



Federal Ministry of Education



Regulatory Body



Sector Skills Council

## NIGERIA SKILLS QUALIFICATION FRAMEWORK (NSQF)

### NATIONAL OCCUPATIONAL STANDARDS (NOSS) FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

FOOD PRODUCTION AND SERVICE TRADE

CRAFTSMAN CADRE

FOOD SAFETY ASSISTANT

REVIEWED BY

HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA (HTSSCN)

Federal Republic of Nigeria

27-28 AUGUST 2024

## MEMBERS IN ATTENDANCE

<b>LIST OF NOS REVIEWERS</b>				
<b>S/N</b>	<b>NAME</b>	<b>DESIGNATION</b>	<b>ORGANISATION/ ASSOCIATION/UNION</b>	<b>POSITION</b>
1.	Prof. Bassey Esu	Trainer	Institute of Tourism Professionals of Nigeria (ITPN)	Chairman
2.	Nura Sani Kangiwa	Director General/CEO	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
3.	Chief Abiodun Odusanwo	Operator/Employer (Chairman BoD HT Sector Skills Council of Nigeria	Institute of Tourism Professionals of Nigeria (ITPN)	Member
4.	Ieren A. Emmanuel	Operator/Employer	Owende Catering School Abuja FCT	Member
5.	Katto Ola Emmanuel	Operator/Employer	Mastermind Catering and Culinary Institute, Abuja FCT	Member
6.	Amos Opoola	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
7.	Tongrit Julie	Operator/Employer	Orit Travel & Tours, Abuja FCT	Member
8.	Aturu Samson	Operator/Employer	Hospitality & Tourism Management Association of Nigeria (HATMAN)	Member
9.	Chef Fatima Haruna	Operator/Employer	Chef Fatima Culinary Academy	Member
10.	Libabatu Timohy Avong	Operator/Employer	Event Worth, Abuja	Member
11.	Abinbola Ogunlusi	Operator/Employer	QMDCI Hospitality	Member
12.	Florence Oyelade Adedayo-Tayo	Operator/Employer	QMDCI Hospitality	Member
13.	Babayomi Omojola	Operator/Employer	Institute of Tourism Professionals of Nigeria (ITPN)	Member
14.	Ibrahim Baba	Trainer	National Institute for Hospitality & Tourism, Abuja FCT	Member
15.	Foluke Okoroma	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
16.	Asufi Stella	Trainer	National Institute for Hospitality & Tourism (NIHOTOUR)	Member

			Abuja FCT	
17.	Kazeem Kayode	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
18.	Tina Ejiofor Ogonna	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
19.	Muhammad Bilyaminu Musa	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
20.	Maryam Yusha'u Abubakar	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
21.	Elijah Dabak Sheleph	Trainer	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
22.	Philip Egga Maga	Council Under-Secretary	NIHOTOUR/ HT Sector Skills Council Secretariat	Member/Secretary

## TABLE OF CONTENTS

- 0.0 TABLE OF CONTENTS.
- 1.0 GENERAL INFORMATION
- 2.0 NSQ LEVEL 1: FOOD SAFETY ASSISTANT OFFICER

UNIT	TITLE
<b>Unit 01</b>	Comply safe, hygienic and secure environment
<b>Unit 02</b>	Work Effectively as part of a hospitality team
<b>Unit 03</b>	Understand How toRaise Food Safety Awareness in Food And Drink Operations
<b>Unit 04</b>	Understand How toRaise Food Safety Awareness in Food And Drink Operations
<b>Unit 05</b>	Assist Promote Sales of Food or Drink Products By Offering Samples To Customers
<b>Unit 06</b>	Produce cold starters and salads
<b>Unit 07</b>	Principles Of Food Labeling In Food And Drink
<b>Unit 08</b>	Prepare And Present Food For Cold Presentation
<b>Unit 09</b>	Observe Food Safety In A Professional Kitchen
<b>Unit 10</b>	Compliance To Support Achieving Excellence In A Food Environment
<b>Unit 11</b>	Observe Food Safety When Storing, Preparing And Cooking Food
<b>Unit 12</b>	Organisational Compliance In A Food Business
<b>Unit 13</b>	Assist Display Food Products In A Retail Food Environment
<b>Unit 14</b>	Understand how to develop and promote a food safety culture within food and drink
<b>Unit 15</b>	Understand food safety policy and practice in food and drink operations
<b>Unit 16</b>	Demonstrate knowledge and Principles of controlling biological food hazards in food and drink operations
<b>Unit 17</b>	Principles of controlling biological food hazards in food and drink Operations Determine shelf life for a food product

## GENERAL INFORMATION

### 1.0 GENERAL INFORMATION

#### 1.1 The NSQ Framework

The Nigeria Skills Qualifications Framework (NSQF) was approved by the Federal Executive Council in April 2013. The framework is a learning outcome-based qualifications encompassing all education and training sectors and all forms of learning. It comprises about nine (9) levels, each being identified by a unique set of Level Descriptors. Each qualification has defined learning outcomes (LO), with each unit comprising the qualification mapped against the Level Descriptors. The Level Descriptors are in turn, classified into three separate strands (categories) covering Knowledge, Skills and Competence.

#### 1.2 Context and Goals

The decision of the Hospitality and Tourism Sector Skills Council of Nigeria (HTSSCN) to review and develop new occupational trade standards based on the Nigeria Skills Qualifications Framework (NSQF) in Nigeria was driven by a number of challenges including:

- links and gaps between qualifications and the labour market is not strong
- lack of consistency in qualifications
- absence of a system for comparing qualifications to each other
- pathways of progression between qualifications is unclear
- value of qualifications to employers and learners is unclear
- update the original standards with new innovations in the occupational trade standards

#### 1.3 Vision of the Occupational Trade Standards

The vision is for these challenges to be addressed through the development of a comprehensive NSQF that will cut across all sectors of education and training, irrespective of the nature or form of learning. The NSQF is envisaged to:

- provide a stronger basis for the understanding, comparison and recognition of national and foreign qualifications, thereby improving the understanding of employers, parents and learners of the value of qualifications
- provide fit-for-purpose qualifications that have stronger linkages with labour market and learner needs
- increase the accountability of education and training institutions towards maintaining high quality standards in their provisions
- improve the opportunities for mobility and progression of learners within and across higher education, vocational and general education sectors
- promote the concept of lifelong learning through the recognition of all types of learning: formal, non-formal and informal.

#### 1.4 Aim of the Occupational Trade Standards

The standards are to produce learners with acquired skills and competence capable of carrying out hospitality, travel and tourism and trade operational tasks withstand alone

occupational trade career path skills for both training standards and frameworks at levels accordingly.

### **1.5 Design, Level and Credit of the Occupational Trade Standard**

The design and development of occupational trade standards are generally undertaken by the Hospitality and Tourism Sector Skills Council of Nigeria. The Council also has the responsibility for developing, maintaining and updating the standards. The awarding body classifies the qualifications, approves and monitors deliveries at centres and issues qualifications to competent learners.

