



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 SAFETY TRADE**

**ARTISAN CADRE**

**SUPPORT FOOD SAFETY OFFICER**

**LEVEL 2**

**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	Member

			(NIHOTOUR) 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

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## **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 with stand 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: ARTISAN**  
**CAREER PATH: SUPPORT FOOD SAFETY OFFICER**  
**NSQ LEVEL: 2**

**TABLE OF STANDARDS AND CREDIT LOAD**

<b>S/N</b>	<b>UNIT TITLE</b>	<b>UNIT REFERENCE NUMBER</b>	<b>CREDIT VALUE</b>	<b>GUIDED LEARNING HOURS</b>
<b>MANDATORY UNIT</b>				
1.	Maintain food safety when storing, preparing and cooking food	HTTGP001L2	3	30
2.	Work Effectively as part of a Hospitality Team	HTTGP002L2	3	30
3.	Communication System in a Work environment	HTTGP003L2	1	10
<b>OPTIONAL UNIT</b>				
4	Support Raise Food Safety Awareness In Food And Drink Operations	HTTFS001L2	2	20
5	Support Provide a food and beverage service	HTTFS002L2	3	30
6	Support Promote Sales Of Food Or Drink Products By Offering Samples To Customers	HTTFS003L2	2	20
7	Support Produce cold starters and salads	HTTFS004L2	3	30
8	Support carry out Food Labeling In Food And Drink	HOSFS005L2	1	10
9	Support Prepare And Present Food For Cold Presentation	HTTFS006L2	3	30
10	Support carry out Food Safety In A Professional Kitchen	HTTFS007L2	3	30
11	Ensure Compliance To Support Achieving Excellence In A Food Environment	HTTFS008L2	2	20
12	Maintain Food Safety When Storing, Preparing And Cooking Food	HTTFS009L2	3	30
13	Ensure Organisational Compliance In A Food Business	HTTFS010L2	2	20
14	Support Display Food Products In A Retail Food Environment	HTTFS011L2	1	10
15	Observe Food safety in food and drink operations	HTTFS012L2	2	20
16	Support Provide Food Safety Information For Consumers In Food And Drink Operations	HTTFS013L2	1	10

17	Maintain safe storage of food during warehousing	HTTFS014L2	2	20
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**\*Acronyms:** **HTT**= Hospitality and Tourism Sector **GP**= General Practice **FS**= Food Safety**001**= Unit title **L1**= Level 2

**UNIT 01: MAINTAIN A SAFE HYGIENIC AND SECURE ENVIRONMENT****Unit reference number:** HTTGP001L2**NSQ level:** 2**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.

**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 01:**

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref Page number		
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	Describe your responsibilities under the health and Safety act								
	2.2	Describe the general rules of hygiene that you should follow								
	2.3	Describe Clothing, footwear and headgear that should be worn at all times								
	2.4	Describe 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	Observe Government regulations on health and safety in your Industry (OHS Act 2012)									
LO4 Comply with Health and Safety Regulations											
	4.1	Describe the importance of working in a healthy, safe and hygienic way									
	4.3	Describe 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	State 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-aide in the workplace									
	4.10	Explain 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 for fire in the workplace									
	4.14	Describe how to minimise the risk of fire									
	4.15	Describe where to find fire alarms and how to set them off									
	4.16	Explain why a fire should never be approached unless it is safe to do so									
	4.17	Identify the importance of following fire safety laws									

4.18	Describe organisational security procedures and why these are important								
4.19	Identify the correct procedures for dealing with customer property								
4.20	Describe the importance of reporting all usual/non-routine incidents to the appropriate person								

<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 02:****WORK EFFECTIVELY AS PART OF A HOSPITALITY TEAM**

<b>Unit reference number:</b>	<b>HTTGP002L2</b>
<b>NSQ level:</b>	<b>2</b>
<b>Credit value:</b>	<b>3</b>
<b>Guided learning hours:</b>	<b>30</b>

**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.

**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 (RP)

**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>			
								Page number			
LO1 Plan and Organise own work	1.1	Ensure that one understands what is required for own work									
	1.2	Adhere to instructions accurately									
	1.3	Assist 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	Assist team members when they ask									
	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	Describe 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									

**Learners Signature:**

**Date:**

Assessors Signature:

Date:

IQA Signature (if sampled)

Date:

