Qualification Specification

600/4414/7

iCQ Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (RQF)

Qualification Details

Title	iCQ Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (RQF)
Awarding Organisation	iCan Qualifications Limited
Fees Price List Url	https://icanqualify.net
Qualification Type	RQF
Qualification Sub Type	None
Qualification Level	Level 2
Qualification Sub Level	None
EQF Level	Level 3
Regulation Start Date	19-Jan-2012
Operational Start Date	01-Feb-2012
Offered In England	Yes
Offered In Wales	Yes
Offered In Northern Ireland	Yes
Assessment Language In English	Yes
Assessment Language In Welsh	No
Assessment Language In Irish	No
SSA	7.4 Hospitality and Catering
Purpose	B. Prepare for further learning or training and/or develop knowledge and/or skills in a subject area
Sub Purpose	B2. Develop knowledge and/or skills in a subject area
Total Credits	16
Min Credits at/above Level	11
Minimum Guided Learning Hours	110
Maximum Guided Learning Hours	153
Total Qualification Time	160
Diploma Guided Learning Hours	110
Barring Classification Code	ZZZZ
Overall Grading Type	Pass
Assessment Methods	E-assessment, Portfolio of Evidence
Structure Requirements	To gain this qualification, learners must attain a minimum of 16 credits. Of the 16 credits, 8 credits must be attained by completing the mandatory units in Group A. Of the remaining 8 credits, at least 2 credits must be attained from optional Groups B and C (minimum of 1 credit from each group). The remaining 6 credits may be attained from optional Groups B, C or D
Age Ranges	Pre-16 : Yes; 16-18 : Yes; 18+ : No; 19+ : Yes
Qualification Objective	This qualification is for those who wish to develop their knowledge and understanding of the Food and Beverage Service role within the hospitality industry

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OAG) Over-arching Group	**Yes**	0	0	0	16	0
└A) Group A - Mandatory units	**Yes**	5	5	0	8	8
OG) Optional Groups	**Yes**	0	0	0	8	0
└B) Group B - Optional units	**Yes**	4	1	0	1	0
└C) Group C - Optional Units	**Yes**	5	1	0	1	0
└D) Groups D - Optional Units	No	10	1	0	0	0

Group A Group A - Mandatory units

URN	Title	Level	GLH	Credit
D/600/0617	Giving Customers a Positive Impression	2	18	2
H/502/0132	Food safety in catering	2	9	1
R/600/0615	Safe, Hygienic and Secure Working Environments in Hospitality	1	16	2
T/600/1059	Principles of Customer Service in Hospitality Leisure Travel and Tourism	2	10	1
Y/600/0616	Effective Teamwork	1	19	2

Group B Group B - Optional units

URN	Title	Level	GLH	Credit
A/502/8298	Principles of Providing a Silver Service	2	8	1
M/502/8296	Principles of Providing a Buffet and Carvery Service	2	6	1
T/502/8297	Principles of Providing a Counter and Takeaway Service	1	6	1
T/600/0624	Service of Food at Table	2	10	1

Group C Group C - Optional Units

URN	Title	Level	GLH	Credit
D/502/8309	Principles of Preparing and Serving Hot Drinks Using Specialist Equipment	2	10	2
H/502/8327	Principles of Preparing and Serving Dispensed and Instant Hot Drinks	2	6	1
J/600/0627	Service of Alcoholic and Non-Alcoholic Drinks	2	10	1
M/502/8265	Principles of Preparing and Serving Wines	2	15	2
Y/502/8308	Principles of Preparing and Serving Cocktails	2	8	1

Group D Groups D - Optional Units

URN	Title	Level	GLH	Credit
A/502/8317	Principles of Resolving Customer Service Problems	2	10	2
F/600/0626	Preparation and Clearing of Service Areas	2	26	3
J/502/8319	Principles of Cleaning Drink Dispense Lines	2	12	2
K/502/8314	Principles of Maintaining Customer Service Through Effective Handover	2	15	2
L/600/1133	Dealing with Payments	2	9	1
M/502/8315	Principles of Receiving, Storing and Issuing Drinks Stock	2	6	1
R/502/8260	Principles of Preparing and Clearing Areas for Table Service	2	15	2
R/502/8307	Principles of Maintaining Cellars and Kegs	2	12	2
Y/502/8261	Principles of Preparing and Clearing Bar Areas	2	15	2
Y/502/8311	Principles of Promoting Additional Services or Products to Customers	2	10	2