### **1.6 Validation of Occupational Standards**

All occupational standards placed on the NSQ are to be validated the Council stakeholders to ensure that they are fit-for-purpose and meet validation standards and the needs of learners or the labour market. It also ensures that the validation standards, process and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practising employers, professional experts and educators/trainers ensure that each occupational standards meet the Validation Standards which the regulatory body oversees. Panel members were selected in a transparent and objective manner and the Validation Panel only judge the validity of occupational standards using the Validation Standards published as provided in the NSQ Handbook. The Panel assigned a Validity Period of three (3) years for every valid standard.

### **1.7 Enabling Learners with Special Needs**

As a matter of policy, the developed standards creates the environment that enables learners with special needs to be integrated into the education and training systems and recognizing their achievements on the NSQ. By these, the workplaces and centres to handle training must provide equal and suitable opportunities for the integration and access of learners with special needs and recognition of their achievements. Learners with special needs are to be provided with suitable support and resources, and ensure their integration and recognition of achievements.

### **1.8 Promoting Lifelong Learning**

The Council pursuant to the NSQF guideline develop the occupational standards to promote Lifelong Learning which aims to recognize prior learning, and to further enhance progression pathways between education and training sectors. This is by developing a common understanding of Recognition of Prior Learning (RPL) in the context of the NSQ to be on equal terms with formal learning. With guidance, the training centre are to provide mechanisms for RPL in accordance with the NSQ education and training regulations.

### **1.9 Placement of Occupational trade standard on the NSQ**

The occupational trade standards are developed in accordance with the NSQ process for ‘Qualification Placement’. These are with the aim of ensuring that Training Provider/ roles and responsibilities in the ‘Qualification Placement’ process are clear, transparent and the arrangements for placing occupational trade standard on the NSQ.

### **1.10 Method of Assessment**

As validated by the Council, the assessment tasks and activities are designed to ensure that individual learners have the opportunity to demonstrate their achievement of different learning outcomes. One way of ensuring this is directly linking the assessment to the learning outcomes, making the purpose of assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing and judging evidence in order to decide whether a learner has achieved the predefined learning outcomes. It relies on a broad range of formative and summative assessment tools and processes the former providing an insight into learner progress while the latter is rather more formal and provides evidence for future credits and awards upon achieving competences on desired trade standards.

In the course of training, assessment often relies on the use of a number of tools and instruments. Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and written for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

Assessment processes is both fit-for-purpose, rigorous and fair, and should be aligned with the level and type of learning provided by the occupational trade standards for qualifications. With assessment practices managed and delivered across a broad range of education and training institutions, it is important to ensure that quality assurance mechanisms are in place with a view to ensuring that assessment is efficiently, effectively and consistently delivered, and that internal and external assessment moderation and verification processes exist.

### **1.12 Assessment/evidence requirements for Occupational Trade Standards**

The general assessment method of generating evidences are as follows:-

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

**SECTOR: HOSPITALITY TRAVEL AND TOURISM**  
**OCCUPATIONAL TRADE: FOOD PRODUCTION AND SERVICE**  
**CADRE; CRAFTSMAN**  
**CAREER PATH: FOOD SAFETY**  
**NSQ LEVEL: 1 - CRAFTSMAN/ASSISTANT**

**TABLE OF STANDARDS AND CREDIT LOAD**

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
<b>MANDATORY UNIT</b>				
1.	Comply safe, hygienic and secure environment	HTTGP001L1	3	30
2.	Work Effectively as part of a hospitality team	HTTGP002L1	3	30
3.	Communication system in a work environment	HTTGP003L1	1	10
4.	Understand How to Raise Food Safety Awareness In Food And Drink Operations	HTTGP004L1	2	20
<b>OPTIONAL UNIT</b>				
5	Assist Provide a food and beverage service	HTTFS002L1	2	20
6	Assist Promote Sales Of Food Or Drink Products By Offering Samples To Customers	HTTFS003L1	2	20
7	Produce cold starters and salads	HTTFS004L1	2	20
8	Principles Of Food Labeling In Food And Drink	HTTFS005L1	2	20
9	Prepare And Present Food For Cold Presentation	HTTFS006L1	2	20
10	Observe Food Safety In A Professional Kitchen	HTTFS007L1	2	20
11	Compliance To Support Achieving Excellence In A Food Environment	HTTFS008L1	2	20
12	Observe Food Safety When Storing, Preparing and Cooking Food	HTTFS009L1	2	20
13	Organisational Compliance In A Food Business	HTTFS010L1	3	30
14	Assist Display Food	HTTFS011L1	2	20

	Products In A Retail Food Environment			
15	Understand how to develop and promote a food safety culture within food and drink	HTTFS012L1	2	20
16	Understand food safety policy and practice in food and drink operations	HTTFS013L1	2	20
17	Basic Principles of controlling biological food hazards in food and drink operations	HTTFS014L1	2	20

**\*Acronyms:** **HTT**= Hospitality and Tourism Sector **GP**= General Practice  
**FS**= Food Safety **001**= Unit title **L1**= Level 1

**UNIT 01: MAINTAIN A SAFE HYGIENIC AND SECURE ENVIRONMENT**

**Unit reference number:** HTTGP001L1

**NSQ level:** 1

**Credit value:** 3

**Guided learning hours:** 30

**Unit Purpose:** This unit is about personal hygiene, environment sanitation and ensuring own contribution to Security in the Work place. It focuses on the learner's ability to work under safe and hygienic conditions, preventing cross-contamination. More so, it provides the learner with a broad understanding of reviewing hazards and hazard-based procedures such that they are part of a team maintaining food safety. This unit is appropriate to a learner that directly prepares and cooks food.

**Assessment/evidence requirements for Occupational Trade Standards**

The general assessment method of generating evidences are as follows:-

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 01: Maintain a Safe Hygienic and Secure Environment**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>		<b>Evidence Type</b>				<b>Evidence Ref Page number</b>	
LO1 Maintain Personal Health and Hygiene	1.1	Wear Clean, Smart and appropriate Clothing							
	1.2	Keep hair neat and tidy and in line with your organization's Standard							
	1.3	Use jewelry, perfume and cosmetics allowed by organization							
	1.4	Get any cuts, grazes, burns treated by the appropriate person							
	1.5	Report illnesses and any infections promptly to the appropriate person							
LO2 Awareness of Health, safety and Environmental Security	2.1	State your responsibilities under the health and Safety act							
	2.2	State the general rules of hygiene that you should follow							
	2.3	State clothing, footwear and headgear that should be worn at all times							
	2.4	State the importance of maintaining good personal hygiene							
LO3 Ability to control and report hazards in one's Workplace	3.1	Identify some hazards or potential hazards in your work environment and act appropriately							
	3.2	Report any accidents or near accidents quickly and accurately to the right person							