**EQA Signature (if sampled)**

**Date:**

**UNIT 03: COMMUNICATION SYSTEM IN A WORK ENVIRONMENT**

**Unit reference number:** HTTGP003L2

**NSQ level:** 2

**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.

**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 (RP)

**Unit 03:**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>	<b>Evidence Type</b>			<b>Evidence Ref</b>	<b>Page number</b>
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	3.1	Locate the various communication equipment in the Work environment					
	3.2	Use effectively the various					

communication in a work environment		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> Assessors Signature: IQA Signature (if sampled)	<b>Date:</b> Date: Date:
<b>EQA Signature (if sampled)</b>	<b>Date:</b>

## UNIT 04 STANDARD: SUPPORT RAISE FOOD SAFETY AWARENESS IN FOOD AND DRINK OPERATIONS

<b>Unit reference number:</b>	HTTFSOO1L2
<b>NSQ level:</b>	2
<b>Credit value:</b>	2
<b>Guided learning hours:</b>	20

**Unit Purpose:** This standard is about the skills needed for you to raise awareness of food safety issues in food and drink operations. It involves reporting any potential food safety hazards and contributing to improvements to food safety procedures. It is also essential to maintaining the quality of the final product. Learner will need to be able to raise awareness of food safety. Learner need to recognise and take action on risks to food safety. Learner must also show you can contribute to improving food safety. This standard is for you if you work in food and drink operations or animal feed operations and 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: Raise food safety awareness in food and drink operations**

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref		
								Page number		
LO1 <b>Support Raise awareness of food safety</b>	1.1	inform team members of required standards relating to personal hygiene, product contamination, cross-contamination, spoilage, spillage or infestation								
	1.2	highlight signs and training material that emphasise safe working practices								
	1.3	inform team members of any amendments in standard operating procedures that may be required in response to work priorities								
	1.4	clarify the application of standard operating procedures when team members require guidance								
LO2 <b>Recognise and take action on risks to food safety</b>										
	2.1	identify and make note of indicators which suggest that food safety has been breached								
	2.2	take appropriate immediate action to reduce the impact of the risk								
	2.3	apply signs or labels to ensure that any potentially contaminated food is not re-used								

	2.4	inform relevant senior and technical staff of the potential food safety risk									
	2.5	pass on accurate details of the nature of the potential food safety risk									
LO3 <b>Support Contribute to improving food safety</b>	3.1	actively co-operate with and contribute to relevant control and audit activities									
	3.2	examine audit report findings which impact directly on the work areas or processes in own area of responsibility									
	3.3	identify areas in standard operating procedures where technical improvements can be made to working practices									
	3.4	communicate suggestions relating to potential standard operating procedures to relevant technical staff									

<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 05:****SUPPORT PROVIDE A FOOD AND BEVERAGE SERVICE****Unit reference number:** HTTFSOO2L2**NSQ level:** 2**Credit value:** 3**Guided learning hours:** 30**Unit Purpose:**

This standard is about 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. It should be assessed in the wider context of safe and hygienic working practices. The following learning outcomes, selected are also appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard to include Maintain basic food safety in catering; Maintain food safety in a hospitality environment; Provide basic advice on allergens to customers; Minimise the risk of allergens to customer. When you have completed this standard you will be able to demonstrate your understanding of and your ability to provide a food and beverage service

**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 05:**

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 <b>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	Ensure customers have the correct menu to choose from							
	1.3	Provide customers with information which enhances their experience, answering questions and promoting your company's products and services							
	1.4	Identify customers' orders correctly and process them efficiently							
LO2 <b>Support 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							

<b>LO3</b> <b>Support 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									
	3.3	Re-stock, 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: SUPPORT PROMOTE SALES OF FOOD OR DRINK PRODUCTS BY OFFERING SAMPLES TO CUSTOMERS**

**Unit reference number:** **HTTFSOO3L2**

**NSQ level:** **2**

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

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

**Unit Purpose:**

This standard is about 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:**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>	<b>Evidence Type</b>				<b>Evidence Ref</b>	
							Page number	
<b>LO1</b> <b>Prepare product samples for presentation</b>	1.1	spot suitable opportunities to promote sales by making samples available to customers						
	1.2	select suitable products for sampling						
	1.3	prepare product samples in line with company procedures and standards for preparation and presentation						
<b>LO2</b> <b>Persuade and encourage customers to buy products</b>								
	2.1	follow company procedures for giving customers information about potentially allergenic ingredients						
	2.2	spot suitable opportunities to encourage individual customers to sample products						
	2.3	use persuasive words and body language to encourage customers to sample and buy products						
<b>LO3</b> <b>Benefits of product</b>								
	3.1	explain clearly to customers, when necessary, where they can buy the products sampled						
	3.2	monitor the freshness of samples on display and remove samples which no longer meet requirements for freshness						
	3.3	dispose of waste products in line with company and legal food safety requirements						
	3.4	follow company procedures and legal						