Qualification Framework	: RQF
Title	: Giving Customers a Positive Impression
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 18
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/600/0617 : Giving Customers a Positive Impression

Know how to establish positive relationships with customers	
Assessment Criterion - The learner can:	
01.01	Identify the importance of correct appearance and behaviour
01.02	Describe the importance of recognising customer needs and expectations
01.03	State the importance of product knowledge when relating to customers
01.04	Identify signs of when a customer is angry or confused
Understand why organisations have standards and procedures	
02.01	Describe the legal frameworks by which organisations provide goods and services to customers
02.02	State the importance of contractual agreements that customers have with organisations
02.03	State the importance of codes of practice and standards that affect the way products and services are delivered to customers
Know how to communicate information to customers	
03.01	State why there are limits to an individuals responsibilities when dealing with customers
03.02	State the importance of clear, polite and confident communication
03.03	Identify different methods of communication
03.04	Describe when the different methods of communication are used

Qualification Framework	: RQF
Title	: Food safety in catering
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 9
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/502/0132 : Food safety in catering

Understand how individuals can take personal responsibility for food safety	
Assessment Criterion - The learner can:	
01.01	Outline the importance of food safety procedures, risk assessment, safe food handling and behaviour
01.02	Describe how to report food safety hazards.
01.03	Outline the legal responsibilities of food handlers and food business operators
Understand the importance of keeping him/herself clean and hygienic	
02.01	Explain the importance of personal hygiene in food safety including its role in reducing the risk of contamination
02.02	Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds
Understand the importance of keeping the work areas clean and hygienic	
03.01	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
03.02	State how work flow, work surfaces and equipment can reduce contamination risks and aid cleaning
03.03	Outline the importance of pest control
Understand the importance of keeping food safe	
04.01	State the sources and risks to food safety from contamination and cross contaminationto include microbial, chemical, physical and allergenic hazards.
04.02	Explain how to deal with food spoilage including recognition, reporting and disposal
04.03	Describe safe food handling practices and procedures for storing, preparing, cooking, chilling, reheating, holding,serving and transporting food
04.04	Explain the importance of temperature controls when storing, preparing, cooking, chilling, reheating, holding,serving and transporting food
04.05	Describe stock control procedures including deliveries, storage, date marking and stock rotation

Qualification Framework	: RQF
Title	: Safe, Hygienic and Secure Working Environments in Hospitality
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 16
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/600/0615 : Safe, Hygienic and Secure Working Environments in Hospitality

Know their personal responsibilities under the Health and Safety at Work Act	
Assessment Criterion - The learner can:	
01.01	State personal responsibility for health and safety when in the workplace
01.02	Identify the importance of following safety procedures in the workplace
01.03	State reporting procedures in the case of personal illness
2: Know why it is important to work in a safe and hygienic way	
02.01	State why it is important to maintain good personal hygiene
02.02	State why correct clothing, footwear and headgear should be worn at all times
02.03	State why, and to whom, accidents and near accidents should be reported.
02.04	Describe safe lifting and handling techniques thatmust be followed
02.05	State why it is important to report all unusual/non-routine incidents to the appropriate person
3: Know about hazards and safety in the workplace	
03.01	Identify the types of common hazards found in the workplace
03.02	Identify types of emergencies that may happen in the workplace
03.03	Describe why first aid procedures should be in place
03.04	Identify possible causes of fire in the workplace
03.05	Describe Fires Safety procedures
03.06	Describe security procedures

Qualification Framework	: RQF
Title	: Principles of Customer Service in Hospitality Leisure Travel and Tourism
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/600/1059 : Principles of Customer Service in Hospitality Leisure Travel and Tourism