	3.3	Follow health, hygiene and safety procedures while working									
	3.4	Practice emergency procedures correctly									
	3.5	Follow security procedures of the organization									
	3.6	Adhere to government regulations on health and safety in your Industry (OHS 2012)									
LO4 Comply with Health and Safety Regulations	4.1	Explain the importance of working in a healthy, safe and hygienic way									
	4.3	Explain where you can obtain information about Health and safety in your work place									

LO (Learning outcome)	Criteria:-	Evidence Type			Evidence Ref Page number		
	4.4	Describe the types of hazards that can occur in your workplace and how to deal with them					
	4.5	Explain hazards that you can deal with personally and hazards that must be reported to someone else					
	4.6	Describe how to warn other people about hazards and why this is important					
	4.7	Explain why accidents and near accidents should be reported and who these should be reported to					
	4.8	Describe the type of emergencies that may happen in the Workplace and how to handle them					
	4.9	Identify first aid equipment and the registered first-aider in the workplace					
	4.10	Describe ways of lifting and handling items safely					
	4.11	Describe other ways of working safely that are relevant to your job and why these are important					
	4.12	Describe organisational emergency procedures, in particular fire, and how these should be followed					
	4.13	Explain the possible causes of fire in the workplace					
	4.14	Describe how to minimise the risk of fire					
	4.15	Explain where to find fire alarms and how to set them off					
	4.16	State why a fire should never be approached unless it is safe to do so					
	4.17	Explain the importance of following fire safety laws					
	4.18	Describe organisational security procedures and why these are important					
	4.19	Explain the correct procedures for dealing with customer property					

	4.20	Explain the importance of reporting all usual/non-routine incidents to the appropriate person											
--	------	---	--	--	--	--	--	--	--	--	--	--	--

<b>Learners Signature:</b> Assessors Signature: IQA Signature (if sampled)	<b>Date:</b> Date: Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 02:****WORK EFFECTIVELY AS PART OF A HOSPITALITY TEAM****Unit reference number:** HTTGP002L1**NSQ level:** 1**Credit value:** 3**Guided learning hours:** 30

**Unit Purpose:** This unit deals with fulfilling one's own roles when working in a team, that is the people working with you in your workplace, in such a way that one contributes to the team's effectiveness. 'Team' here includes your line manager or immediate supervisor as well as other people there working at the same level as the learner. The unit focuses on carrying out instructions accurately, working at a good pace so as not to slow down the work of others, communicating with the people you work with and receiving constructive feedback to improvement. This unit is appropriate for a person at a basic level of engagement in the Hospitality Industry.

**Assessment/evidence requirements for Occupational Trade Standards**

The general assessment method of generating evidences are as follows:-

Direct Observation (DO/OBS)

Oral Question &amp; Answer (OQA) for Skills based criteria

Written Question &amp; Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 02: Work effectively as part of a Hospitality Team**

<b>LO (Learning outcome)</b>	<b>Criteria:-</b>		<b>Evidence Type</b>					<b>Evidence Ref</b>		<b>Page number</b>
LO1 Plan and organize own work	1.1	Identify that one understands what is required for own work								
	1.2	Adhere to instructions accurately								
	1.3	Plan and organize place one's tasks in order of importance								
	1.4	Place everything needed for work within reach								
	1.5	Keep work areas clean and tidy								
	1.6	Keep waste to a minimum								
	1.7	Seek assistance if in need and from the relevant person								
	1.8	Provide work output in due time as agreed								
LO2 Work effectively with Members of own team	2.1	Perform task-worthy team members when they are able								
	2.2	Ensure that any assistance given is within limits of own responsibilities								
	2.3	Manage time well in spite of assisting others								
	2.4	Ensure information transmitted to others in the team is timely								

	2.5	Maintain cordial working relations with team mates									
	2.6	Report any misunderstandings or incidences in relating with team mates to the relevant person									
	2.7	Communicate clearly and effectively with team members									
LO3 Develop own skills	3.1	Seek feedback on your work and be able to use the feedback constructively									
	3.2	Identify with appropriate persons what aspects of your work that are up to standard and what areas to improve									
	3.3	Agree on what you have to do to improve your work									
	3.4	Agree on a learning Plan with the appropriate person									
	3.5	Seek opportunities to review and develop your learning plan									

LO (Learning outcome)	Criteria:-		Evidence Type			Evidence Ref Page number
LO 4 Knowledge of work management	4.1	Explain why it is important to understand what is required of you at work				
	4.2	Explain how you can organize your work to avoid distractions and use time effectively				
	4.3	Explain the benefits of being organized and having work tools close at work before starting jobs				
	4.4	Explain why it is important to clean up your work area while working				
	4.5	Explain why it is important to minimize waste				
	4.6	Explain in which cases you need to ask for help and who is the appropriate person(s) to ask				
LO 5 Importance of Team work	5.1	Explain the importance of working effectively with others in a team				
	5.2	List the persons who are part of your team and their roles				
	5.3	Explain what is required of your team in the Whole Organization and why				
	5.4	Explain how you can work cordially and avoid conflicts with another				
	5.5	Explain why work conflicts with another person should be reported to an authority				
	5.6	Explain in what cases you can assist others and when you cannot so as to complete own work in time				
	5.7	Explain why important information should be communicated to others in your team				

		in good time									
	5.8	Explain how to communicate effectively and why									
LO 6 Importance of own Skills development	6.1	Explain why it is important to develop your own skills									
	6.2	Explain ways of getting feedback from own teammates and how to use it positively									
	6.3	Explain the importance of a learning plan in your own work and development									
	6.4	Explain why your learning plan should be improved frequently									

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

## UNIT 03: COMMUNICATION SYSTEM IN A WORK ENVIRONMENT

**Unit Reference Number: HTTGP003L1**

**NSQ level: 1**

**Credit value: 1**

**Guided learning hours: 10**

**Unit Purpose:** This unit deals with basic communication that is effective and timely in such a way that one contributes to the team's effectiveness. It focuses on using words, body language and symbols to communicate with the people in own work place, identifying sources of information needed for an efficient work flow and passing on information clearly and effectively. This unit is appropriate for a learner at a basic level of engagement in the Hospitality Industry.

