



## Qualification Specification for:

- **OCN NI Level 1 Certificate in Hospitality and Catering**  
Qualification No: 603/3025/9
- **OCN NI Level 1 Diploma in Hospitality and Catering**  
Qualification No: 603/3026/0

## Qualification Regulation Information

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OCN NI Level 1 Certificate in Hospitality and Catering: 603/3025/9

Operational start date: 01 March 2018  
Operational end date: 31 December 2027  
Certification end date: 31 December 2028

OCN NI Level 1 Diploma in Hospitality and Catering: 603/3026/0

Operational start date: 01 March 2018  
Operational end date: 31 December 2027  
Certification end date: 31 December 2028

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification and the certification end date is the last date by which learners can claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

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## Foreword

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This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualifications:

- **OCN NI Level 1 Certificate in Hospitality and Catering**
- **OCN NI Level 1 Diploma in Hospitality and Catering**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at [www.ocnni.org.uk](http://www.ocnni.org.uk)

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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## About Regulation

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### OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

### The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1<sup>st</sup> October 2015: the RQF provides a single framework for all regulated qualifications.

#### Qualification Level

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

#### Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

## Qualification Features

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### Sector Subject Area

7.4 Hospitality and Catering

### Qualifications' Aim

The OCN NI Level 1 Certificate and Diploma in Hospitality and Catering qualifications are designed to provide learners with an introduction to skills and knowledge required for working in the hospitality and catering industry.

### Qualifications' Objectives

Learners will have the opportunity to:

- gain basic hospitality and catering skills
- develop other core employability skills
- progress to higher level qualifications in the areas of hospitality and catering

The qualifications relate to the National Occupational Standards for Hospitality and Catering:

<https://www.ukstandards.org.uk/Pages/results.aspx?k=hospitality%20and%20catering>

### Grading

Grading for these qualifications is pass/fail.

### Qualification Target Group

The qualifications are targeted at learners who wish to develop their understanding of the hospitality and catering sectors.

### Progression Opportunities

The qualifications provide an opportunity for learners to improve their employability in the areas of hospitality and catering and also provide a basis to progress to higher level qualifications in these areas.

### **Entry Requirements**

There are no formal entry requirements however learners should be at least 14 years old and it is expected that learners will receive appropriate advice and guidance regarding the level and suitability of the qualifications.

### **Qualification Support**

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

### **Delivery Languages**

These qualifications are available in English only at this time. If you wish to offer the qualifications in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

## Centre Requirements for Delivering the Qualification

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### Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

### Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role\*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

\*Note: A person cannot be an internal verifier for their own assessments.

### Tutors

Tutors delivering the qualifications should be occupationally competent at a higher level than the qualification and have a minimum of one year's relevant experience in the hospitality/catering sectors.

### Assessors

The qualifications are assessed within the centre and are subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

#### **Assessors must:**

- be occupationally competent at a higher level than the qualification
- have a minimum of one year's experience in the area they are assessing
- have direct or related relevant experience in assessment
- have a sound understanding of the current National Occupational Standards (NOS)
- assess all assessment tasks and activities

### Internal Verification

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualifications.



***Internal Verifiers must:***

- have direct or related relevant experience in assessment and verification
- attend OCN NI's internal verifier training in order to be approved by OCN NI
- support tutors and assessors through centre standardisation meetings held within the centre at appropriate points in the year and records maintained for the external verifier
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

## Structure and Content

The information below summarises the structure of these qualifications.

### **OCN NI Level 1 Certificate in Hospitality and Catering**

In order to achieve the qualification learners must complete a total of 13 credits. A maximum of 3 credits may be taken from the core skills units and at least 10 credits must be taken from the hospitality and catering units.

Total Qualification Time: 130  
Guided Learning Hours: 117

### **OCN NI Level 1 Diploma in Hospitality and Catering**

In order to achieve the qualification learners must complete a total of 37 credits. A maximum of 9 credits may be taken from the core skills units and at least 28 credits must be taken from the hospitality and catering units.

