB10.1** *Deals with or escalates issues that impact service and customer experience appropriately, implementing any instructions given by a supervisor* (linked to S8). If a suitable naturally occurring opportunity does not arise, questioning may be used.

	The assessment must provide the apprentice with the opportunity to demonstrate all pass grading criteria specified in the Appendix. The assessment may be split between preparation and service activities but must be completed on the same day.
Marks and grading approach	All pass grading criteria detailed in the Appendix for this method must be achieved for a pass grade to be awarded.
Assessment location and resources required	The assessment must take place in the apprentice's workplace using suitable equipment and resources that are safe and in good working order. The assessor must complete an observation record, and the questions and answers must be audio-recorded in accordance with BIIAB requirements.
Delivery format and availability	In-person. The assessment will be conducted by a BIIAB Assessor or an approved Centre Assessor where the Centre is approved for the relevant delivery model.
Simulation	None permitted.
Assessment by approved centre permitted?	Yes, where the Centre and Centre Assessor are approved by BIIAB for the relevant delivery model.
Grades available	Pass/fail.

Grading
A Pass is awarded where all pass grading criteria are achieved. A Fail is recorded where the Pass requirements are not met.

Order and Timing of Assessments

There is no prescribed order for completing the assessment methods, although it is generally recommended that the Multiple-Choice Test is taken first as it assesses underpinning knowledge that apprentices may draw on during practical assessment. Assessments should be scheduled when the apprentice is ready and any method-specific requirements have been met.

Grading and Resits/Retakes

Overall Grading

Both assessment methods are graded Pass or Fail.

The apprentice must pass every assessment method/component to pass the Apprenticeship Assessment overall. Where the Pass standard is not met, the result is Fail.

Multiple-Choice Test	Observation with Q&A	Overall result
Fail	Fail	Fail
Pass	Fail	Fail
Fail	Pass	Fail
Pass	Pass	Pass

Resits and retakes

A **resit** is a further assessment attempt that does not require additional learning. A **retake** is a further assessment attempt following additional learning or training agreed by the apprentice, employer and provider.

The provider should discuss the most appropriate course of action with the apprentice and employer. Where a retake is required, the agreed additional learning or training must be recorded in an action plan.

An apprentice may resit or retake an assessment because they did not achieve a pass.

More than one resit or retake may be completed where necessary. However, the entire process must be completed within **six months** of the apprentice's **original assessment attempt.** This includes all further assessment attempts and any additional learning or training required for a retake.

In exceptional circumstances, an apprentice may apply for an extension under the special considerations policy. Where an extension is not approved, the apprentice's most recent grades will be submitted for certification by the end of the six-month period.

The Multiple-Choice Test resit/retake will feature a different set of questions. An Observation with Q&A resit/retake will require apprentices to be observed in full again and assessed against the full set of pass grading criteria.

Delivery and Quality Assurance

Assessment Delivery Models

The following models are permitted:

- Part Centre-assessed model
- Fully Awarding Organisation-assessed model

All assessments are developed and set by BIIAB Qualifications Ltd. Assessment must be delivered, marked and quality assured in accordance with this specification and the relevant supporting guides.

Part Centre-Assessed Model

Centres must be registered and approved by BIIAB Qualifications Ltd to deliver or mark assessment methods under this model. They must have appropriate processes, suitably qualified staff and effective quality-assurance arrangements in place.

Additional approval requirements may apply depending on the centre's existing status. The required approval and a current contract setting out the division of responsibilities must be in place before apprentices are registered.

Approved centres may assess the following method(s) only: Observation with Q&A

Fully Awarding Organisation-Assessed Model

Under this model, BIIAB Qualifications Ltd is responsible for delivering, marking and quality assuring all assessment methods.

Centres remain responsible for training and preparing apprentices for assessment and meeting any registration, booking and readiness requirements.

Roles and Staffing

Where a centre is approved to deliver or mark an assessment method, it must have suitably qualified assessors and internal quality assurers in place.

Assessor Requirements

Assessors are required to:

- be occupationally competent in the area they are assessing
- hold, or be working towards, a recognised assessor qualification, such as:
    - Level 3 Award in Assessing competence in the Work Environment
    - Level 3 Certificate in Assessing Vocational Achievement
    - A1 or D32/D33
- maintain up-to-date industry knowledge and competence and undertake continuing professional development (CPD)

Assessors must be independent of the apprentice's training and must not assess an apprentice they have directly taught or trained.

