VTCT Level 1 Diploma in Vocational Studies – Hospitality and Catering

Operational start date:	**1 April 2012**
Credit value:	**37**
Total Qualification Time (TQT):	**370**
Guided learning hours (GLH):	**354 - 365**
Qualification number:	**600/4906/6**

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements (if/where applicable) have been achieved under specified conditions, and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV11258				
UV11049				

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Optional units - Group A				
Optional units - Group B				

The qualification

Introduction

The VTCT Level 1 Diploma in Vocational Studies – Hospitality and Catering is a preparation for work qualification that has been designed to prepare you for a career in the hospitality industry.

This qualification will develop your knowledge and understanding of the main outlets in the hospitality industry and the career opportunities available. Furthermore, you will learn about the importance of good customer service.

You will also learn how to communicate with customers and know the importance of good personal presentation.

The optional units that make up this qualification will allow you to tailor your learning to your personal interests and preferences. Optional units range from basic food preparation and cooking, preparing and serving food and drink, to managing social relationships and dealing with problems in daily life.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

Prerequisites

There are no formal prerequisite qualifications that you must have prior to undertaking this qualification.

Your centre will have ensured that you have the required knowledge, understanding and skills to enrol and successfully achieve this qualification.

Progression

On completion of this qualification you may choose to undertake further study; qualifications you could progress to include:

- VTCT Level 2 Award in Barista Skills
- VTCT Level 2 Award in Food Safety in Catering
- VTCT Level 2 Award in Healthier Food and Special Diets
- VTCT Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
- VTCT Level 2 Diploma in Professional Cookery
- VTCT Level 2 Diploma in Professional Food and Beverage Service
- Level 2 Apprenticeship in:
    - Food and Beverage Service
    - Food Production and Cooking
    - Food Service
    - Hospitality Services
    - Professional Cookery
    - Professional Cookery (Preparation and Cooking)

Alternatively, you may wish to seek employment as:

- Trainee assistant / waiting staff in a coffee shop or cafe, work canteen, motorway service station or hospital
- Trainee assistant cook in a coffee shop, cafe, work canteen, motorway service station, care home or hospital

Qualification structure

Total credits required - 37 (minimum)

All mandatory units must be completed.
A minimum of 20 credits must be achieved at Level 1.

Mandatory units - 5 credits

VTCT unit code	Ofqual unit reference	Level	Unit title	Credit value	GLH
UV11258	M/502/4894	L1	Introduction to the hospitality industry	2	20
UV11049	J/502/4898	L1	Customer service in the hospitality industry	3	20

Optional units from Group A that have the same title at different levels cannot be selected together as part of this qualification (i.e. E3 Community action and L1 Community action).

Optional units - Group A - 14 (minimum) credits

VTCT unit code	Ofqual unit reference	Level	Unit title	Credit value	GLH
UV30617	F/502/0459	E3	Community action	2	20
UV10630	M/502/0473	L1	Community action	2	20
UV30622	T/502/0457	E3	Managing social relationships	2	20
UV10635	D/502/0470	L1	Managing social relationships	2	20
UV30629	F/502/0655	E3	Parenting awareness	2	20
UV10642	J/502/0656	L1	Parenting awareness	2	20
UV30626	H/502/0454	E3	Dealing with problems in daily life	2	20
UV10639	L/502/0464	L1	Dealing with problems in daily life	2	20
UV30620	A/502/0458	E3	Individual rights and responsibilities	1	10
UV10633	K/502/0472	L1	Individual rights and responsibilities	1	10

Optional units - Group A (continued)

VTCT unit code	Ofqual unit reference	Level	Unit title	Credit value	GLH
UV30627	R/502/0658	E3	Environmental awareness	2	20
UV10640	Y/502/0659	L1	Environmental awareness	2	20
UV30628	H/502/0650	E3	Making the most of leisure time	2	20
UV10641	K/502/0651	L1	Making the most of leisure time	2	20
UV30625	D/502/0453	E3	Working towards goals	2	20
UV10638	J/502/0463	L1	Working towards goals	2	20
UV30621	F/502/0462	E3	Managing own money	2	20
UV10634	R/502/0479	L1	Managing own money	2	20
UV30624	K/502/0455	E3	Working as part of a group	2	20
UV10637	R/502/0465	L1	Working as part of a group	2	20
UV30619	T/502/0460	E3	Healthy living	2	20
UV10632	F/502/0476	L1	Healthy living	2	20