Total Qualification Time: 370  
Guided Learning Hours: 333

In delivering the following units where the term ‘a range of’ or other unspecified quantities are mentioned in the assessment criteria a minimum of three examples will be required

The qualifications consist of the following units:

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	Level
<b>Core Skills</b>					
<a href="#">R/506/5700</a>	CBA142	Rights and Responsibilities for the Individual	10	1	One
<a href="#">K/506/5704</a>	CBA145	Career Preparation and Planning	20	2	One
<a href="#">A/506/5707</a>	CBA147	Oral Presentation Skills in Practice	20	2	One
<a href="#">F/506/5708</a>	CBA148	Personal Confidence and Self-Esteem	10	1	One
<a href="#">J/506/5709</a>	CBA149	Skills for Decision Making	30	3	One
<a href="#">A/506/5710</a>	CBA150	Study Skills and Learning Styles	10	1	One
<a href="#">F/506/5711</a>	CBA151	Take Part in a Vocational Taster	30	3	One

<a href="#">L/506/5713</a>	CBA152	Taking Part in an Enterprise Project	30	3	One
<a href="#">R/506/5714</a>	CBA153	Teamwork Skills in Practice	30	3	One
<a href="#">D/506/5716</a>	CBA156	Exploring Employment Opportunities	30	3	One
<a href="#">M/506/5719</a>	CBA159	Skills in Customer Service	30	3	One
<a href="#">H/506/5720</a>	CBA160	Employment Legislation, Contracts and Pay	20	2	One
<a href="#">K/506/5721</a>	CBA161	Health and Safety in Practice	10	1	One
<a href="#">M/506/5722</a>	CBA162	Setting and Achieving Personal Goals	30	3	One
<a href="#">D/506/2363</a>	CAZ722	Time Management Skills	30	3	One
<a href="#">T/506/5723</a>	CBA163	Using Effective Communication Skills in the Workplace	30	3	One
<a href="#">Y/506/5794</a>	CBA164	Using Problem Solving Skills in the Workplace	20	2	One
<b>Hospitality and Catering</b>					
<a href="#">F/506/5918</a>	CBA097	Food and Drink Service	20	2	One
<a href="#">F/506/5661</a>	CBA098	Health and Safety for Catering	30	3	One
<a href="#">A/506/5660</a>	CBA099	Healthy Diet Planning	10	1	One
<a href="#">T/506/5656</a>	CBA100	Tea and Coffee Counter Service	30	3	One
<a href="#">J/506/5659</a>	CBA101	Understanding Food and Nutrition	30	3	One
<a href="#">F/506/5658</a>	CBA102	Employment Opportunities within the Hospitality Industry	20	2	One
<a href="#">K/506/5654</a>	CBA103	Understanding the Catering Industry	30	3	One
<a href="#">D/506/5652</a>	CBA104	Cooking Skills for the Domestic Kitchen	30	3	One

<a href="#">A/506/5657</a>	CBA105	Customer Service for the Hospitality Industry	30	3	One
<a href="#">M/506/5655</a>	CBA106	Food Preparation and Cooking	30	3	One
<a href="#">M/506/5638</a>	CBA107	Maintaining, Handling and Cleaning knives	20	2	One
<a href="#">H/506/5636</a>	CBA108	Preparing Hot and Cold Sandwiches	20	2	One
<a href="#">M/506/5641</a>	CBA109	Handling Food Safely	20	2	One
<a href="#">K/506/5640</a>	CBA110	Prepare and Serve Drinks	30	3	One
<a href="#">T/506/5639</a>	CBA111	Using Food Commodities	10	1	One
<a href="#">A/508/0448</a>	CBD403	Housekeeping Services	30	3	One
<a href="#">F/508/0449</a>	CBD404	Reception Duties in the Hospitality Industry	30	3	One