### Assessment/evidence requirements for Occupational Trade Standards

The general assessment method of generating evidences are as follows:-

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

### Unit 03: Communication System in a Work Environment

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 Use a Non-complex Communication System in a Work Environment	1.1	Use simple verbal means to pass on necessary information							
	1.2	Use non-verbal means to pass on necessary information							
	1.3	Interpret symbols and signs appropriately							
LO2 Develop the ability to identify the source of information in a Work Environment	2.1	Locate the Source of information in an Organization or Work Environment							
	2.2	Relate appropriately with the source of information							
	2.3	Use the various information flow systems in a work environment							
	2.4	Use information to avoid challenges in a Work situation							
	2.5	Report findings in accordance to procedure in a Work environment							
LO3 Demonstrate the various use of means of communication in a work environment	3.1	Locate the various communication equipment in the Work environment							
	3.2	Use effectively the various communication equipment in a work environment							
	3.3	Pass information effectively to the right personnel							

	3.4	Pass information effectively using symbols, signs and codes										
	3.5	Follow instructions in line with ethics of the work environment										

<b>Learners Signature:</b>	<b>Date:</b>
<b>Assessors Signature:</b>	Date:
<b>IQA Signature (if sampled)</b>	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

## UNIT 04: DEMONSTRATE ABILITY TO ASSIST RAISE FOOD SAFETY AWARENESS IN FOOD AND DRINK OPERATIONS

**Unit reference number:** HTTGP004L1

**NSQ level:** 1

**Credit value:** 2

**Guided learning hours:** 20

### Unit Purpose:

This unit affords the learner the opportunity of understanding how to raise food safety awareness in food and drink operations. It involves understanding best practice in terms of food safety. Learner is meant to know and understand how to why it is important to make all employees/workers aware of food safety regulations and how they affect working practices and procedures. This standard is for work in food and drink operations or animal feed operations and your job requires you to enter the food manufacturing or processing area.

### Unit assessment requirements/evidence requirements

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

### Unit 04:

LO (Learning outcome)		Criteria:-		Evidence Type			Evidence Ref Page number		
<b>LO1</b> <b>Raise food safety awareness in food and drink operations</b>	1.1	Assist raise food safety awareness in food and drink operations							
	1.2-5	Mention the organisation's requirements for personal hygiene and how these should be maintained 2. explain role and responsibility and level of authority in respect of food handling practices 3. Assist give the type of health conditions and symptoms and range of behaviours which may result in product contamination, cross-contamination, damage or threat to food safety							
<b>LO 2</b> <b>Assist apply food safety procedures</b>		4. Assist apply the food safety procedures in the workplace 5. identify and report unsafe situations and problems 6. assist apply the reporting procedures – how, and to whom to report problems or make suggestions for improvement							

<b>LO 3</b> <b>Assist carry out food safety risk assessment</b>		7. assist carry out food safety risk assessment procedures and why they are important 8. explain the duties and responsibilities of staff and managers under current regulations 9. assist make all employees/workers and site visitors aware of food safety regulations and how they affect working practices and procedures									
<b>LO 4</b> <b>Assist ensure compliance with food safety measures and standard</b>		10. Assist apply appropriate methods to inform staff members of their responsibility for maintaining food safety 11. Assist ensure compliance with food safety measures and standard operating procedures are used to set measurable standards for food safety compliance 13. mention where and how to obtain advice, support and assistance to ensure food safety is maintained and promoted 14. join the internal resources, including staff within other departments, that can be utilised to increase the awareness of food safety									

<b>Learners Signature:</b>	<b>Date:</b>
<b>Assessors Signature:</b>	<b>Date:</b>
<b>IQA Signature (if sampled)</b>	<b>Date:</b>
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 05: ASSIST PROVIDE A FOOD AND BEVERAGE SERVICE**

**Unit reference number:** **HTTFSOO2L1**

**NSQ level:** **1**

**Credit value:** **2**

**Guided learning hours:** **20**

**Unit Purpose:**

This standard is about assisting in providing customers with an excellent food and beverage service experience. It covers greeting and seating customers, providing customers with information to enhance their visit, the service and appealing display of food and beverages and the maintenance of a welcoming service area. This standard focuses on the technical knowledge and skills required to provide a food and beverage service; However, it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following learning outcomes selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard to include Maintaining basic food safety in catering Maintaining food safety in a hospitality environment; Providing basic advice on allergens to customers; Minimise the risk of allergens to customers. Upon completion of this unit, the learner will be able to demonstrate an understanding of the ability to assist provide a food and beverage service

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 05: Assist Provide a food and beverage service**

<b>LO (Learning outcome)</b>	<b>Criteria:-</b>			<b>Evidence Type</b>			<b>Evidence Ref Page number</b>		
<b>LO1 Greet customers and take orders</b>	1.1	Acknowledge customers on arrival and help with their requirements in line with your workplace service style							
	1.2	Assist customers have the correct menu to choose from							
	1.3	Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services							
	1.4	Assist take customers' orders correctly and process them efficiently							
<b>LO2 Serve customers</b>									
	2.1	Serve customers with the correct quality items, at the correct temperature and according to your workplace service style and standards							

	2.2	Provide customers with appropriate, clean and undamaged service items, condiments and accompaniments										
LO3 <b>Maintain the customer service area</b>	3.1	Clear the customer area of soiled, used or unused service items at appropriate times according to your workplace service style and standard										
	3.2	Ensure the customer area is kept appealing and welcoming to customers according to your workplace standard re-stock										
	3.3	Assist restock, replenish, store and display food and beverage items when necessary during the service										
	3.4	Keep the customer service area clean and tidy and free from rubbish and food debris										

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

## UNIT 06: ASSIST PROMOTE SALES OF FOOD OR DRINK PRODUCTS BY OFFERING SAMPLES TO CUSTOMERS

**Unit reference number:** **HTTFSOO3L1**

**NSQ level:** **1**

**Credit value:** **2**

**Guided learning hours:** **20**

**Unit Purpose:**

This standard is about assisting in offering customers samples of food or drink products to consume immediately, as a way of promoting sales. Emphasis is placed on the need to select suitable products and prepare and display them so that they look appealing. The need to actively encourage customers to sample and buy products and comply with food safety requirements when preparing, display and disposing of product samples are required.

### Unit assessment requirements/evidence requirements

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

### Unit 06: Assist Promote Sales Of Food Or Drink Products By Offering Samples To Customers

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 <b>Assist Prepare product samples for presentation</b>	1.1	assist spot suitable opportunities to promote sales by making samples available to customers							
	1.2	assist select suitable products for sampling							
	1.3	assist prepare product samples in line with company procedures and standards for preparation and presentation							
LO2 <b>Assist Persuade and encourage customers to buy products</b>									
	2.1	follow company procedures for giving customers information about potentially allergenic ingredients							
	2.2	asssit spot suitable opportunities to encourage individual customers to sample products							
LO3 <b>Benefits of product</b>	2.3	use persuasive words and body language to encourage customers to sample and buy products							
	3.1	assist explain clearly to customers, when necessary, where they can buy the products sampled							

	3.2	assist check the freshness of samples on display and remove samples which no longer meet requirements for freshness										
	3.3	dispose waste products in line with company and legal food safety requirements										
	3.4	follow company procedures and legal requirements for recording food disposals										

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 07: ASSIST PREPARE COLD STARTERS AND SALADS**

**Unit reference number:** **HTTFS004L1**

**NSQ level:** **1**

**Credit value:** **2**

**Guided learning hours:** **20**

**Unit Purpose:**

This unit is about preparing and presenting cold products such as salads, bread products, pies, pâtés and cured meats. It also covers the holding of such foods to maintain effective food safety.

