Performance Descriptions for Foundation, Advanced and Higher Principal Learning Qualifications in Hospitality

Contents

Phase 2 Lines of Learning

Performance descriptions are statements that describe typical performance of candidates at the top and bottom of an acceptable range. They relate to whole principal learning qualifications rather than specific units.

Their purpose is to:

■ help awarding organisations in designing mark band statements that reflect agreed standards, thus helping to ensure parity across awarding organisations;

■ help awarding organisations in designing principal learning qualifications that are pitched at the right level; and

■ contribute towards contextualising the Qualifications and Credit Framework (QCF) level descriptions for specific lines of learning.

The performance descriptions describe two levels of performance:

Pass

At the bottom of the acceptable range, this is the minimal level of performance for a learner to pass a principal learning qualification.

Top

At the top of the acceptable range, this is what can reasonably be expected of a high-attaining learner who has followed an appropriate course.

Performance descriptions are not competency definitions and need to have sufficient latitude to allow for 'best fit' marking grids to be written.

Performance descriptions have been written by awarding organisations and Diploma Development Partnerships against the relevant lines of learning criteria.

Performance descriptions are not intended to summarise the content of lines of learning topics. Awarding organisations are required to ensure that full topic content is accurately reflected in specifications.

Specifications are issued as they stand so that awarding organisations can begin using them as soon as possible to develop their principal learning qualifications.

Please note: the numerical references used for performance descriptions do not bear any relationship to those used for lines of learning criteria or those which may be used in subsequent qualifications.

Level 1

Pass	Top
1.1 Uses given research methods with support to find out about the hospitality industry.	1.1 Uses given research methods independently to find out about the hospitality industry.
1.2 Identifies the key features of the UK hospitality industry.	1.2 Describes the key features of the UK hospitality industry.
1.3 Provides basic customer service with guidance.	1.3 Provides basic customer service independently.
1.4 Follow basic health and safety procedures with guidance to prepare and serve food safely.	1.4 Follow basic health and safety procedures independently to prepare and serve food safely.
1.5 Carries out their role as part of a hospitality team to perform simple routine tasks with guidance.	1.5 Carries out their role as part of a hospitality team to perform simple routine tasks independently.
1.6 Prepares, cooks, presents and serves a limited range of basic dishes with guidance.	1.6 Prepares, cooks, presents and serves a wide range of basic dishes independently.

Level 2

Pass	Top
2.1 Selects and uses a limited range of appropriate research methods with support.	2.1 Selects and uses a limited range of appropriate research methods independently.
2.2 Describes using examples the key features of the UK hospitality industry.	2.2 Describes using a wide range of examples to explain the key features of the UK hospitality industry.
2.3 Provides customer service in a range of scenarios and in different functional areas with guidance.	2.3 Provides customer service in a range of scenarios and in different functional areas independently.
2.4 Demonstrates basic knowledge and understanding of working safely in a practical hospitality environment.	2.4 Demonstrates an in-depth knowledge and understanding of working safely in a variety of practical hospitality environments.
2.5 Works consistently and effectively as a team member to perform routine tasks.	2.5 Works consistently and effectively as a team member to perform complex routine or non-routine tasks.
2.6 Applies basic financial principles and terminology to develop simple financial reports.	2.6 Applies basic financial principles and terminology to develop clear and well-presented financial reports.
2.7 Provides a range of food and beverage service with guidance.	2.7 Provides a wide range of food and beverage service independently.
2.8 Sources, prepares, cooks, presents and serves with guidance, a limited range of composite dishes appropriate to customers.	2.8 Sources, prepares, cooks, presents and serves independently a wide range of composite dishes appropriate to customers with differing needs and preferences.

Level 3

Pass	Top
3.1 Researches, collates and interprets data with support.	3.1 Researches, collates and interprets complex data independently.
3.2 Reflects critically and draws conclusions on factors affecting the hospitality industry.	3.2 Reflects critically and draws well-substantiated conclusions on a wide range of factors affecting the hospitality industry.
3.3 Develops basic customer service policy and make recommendations for improvement.	3.3 Develops customer service policy for a range of scenarios and make recommendations for improvement.
3.4 Provides responsive customer service in a range of hospitality situations.	3.4 Provides highly responsive customer service in a range of hospitality situations independently.
3.5 Demonstrates knowledge and understanding of legislation and procedures in the hospitality industry.	3.5 Demonstrates in depth knowledge and understanding of legislation and procedures in the hospitality industry.
3.6 Takes a lead role in the work of hospitality teams including evaluating performance to achieve specified objectives.	3.6 Builds, develops and evaluates teams to achieve specified objectives.
3.7 Carries out basic financial reporting and monitoring to support financial decision making.	3.7 Carries out financial reporting and monitoring to support well-substantiated financial decision making.
3.8 Demonstrates some understanding of the roles and responsibilities of a range of management functions and styles in the hospitality industry.	3.8 Demonstrates an in depth understanding of the roles and responsibilities of a wide range of management functions and styles in the hospitality industry.

3.9 Demonstrates enterprise and entrepreneurship in the development and presentation of plans for a hospitality business.	3.9 Demonstrates enterprise and entrepreneurship in the development and presentation of detailed plans for a successful hospitality business.
3.10 Demonstrates some understanding of marketing activities for hospitality establishments.	3.10 Demonstrates in depth understanding of marketing activities for a range of hospitality establishments.
3.11 Prepares a range of meals and manages the planning, preparation and service of a food operation with guidance.	3.11 Prepares a range of meals and manages the integrated planning, preparation and service of a food operation independently.
3.12 Demonstrates an understanding of how hospitality functions and operations integrate successfully in hospitality establishments.	3.12 Demonstrates an understanding of the interdependence of hospitality functions and operations in successful hospitality establishments.

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