## Unit Details

Title	Rights and Responsibilities for the Individual	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBA142	
Unit Reference No	R/506/5700	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to gain an understanding of rights and responsibilities.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Understand rights and responsibilities for an individual.	1.1. Give at least two examples of rights and responsibilities for an individual. 1.2. Outline own individual rights and responsibilities. 1.3. Outline at least two sources of support or information about rights and responsibilities.	
2. Know how individuals can influence decisions.	2.1. Outline how individuals can influence the decisions affecting communities and the environment.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Career Preparation and Planning	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBA145	
Unit Reference No	K/506/5704	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to identify own strengths, qualities, skills and abilities and plan own career development.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Understand own strengths, qualities, skills and abilities.	1.1. State own strengths, qualities, skills and abilities. 1.2. Outline how these may be transferable to different careers.	
2. Understand sources of information, advice and guidance in relation to career planning.	2.1. Identify at least two sources of information, advice and guidance in relation to own career planning.	
3. Be able to plan for transition to the next stage of education, training or work.	3.1. Identify career goals and how these can be achieved. 3.2. Produce an application to the next stage of own education, training or work.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Oral Presentation Skills in Practice	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBA147	
Unit Reference No	A/506/5707	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to prepare, plan and deliver an oral presentation including feedback.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to prepare for, plan and deliver an oral presentation.	1.1. Demonstrate how to prepare and plan for an oral presentation taking into account the following: a) audience b) aims c) timing d) use of visual aids e) roles 1.2. Give an oral presentation to a group using the plan above.	
2. Be able to give and receive feedback on an oral presentation.	2.1. Give constructive feedback to others on an oral presentation. 2.2. Use feedback from others to plan changes to own oral presentation.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Personal Confidence and Self-Esteem	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBA148	
Unit Reference No	F/506/5708	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand confidence and self-esteem. The learner will also be required to set short term goals in order to improve personal confidence and self-esteem.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand ways of building confidence and self-esteem.	1.1. Define confidence and self-esteem and factors that impact on them. 1.2. Identify ways of building confidence and self-esteem. 1.3. Outline a situation when he/she: a) felt confident b) lacked confidence 1.4. Outline how confidence building strategies may be applied in a range of situations. 1.5. Outline the impact of own behaviour and how it influences others' perceptions.	
2. Be able to set objectives to improve personal confidence and self-esteem.	2.1. Identify at least two short term goals to improve confidence and self-esteem. 2.2. Assess progress towards achievement of goals, identifying areas for improvement. 2.3. Outline how goal setting has contributed to own confidence and self-esteem.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log