		requirements for recording food disposals										
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<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 07:****SUPPORT PRODUCE COLD STARTERS AND SALADS****Unit Reference Number:** HTTFS004L2**NSQ level:** 2**Credit value:** 3**Guided learning hours:** 30**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 O7:**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>			<b>Evidence Type</b>			<b>Evidence Ref Page number</b>		
<b>LO1</b> <b>Ensure Food Standards</b>	1.1	check the food products to make sure that they meet quality and quantity requirements								
	1.2	choose and use the right tools and equipment								
	1.3	prepare food products using the correct preparation methods								
<b>LO2</b> <b>Maintain organisational Standards in texture, quality and storing</b>										
	2.1	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>Support prepare the food products and garnish ingredients for cold presentation</b>		1. make sure that the food products and garnish ingredients meet requirements 2. Observe quality points in the presentation of cooked, cured and prepared foods 3. support handle simple problems with the food products and garnish ingredients 4. apply correct tools and equipment to carry out the relevant preparation methods 5. use the correct tools, equipment and techniques								

		<p>6. support prepare the food products and garnish ingredients for cold presentation</p> <p>7. support produce basic dressings and cold sauces</p>									
<b>LO 4</b> <b>Support finish and garnish starters and salad menu</b>		<p>1 Support finish and garnish cold starters and salads</p> <p>2. support prepare food products with correct colour, flavour, texture and quantity</p> <p>3 explain why time and temperature are important when preparing cooked, cured and prepared food for presentation</p> <p>4 store cooked, curried and prepared foods at the required temperature before presentation</p> <p>5. 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: SUPPORT WITH FOOD LABELLING IN FOOD AND DRINK**

**Unit Reference Number:** HTTFSOO5L2  
**NSQ level:** 2  
**Credit value:** 2  
**Guided learning hours:** 20

**Unit Purpose:** This standard is about the provision of support 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 & 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 08:**

<b>LO (Learning outcome)</b>	<b>Criteria:-</b>	<b>Evidence Type</b>				<b>Evidence Ref Page number</b>		
<b>LO 1 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 support monitor regulatory requirements through enforcement						
<b>LO 2 Support 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 mention the the role of labelling in product traceability and control 3 assist employ the processes, facilities and equipment that are required to label food 4 support interpret specifications to obtain accurate food data for inclusion in labelling specifications						

<b>LO 3</b> <b>Support Apply food labelling policies</b>	3.1-5	1 support develop, consult and agree labelling specifications 2. support arrange, implement and communicate labelling specifications 3. support identify and direct different ways food data is misrepresented by non-compliant labelling descriptions 4. observe the organisation laws and control of labelling processes 5.Explain the risks associated with labelling policies and practices									
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<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: SUPPORT PREPARE AND PRESENT FOOD FOR COLD PRESENTATION**

**Unit Reference Number:** HTTFS006L2  
**NSQ Level:** 2  
**Credit value:** 3  
**Guided learning hours:** 30

**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 09:**

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 <b>Check, choose and prepare food with standard</b>	1.1	check 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							
LO 2 <b>Know how to maintain food quality</b>	2.1	Explain how make sure food products have the correct flavour, colour, texture and quantity							
	2.2	Mention garnish and present the food products to meet requirements							
	2.3	safely store any prepared food products and garnish ingredients not for immediate consumption							
LO 3 <b>Maintain food quality requirements</b>	3.1	make sure food products have the correct flavour, colour, texture and quantity							

3.2	garnish and present the food products to meet requirements										

<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 010: SUPPORT CARRY OUT FOOD SAFETY IN A PROFESSIONAL KITCHEN

**Unit reference number:** HTTFSOO7L2

**NSQ level:** 2

**Credit value:** 3

**Guided learning hours:** 30

### Unit Purpose:

This unit deals with understanding 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 senior Chef who have management responsibility for an operational team. When completed, learner will demonstrate understanding of and your ability to carry out 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: Carry out Food Safety In A Professional Kitchen