Internal Quality Assurer (IQA) requirements

Internal quality assurers must not quality assure their own assessment decisions. They must:

- be occupationally competent or have sufficient technical understanding to quality assure assessment decisions
- hold, or be working towards, an appropriate internal quality assurance qualification, such as:
    - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
    - Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
    - V1 or D34
- maintain up-to-date industry knowledge and competence and undertake continuing professional development (CPD)

Please note: Assessors and internal quality assurers working towards the required qualification must have their decisions countersigned by an appropriately qualified person until the qualification is achieved.

Internal Quality Assurance

Internal quality assurance must support valid, reliable and consistent assessment decisions.

Where a centre delivers or marks an assessment method, it must:

- have appropriately qualified staff in place
- internally quality assure centre-marked decisions before submission
- complete required standardisation
- retain the assessment and quality-assurance records required by BIIAB Qualifications Ltd.

Detailed requirements for centre delivery, internal quality assurance and standardisation are set out in the relevant **Assessment & Internal Quality Assurance Guide** for the method.

Where an assessment method is delivered and marked by BIIAB Qualifications Ltd, the applicable quality-assurance arrangements are managed by BIIAB Qualifications Ltd.

External Quality Assurance

Where a centre delivers or marks an assessment method, BIIAB Qualifications Ltd will carry out external quality assurance to confirm that requirements are being followed and standards are applied consistently, in line with our Centre Assessment Standards Scrutiny (CASS) arrangements.

External quality assurance may include monitoring of assessment delivery, sampling of assessment decisions, and review of centre processes and records.

Completion and Certification

Gateway to Completion

Gateway to Completion is the final checkpoint before an apprenticeship certificate can be requested.

Before completion can be confirmed:

- all required Apprenticeship Assessments must have been passed
- the minimum duration of the apprenticeship must have been met
- the employer must have verified the required behaviours using the relevant **Employer Behaviour Verification Form** and provided this to BIIAB Qualifications Ltd.
- the employer, in consultation with the provider, must be satisfied that the required occupational knowledge and skills have been attained
- English and maths requirements must have been met where applicable

Certification

On successful completion of the assessments and confirmation that the gateway-to-completion requirements have been met, and with the apprentice's permission, BIIAB Qualifications Ltd will request the apprenticeship certificate through the applicable government certification process.

Policies and Apprentice Support

Reasonable Adjustments & Special Considerations

Reasonable adjustments and special considerations are permitted, where appropriate, to ensure apprentices are not unfairly disadvantaged. Reasonable adjustments must be agreed in advance.

All reasonable adjustments and special considerations must be managed in line with BIIAB Qualifications Ltd's Reasonable Adjustments & Special Considerations policies, available from the website.

Adjustments and special considerations must not compromise the validity or reliability of the assessment or the assessment of the knowledge and skills set out in the Apprenticeship Assessment Plan (AAP) and this specification.

Complaints and Appeals

Complaints about services or administration, and appeals against assessment decisions, will be managed in accordance with the relevant BIIAB Qualifications Ltd policies, available from the website.

Malpractice, Maladministration, Authenticity and AI

Assessment evidence must be the apprentice's own. Cheating, plagiarism, collusion, falsification of evidence, impersonation, or prohibited or undeclared use of artificial intelligence may constitute malpractice.

AI may be used only where permitted by the assessment conditions and must be declared where required. An authenticity declaration must accompany submitted evidence where specified.

Maladministration includes any failure to follow the required assessment, administration or quality-assurance procedures.

Suspected or confirmed cases may affect results and will be managed in accordance with the BIIAB Qualifications Ltd Malpractice and Maladministration Policy, available to download from the website.

Documents, Support and Contacts

Supporting Documents

Document or resource	Location
This specification	Available to download from the website and ACE360
Apprenticeship Assessment Guide	Available to download from the website and ACE360
Specimen assessment materials	Available to all registered Providers through ACE360
Observation with Q&A: Assessment & Internal Quality Assurance Guide	Available to all Centres registered for the Centre-Assessment model.

Specimen materials illustrate the assessment format and expected demand. They do not disclose or predict live assessment content. Restricted materials must be handled in accordance with BIIAB Qualifications Ltd security requirements.

Language

The specification and associated assessment materials are in English only.