Title	Skills for Decision Making	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA149	
Unit Reference No	J/506/5709	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to demonstrate decision making skills and identify situations that require assertiveness and self-control.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Be able to make personal decisions and choices with confidence.	1.1. Outline own personal decisions and choices in a range of situations.	
2. Be aware of the rights and responsibilities of self and others within a group.	2.1. Outline own and others' rights and responsibilities in a group situation. 2.2. Demonstrate how to contribute to a discussion in a range of situations.	
3. Be able to use negotiation skills to contribute towards achieving a desired outcome.	3.1. Demonstrate how effective negotiation skills may be used to achieve a desired outcome.	
4. Be aware of the implications and benefits of self-control and assertiveness.	4.1. Identify at least two situations in which self-control and/or assertiveness may be used to achieve the desired outcome. 4.2. Outline at least two benefits of being assertive.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Study Skills and Learning Styles	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBA150	
Unit Reference No	A/506/5710	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand different ways to learn, recognise own preference and identify areas for improvement.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Recognise different ways to learn.	1.1. Outline different ways to learn.	
2. Understand own learning preferences.	2.1. Give examples of past learning experiences and preferred method of learning. 2.2. Outline what contributes to a good learning experience.	
3. Know how learning styles affect approaches to learning and study.	3.1. Outline how learning styles affect approaches to learning and study.	
4. Be able to reflect on own approaches to learning.	4.1. Outline how to reflect on own learning approach identifying areas for improvement.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Take Part in a Vocational Taster	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA151	
Unit Reference No	F/506/5711	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand different job roles within a vocational area and take part in a vocational taster.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand different job roles within a vocational area.	1.1. Identify a range of job roles within a vocational area and the necessary skills and knowledge required for each.	
2. Understand the importance of appropriate workplace presentation and behaviour.	2.1. Outline the importance of appropriate workplace presentation and behaviour including: a) dress code b) time keeping c) conduct	
3. Use relevant skills, knowledge and personal qualities in a vocational context.	3.1. Identify own role in chosen vocational context. 3.2. Carry out tasks as directed in chosen vocational context using relevant skills and knowledge. 3.3. Identify own skills, knowledge and personal qualities used.	
4. Understand safe working practices within a vocational context.	4.1. Outline the Health and Safety procedures relevant to the vocational context. 4.2. Identify a range of safety hazards. 4.3. Identify appropriate safety equipment for given hazards. 4.4. Locate First Aid Box. 4.5. Identify member(s) of staff with responsibility for Health and Safety and first aid.	
5. Be able to review suitability for job role in chosen vocational context.	5.1. Identify own strengths and areas for development. 5.2. Outline the positive and negative aspects of the vocational experience.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Taking Part in an Enterprise Project	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA152	
Unit Reference No	L/506/5713	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to undertake an enterprise project including advertising, selling, costs and evaluation.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to select an enterprise project for a particular target market.	1.1. Use market research to select a suitable enterprise project. 1.2. Outline reasons for choice and target market. 1.3. Identify costs involved in producing the product or service and cost to customer. 1.4. Identify main competitors.	
2. Understand effective marketing.	2.1. Identify personal skills/qualities required to effectively market and sell product or service. 2.2. Identify the most appropriate methods for marketing product or service. 2.3. Create a resource for marketing own product or service and give reasons for choice.	
3. Evaluate own contribution to enterprise project.	3.1. Develop enterprise action plan. 3.2. Review and revise the action plan. 3.3. State what worked well and what could be improved.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Teamwork Skills in Practice	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA153	
Unit Reference No	R/506/5714	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the different roles and responsibilities within a team and how to contribute to and review a team activity.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand the different roles and responsibilities within a team.	1.1. Identify different roles and responsibilities within a team. 1.2. Identify own role and responsibilities within a team in a given situation.	
2. Be able to contribute to the setting of team and own goals.	2.1. Outline goals identified by the team and individually. 2.2. Carry out a team activity. 2.3. Demonstrate how to communicate appropriately within the team in a range of situations.	
3. Be aware of others' rights to communicate within a team.	3.1. Outline why it is important to allow others to express their view/responses without interruption.	
4. Recognise the importance of co-operation within a team.	4.1. Outline a range of situations when co-operation is necessary to achieve a team goal.	
5. Be able to review team performance.	5.1. Identify skills brought to a team activity by: a) self b) others 5.2. Assess what was successful within the activity and what could be done differently.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Exploring Employment Opportunities	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA156	
Unit Reference No	D/506/5716	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to be aware of different career options, identify a preferred career option and apply for job opportunities.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be aware of different career options and what is involved in a job search.	1.1. List own career options using information sources. 1.2. Identify own skills and abilities appropriate to chosen career option.	
2. Be aware of different types of employment.	2.1. Identify the characteristics, including advantages and disadvantages of each of the following: a) employment b) self-employment c) unemployment d) voluntary work	
3. Be able to complete a job application.	3.1. Complete a job application form legibly, providing information as required. 3.2. Check the form for accurate spelling and grammar.	
4. Be able to create Curriculum Vitae (CV).	4.1. Identify relevant personal details necessary to complete own CV. 4.2. Outline how an organisation uses CVs to select applicants for interview. 4.3. Complete own CV.	
5. Know how to conduct self at an interview.	5.1. Identify how to prepare for an interview to include the following: a) appropriate dress b) time of arrival c) possible questions d) appropriate body language 5.2. Take part in an interview. 5.3. Review performance identifying areas for improvement.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
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Title	Skills in Customer Service	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA159	
Unit Reference No	M/506/5719	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand customer service skills.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand the principles of customer service.	1.1. Outline the principles of customer service.	
2. Understand the benefits to an organisation of good customer service.	2.1. Give examples of good practice in customer service and describe why good customer service is important. 2.2. Outline how good customer service promotes customers' confidence in the organisation. 2.3. Outline at least two reasons for maintaining customer confidentiality.	
3. Understand the possible consequences of poor customer service.	3.1. Outline how poor customer service can impact on: a) customers b) the organisation c) staff	
4. Understand the value of first impressions.	4.1. Give reasons why it is important to make a good first impression. 4.2. State ways of creating a positive first impression when communicating: a) face-to-face b) on the telephone c) in writing	
5. Understand positive verbal and non-verbal interaction with customers.	5.1. Give examples of non-verbal communication and how it can support face-to-face communication. 5.2. List at least two appropriate and at least two inappropriate ways of communicating verbally with customers.	
6. Understand how to deal with customer complaints.	6.1. Outline how to deal with and process customer complaints.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion



Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
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Title	Employment Legislation, Contracts and Pay	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBA160	
Unit Reference No	H/506/5720	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand employment legislation and be aware of rights, contract and pay.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Be aware of employment legislation.	1.1. Outline a range of policies that an organisation should have in place and their importance.	
2. Be aware of statutory and contractual employment rights.	2.1. Give an example of a statutory and contractual employment right. 2.2. Outline the importance of a contract of employment and essential information it should contain. 2.3. Give an example of how a contract of employment may be breached by the employer and employee and possible consequences of each.	
3. Understand payslip information.	3.1. List items on a payslip and their purpose.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Health and Safety in Practice	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBA161	
Unit Reference No	K/506/5721	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to gain knowledge of Health and Safety requirements, procedures and equipment in a practical environment and follow safe working practices.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Know about Health and Safety requirements, procedures and equipment in a practical environment.	1.1. Outline aspects of key current Health and Safety requirements to include the following: <ol style="list-style-type: none"> <li>Health and Safety at Work Act relevant to your region</li> <li>Control of Substances Hazardous to Health Regulations relevant to your region</li> </ol> 1.2. Outline the correct procedures for reporting accidents and potential hazards. 1.3. Identify the correct response to two emergency situations. 1.4. State the location of a range of emergency equipment.	
2. Be able to follow and manage safe working practices.	2.1. Identify the potential risks of a given situation. 2.2. State the purpose and use of safety equipment and/or clothing to minimise risk in a range of situations. 2.3. Select and use appropriate equipment and/or techniques when carrying out a given task.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Setting and Achieving Personal Goals	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA162	
Unit Reference No	M/506/5722	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to be aware of own personal attributes, their impact on own situation and how to set and achieve goals now and in the future.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Be aware of own personal attributes and how they have impacted on own situation.	1.1. Identify own personal attributes and how they have impacted on own situation with regard to: a) achievements b) skills and abilities c) interests	
2. Be aware of information resources relevant to own development opportunities.	2.1. Identify at least two information sources relevant to own development opportunities. 2.2. Give examples of future opportunities for self-development with regard to own situation and where appropriate information can be found.	
3. Know how to set and achieve personal goals.	3.1. Outline possible future goals. 3.2. Select a goal giving reason for choice stating factors which may help and/or hinder progress of achievement. 3.3. Identify at least two sources of information to aid achievement. 3.4. Identify steps to be taken to achieve personal goal and compile a detailed checklist of actions.	
4. Know how to review the achievement of personal goals.	4.1. Identify how to review the achievement of personal goals and set goals for progression.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Time Management Skills	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CAZ722	
Unit Reference No	D/506/2363	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand time management skills and how to implement effective time management in own life in order to reduce stress.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Understand own time management.	1.1. List the hours spent over a period of time on the following activities: a) sleeping b) eating c) working d) studying e) socialising 1.2. Give two examples of activities for each of the following: a) productive time b) maintenance time	
2. Understand time management skills.	2.1. Outline what is meant by time management. 2.2. Identify how time management skills can be used in daily life.	
3. Understand how time management may reduce stress.	3.1. Give two examples of physical and emotional symptoms of stress. 3.2. Identify how time management can help reduce stress. 3.3. Outline a plan of own time to reduce stress.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Using Effective Communication Skills in the Workplace	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA163	
Unit Reference No	T/506/5723	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand different forms of effective communication in the workplace and how to use it to deal with conflict situations.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand different forms of effective communication in the workplace.	1.1. Outline different forms of effective communication procedures in own workplace.	
2. Understand the importance of communicating effectively with others in the workplace.	2.1. Outline the importance of communicating effectively with others in the workplace. 2.2. Outline the implications of poor communication with others in the workplace.	
3. Know how to use communication to support the work of others.	3.1. Outline the importance of clear communication with others in the workplace and appropriate methods to use.	
4. Understand how to deal with conflict in the workplace.	4.1. Identify own organisation's policy for managing conflict in the workplace and how communication aids this.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Using Problem Solving Skills in the Workplace	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBA164	
Unit Reference No	Y/506/5794	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to recognise a range of problems in the workplace and how to identify appropriate solutions.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Recognise a range of problems that may arise in the workplace.	1.1. Identify the main causes of problems that may arise in the workplace.	
2. Recognise solutions to workplace problems and review their effectiveness.	2.1. Identify a workplace problem and how it might be addressed using the following: a) appropriate actions b) sources of help c) collaborative working d) consequences if not addressed 2.2. Review effectiveness of the solution identifying areas for improvement.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Food and Drink Service	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBA097	
Unit Reference No	F/506/5918	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance and benefits of team work during food and drink service and be able to operate as part of a team.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Know how to serve food and drink to customers.	1.1. Outline the stages for food and drink service to customers. 1.2. Serve a range of food and drink in a professional and safe manner.	
2. Be able to work as part of a food and drink service team.	2.1. Demonstrate how to work with others to: a) prepare a range of food and drink safely and hygienically. b) serve a range of food and drink c) clean service areas 2.2. Outline the importance of working well as part of a food and drink service team.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log