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 07: Produce cold starters and salads**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>			<b>Evidence Type</b>			<b>Evidence Ref</b>		
<b>LO1</b> <b>Ensure Food Standards</b>	1.1	Assist check the food products to make sure that they meet quality and quantity requirements								
	1.2	Assist choose and use the right tools and equipment								
	1.3	Assist prepare food products using the correct preparation methods								
<b>LO2</b> <b>Maintain organisational Standards in texture, quality and storing</b>										
	2.1	Assist make sure food products have the correct flavour, colour, texture and quantity								
	2.2	garnish and present the food products to meet organisational standards								
	2.3	safely store any prepared food products not for immediate consumption								
<b>LO 3</b> <b>Assist prepare cold starters and salad</b>	3.1-12	1. Assist make sure food products and garnish ingredients meet requirements 2. Explain quality points to look for in the presentation of cooked, cured and prepared foods 3. Explain what you should do if there are problems with the food products and garnish ingredients 4. state the correct tools and equipment to carry out the relevant preparation methods								

		<p>5. explain why it is important to use the correct tools, equipment and techniques</p> <p>6. assist prepare the food products and garnish ingredients for cold presentation</p> <p>7. assist produce basic dressings and cold sauces</p> <p>8. assist finish and garnish cold starters and salads</p> <p>9. how to identify when food products have the correct colour, flavour, texture and quantity</p> <p>10. explain why time and temperature are important when preparing cooked, cured and prepared food for presentation</p> <p>11. explain why cooked, cured and prepared foods should be stored at the required temperature before presentation</p> <p>12. observe healthy eating options when preparing and presenting food for cold presentation</p>						
--	--	---	--	--	--	--	--	--

<b>Learners Signature:</b>	<b>Date:</b>
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 08:****ASSIST WITH FOOD LABELLING IN FOOD AND DRINK****Unit reference number:** **HTTFSOO5L1****NSQ level:** **1****Credit value:** **2****Guided learning hours:** **20**

**Unit Purpose:** This standard is about assisting in food labeling in food and drink. It is about understanding the importance of food labeling as it relates to both food safety information and legal requirements. This standard is for you if you are responsible for the labeling of food and drink products, in terms of both controlling the processes used and the details included on the labeling itself. It is expected that you will control and support others with regard to the implementation of effective labeling processes.

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)

Oral Question &amp; Answer (OQA) for Skills based criteria

Written Question &amp; Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 08:**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>	<b>Evidence Type</b>				<b>Evidence Ref Page number</b>	
<b>LO 1</b> <b>Apply regulatory practices in food labelling</b>	1.1-3	1 Explain the purpose of food labelling in the food and drink sector 2 observe regulations in labelling requirements that control food and drink content and composition, including the implications associated with mislabelling 3 assist monitor regulatory requirements through enforcement						
<b>LO 2</b> <b>Assist apply food labelling protocols</b>	2.1-4	1 Explain labelling schemes and protocols that are used to inform the public of food nutritional content and how they differ 2. Describe the role of labelling in product traceability and control 3 assist employ the processes, facilities and equipment that are required to label food 4 assist interpret specifications to obtain accurate food data for inclusion in labelling specifications						

<b>LO 3</b> <b>Assist apply food labelling policies</b>	3.1-5	1 assist develop, consult and agree labelling specifications 2. assist arrange, implement and communicate labelling specifications 3. assist identify and direct different ways food data is misrepresented by non-compliant labelling descriptions 4. Explain the organisation and control of labelling processes 5. Explain the risks associated with labelling policies and practices									
--	-------	--	--	--	--	--	--	--	--	--	--

<b>Learners Signature:</b>	<b>Date:</b>
<b>AssessorsSignature:</b>	<b>Date:</b>
<b>IQASignature (if sampled)</b>	<b>Date:</b>
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 09:****ASSIST PREPARE AND PRESENT FOOD FOR COLD PRESENTATION****Unit Reference Number:** **HTTFS006L1****NSQ Level:** **1****Credit value:** **2****Guided learning hours:** **20****Unit Purpose:**

This unit is about preparing and presenting cold products such as salads, bread products, pies, pâtés and cured meats. It also covers the holding of such foods to maintain effective food safety.

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)

Oral Question &amp; Answer (OQA) for Skills based criteria

Written Question &amp; Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 09:**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>			<b>Evidence Type</b>			<b>Evidence Ref Page number</b>		
<b>LO1</b> <b>Check, choose and prepare food with standard</b>	1.1	Recognise the food products and garnish ingredients to make sure that they meet requirements								
	1.2	Choose and use tools and equipment correctly								
	1.3	Prepare food products using the correct preparation methods								
<b>LO2</b> <b>Maintain food quality requirements</b>										
	2.1	Assist in making sure food products have the correct flavour, colour, texture and quantity								
	2.2	Assist to garnish and present the food products to meet requirements								
	2.3	Safely store any prepared food products and garnish ingredients not for immediate consumption								

<b>LO 3</b> Prepare the food products and garnish ingredients for cold presentation	3.1	Assist to prepare the food products and garnish ingredients for cold presentation									
	3.2	Assist to produce basic vinaigrette and cold sauces									
	3.3	Finish and garnish food products for cold presentation									
	3.4	Assist to identify when food products have the correct colour, flavour, texture and quantity									
	3.5	Explain why time and temperature are important when preparing cooked, cured and prepared food									

<b>Learners Signature:</b>	<b>Date:</b>
<b>Assessors Signature:</b>	<b>Date:</b>
<b>IQA Signature (if sampled)</b>	<b>Date:</b>
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 10: ASSIST OBSERVE BASIC FOOD SAFETY IN A PROFESSIONAL KITCHEN**

**Unit reference number:** HTTFSO07L1  
**NSQ level:** 1  
**Credit value:** 2  
**Guided learning hours:** 20

**Unit Purpose:**

This unit deals with understanding observation of food safety regulations and the role of food safety audits in ensuring that food safety is maintained. This includes understanding the documentation that is required and the practical application of inspection and audit procedures to ensure that standards are being met. The understanding of the role of food safety management systems, such as HACCP (Hazard Analysis and Critical Control Point) and how they can be effectively applied to ensure the safety of food is covered here. This standard is also recommended for Chefs who have management responsibility for an operational team.