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 <b>Support Maintain Food legislation management</b>	1.1	Ensure food safety management systems comply with up to date legislative requirements								
	1.2	Allocate food safety management roles and responsibilities to staff								
	1.3	Allocate appropriate resources to ensure food safety management systems are effectively maintained								
LO2 <b>Support Maintain safety , risk, analyses and records</b>	2.1	Communicate and brief staff on how to 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	Communicate food safety management information to staff, visitors and suppliers								

	2.4	Implement controls required to manage food safety in line with organisational requirements									
<b>LO3 Support Measure hazards and give feed backs for safety measures</b>	3.1	Measure and record food safety hazards and ensure appropriate corrective actions are taken									
	3.2	Assist in staff hygiene and compliance with procedures									
	3.3	Use reviews, staff feedback and audits to evaluate the effectiveness 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>

<b>Unit reference number:</b>	<b>HTTFSO08L2</b>
<b>NSQ level:</b>	<b>2</b>
<b>Credit value:</b>	<b>2</b>
<b>Guided learning hours:</b>	<b>20</b>

**Unit Purpose:**

Upon completion of this unit, the learner acquires the skills needed to ensure 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.

The learner and team or colleagues can comply with all relevant regulations that apply to area and provide information, data and related specifications to support compliance in your role. making recommendations for improving compliance in response to change which may impact on management responsibilities.

**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:**

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref		
							Page number		
<b>LO1</b> <b>Ensure compliance with regulations in the areas you are responsible for</b>	1.1	identify the relevant regulations which apply to your work area							
	1.2	can 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 and promote safe working practices							
	1.6	recognise and advise on control hazards							
	1.7	receive reports and act on potential risks and hazards							
	1.8	provide learning and guidance where individuals need support to meet compliance standards							
LO2									

<b>Make recommendations and implement changes for improving compliance</b>	2.1	identify opportunities for improving compliance standards to meet organisational needs									
	2.2	identify opportunities to improve compliance to the requirements of the food safety management system									
	2.3	Gather relevant information, data and resources to support potential improvements									
	2.4	make valid changes for improving operational compliance within your limit of responsibility									
	2.5	use relevant measures of plant effectiveness and improvement									
	2.6	to inform recommendations refer any issues outside the limit of your authority to a responsible person									
	2.6	check and confirm that your recommendations meet all workplace requirements									
<b>LO3 Obtain and provide feedback on compliance</b>											
	3.1	seek feedback on the value of your contribution to compliance									
	3.2	check current compliance levels and targets									
	3.3	provide feedback on your contribution to compliance to the relevant person									

<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: SUPPORT MAINTAIN FOOD SAFETY WHEN STORING, PREPARING AND COOKING FOOD

**Unit reference number:** HTTFSO09L2  
**NSQ level:** 2  
**Credit value:** 3  
**Guided learning hours:** 30

**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 staff with a broad understanding of reviewing hazards and hazard procedures such that they are part of a team maintaining food safety. This unit is appropriate to staff that directly prepare and cook 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)

**Uni 12: Maintain Food Safety When Storing, Preparing And Cooking Food**

LO (Learning outcome)	Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 <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							
		Please report any cuts, boils, grazes, illness and infections promptly to the appropriate person P8 make sure any cuts, boils, skin infections and grazes are treated and covered with an appropriate dressing							
LO2 <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									
		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' 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: ENSURE ORGANISATIONAL COMPLIANCE IN A FOOD BUSINESS

**Unit Reference Number:** HTTFSO10L2

**NSQ level:** 2

**Credit value:** 2

**Guided learning hours:** 20

**Unit Purpose:**

This standard is to acquaint the learner with the skills needed for you to ensure 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, labelling, traceability 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.

### 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 13: Ensure Organisational Compliance In A Food Business

LO (Learning outcome)		Criteria:-	Evidence Type			Evidence Ref Page number		
LO1 <b>Support systems and procedures</b>	1.1	access the requirements of the regulations, codes of practice, organisational procedure or specification requiring compliance						
	1.2	ensure the systems and procedures are in place to ensure compliance with the regulatory or organisational requirements						
	1.3	communicate to relevant people the importance of adherence to compliance requirements and the consequences of non-compliance						
	1.4	ensure the organisational systems and procedures are in place to support adherence to compliance						
	1.5							
LO2								

<b>Measure 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	measure adherence to the requirements of the regulations										
<b>LO 3</b>		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	measure and report audit activity and the outcomes of audits										
	3.3	make recommendations to 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: SUPPORT DISPLAY FOOD PRODUCTS IN A RETAIL FOOD ENVIRONMENT**