Qualification structure

VTCT unit code	Ofqual unit reference	Level	Unit title	Credit value	GLH
Optional units - Group B - 18 (minimum) credits					
UV31041	F/502/4835	E3	Serving food and drink[1/4]	2	20
UV31037	J/600/0711	E3	Basic food preparation[2]	2	20
UV31039	K/600/1091	E3	Guest services in the hospitality industry[3]	2	20
UV31036	Y/502/4808	E3	Basic cooking[5]	2	20
UV11043	A/600/1094	L1	Housekeeping and guest services[3]	3	30
UV11050	K/502/4957	L1	Food service[1]	3	30
UV11057	L/502/5051	L1	Preparing and serving drinks[4]	3	30
UV11052	K/502/5042	L1	Basic food preparation and cooking[2/5]	3	30
UV11064	T/502/5075	L1	Using kitchen equipment	1	10
UV11042	A/502/5059	L1	Introduction to food commodities	1	10
UV11051	K/502/5008	L1	Introduction to healthy eating	3	25
UV11053	K/502/5073	L1	Front office operations	3	30
UV21097	H/502/0132	L2	Food safety in catering	1	9

[1] These units are barred against one another and cannot be selected together as part of this qualification
[2] These units are barred against one another and cannot be selected together as part of this qualification
[3] These units are barred against one another and cannot be selected together as part of this qualification
[4] These units are barred against one another and cannot be selected together as part of this qualification
[5] These units are barred against one another and cannot be selected together as part of this qualification

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment
(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

External assessment
(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

Assessment explained

VTCT courses are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.

Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

• Observed work
• Witness statements
• Audio-visual media
• Evidence of prior learning or attainment
• Written questions
• Oral questions
• Assignments
• Case studies

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units

		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Portfolio of Evidence
UV11258	Introduction to the hospitality industry	0	✘	✔
UV11049	Customer service in the hospitality industry	0	✔	✔

Optional units - Group A

		External	Internal
VTCT unit code	Unit title	Question paper(s)	Portfolio of Evidence
UV30617	Community action	0	✔
UV10630	Community action	0	✔
UV30622	Managing social relationships	0	✔
UV10635	Managing social relationships	0	✔
UV30629	Parenting awareness	0	✔
UV10642	Parenting awareness	0	✔
UV30626	Dealing with problems in daily life	0	✔
UV10639	Dealing with problems in daily life	0	✔
UV30620	Individual rights and responsibilities	0	✔
UV10633	Individual rights and responsibilities	0	✔
UV30627	Environmental awareness	0	✔
UV10640	Environmental awareness	0	✔
UV30628	Making the most of leisure time	0	✔
UV10641	Making the most of leisure time	0	✔

Unit assessment methods

		External	Internal
Optional units - Group A (continued)			
VTCT unit code	Unit title	Question paper(s)	Portfolio of Evidence
UV30625	Working towards goals	0	✓
UV10638	Working towards goals	0	✓
UV30621	Managing own money	0	✓
UV10634	Managing own money	0	✓
UV30624	Working as part of a group	0	✓
UV10637	Working as part of a group	0	✓
UV30619	Healthy living	0	✓
UV10632	Healthy living	0	✓

Unit assessment methods

Optional units - Group B		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UV31041	Serving food and drink	0	✔	✔
UV31037	Basic food preparation	0	✔	✘
UV31039	Guest services in the hospitality industry	0	✔	✔
UV31036	Basic cooking	0	✔	✔
UV11043	Housekeeping and guest services	0	✔	✔
UV11050	Food service	0	✔	✔
UV11057	Preparing and serving drinks	0	✔	✔
UV11052	Basic food preparation and cooking	0	✔	✔
UV11064	Using kitchen equipment	0	✔	✔
UV11042	Introduction to food commodities	0	✘	✔
UV11051	Introduction to healthy eating	0	✘	✔
UV11053	Front office operations	0	✔	✔
UV21097	Food safety in catering	0	✘	✔

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guided learning hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unilke Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UV11258

Introduction to the hospitality industry

The aim of this unit is to provide you with an introduction to the hospitality industry and the chance to look at the types of jobs available within the industry.

You will learn about the variety of sizes and types of organisations that are in the hospitality industry. You will investigate the types of organisation, from small sandwich shops to international hotel chains, and the types of products and services offered.

You will also learn about job opportunities, the training available and the different career paths you can follow. The hospitality industry is a 24 hour, 7 day a week industry so you will look at working patterns that are needed across the industry.

Level
1

Credit value
2

GLH
20

Observation(s)
0

External paper(s)
0

Introduction to the hospitality industry

Learning outcomes

On completion of this unit you will:

1. Know the structure of the hospitality industry

2. Know the career opportunities in the hospitality industry

Evidence requirements

1. *Knowledge outcomes*
   There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.