Understand the importance to the organisation in providing excellent customer service in the hospitality, leisure, travel and tourism industries	
Assessment Criterion - The learner can:	
01.01	Describe the role of the organisation in relation to customer service
01.02	Identify the characteristics and benefits of excellent customer service
01.03	Give examples of internal and external customers in the industries
01.04	Describe the importance of product knowledge and sales to organisational success
01.05	Describe the importance of organisational procedures for customer service
Understand the role of the individual in delivering customer service in the hospitality, leisure, travel and tourism industries	
02.01	Identify the benefits of excellent customer service for the individual
02.02	Describe the importance of positive attitude, behaviour and motivation in providing excellent customer service
02.03	Describe the importance of personal presentation within the industries
02.04	Explain the importance of using appropriate types of communication
02.05	Describe the importance of effective listening skills
Understand the importance of customers needs and expectations in the hospitality, leisure, travel and tourism industries	
03.01	Identify what is meant by customer needs and expectations in the industries
03.02	Identify the importance of anticipating and responding to varying customers needs and expectations
03.03	Describe the factors that influence the customers choice of products and services
03.04	Describe the importance of meeting and exceeding customer expectations
03.05	Describe the importance of dealing with complaints in a positive manner
03.06	Explain the importance of complaint handling procedures

Qualification Framework	: RQF
Title	: Effective Teamwork
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 19
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/600/0616 : Effective Teamwork

Know how to organise their own work	
Assessment Criterion - The learner can:	
01.01	State the order of work to complete a task
01.02	Describe situations when it is appropriate to ask for help
01.03	Describe situations when it is appropriate to help and support others
01.04	State the importance of working to deadlines
01.05	State why it is important to follow instructions accurately
01.06	State the importance of keeping work areas clean and tidy
Know how to support the work of a team	
02.01	State the benefits of helping team members
02.02	State the importance of passing information to the relevant people
02.03	State the importance of clear communication
02.04	Describe ways to maintain good working relationships in a team
02.05	State problems in working relationships that should be reported to line managers
Know how to contribute to their own learning and development	
03.01	List benefits of self development
03.02	State the importance of feedback from team members
03.03	Describe how a learning plan could improve aspects of work
03.04	List types of activities that help learning

Qualification Framework	: RQF
Title	: Principles of Providing a Silver Service
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 8
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/502/8298 : Principles of Providing a Silver Service

Understand how to silver serve food	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices when providing a silver service
01.02	Explain the importance of being familiar with the available menu items
01.03	Describe the operational procedures for serving courses
01.04	Describe the types of unexpected situations that might occur when providing silver service
Know how to clear finished courses when providing a silver service	
02.01	Describe safe and hygienic working practices when clearing finished courses
02.02	Describe procedures for clearing finished courses
02.03	Describe the hygiene aspects of clearing tables
02.04	Describe the types of unexpected situations that might occur when clearing courses

Qualification Framework	: RQF
Title	: Principles of Providing a Buffet and Carvery Service
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 6
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/502/8296 : Principles of Providing a Buffet and Carvery Service

Know how to prepare and maintain a buffet and carvery display	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices when preparing and maintaining a buffet or carvery display
01.02	Describe procedures for maintaining dining service areas and service equipment
01.03	State the importance of checking table items for damage and cleanliness before service
01.04	Describe the types of unexpected situations that might occur when preparing and maintaining a buffet or carvery
Know how to serve and assist customers at a buffet and carvery display	
02.01	Describe safe and hygienic working practices when maintaining dining area and serving customers at a buffet or carvery display
02.02	State the importance of giving accurate information to customers when serving food items
02.03	State the importance of controlling portions when serving customers
02.04	Describe the types of unexpected situations that might occur when serving customers from a buffet or carvery display

Qualification Framework	: RQF
Title	: Principles of Providing a Counter and Takeaway Service
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 6
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/502/8297 : Principles of Providing a Counter and Takeaway Service

Know how to serve customers at the counter	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices for serving customers and its importance
01.02	State the importance of controlling portions when serving customers
01.03	State the importance of giving accurate information to customers
01.04	Describe the types of unexpected situations that might occur when serving customers
Know how to maintain counter and service areas	
02.01	Describe safe and hygienic working practices for clearing counter and service areas
02.02	State the importance of keeping counter preparation areas and dining areas tidy and free from rubbish and food debris throughout the service
02.03	State the importance of maintaining a constant stock of service items
02.04	Describe the types of unexpected situations that might occur when clearing away