When completed this standard demonstrated your understanding of and your ability to observe food safety in a professional kitchen

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 10: Manage Food Safety In A Professional Kitchen**

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 <b>Apply food legislation management</b>	1.1	Explain how food safety management systems is carried out and comply with up to date legislative Requirements							
	1.2	Assist allocate food safety management roles and responsibilities to staff							
	1.3	Assist allocate appropriate resources to ensure food safety management systems are effectively maintained							
LO2 <b>Safety, risk, risks, analyses and records</b>									
	2.1	Explain work safely and keep up to date, accurate training records							
	2.2	Analyse the risks to food safety from microbial, physical, chemical and allergenic hazards in an organisation							
	2.3	Assist communicate food safety management information to visitors and suppliers							
	2.4	understand controls required to manage food safety in line with organisational requirements							
LO3									

<b>Understand hazards and give feed backs for safety measures</b>	3.1	Assist record food safety hazards and ensure appropriate corrective actions are taken									
	3.2	Explain hygiene and compliance with procedures									
	3.3	Use reviews, staff feedback to know basics of food safety management procedures									

<b>Learners Signature:</b>	<b>Date:</b>
<b>Assessors Signature:</b>	<b>Date:</b>
<b>IQA Signature (if sampled)</b>	<b>Date:</b>
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 11: COMPLIANCE AND ASSIST ACHIEVE EXCELLENCE IN A FOOD ENVIRONMENT**

**Unit reference number:** **HTTFS008L1**  
**NSQ level:** **1**  
**Credit value:** **2**  
**Guided learning hours:** **20**

**Unit Purpose:**

Upon completion of this unit, the learner acquires the skills needed for organisational compliance to support achieving excellence in food and drink manufacture and/or supply operations. This unit is important to the manufacture, processing and supply of food and drink within the food supply chain, where for example food safety is a critical factor. Managing compliance is a vital process when implementing an achieving excellence strategy, when change and improvement practice can impact on compliance arrangements.

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)  
 Oral Question & Answer (OQA) for Skills based criteria  
 Written Question & Answer (WQA) for knowledge-based criteria  
 Witnesses Testimony (WT)  
 Assignment (ASS)  
 Personal Statement (PS)  
 Reflective/Learning Journal (LJ)  
 Work Product [(WP)]  
 Recognition of Prior Learning (RPL)

**Unit 11:**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>		<b>Evidence Type</b>				<b>Evidence Ref Page number</b>			
<b>LO1 comply with regulations in the areas of responsibility</b>	1.1	Identify the relevant regulations which apply to your work area									
	1.2	Access information about the regulations									
	1.3	Wear the relevant personal and protective clothing and equipment and ensure others do so									
	1.4	Follow all organisational procedures which apply to your work area and ensure others do so									
	1.5	Apply safe working practices									
	1.6	Recognise hazards									
	1.7	Reports on potential risks and hazards									
<b>LO2 Make recommendations and implement changes for improving</b>											
	2.1	Comply with standards to meet organisational needs									
	2.2	Comply with the requirements of the									

<b>compliance</b>		food safety management system									
	2.3	Assist with information, data and resources to support potential improvements									
	2.4	Understand operational compliance within limit of responsibility									
	2.5	Use relevant measures of plant effectiveness and improvement									
	2.6	Refer any issues outside limit to a responsible officer									
	2.6	Assist check and confirm that your recommendations meet all workplace requirements									
<b>LO3 Obtain and provide feedback on compliance</b>											
	3.1	Give feedback on the value of contribution to compliance									
	3.2	Assist check current compliance levels and targets									
	3.3	Assist provide feedback on contribution to compliance to superior officer									

<b>Learners Signature:</b>	<b>Date:</b>
<b>Assessors Signature:</b>	<b>Date:</b>
<b>IQA Signature (if sampled)</b>	<b>Date:</b>
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 12: OBSERVE FOOD SAFETY WHEN STORING, PREPARING AND COOKING FOOD**

**Unit reference number:** **HTTFS009L1**  
**NSQ level:** **1**  
**Credit value:** **2**  
**Guided learning hours:** **20**

**Unit Purpose:**

This unit provide learner with the competencies needed for preparing and cooking food safely, and focuses on the four main areas of control - cooking, cleaning, chilling and preventing cross-contamination, in addition to supplies being satisfactory. It provides learner with a basic understanding of reviewing hazards and hazard procedures such that they are part of a team maintaining food safety. This unit is appropriate for preparation and cooking of food.

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)  
 Oral Question & Answer (OQA) for Skills based criteria  
 Written Question & Answer (WQA) for knowledge-based criteria  
 Witnesses Testimony (WT)  
 Assignment (ASS)  
 Personal Statement (PS)  
 Reflective/Learning Journal (LJ)  
 Work Product [(WP)]  
 Recognition of Prior Learning (RPL)

**Unit 12:**

LO (Learning outcome)			Criteria:-			Evidence Type			Evidence Ref Page number		
<b>LO1</b> <b>Keep yourself clean and hygienic</b>	1.1	Wear clean and hygienic clothes, appropriate to the jobs you are doing									
	1.2	Tie hair back and/or wear appropriate hair covering									
	1.3	Only wear jewellery and other accessories that do not cause food safety hazards									
	1.4	Change your clothes when necessary									
	1.5	Wash your hands thoroughly at appropriate times P6 avoid unsafe behaviour that could contaminate the food you are working with									
	1.6	Report any cuts, boils, grazes, illness and infections promptly to the appropriate person									
	1.7	Make sure any cuts, boils, skin infections and grazes are treated and covered with an appropriate dressing									
<b>LO2</b> <b>Keep your working area clean and hygienic</b>											
	2.1	Make sure surfaces and equipment are clean and in good condition									
	2.2	Use clean and suitable cloths and equipment for wiping and cleaning between tasks									

	2.3	Remove from use any surfaces and equipment that are damaged or have loose parts, and report them to the person responsible for food safety									
	2.4	Dispose of waste promptly, hygienically and appropriately									
	2.5	Identify, take appropriate action on and report to the appropriate person, any damage to walls, floors, ceilings, furniture and fittings									
	2.6	Identify, take appropriate action on and report to the appropriate person, any signs of pests									
LO3 <b>Store food safely</b>	3.1	Check that food is undamaged, is at the appropriate temperature and within its 'use- by date' on delivery									
	3.2	Look at and retain any important labelling information									
	3.3	Prepare food for storage and put it in the correct storage area as quickly as necessary to maintain its safety									
	3.4	Make sure storage areas are clean, suitable and maintained at the correct temperature for the type of food									
	3.5	Store food so that cross contamination is prevented, e.g. Keep raw and ready-to-eat food separate, keep commonly allergenic foods such as nuts in sealed containers									
	3.6	Follow stock rotation procedures									
	3.7	Safely dispose of food that is beyond its 'use-by date' P22 keep necessary records up-to-date									
LO4 <b>Prepare, cook and hold food safely</b>	4.1	Check food before and during operations for any hazards, and follow the correct procedures for dealing with these									
	4.2	Follow your organisation's procedures for items that may cause allergic reactions									
	4.3	Prevent cross-contamination, such as between raw foods, foods already cooking/reheating and ready-to-eat									

		foods										
	4.4	Use methods, times, temperatures and checks to make sure food is safe following operations										
	4.5	Keep necessary records up-to-date										

