



Level 2 NVQ Diploma in
HOSPITALITY SERVICES

Evidence Logbook

Qualification recognition number: 600/8356/6

Qualification Reference: L2NVQDHS

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Assessment Principles

1. Assessment Principles

1.1 Assessment decisions for competence based learning outcomes (e.g. those beginning with 'to be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

1.2 Assessment decisions for competence based learning outcomes must be made by an assessor qualified to make assessment decisions.

1.3 Competence based assessment must include direct observation as the main source of evidence.

1.4 Simulation may only be utilised as an assessment method for competence based learning outcomes if specified in the assessment requirements of the component.

1.5 Expert witnesses can be used for direct observation if they have occupational expertise for specialist areas or, if the observation is of a particularly sensitive nature. The use of expert witnesses should be determined and agreed by the assessor.

1.6 Assessment of knowledge based learning outcomes (e.g. those beginning with 'know' or 'understand') may take place in or outside of a real work environment.

1.7 Assessment decisions for knowledge based learning outcomes must be made by an occupationally knowledgeable assessor.

1.8 Assessment decisions for knowledge based learning outcomes must be made by an assessor qualified to make assessment decisions. Where assessment is electronic or undertaken according to a set grid, the assessment decisions are made by the person who has set the answers.

2. Internal Quality Assurance

2.1 Internal quality assurance is key to ensuring that the assessment of evidence for component is of a consistent and appropriate quality. Those carrying out internal quality assurance must be occupationally knowledgeable in the area they are assuring and be qualified to make quality assurance decisions.

3. Definitions

3.1 Occupationally competent:

This means that each assessor must be capable of carrying out the full requirements within the competency components they are assessing. Being occupationally competent means they are also occupationally knowledgeable. This occupational competence should be maintained annually through clearly demonstrable continued learning and professional development.

3.2 Occupationally knowledgeable:

This means that each assessor should possess relevant knowledge and understanding and be able to assess this in components designed to test knowledge and understanding. This occupational

knowledge should be maintained annually through clearly demonstrable continued learning and professional development.

3.3 Qualified to make assessment decisions:

This means that each assessor must hold a qualification suitable to support the making of appropriate and consistent assessment decisions. Awarding organisations will determine what qualifies those making assessment decisions according to the competency components under assessment. In any case of significant uncertainty, the Sector Skills Council will be consulted.

3.4 Qualified to make quality assurance decisions:

Awarding organisations will determine what qualifies an assessor undertaking internal quality assurance to make decisions about quality assurance.

3.5 Expert witness:

An expert witness must:

- have a working knowledge of the components on which their expertise is based
- be occupationally competent in their area of expertise
- have EITHER any qualification in assessment of workplace performance OR a professional work role which involves evaluating the everyday practice of staff

Evidence Requirements for Hospitality Services

You must meet all the learning outcomes and assessment criteria identified in each component to achieve the full component. Evidence should be developed over a period of time using diverse assessment methods.

How Your Evidence is Checked

After your Assessor has assessed your work, another member of staff - the Internal Quality Assurer - will review it. An External Quality Assurer from Future (Awards and Qualifications) will visit your assessment centre.

Certificate Claims

Once you've built up your portfolio of evidence, your assessor will sign off your component declaration and present your portfolio to the Internal Quality Assurer. Once the portfolio has passed the internal quality assurance process, the centre can claim your certificate.

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Component 1: Maintenance of a safe, hygienic and secure working environment

Component Reference Number: F/601/4218

Level: 1
Credit: 3
GL: 25

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Be able to maintain personal health and hygiene			
1.1 Wear clean, smart and appropriate clothing, footwear and headgear			
1.2 Keep hair neat and tidy and wear it in line with organisational standards			
1.3 Make sure any jewellery, perfume and cosmetics worn are in line with organisational standards			
1.4 Get any cuts, grazes and wounds treated by the appropriate person			
1.5 Report illness and infections promptly to the appropriate person			
2. Know how to maintain personal health and hygiene			
2.1 State own responsibilities under the Health and Safety at Work Act			
2.2 State general rules on hygiene that must be followed			
2.3 State correct clothing, footwear and headgear that			

should be worn at all times			
2.4 State the importance of maintaining good personal hygiene			
2.5 Describe how to deal with cuts, grazes and wounds and why it is important to do so			
3. Be able to help maintain a hygienic, safe and secure workplace			
3.1 Identify any hazards or potential hazards and deal with these correctly			
3.2 Report any accidents or near accidents quickly and accurately to the proper person			
3.3 Follow health , hygiene and safety procedures during work			
3.4 Practise emergency procedures correctly			
3.5 Follow organisational security procedures			
4. Know how to maintain a hygienic, safe and secure workplace			
4.1 State the importance of working in a healthy, safe and hygienic way			
4.2 State where information about Health and Safety in your workplace can be obtained			
4.3 Describe the types of hazard in the workplace that may occur and how to deal with these			
4.4 State hazards that can be dealt with personally and			

hazards that must be reported to someone else			
4.5 State how to warn other people about hazards and why this is important			
4.6 State why accidents and near accidents should be reported and who these should be reported to			
4.7 Describe the type of emergencies that may happen in workplace and how to deal with these			
4.8 State where to find first aid equipment and who the registered first-aider is in the workplace			
4.9 State safe lifting and handling techniques that should be followed			
4.10 State other ways of working safely that are relevant to own position and why these are important			
4.11 Describe organisational emergency procedures, in particular fire, and how these should be followed			
4.12 State the possible causes for fire in the workplace			
4.13 Describe how to minimise the risk of fire			
4.14 State where to find fire alarms and how to set them off			
4.15 State why a fire should never be approached unless			

it is safe to do so			
4.16 State the importance of following fire safety laws			
4.17 Describe organisational security procedures and why these are important			
4.18 State the correct procedures for dealing with customer property			
4.19 State the importance of reporting all usual/non-routine incidents to the appropriate person			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 2: Working effectively as part of a hospitality team