Version Control and Transition Arrangements

This assessment is subject to version control and may be updated following changes to the occupational standard, Apprenticeship Assessment Plan or applicable requirements.

Where a new version is introduced, BIIAB Qualifications Ltd will communicate the applicable transition arrangements.

Contact Details

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Appendix

Multiple-Choice Test

The Multiple-Choice Test will assess the following assessment criteria. The indicative content identifies the areas that may be covered in the test; therefore, apprentices should have knowledge and understanding of all listed areas.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Mapped Roles from Skills England	Assessment criteria	Amplification
AO1 Health, safety, compliance and inclusion Demonstrates understanding of, and compliance with, legal, regulatory and policy requirements including food safety and inclusion	**K9**	Legislation and organisational policies relating to equity, diversity, and inclusion in the workplace relevant to own role	Commis chef; Production chef; Food and beverage team member	**MCQ1.1** Recognise key legislative and organisational policy requirements relating to equity, diversity and inclusion relevant to own role and how they support an inclusive workplace.	**MCQ1.1 Key legislative and organisational requirements** – the Equality Act 2010, protected characteristics, reasonable adjustments and relevant organisational inclusion and reporting policies. Focus on practical application, not legislation dates or sections.
				MCQ1.2 Identify appropriate actions and behaviours that support an inclusive workplace.	**MCQ1.2 Appropriate actions and behaviours –** those that support fair and respectful treatment and inclusive communication, including importance of reporting or escalating inappropriate behaviour.
	K10	Health and safety legislation, regulations, guidelines, and procedures relevant to own role	Commis chef; Production chef; Food and beverage team member	**MCQ2.1** Identify key health and safety responsibilities, legislative requirements and procedures relevant to own role.	**MCQ2.1 Key health and safety responsibilities, legislative requirements and procedures** – the Health and Safety at Work etc. Act and practical requirements relevant to own activities, including risk management, safe use of equipment, hazardous substances and PPE, manual handling, fire safety, and reporting hazards or incidents. Focus on practical application, not legislation dates, sections or detailed reporting thresholds.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Mapped Roles from Skills England	Assessment criteria	Amplification
				MCQ2.2 Recognise why health and safety requirements and procedures must be followed.	**MCQ2.2 Why requirements must be followed –** the potential impact on self, others and the organisation.
				MCQ2.3 Recognise common workplace hazards and risks relevant to own role and appropriate controls.	**MCQ2.3 Common workplace hazards and risks –** catering and hospitality hazards such as slips, cuts, burns, manual handling, hazardous substances, equipment and fire, and appropriate action to control or report them.
	K11	Food safety, allergen, and hygiene legislation and procedures relevant to own role.	Commis chef; Production chef; Food and beverage team member	**MCQ3.1** Identify key food safety and hygiene requirements and procedures relevant to own role.	**MCQ3.1 Key food safety and hygiene requirements and procedures** – practical requirements relevant to own role, including personal hygiene and illness reporting; handwashing; cleaning and disinfection; prevention of contamination and cross-contamination; safe storage and separation; date checking; and relevant cooking, chilling, hot-holding and reheating controls. Focus on practical application, not legislation dates or sections
				MCQ3.2 Identify key allergen requirements and appropriate actions relevant to own role.	**MCQ3.2 Key allergen requirements and appropriate actions** – the 14 regulated allergens; allergen information requirements relevant to the food handled or served; use of approved information; prevention of allergen cross-contact; accurate communication; and appropriate action where information is unavailable or uncertain. Focus on practical application, not legislation dates or sections.