2. *Tutor/Assessor guidance*
   You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

3. *External paper*
   There is no external paper requirement for this unit.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
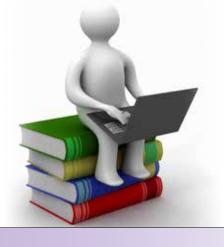- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

This is not an exhaustive list.

Knowledge

Know the structure of the hospitality industry

You can:	Portfolio reference
a. Identify different types of outlets within the industry	
b. Outline the services offered within the industry	

Learning outcome 2

Know the career opportunities in the hospitality industry

You can:	Portfolio reference
a. Describe job roles in the industry	
b. Describe career opportunities in the industry	
c. State different working patterns in the industry	
d. Identify sources of information on training and career opportunities	

Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Know the structure of the hospitality industry

Outlets in the hospitality industry:
Accommodation (self-catering, guest houses, B&Bs, holiday parks, hostels), hotels (budget, one to five star, boutique, branded, independent), food (cafés, fast food outlets, coffee shops, takeaway, restaurants including fine dining, branded, ethnic), clubs (sporting clubs, employment or association clubs), contract catering (schools, colleges, hospitals, prisons, residential homes), pubs (managed, tenanted or leased, free houses), hospitality services operations (transport catering, visitor attraction catering).

Different services offered: Accommodation (bed, shared or ensuite bathroom, TV, clothes storage), food (breakfast/lunch/dinner, personal chef, fast food, children's menu, banquet and conference food, specialist menus (gluten free, diabetic, low fat), vending machines, drinks (alcoholic/non-alcoholic, hot/cold, tea/coffee making facilities in room), room service (24 hours, restricted hours, full menu, limited menu), business and office services (photocopying, wireless internet, faxing), facilities for children (crèche, children's play area, babysitting service, highchairs, baby cots, children's packs, toys/games console for hire, children stay free), special offers and promotions (group discounts, for regular business, for special events), conference and banqueting (birthday/special event packages, business meetings, weddings), services for disabled customers, 24-hour opening, provision of catering service on a contractual basis (school meals, hospitality meals, works canteen, specialist groups (home delivered).

Outcome 2: Know the career opportunities in the hospitality industry

Job roles: Management (general manager, department manager, assistant manager), supervisory (shift manager, team leader), kitchen (head chef, sous chef, chef de partie, commis chef, kitchen porters, kitchen assistants), housekeeping (housekeepers, room attendants, cleaners), food and beverage service (head waiter, waiter, wine waiter, cashier, conference and events co-ordinator, banqueting porter, bar staff), general (maintenance, front office and receptionists, hall porters, concierge), sales and marketing, human resources, accounts.

Career opportunities: Local, national, international, full-time, part-time, casual, skilled, unskilled, management, supervisory, craft, commercial, public sector, graduate training programmes.

Working patterns: Shift work, split shifts, seasonal.

Sources of information: Colleagues, line managers, newspapers, careers advisors/careers services, job centres, recruitment websites, specialist recruitment agencies, hospitality journals, further education colleges, professional organisations, trade exhibitions.

UV11049

Customer service in the hospitality industry

The aim of this unit is to provide you with a basic understanding of the importance of good customer service in the hospitality industry.

You will learn what is meant by good customer service and why it is important for the customer, the organisation and the employees. You will consider your own experiences and how you have been treated as a customer to help identify examples of good and poor customer service.

As communication skills are at the heart of good customer service, you will explore how to communicate with customers and why it is important to converse effectively and in a polite and friendly manner.

Personal presentation and hygiene are a key part of customer service, you will learn the importance of wearing the correct uniform and following the organisation's dress code for roles.