Component Reference Number: T/601/4216

Level: 1
Credit: 3
GL: 22

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Be able to plan and organise own work			
1.1 Make sure the requirements of the work are understood			
1.2 Ask questions if the requirements of the work are not clear			
1.3 Accurately follow instructions			
1.4 Plan work and prioritise tasks in order of importance			
1.5 Keep everything needed for the work organised and available			
1.6 Keep work areas clean and tidy			
1.7 Keep waste to a minimum			
1.8 Ask for help from the relevant person if it is needed			
1.9 Provide work on time and as agreed			
2. Be able to work effectively with team members			
2.1 Give team members help when they ask for it			

2.2 Ensure the help given to team members is within the limits of own job role			
2.3 Ensure the help given to team members does not prevent own work being completed on time			
2.4 Pass on important information to team members as soon as possible			
2.5 Maintain good working relationships with team members			
2.6 Report any problems with working relationships to the relevant person			
2.7 Communicate clearly and effectively with team members			
3. Be able to develop own skills			
3.1 Seek feedback on own work and deal with this feedback positively			
3.2 Identify with the relevant person aspects of own work which are up to standard and areas that could be improved			
3.3 Agree what has to be done to improve their work			
3.4 Agree a learning plan with the relevant person			
3.5 Seek opportunities to review and develop learning plan			
4. Know how to plan and organise own work			

4.1 State why it is essential to understand the requirements of the work			
4.2 List the benefits of planning and organising work			
4.3 Describe how to make the most efficient use of time and avoid things that may cause unnecessary disruptions			
4.4 List the benefits of keeping everything needed for own work organised and available			
4.5 State why it is important to keep work areas clean and tidy			
4.6 State why it is important to keep waste to a minimum			
4.7 State when to ask for help and who can be asked			
5. Know how to work effectively with team members			
5.1 State the importance of effective teamwork			
5.2 State the people in own team and explain how they fit into the organisation			
5.3 List the responsibilities of the team and why it is important to the organisation as a whole			
5.4 Describe how to maintain good working relationships with team members			

5.5 State how to determine if helping a team member will prevent own work from being completed on time			
5.6 State the limits of own job role and what can and cannot be done when helping team members			
5.7 State why essential information needs to be passed on to a team member as soon as possible			
5.8 List the types of behaviour that help teams to work effectively and behaviours that do not			
5.9 State why problems with working relationships should be reported to the relevant person			
5.10 Describe how to communicate clearly and why it is important to do so			
6. Know how to develop own skills			
6.1 State the importance of improving own knowledge and skills			
6.2 Describe how to get feedback from team members and how this is helpful			
6.3 Describe how a learning plan can improve own work			
6.4 State why it is important to regularly review own learning plan			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 3: Give customers a positive impression of yourself and your organisation

Component Reference Number: L/601/0933

Level: 2

Credit: 5

GL: 33

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Establish rapport with customers			
1.1 Meet their organisation's standards of appearance and behaviour			
1.2 Greet their customer respectfully and in a friendly manner			
1.3 Communicate with their customer in a way that makes them feel valued and respected			
1.4 Identify and confirm their customer's expectations			
1.5 Treat their customer courteously and helpfully at all times			
1.6 Keep their customer informed and reassured			
1.7 Adapt their behaviour to respond to different customer behaviour			
2. Respond appropriately to customers			
2.1 Respond promptly to a customer seeking help			
2.2 Choose the most appropriate way to			

communicate with their customer			
2.3 Check with their customer that they have fully understood their expectations			
2.4 Respond promptly and positively to their customer's questions and comments			
2.5 Allow their customer time to consider their response and give further explanation when appropriate			
3. Communicate information to customers			
3.1 Quickly find information that will help their customer			
3.2 Give their customer information they need about the services or products offered by their organisation			
3.3 Recognise information that their customer might find complicated and check whether they fully understand			
3.4 Explain clearly to their customers any reasons why their expectations cannot be met			
4. Understand how to give customers a positive impression of themselves and the organisation			
4.1 Describe their organisation's standards for appearance and behaviour			
4.2 Explain their organisation's guidelines for			

how to recognise what their customer wants and respond appropriately			
4.3 Identify their organisation's rules and procedures regarding the methods of communication they use			
4.4 Explain how to recognise when a customer is angry or confused			
4.5 Identify their organisation's standards for timeliness in responding to customer questions and requests for information			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Level 2 Diploma in Hospitality Services
Summary of Achievement

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
F/601/4218	Maintenance of a safe, hygienic and secure working environment						
T/601/4216	Working effectively as part of a hospitality team						
L/601/0933	Give customers a positive impression of yourself and your organisation.						

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature

Date

**Level 2 Diploma in Hospitality Services
Summary of Achievement – Optional Components**

Must not be used alone – this sheet must be attached to a Mandatory Component Summary of Achievement

Learner Name		Future™ Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature

Date

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