<b>Learners Signature:</b>	<b>Date:</b>
<b>Assessors Signature:</b>	<b>Date:</b>
<b>IQA Signature (if sampled)</b>	<b>Date:</b>
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 13:****ORGANISATIONAL COMPLIANCE IN A FOOD BUSINESS****Unit reference number:** **HTTFSO10L1****NSQ level:** **1****Credit value:** **2****Guided learning hours:** **20****Unit Purpose:**

This standard is to acquaint the learner with the skills needed for organisational compliance in a food business in food and drink manufacture and/or supply operations. Compliance is integral to the operation of a food business. Regulations cover the legal status of a food business and additional regulations cover areas such as food safety, environmental health and trading standards requirements, labeling, tractability and product recall. In addition organisations can choose to adhere to the requirements of organisations offering quality standards for food businesses including British Retail Consortium (BRC) and International Organisation for Standardisation (ISO). Compliance with internal organisational requirements and external customers and suppliers relating to standard operating procedures and quality specifications is an additional area of compliance in the day to day operation of a food business. The learner will be able to ensure that the systems and procedures are in place to support compliance, communicate the importance of compliance and the consequences of non-compliance to the food business. Learner must also be able to monitor adherence to the systems and report and provide feedback to relevant people on the food business's ability to adhere to compliance requirements. This standard is for those that work in food and drink manufacture and/or supply operations and are involved in ensuring organisational compliance in a food business.

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)

Oral Question &amp; Answer (OQA) for Skills based criteria

Written Question &amp; Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**UNIT 13: ORGANISATIONAL COMPLIANCE IN A FOOD BUSINESS**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>		<b>Evidence Type</b>				<b>Evidence Ref Page number</b>			
<b>LO1</b> <b>Support systems and procedures</b>	1.1	Identify the requirements of the regulations, codes of practice, organisational procedure or specification requiring compliance									
	1.2	Observe the systems and procedures are in place to ensure compliance with the regulatory or organisational requirements									
	1.3	Assist communicate to relevant people the importance of adherence to compliance requirements and the consequences of non-compliance									
	1.4	Observe how the organisational									

		systems and procedures are in place to support adherence to compliance									
	1.5										
LO2											
<b>Monitor and report compliance</b>	2.1	Keep up to date with the current requirements of the regulations, codes of practice or organisational standard operating procedures and quality specifications									
	2.2	Communicate changes to the relevant people									
	2.3	Monitor adherence to the requirements of the regulations									
LO 3											
Monitor and report audit activity and the outcomes of audits	3.1	Provide feedback to relevant people on the ability of the organisation, area within an organisation, team or individual to adhere to compliance requirements									
	3.2	Monitor and report audit activity and the outcomes of audits									
	3.3	Observe and report support resolution of non-compliances									

<b>Learners Signature:</b>	<b>Date:</b>
<b>Assessors Signature:</b>	<b>Date:</b>
<b>IQA Signature (if sampled)</b>	<b>Date:</b>
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 14: ASSIST DISPLAY FOOD PRODUCTS IN A RETAIL FOOD ENVIRONMENT**

**Unit reference number:** **HTTFS011L1**

**NSQ level:** **1**

**Credit value:** **2**

**Guided learning hours:** **20**

**Unit Purpose:**

Upon completion of this unit, the learner acquire the skills needed to assist display food products in food and drink manufacture and/or supply operations. Displaying food products in a retail food environment is important maintaining a product display. It is also important to producing a hygienic and quality product.

The learner will be able to prepare to display food & drink products. You also need to show you can label displays of food & drink products. You must also show you can arrange and maintain food & drink products for display. This standard is for those who work in food and drink manufacture and/or supply operations and are involved in food retail, responsible for setting up, maintaining and dismantling product displays in a food & drink retail environment.

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 14: Assist Display Food Products In A Retail Food Environment**

<b>LO (Learning outcome)</b>	<b>Criteria:-</b>		<b>Evidence Type</b>				<b>Evidence Ref</b>				
<b>LO1</b> <b>Assist Prepare to display food &amp; drink products</b>	1.1	Comply with health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout the process									
	1.2	Assist check the display area, equipment and accessories are clean and take prompt action on finding any problems									
	1.3	Assist assemble and check products and additional materials and prepare them for use									
	1.4	Assist review the food & drink products available for display, estimate the quantities required and select those products which are most suitable with regard to shelf life, demand, appeal and promotional requirements									
	1.5	Assist prepare the display to ensure maximum appeal and to comply with food safety requirements									
LO2											

<b>Assist Label displays of food &amp; drink products</b>	2.1	Observe how requirements for labelling of products with the relevant people are carried out									
	2.2	Assist confirm label information is correct and conforms to legal and standard operational requirements, with the relevant people									
	2.3	Assist position labels for products correctly									
	2.4	Ensure that labels are legible, visible to customers, and securely positioned in the correct place									
<b>LO3 Arrange and maintain food &amp; drink products for display</b>	4.1	Assist check and take steps to ensure that the display area always meets the requirements of hygiene and food safety									
	4.2	Assist transfer products safely to the display area according to instructions and specifications									
	4.3	Assist arrange and promptly replace food & drink products and additional materials in a way this is attractive to customers and meets the requirements of hygiene and food safety									
	4.4	Where product is not available, assist reposition and reorganise the position of products and accessories to maintain presentation and to meet trading conditions									
	4.5	Display according to instructions and specifications									
	4.6	Assist carry out emergency cleaning procedures promptly when required									
	4.7	Report any case to address any product or display related problem									
	5.1	Withdraw products from the display according to instructions and store correctly									
<b>LO 4: Empty and clean the food &amp; drink product display</b>	5.2	Assist identify and select the appropriate cleaning materials For display equipment and accessories									
	5.3	Assist safely store cleaning materials for further use									
	5.4	Report any case to address any display, cleaning or product related problems									

**Learners Signature:**

**Date:**

**Assessors Signature:**

**Date:**

**IQA Signature (if sampled)**

**Date:**

EQA Signature (if sampled)

Date:

**UNIT 15: DEMONSTRATE KNOWLEDGE OF FOOD SAFETY POLICY AND PRACTICE IN FOOD AND DRINK OPERATIONS**

**Unit reference number:** **HTTFS012L1**

**NSQ level:** **1**

**Credit value:** **2**

**Guided learning hours:** **20**

**Unit Purpose:** This standard unit acquaint the learner the understanding food safety policy and the methods of putting it into practice within your business. Learner need to know and understand how effective policies and procedures can be developed and where up to date information to inform their development can be sought. This will include understanding the range of organisations and data sources that can be used when seeking information regarding food safety. This standard is for you if you work in food and drink operations or animal feed operations and your job requires you to have some responsibility for managing food safety. Learner will have responsibilities for an operational team.