**Unit reference number:** **HTTFS011L2**

**NSQ level:** **2**

**Credit value:** **1**

**Guided learning hours:** **10**

**Unit Purpose:**

Upon completion of this unit, the learner acquire the skills to 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. Learner need to show you can label displays of food & drink products, how to 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:Display Food Products In A Retail Food Environment**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>			<b>Evidence Type</b>			<b>Evidence Ref</b>		
								Page number		
<b>LO1</b> <b>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	check the display area, equipment and accessories are clean and take prompt action on finding any problems								
	1.3	assemble and check products and additional materials and prepare them for use								
	1.4	identify 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	prepare the display to ensure maximum appeal and to comply with food safety requirements								
<b>LO2</b> <b>Label displays of food &amp; drink products</b>										
	2.1	confirm requirements for labelling of products with the relevant people								
	2.2	confirm label information is correct and conforms to legal and standard operational requirements, with the								

		relevant people									
	2.3	position labels for products correctly									
	2.4	ensure that labels are legible, visible to customers, and securely positioned in the correct place									
LO3 <b>Arrange and maintain food &amp; drink products for display</b>	4.1	check and take steps to ensure that the display area always meets the requirements of hygiene and food safety									
	4.2	transfer products safely to the display area according to instructions and specifications									
	4.3	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, you reposition and reorganise the position of products and accessories to maintain presentation and to meet trading conditions									
	4.5	monitor displays according to instructions and specifications									
	4.6	carry out emergency cleaning procedures promptly when required									
	4.7	take prompt action to address any product or display related problem									
LO 4: <b>Empty and clean the food &amp; drink product display</b>	5.1	withdraw products from the display according to instructions and store correctly									
	5.2	identify and select the appropriate cleaning materials for display equipment and accessories									
	5.3	safely store cleaning materials for further use									
	5.4	take prompt action to address any display, cleaning or product related problems									

<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 15: STANDARD: OBSERVE FOOD SAFETY IN FOOD AND DRINK OPERATIONS**

**Unit reference number:** HTTFS012L2

**NSQ level:** 2

**Credit value:** 2

**Guided learning hours:** 20

**Unit Purpose:**

This standard is about understanding 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. You will need to understand the role of food safety management systems, such as HACCP (Hazard Analysis and Critical Control Point) and the use of threat analysis in food and drink operations and how they can be effectively applied to ensure the safety of food. This standard is for work in food and drink operations or animal feed operations and job responsibility for 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 15:**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>	<b>Evidence Type</b>				<b>Evidence Ref Page number</b>		
<b>LO1</b> <b>Support Assign responsibilities and control operations</b>	1.1	Allocate roles and responsibilities for food safety management in food and drink operations							
	1.2	Implement controls to manage safe food sources and products in food and drink operations							
<b>LO 2</b> <b>Support apply basic 'HACCP' and 'TACCP' provisions to the organisation</b>		1. mention the key requirements, including critical control points and critical limits of organisation's food safety management procedures 2. explain the role of food safety management systems in the protection of food 3. support apply basic 'HACCP' and 'TACCP' provisions to the organisation 4. mention the expected roles, responsibilities and levels of authority of members of a food safety management team 5. the impact that a positive safety culture can have on the effective operation of safe working practices							

<b>LO 3</b> <b>Observe</b> personal hygiene requirements and their implementation	5. explain the capabilities and limitations of team members and the impact that this can have on food safety 6. mention the types of training and development activity that can be applied to address food safety related issues 9. the differences between different levels of qualification and training in regards to food safety and what these indicate in regards to the skills and knowledge of individuals 10. observe state personal hygiene requirements and their implementation																		
<b>LO 3</b> <b>Support</b> apply preventive action in respect of controlling spread or increase in product contamination and cross-contamination	11. support in cleaning and maintenance of equipment and environment 12. identify key plant and environmental conditions which may pose a threat to food safety during operation 13. support correct methods for segregation, storage and disposal of waste and of damaged or contaminated products 14. provide preventive action in respect of controlling spread or increase in product contamination and cross-contamination 15. state sources and types of product contamination and cross-contamination, deterioration and spoilage and how to recognise them																		
<b>LO 5</b> <b>Support</b> in monitoring and checking conformance to critical limits and implement them	16. support in monitoring and checking conformance to critical limits and implement them 17. support apply approaches of standard operating procedures (SOPs) and specified working practices to food safety during operations 18. explain the use of audits in monitoring compliance against SOPs 19. corrective action in the event of non-conformance to critical limits 20. support to assess additional support, information and advice requirements 21. seek and provide where reliable and up to date information to help inform the implementation of food safety measures																		