				MCQ3.3 Recognise why food safety, allergen and hygiene requirements and procedures must be followed.	**MCQ3.3 Why requirements and procedures must be followed** – the potential impact on customers, others and the organisation.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Mapped Roles from Skills England	Assessment criteria	Amplification
AO2 Catering skills Demonstrates knowledge and skills essential to working as part of a team to deliver catering services to business standards including food production and sustainable stock use.	**K1**	Correct knife, equipment, or technology for task and how to use effectively and efficiently.	Commis chef; Production chef	**MCQ4.1** Identify the correct knife, equipment or technology for different tasks.	**MCQ4.1 Correct knife, equipment or technology** – common types, uses and limitations relevant to the ingredient, task and production method, in line with workplace and manufacturer requirements.
				MCQ4.2 Recognise how knives, equipment and technology should be used safely, effectively and efficiently.	**MCQ4.2 Safe, effective and efficient use** – key checks, operating techniques, safety features, shutdown, cleaning and storage requirements relevant to the equipment and task.
	K2	Quality indicators in and seasonality of ingredients.	Commis Chef	**MCQ5.1** Recognise common quality indicators in ingredients and what they indicate.	**MCQ5.1 Common quality indicators –** appearance, colour, smell, texture, condition, packaging and date information, and what these indicate about freshness, damage, deterioration or spoilage.
				MCQ5.2 Recognise how seasonality affects ingredient availability, quality and selection.	**MCQ5.2 Seasonality** – when ingredients are naturally available or at their best, and how this can affect freshness, quality, price, menu choice and selection.
	K3	Methods of producing dishes to business standards.	None stated	**MCQ6.1** Identify methods used to produce dishes to business standards.	**MCQ6.1 Production methods**– common preparation methods, such as peeling, cutting, mixing and portioning, and cooking methods, such as boiling, steaming, baking, roasting, grilling and frying, where relevant to own role; and the recipe, specification, timing, portion, presentation and temperature requirements they must meet.
				MCQ6.2 Recognise how following appropriate production methods helps dishes meet business standards.	**MCQ6.2 Meeting business standards** – how appropriate production methods affect the consistency, quality, safety, presentation, timing and efficient use of ingredients when producing dishes.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Mapped Roles from Skills England	Assessment criteria	Amplification
	K4	Methods of weighing, measuring, and scaling.	Commis Chef	**MCQ7.1** Identify appropriate methods and equipment for weighing and measuring ingredients.	**MCQ7.1 Weighing and measuring methods and equipment** – use of scales, measuring jugs, measuring spoons and portioning tools; appropriate units; tare or zero functions; and accurate reading of measurements.
				MCQ7.2 Recognise how ingredient or recipe quantities are scaled accurately and why this is important.	**MCQ7.2 Scaling quantities** – increasing or reducing ingredient or recipe quantities using straightforward calculations and conversions, checking accuracy, and how scaling affects consistency, portions, quality and efficient use of ingredients.
	K5	Sustainable stock use and rotation methods that minimise waste.	Commis chef; Production chef	**MCQ8.1** Identify common stock-use and rotation methods.	**MCQ8.1 Stock-use and rotation methods** – FIFO (first in, first out) and FEFO (first expired, first out), including how date checks, labelling, storage and stock positioning support stock being used in the correct order.
				MCQ8.2 Recognise actions that support sustainability and minimise waste in own role.	**MCQ8.2 Sustainability and waste reduction –** practical actions within own role relating to the responsible use of food, energy, water and materials, appropriate storage and portioning, and following organisational waste procedures.
AO3 Customer experience and communication Demonstrates knowledge and skills essential to	**K6**	Business standards for the service of food and beverages.	Food and beverage team member	**MCQ9.1** Identify business standards relevant to the service of food and beverages.	**MCQ9.1 Business standards for food and beverage service** – requirements for personal and service-area presentation, accurate and timely service, food and beverage presentation and temperature, customer care and following organisational procedures