Qualification Framework	: RQF
Title	: Service of Food at Table
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: T/600/0624 : Service of Food at Table

Know how to greet customers and take orders	
Assessment Criterion - The learner can:	
01.01	State the importance of greeting customers appropriately
01.02	State the importance of giving accurate menu information
01.03	Describe how to provide appropriate assistance to customers with different needs
01.04	Describe how to respond to types of unexpected situations that may occur when greeting customers and dealing with their orders
Know how to serve customers in a dining area	
02.01	Describe safe and hygienic working practices when serving customers orders
02.02	List correct condiments, accompaniments and service equipment for different menu items
02.03	State the importance of arranging and presenting food in line with menu specifications
02.04	State the importance of maintaining the dining and service area
02.05	Describe how to respond to types of unexpected situations that may occur when serving food at table

Qualification Framework	: RQF
Title	: Principles of Preparing and Serving Hot Drinks Using Specialist Equipment
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/502/8309 : Principles of Preparing and Serving Hot Drinks Using Specialist Equipment

Know how to prepare work area and equipment for service	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices when preparing work area and equipment for service
01.02	State the importance of having drink, ingredients and accompaniments available and ready for immediate use
01.03	State the importance of checking all work areas and service equipment for damage before taking orders
01.04	Describe the types of unexpected situation that might occur when preparing work areas and equipment for the preparation of hot drinks
Know how to prepare and serve hot drinks using specialist equipment	
02.01	Describe safe and hygienic working practices when preparing and serving hot drinks and maintaining hot drink making equipment
02.02	Describe the techniques for mixing and preparing different types of beverages
02.03	State the importance of keeping customer and service areas clean, tidy and free from rubbish and used equipment
02.04	Describe the types of unexpected situation that might occur when preparing and serving hot drinks and maintaining hot drinks equipment

Qualification Framework	: RQF
Title	: Principles of Preparing and Serving Dispensed and Instant Hot Drinks
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 6
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/502/8327 : Principles of Preparing and Serving Dispensed and Instant Hot Drinks

Know how to prepare work area and equipment for service	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices when preparing the work area and equipment for service
01.02	Describe the importance of having drink ingredients and accompaniments available and ready for immediate use
01.03	Describe the importance of checking all work areas and service equipment for damage before taking orders
01.04	Describe the types of unexpected situation that might occur when preparing work areas and equipment for the preparation of hot drinks
Know how to prepare and serve instant hot drinks	
02.01	Describe safe and hygienic working practices when preparing and serving hot drinks
02.02	State the importance of giving accurate information about products to customers
02.03	Identify the techniques for mixing and preparing different types of beverages
02.04	State the importance of keeping customer and service areas clean, tidy and free from rubbish and used equipment

Qualification Framework	: RQF
Title	: Service of Alcoholic and Non-Alcoholic Drinks
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/600/0627 : Service of Alcoholic and Non-Alcoholic Drinks

Know how to take customer orders	
Assessment Criterion - The learner can:	
01.01	State the importance of serving customers in order of arrival where possible
01.02	Identify the importance of accuracy when taking drink orders
01.03	Describe how to respond to a customer who might have special requirements
01.04	Describe different service styles that can be used when serving drinks
01.05	State how to deal with violent / disorderly customers
Know how to serve alcoholic and non-alcoholic drinks	
02.01	State the importance of checking glassware for damage
02.02	State the correct temperature for storing and serving the range of drinks offered within the operation
02.03	Describe how to serve different drinks including bottled drinks, draft beers, free pouring and optic based
02.04	State appropriate types of glass for serving different drinks
Know the appropriate legislation that relates to the serving of alcoholic drinks	
03.01	Describe the implications of current relevant legislation relating to licensing, weights and measures
03.02	Identify when a customer should not be served with alcohol
03.03	Describe how to respond to someone who might be under the influence of drugs or buying/selling drugs

Qualification Framework	: RQF
Title	: Principles of Preparing and Serving Wines
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/502/8265 : Principles of Preparing and Serving Wines