<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: SUPPORT PROVIDE FOOD SAFETY INFORMATION FOR CONSUMERS IN FOOD AND DRINK OPERATIONS**

**Unit reference number:** **HTTFS013L2**  
**NSQ level:** **2**  
**Credit value:** **1**  
**Guided learning hours:** **10**

**Unit Purpose:** This unit provides learner with the knowledge and skills of providing food safety information for consumers relating to the content of products. Learner need to be able to identify food related information that will be of interest to consumers and stakeholders and communicate it in an effective way. This standard is for work in food and drink operations or animal feed operations and job required to have responsibilities for managing food safety and/or providing product information. Learner 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 16:**

<b>LO (Learning outcome)</b>		<b>Criteria:-</b>			<b>Evidence Type</b>			<b>Evidence Ref</b>		
								Page number		
<b>LO1</b> <b>Provide data for incorporation into food labels and consumer information</b>	1.1	check that guidance provided conforms to relevant sector, national and international legislation related to food safety								
	1.2	provide information in a way which is clear to understand and highlights issues which are directly related to food safety								
	1.3	Assist in co-ordinating the provision of food safety information in conjunction with individuals and teams responsible for the design and production of food labelling and packaging								
	1.4	Assist to review proposed food labelling and draft data sheets to ensure they are accurate and in compliance with regulatory requirements								
	1.5									
<b>LO2</b> <b>Know food safety information for colleagues and customers</b>										
	2.1	Explain how to allocate the roles, responsibilities and levels of authority in regards to the provision of consumer information								
	2.2	Describe how to co-ordinate the regular review of food labelling with colleagues from								

		operational, product development and packaging design teams									
	2.3	Explain how to plan the communication of revised labelling with customers and other organisations within the supply chain									
	2.4	Mention briefs to be given to internal staff as to any changes in labelling requirements									
LO3 <b>Provide food safety information for colleagues and customers</b>											
	3.1	allocate the roles, responsibilities and levels of authority in regards to the provision of consumer information									
	3.2	co-ordinate the regular review of food labelling with colleagues from operational, product development and packaging design teams									
	3.3	plan the communication of revised labelling with customers and other organisations within the supply chain									
	3.4	brief internal staff as to any changes in labelling requirements									

<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 17: SUPPORT MAINTAIN SAFE STORAGE OF FOOD DURING WAREHOUSING**

**Unit reference number:** HTTFS014L2

**NSQ level:** 2

**Credit value:** 2

**Guided learning hours:** 20

**Unit Purpose:**

This standard is about maintaining the safe storage of food during warehousing for food safety in a logistics environment. It covers the knowledge and skills required of workers in the logistics sector in relation to the EU regulations that make it a legal requirement for all businesses that deal with food (ie food, drink and animal feeds) to have Food Safety Management Systems embedded into their operating and management systems.

This standard is relevant to those who work in all parts of the food supply chain, including vehicle drivers, warehousing and storage operatives, supervisors and managers

**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 SAFE STORAGE OF FOOD DURING WAREHOUSING**

LO (Learning outcome)		Criteria:-			Evidence Type			Evidence Ref Page number		
LO1 <b>Maintain food storage procedures</b>	1.1	Check that food and/or its wrapping/packaging is undamaged, is at the correct temperature, and within its use by date on arrival and dispatch								
	1.2	Look at and record any important information on the labelling								
	1.3	Prepare food for storage and put it in the correct storage area as quickly as necessary to maintain its safety								
	1.4	Make sure storage areas are clean, suitable, and maintained at the correct temperature for the type of food								
LO2 <b>Adhere to food stocking, recording and safety requirements</b>										
	2.1	Store food correctly to avoid cross-contamination								
	2.2	Follow stock rotation procedures								
	2.3	Safely dispose of any food not meeting safety requirements, food waste, and surplus packaging in accordance with food safety management procedures								

	2.4	Keep necessary records up to date										
LO3 <b>Handle food in appropriate manner</b>	3.1	Handle food in a way that ensures that food safety is maintained										
	3.2	Deal promptly and appropriately with indicators of potential food safety hazards when you have the authority to do so										
	3.3	Where you do not have the authority to deal with indicators of potential food safety hazards yourself, report promptly 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>