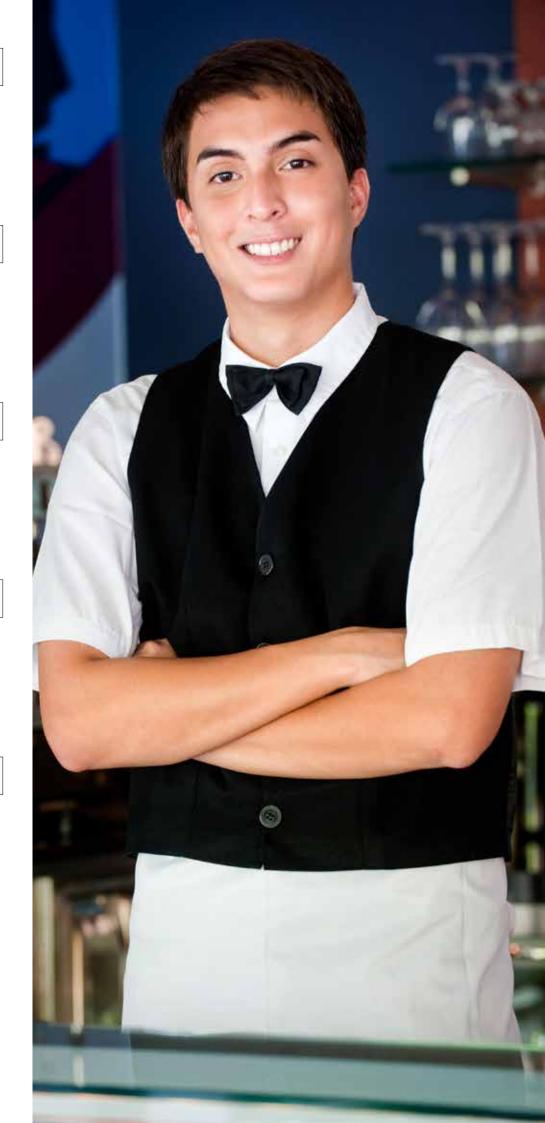| Level |
|---|
| **1** |

Credit value
3

GLH
20

Observation(s)
2

External paper(s)
0

Customer service in the hospitality industry

On completion of this unit you will:

1. Be able to communicate with customers in the hospitality environment

2. Know the benefits of good customer service

3. Know the importance of good personal presentation

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).

2. *Simulation*
Simulation may be used in this unit, where no naturally occurring evidence is available.

3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least two occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

   Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

   You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.

5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

There is no range section that applies to this unit.

Observations

Be able to communicate with customers in the hospitality environment

You can:

a. Communicate positively in a hospitality environment (to include verbal and non-verbal communication)

*May be assessed by supplementary evidence.

Observation	1	2	Optional	Optional
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
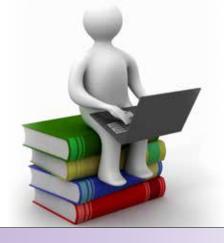- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

This is not an exhaustive list.

Knowledge

Be able to communicate with customers in the hospitality environment

You can:	Portfolio reference
b. Identify the benefits of good communication	
c. State how to deal with routine customer needs	

Learning outcome 2

Know the benefits of good customer service

You can:	Portfolio reference
a. Outline what good customer service is	
b. State the benefits of good customer service	
c. Give examples of good service for different customer groups within the industry	

Learning outcome 3

Know the importance of good personal presentation

You can:	Portfolio reference
a. Outline the importance of good personal hygiene and presentation in a hospitality environment	
b. Identify different dress codes for roles in a hospitality environment	

Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to communicate with customers in the hospitality environment

Communicate positively in a hospitality environment (to include verbal and non-verbal communication): Face to face, telephone, verbal, non-verbal (body language, written).

Benefits of good communication: Quickly establish customers' needs, deal with situations efficiently, build rapport with customers, ensure understanding, reduce complaints, effective teamwork, customer satisfaction.

Communication skills: Verbal (tone, pitch, language, pace), written (clear, concise correct spelling and grammar), non-verbal (body language).

How to deal with customer needs: First impressions (greet customer correctly and without delay, personal presentations), quickly establish needs (questions, listening, body language), match products to needs, use effective communication skills.

Outcome 2: Know the benefits of good customer service

Good customer service: Meet customer needs, exceed customer expectations, communicate effectively with customers, resolve complaints effectively, product knowledge, personal attitude and appearance.

Benefits to the customer: Meet their needs (provide accurate information, product knowledge), exceed their expectations, customer satisfaction, positive experience.

Benefits to the organisation: Increase in customers, increase in sales, repeat business, customer loyalty, reputation.

Benefits to the employee: Job satisfaction, improved personal and team morale, increased motivation.

Different customer groups: Internal customers (colleagues, suppliers), external customers (groups, individuals), with specific needs (dietary, disability, non-English speaking), age range (children, young adults, adults, older adults).

Outcome 3: Know the importance of good personal presentation

Importance of good personal hygiene and presentation in a hospitality environment: Create a positive first impression of self and organisation, present a professional image, to promote health and safety, to meet job requirements, to maintain the organisation's brand image.

Good personal hygiene: Shower/wash daily, clean teeth, fresh breath, deodorant (avoid overpowering perfume/aftershave), clean hands (after toilet breaks, after smoking, between tasks).

Good personal presentation: Wear correct clean and ironed uniform, nails at required length, minimal or no jewellery, minimal or no make-up, suitable and clean shoes.

Dress codes for roles in a hospitality environment: Comply with organisational policy, clean uniforms, appropriate uniform (chef whites, housekeeping overalls, waiting and bar staff uniforms, reception staff suits), hair (clean, manageable, tied back if necessary), protective clothing (aprons, overalls, gloves, shoes).

Notes

Use this area for notes and diagrams