Know how to prepare service areas, equipment and stock for wine service	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices when preparing service areas, equipment and stock for wine service
01.02	Identify equipment and glassware needed for different types of wine
01.03	Identify suitable temperatures for the storage of different types of wine
01.04	Describe procedures for preparing service areas, equipment and stock
01.05	Describe the types of unexpected situations that might happen when preparing service areas
Know how to promote and serve wines to meet relevant legislation and customer needs	
02.01	State current relevant legislation relating to the sale of wine
02.02	State the importance of maximising sales through up-selling and how to do this
02.03	Describe how to interpret the wine label information
02.04	Identify what factors to consider when providing advice to customers on choice of wine
02.05	Outline under what circumstances customer must not be served with alcohol
Know how to present and serve wine to meet relevant legislation and customer needs	
03.01	State relevant licensing weights, measures and trades description legislation
03.02	Identify glassware and handling procedures used in the service of different types of wine
03.03	Identify the recommended temperatures for the storage of different types of wine during service
03.04	Describe the correct method of service for white, red, rose and sparkling wines
03.05	Describe the types of unexpected situations that might occur when serving wine

Qualification Framework	: RQF
Title	: Principles of Preparing and Serving Cocktails
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 8
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/502/8308 : Principles of Preparing and Serving Cocktails

Know how to prepare service areas and equipment for serving cocktails	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices when preparing areas and equipment for making cocktails
01.02	State the importance of keeping preparation areas and equipment hygienic when preparing cocktails
01.03	State the importance of having all the ingredients ready before preparing cocktails
01.04	Describe the types of unexpected situations that might occur when preparing areas and equipment to make cocktails
Know how to prepare and serve cocktails	
02.01	Outline the different ingredients that can be used when mixing cocktails
02.02	Describe the different methods used to mix cocktails
02.03	State current relevant legislation relating to licensing and weights and measures legislation
02.04	Describe safe and hygienic working practices when preparing and serving cocktails
02.05	State the importance of following safe working practices when preparing and serving cocktails
02.06	State the importance of offering customers accurate information
02.07	Describe the types of unexpected situations that might happen when preparing and serving cocktails

Qualification Framework	: RQF
Title	: Principles of Resolving Customer Service Problems
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/502/8317 : Principles of Resolving Customer Service Problems

Know about customer service problems	
Assessment Criterion - The learner can:	
01.01	Describe how to respond to a customer service problem when it is raised
01.02	State the importance of recognising repeated problems and alerting the appropriate person
01.03	State the importance of sharing customer feedback with others to identify potential problems before they happen
01.04	Identify options for resolving a customer service problem
01.05	State the importance of keeping the customer fully informed about what is happening to resolve the problem
Know how to resolve customer service problems	
02.01	Describe organisational procedures and systems for dealing with customer service problems
02.02	Describe how to resolve potentially difficult situations
02.03	Describe how to negotiate with others to resolve problems
02.04	Describe the limitations of what can be offered to a customer to resolve a problem
02.05	Describe types of action that may make a customer problem worse and that should be avoided

Qualification Framework	: RQF
Title	: Preparation and Clearing of Service Areas
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 26
Unit Credit Value	: 3
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/600/0626 : Preparation and Clearing of Service Areas

Know how to prepare service areas and equipment for food and drink service	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices for preparing service areas and equipment
01.02	Describe procedures for maintaining food service items and equipment
01.03	Describe the procedures for maintaining drink service items and equipment
01.04	State the importance of correct handling and disposal of waste
01.05	Describe how to respond to types of unexpected situations that may occur during preparation of service areas
Know how to prepare customer areas for food and drink service	
02.01	Describe safe and hygienic working practices when preparing customer dining areas for table service
02.02	State the importance of checking customer areas before service
02.03	State the importance of checking environmental controls before service
02.04	Describe how to respond to types of unexpected situations that may occur when preparing customer dining areas
Know how to clear food and drink service areas after service	
03.01	Describe safe and hygienic working practices when clearing service areas
03.02	State the importance of procedures to be followed after service
03.03	Describe how to respond to types of unexpected situations that may occur when clearing service areas
Know how to clean and store glassware	
04.01	Describe safe and hygienic working practices when handling glassware, cleaning equipment and materials
04.02	State the importance of correct handling of glassware
04.03	Describe the procedure for disposing of broken glass
04.04	Describe how to respond to types of unexpected situations that may occur when handling and cleaning glassware