Assessment Outcome	K/S ref.	Knowledge or skill statement	Mapped Roles from Skills England	Assessment criteria	Amplification
serving food and beverages and maintaining a positive customer experience including communication.	**K7**	Methods of communication with customers and how to tailor communication to different situations and customer needs.	Food and beverage team member	**MCQ10.1** Recognise appropriate and effective methods of communicating with customers.	**MCQ10.1 Customer communication methods –** verbal, non-verbal, written and digital communication, including how language, tone, listening, questioning and checking understanding support effective customer interactions.
				MCQ10.2 Recognise how communication should be tailored to different situations and customer needs.	**MCQ10.2 Tailoring communication –** how communication methods and techniques are adapted to the customer, situation, accessibility requirements and individual communication needs.
	K8	Methods of dealing with or escalating feedback, complaints or issues that impact service to maintain a positive customer experience.	Commis chef; Production chef; Food and beverage team member	**MCQ11.1** Recognise when and how to deal with or escalate feedback, complaints and service issues to maintain a positive customer experience using appropriate methods.	**MCQ11.1 Dealing with or escalating feedback, complaints and service issues** – appropriate methods for responding professionally, taking action within own authority, recognising when escalation is required and following organisational procedures.

Observation with Q&A

The apprentice will be assessed against all pass grading criteria below. All pass grading criteria must be achieved to pass the assessment.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Mapped Roles from Skills England	Pass grading criteria	Amplification
AO1 Health, safety, compliance and inclusion Demonstrates understanding of, and compliance with, legal, regulatory and policy requirements including food safety and inclusion	**S9**	Complies with health and safety legislation, regulations, guidelines, and procedures relevant to own role.	Commis chef; Production chef; Food and beverage team member	**OB1.1** Carries out activities reliably in line with health and safety legislation, regulations, guidelines and procedures relevant to own role.	**OB1.1 Health and safety legislation, regulations, guidelines and procedures** – those relevant to the activities being carried out, such as safe use of equipment and substances, manual handling, fire safety, use of PPE and reporting hazards, accidents or incidents.
	S10	Applies food safety, hygiene and allergen handling techniques relevant to own role.	Commis chef; Production chef; Food and beverage team member	**OB2.1** Applies appropriate food safety, hygiene and allergen-handling techniques effectively throughout relevant activities.	**OB2.1 Food safety, hygiene and allergen-handling techniques** – personal hygiene and handwashing; cleaning and disinfection; preventing contamination, cross-contamination and allergen cross-contact; safe storage and separation; date and temperature controls; and escalating uncertainty about allergens.
AO2 Catering skills Demonstrates knowledge and skills essential to working as part of a team to deliver catering services to business standards including	**S1**	Selects correct knife, equipment, or technology for task.	Commis chef; Production chef	**OB3.1** Selects the correct knife, equipment or technology for the task.	**OB3.1 Correct knife, equipment or technology –** appropriate to the ingredient, task and production method, which may include commonly used preparation knives, manual or electrical preparation equipment, temperature probes and controls on cooking equipment relevant to the workplace.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Mapped Roles from Skills England	Pass grading criteria	Amplification
food production and sustainable stock use.	**S2**	Uses knives, equipment or technology effectively and efficiently.	Commis chef; Production chef	**OB4.1** Uses knives, equipment or technology effectively and efficiently.	**OB4.1 Effectively and efficiently –** uses appropriate techniques and controls to achieve the required result without avoidable delay, damage, repetition or waste.
	S3	Contributes to the production of dishes to business standards as part of a team.	None stated.	**OB5.1** Contributes effectively as part of a team to the production of dishes in line with business standards.	**OB5.1 Business standards** – the organisation's requirements for the dish, such as recipe or specification, quality, portion size, presentation, temperature, timing and food safety.
	S4	Weighs, measures, and scales ingredients.	Commis Chef	**OB6.1** Weighs, measures and scales ingredients accurately for the task.	**OB6.1 Scales ingredients –** increases or reduces recipe quantities where required and accurately weighs or measures the adjusted amounts.
	S5	Undertakes sustainable stock use, storage, and rotation under supervision.	Commis chef; Production chef	**OB7.1** Uses, stores and rotates stock sustainably under supervision.	**OB7.1 Sustainably under supervision** – follows instructions to use stock in the correct order, store and rotate it appropriately and minimise avoidable waste.
AO3 Customer experience and communication Demonstrates knowledge and skills	**S6**	Serves food and beverages to individual business standards as part of a team.	Food and beverage team member	**OB8.1** Serves food and beverages effectively as part of a team in line with the organisation's business standards.	**OB8.1 Business service standards** - the organisation's requirements for service, such as order accuracy, portions, presentation, service temperature, sequence, timing and customer care.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Mapped Roles from Skills England	Pass grading criteria	Amplification
essential to serving food and beverages and maintaining a positive customer experience including communication.	**S7**	Tailors communication techniques to meet customer needs and build rapport.	Food and beverage team member	**OB9.1** Tailors communication techniques appropriately to meet customer needs and build rapport.	**OB9.1 Communication techniques** – appropriate use of language, tone, pace, volume, body language, active listening, questioning and checking understanding, adapted to the customer, situation and any accessibility or individual communication needs.
	S8	Deals with or escalates issues that impact service and customer experience, and implements any instructions given by supervisor.	Commis chef; Production chef; Food and beverage team member	**OB10.1** Deals with or escalates issues that impact service and customer experience appropriately, implementing any instructions given by a supervisor	**OB10.1 Issues** – situations affecting service or customer experience, such as incorrect or delayed orders, unavailable items, quality concerns, customer feedback or complaints, allergen concerns or disruption to service.