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 15: Demonstrate knowledge of food safety policy and practice in food and drink operations**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>			<b>Evidence Type</b>			<b>Evidence Ref Page number</b>		
<b>LO1</b> <b>Demonstrate knowledge of food safety policy</b>	1.1	Define policy								
	1.2	Explain policy on food and drink operation								
	1.3	Describe the procedures involved in food and drink operations								
<b>LO 2</b> <b>Apply food safety policies and procedures</b>	2.1	Apply policy and guidelines to manage food safety in manufacture								
	2.2	Apply working practices and procedures to manage food safety In food and drink operations								
	2.3	Record procedures to monitor food safety in food and drink operations								
<b>LO 3</b> <b>Apply practices in food and drink operations</b>	3.1	Observe safety of products in the supply of raw materials to end consumer								
	3.2	Observe hygiene procedures within food safety management and associated directives								
	3.3	apply best practice within the relevant industry/sector								

		Mention the key principles and components of hazard analysis systems including critical control points												
--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

<b>Learners Signature:</b>	<b>Date:</b>
<b>Assessors Signature:</b>	<b>Date:</b>
<b>IQA Signature (if sampled)</b>	<b>Date:</b>
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

**UNIT 16: DEMONSTRATION OF KNOWLEDGE PRINCIPLES OF CONTROLLING BIOLOGICAL FOOD HAZARDS IN FOOD AND DRINK OPERATIONS**

**Unit reference number: HTTFSO13L1**

**NSQ level: 1**

**Credit value: 2**

**Guided learning hours: 20**

**Unit Purpose:** This unit acquaint trainee with the principles of controlling biological food hazards in food and drink operations. This includes understanding the range and nature of biological food hazards that may present a risk in food and drink operations, how they can be controlled and the relevant processes that may be employed. Learner need to know and understand the types of pathogen that present a food safety risk if not controlled, the conditions they need to live and grow and the factors that can be utilised to control them. Learner also need to understand the principles of the range of food safety protection methods used and how they impact on food harming pathogens. This standard is for work in food and drink manufacture and/or supply operations and need a broad understanding of the science that impacts on the controls used to ensure that food and drink products are produced and distributed safely.

**Unit assessment requirements/evidence requirements**

Direct Observation (DO/OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge-based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)]

Recognition of Prior Learning (RPL)

**Unit 16: Basic Principles of controlling biological food hazards in food and drink operations**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>	<b>Evidence Type</b>				<b>Evidence Ref Page number</b>		
<b>LO1 Know Basics of analyses and production of action plan for operational control</b>	1.1	Explain the basic Principles of food safety at critical control points in food and drink operations							
	1.2	Explain basic principles of food safety hazards and risks in food and drink operations							
	1.3	Describe the process of Produce action plans to control food safety hazards and risks in food and drink operations							

<b>LO 2</b> <b>Know</b> the types of pathogen that present a food safety risk if not controlled	2.1	Assist handle the range and nature of biological food hazards that may present a risk in food and drink operations,										
	2.2	Assist control relevant processes that may be employed										
	2.3	mention the types of pathogen that present a food safety risk if not controlled,										
	2.4	explain the conditions they need to live and grow and the factors that can be utilised to control them.										
	2.4	Explain the range of food safety protection methods used and how they impact on food harming pathogens.										
	2.5	Mention the controls used to ensure that food and drink products are produced and distributed safely.										
<b>LO 3</b> <b>Know</b> the basic Principles of food safety at critical control points in food and drink operations	3.1	Explain the basic Principles of food safety at critical control points in food and drink operations										
	3.2	Explain basic principles of food safety hazards and risks in food and drink operations										
	3.3	Describe the process of Produce action plans to control food safety hazards and risks in food and drink operations										

<b>Learners Signature:</b>	<b>Date:</b>
<b>Assessors Signature:</b>	<b>Date:</b>
<b>IQQA Signature (if sampled)</b>	<b>Date:</b>
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

## UNIT 17: CONTROL BIOLOGICAL FOOD HAZARDS IN FOOD AND DRINK OPERATIONS

Unit reference number:	HTTFSO14L1
NSQ level:	1
Credit value:	2
Guided learning hours:	20

### Unit Purpose:

This standard is about the principles of controlling biological food hazards in food and drink operations. This includes understanding the range and nature of biological food hazards that may present a risk in food and drink operations, how they can be controlled and the relevant processes that may be employed. Learner need to know and understand the types of pathogen that present a food safety risk if not controlled, the conditions they need to live and grow and the factors that can be utilised to control them. Learner need to understand the principles of the range of food safety protection methods used and how they impact on food harming pathogens. This standard is for work in food and drink manufacture and/or supply operations and need a broad understanding of the science that impacts on the controls used to ensure that food and drink products are produced and distributed safely.

### Unit assessment requirements/evidence requirements

Direct Observation (DO/OBS)  
 Oral Question & Answer (OQA) for Skills based criteria  
 Written Question & Answer (WQA) for knowledge-based criteria  
 Witnesses Testimony (WT)  
 Assignment (ASS)  
 Personal Statement (PS)  
 Reflective/Learning Journal (LJ)  
 Work Product [(WP)]  
 Recognition of Prior Learning (RPL)

### Unit 17: Maintain a safe, hygienic and secure working environment

LO (Learning outcome)	Criteria:-		Evidence Type				Evidence Ref Page number	
<b>LO1</b> <b>Monitor, analyse and control food safety actions</b>	1.1	Monitor food safety at critical control points in food and drink operations						
	1.2	Assist food safety hazards and risks in food and drink operations						
	1.3	Produce action plans to control food safety hazards and risks in food and drink operations						
<b>LO 2</b> <b>Demonstrate knowledge of pathogens that may cause a food safety risk</b>		Mention the main pathogens that may cause a food safety risk including campylobacter, listeria monocytogenes, salmonella, staphylococcus aureus, clostridium perfringens, E.coli 0157, Bacillus Cereus  observe the specific pathogens that may cause a specific risk to the food or drink items being produced  Explain conditions which are required						

		<p>for pathogens to multiply and survive</p> <p>provide the parameters that impact on micro-organisms ability to function</p> <p>explain how different pathogens can cause food poisoning if controls are not applied and managed</p>									
<b>LO 3</b> <b>Minimise risks of food contaminations</b>		<p>Mention the symptoms of different types of food poisoning</p> <p>Explain how different food groups may become contaminated by food harming pathogen</p> <p>Measure temperatures at which food harming pathogens can grow, survive or be destroyed</p> <p>Minimize and prevent cross contamination risks</p> <p>Handle threats and risk of contamination from food harming pathogens can be assessed effectively</p>									
<b>LO 4</b> <b>Know different preservation techniques limit the growth of micro-organisms</b>		<p>State how different preservation techniques limit the growth of micro-organisms the measures in place within</p> <p>Explain the manufacturing site for the control of potentially harmful micro-organisms</p> <p>Mention how effective cleaning and disinfection can contribute towards the control of food harming pathogens</p> <p>State the importance of staff training in the reduction of risks caused by food harming pathogens</p>									

<b>Learners Signature:</b> Assessors Signature: IQA Signature (if sampled)	<b>Date:</b> Date: Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>