Qualification Framework	: RQF
Title	: Principles of Cleaning Drink Dispense Lines
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 12
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/502/8319 : Principles of Cleaning Drink Dispense Lines

Know how to clean drink dispense lines to the correct standard	
Assessment Criterion - The learner can:	
01.01	State current legislation regarding safe and hygienic working practices when cleaning drink dispense lines
01.02	Identify dangers of mishandling kegs and gas cylinders
01.03	State the importance of testing on-line beverages after cleaning pipes and lines
01.04	Describe procedures for cleaning and maintaining post-mix dispense systems
01.05	Describe the types of unexpected situations that may occur when cleaning lines
Know how to safely use cleaning agents and equipment	
02.01	State current legislation regarding the use of cleaning agents and equipment
02.02	Outline health and safety issues when working with line cleaning chemicals
02.03	State the importance of checking that cleaning agents are correctly diluted
02.04	Identify equipment needed to clean drink dispense lines
02.05	Describe the types of unexpected situations that may occur when using cleaning agents and equipment

Qualification Framework	: RQF
Title	: Principles of Maintaining Customer Service Through Effective Handover
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: K/502/8314 : Principles of Maintaining Customer Service Through Effective Handover

Know about responsibilities in a customer service team	
Assessment Criterion - The learner can:	
01.01	Identify services or products that rely on effective teamwork
01.02	Identify customer service delivery process stages that rely on exchange of information between self and colleagues
01.03	Describe the importance of agreeing how information should be exchanged with colleagues to enable completion of customer service actions
01.04	Describe ways of retaining information when passing responsibility to colleagues for completing a customer service action
Know how to follow up customer service actions	
02.01	State the importance of checking that a customer service action has been completed
02.02	State the importance of knowing all details of customer service actions that colleagues were due to complete
02.03	State the importance of asking colleagues about the outcome of completing the customer service action as agreed
02.04	Describe how to review the way customer service actions are shared with colleagues
Know how to maintain customer service through effective handover	
03.01	Describe appropriate customer service procedures for the delivery of services or products
03.02	State the importance of passing responsibility to appropriate colleagues for completing particular customer service actions
03.03	State the importance of carefully checking with a colleague whether the expected customer service actions have been completed
03.04	Know how to review the way customer service actions are shared in customer service processes

Qualification Framework	: RQF
Title	: Dealing with Payments
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 9
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: L/600/1133 : Dealing with Payments

Know how to set up a payment point	
Assessment Criterion - The learner can:	
01.01	Identify the materials needed to set up and maintain a payment point
01.02	State the importance of having procedures for collecting the contents of the payment point
Know how to operate a payment point	
02.01	Describe the correct procedures for handling payments
02.02	State the importance of reporting errors that may occur during payment
02.03	Identify security procedures for handling cash and other types of payments
02.04	State the legal requirements for operating a payment point when taking payments from customers
Know the problems that may occur at the payment point	
03.01	Describe the types of problems that might happen when dealing with a payment
03.02	state the importance of telling the customer about any delays during the payment process

Qualification Framework	: RQF
Title	: Principles of Receiving, Storing and Issuing Drinks Stock
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 6
Unit Credit Value	: 1
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/502/8315 : Principles of Receiving, Storing and Issuing Drinks Stock

Know how to receive drinks deliveries	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices when receiving drinks deliveries
01.02	State the importance of securing receiving areas from unauthorised access
01.03	State the importance of checking that deliveries match the order and delivery documentation
01.04	Identify what documentation must be retained for records
01.05	Describe the types of unexpected situations that might occur when receiving drinks stock
Know how to store and issue drinks stock	
02.01	Describe safe and hygienic working practices when storing and issuing drinks
02.02	State the importance of securing storage areas from unauthorised access at all times
02.03	State the importance of following correct storage and rotation procedures and maintaining a minimum stock of drink items
02.04	State the importance of receiving the correct documentation before stock is issued
02.05	Describe the types of unexpected situations that might occur when storing and issuing drinks

Qualification Framework	: RQF
Title	: Principles of Preparing and Clearing Areas for Table Service
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/502/8260 : Principles of Preparing and Clearing Areas for Table Service

Know how to prepare service areas and equipment for table service	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices when preparing areas and equipment for table service
01.02	Describe procedures for storage and stock rotation of food service items
01.03	Describe procedures for maintaining service equipment
01.04	Describe the types of unexpected situations that might occur when preparing service areas and equipment
Know how to prepare customer and dining areas for table service	
02.01	Describe safe and hygienic working practices when preparing customer dining areas for table service
02.02	State the importance of checking table items and menus before service
02.03	State the importance of checking heating/air conditioning/ventilation and lighting before use when preparing customer dining areas for table service
02.04	Describe the types of unexpected situations that might occur when preparing customer dining areas
Know how to clear dining and service areas after table service	
03.01	Describe safe and hygienic working practices when clearing dining and service areas
03.02	Describe the procedures for handling and disposing of waste correctly
03.03	Identify the security procedures that should be followed
03.04	Describe the types of unexpected situations that might occur when clearing dining and service areas

Qualification Framework	: RQF
Title	: Principles of Maintaining Cellars and Kegs
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 12
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: R/502/8307 : Principles of Maintaining Cellars and Kegs

Know how to maintain cellars	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic practices when maintaining cellars
01.02	State the importance of following specific security procedures for going in and out of the cellar
01.03	State the importance of securing cellars against unauthorised access at all times
01.04	State the importance of keeping the cellar clean and tidy and at a recommended temperature at all times
01.05	Describe the types of unexpected situations that might happen when maintaining cellars
Know how to prepare kegs and gas for use	
02.01	Describe safe and hygienic working practices when preparing kegs and gas cylinders for use and dealing with mixed gases
02.02	State the importance of turning off the gas supply before disconnecting the keg
02.03	Describe how to tell if stock is out of condition
02.04	State the importance of checking date stamp on stock
02.05	Describe the types of situations that might happen when preparing kegs and gas cylinders

Qualification Framework	: RQF
Title	: Principles of Preparing and Clearing Bar Areas
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/502/8261 : Principles of Preparing and Clearing Bar Areas

Know how to prepare customer and service areas	
Assessment Criterion - The learner can:	
01.01	Describe safe and hygienic working practices when preparing customer and service areas
01.02	State the importance of securing service areas from unauthorised access at all times
01.03	Describe the procedures for maintaining service and electrical equipment
01.04	State the importance of following correct storage procedures and maintaining constant stocking, restocking and rotating of drinks and accompaniments
01.05	Describe the types of unexpected situations that may occur when preparing the customer and service areas
Know how to clear customer and service areas	
02.01	Describe safe and hygienic working practices when clearing customer and service areas
02.02	State the importance of turning off selected electrical equipment after service
02.03	State the importance of securing service areas from unauthorised access after service
02.04	State the importance of following correct storage procedures for food and drink stocks
02.05	Describe the types of unexpected situations that may occur when clearing the customer and service areas
Know how to clean and store glassware	
03.01	Describe safe and hygienic working practices when handling glassware, cleaning equipment and materials
03.02	State the importance of handling glassware with care
03.03	Identify the correct procedure for disposing of broken glass
03.04	Describe how to maintain glass washing equipment
03.05	Describe the types of unexpected situations that may occur when handling and cleaning glassware

Qualification Framework	: RQF
Title	: Principles of Promoting Additional Services or Products to Customers
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 2
SSAs	: 7.4 Hospitality and Catering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: Y/502/8311 : Principles of Promoting Additional Services or Products to Customers

Know the importance of promoting additional services or products that are available	
Assessment Criterion - The learner can:	
01.01	State the importance of accurate services or products knowledge when dealing with customers
01.02	State the importance of checking with colleagues when unsure about new service or product details
01.03	State the importance of identifying appropriate services or products that may interest customers
01.04	State the importance of informing customers of additional services or products that will improve the customer experience
Know how to promote additional services or products to customers to benefit organisations and its customers	
02.01	Describe appropriate procedures and systems for encouraging customers to use additional services or products
02.02	Describe how the use of additional services or products will benefit organisations and its customers
02.03	Identify factors that influence customers to use additional services or products
02.04	Describe how to introduce additional services or products to customers outlining its benefits, overcoming any reservations and agreeing to provide the additional services or products