Title	Health and Safety for Catering	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA098	
Unit Reference No	F/506/5661	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of maintaining Health and Safety standards within a catering environment.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be aware of the importance of Health and Safety in a catering environment.	1.1. Outline the main responsibilities of employers and employees towards Health and Safety. 1.2. Identify Health and Safety hazards in the workplace and how to report them. 1.3. Outline the importance of following instructions, safety rules and safe procedures at work.	
2. Be aware of the importance of food safety in a catering environment.	2.1. Outline own responsibility in relation to food safety. 2.2. Identify what is meant by the following terms: a) hazard b) risk c) control measure d) food hygiene e) contamination 2.3. Outline food hazards in the workplace. 2.4. Outline how food should be handled to prevent contamination. 2.5. Outline the importance of time/temperature controls and stock rotation.	
3. Understand how to keep self and work area safe, clean and hygienic.	3.1. Outline the reasons for keeping self and work area clean and hygienic. 3.2. Outline how to maintain personal hygiene. 3.3. Outline how to keep the work area clean and hygienic. 3.4. Outline how waste should be stored and disposed of.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Healthy Diet Planning	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBA099	
Unit Reference No	A/506/5660	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of a healthy diet. The learner will produce a healthy diet plan.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Understand the importance of a healthy diet.	1.1. Outline the importance of a healthy diet and its impact on health.	
2. Be able to create a healthy diet plan.	2.1. Identify factors to be considered when planning a healthy diet. 2.2. Create a healthy diet plan.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Tea and Coffee Counter Service
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBA100
Unit Reference No	T/506/5656
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the features and requirements for tea and coffee counter service. The learner will be able to use a commercial espresso machine and serve tea and coffee to customers.	
Learning Outcomes	Assessment Criteria
1. Recognise the features and requirements for tea and coffee counter service.	1.1. List a range of teas and coffees and their country of origin. 1.2. Identify the main features of a range of teas and coffees to inform customers. 1.3. Identify how to store tea and coffee to maximise shelf life including: a) temperature requirements b) protection and wrapping c) stock rotation and display 1.4 Outline tea and coffee counter service requirements.
2. Be able to serve tea and coffee safely.	2.1. Identify individual customer requirements. 2.2. Serve a range of teas and coffees using appropriate tools and equipment safely. 2.3. Demonstrate how to comply with the following counter service requirements: a) cleaning schedules b) personal hygiene c) personal protective clothing and equipment d) stock rotation
3. Be able to use a commercial espresso machine.	3.1. Outline the features of a commercial espresso machine and how it can be used to produce different types of coffee. 3.2. Outline possible Health and Safety issues associated with using a commercial espresso machine. 3.3. Demonstrate the use of a coffee grinder. 3.4. Demonstrate the use of a commercial espresso machine to produce different types of coffee including: a) espresso b) cappuccino c) flat white d) macchiato e) americano f) latte 3.5. Demonstrate the routine cleaning and maintenance of a commercial espresso machine.

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Understanding Food and Nutrition	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA101	
Unit Reference No	J/506/5659	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of a balanced diet for Individuals, recognise food allergies and prepare/present nutritious food. The learner will also be aware of cultural and religious restrictions on food.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Know what constitutes a balanced diet for an individual.	1.1. Outline the main nutrients for a balanced diet. 1.2. List foods that contain the main nutrients and state their basic functions.	
2. Recognise food allergies and their effects on an individual.	2.1. Identify a range of common food allergies and their effects.	
3. Be able to prepare nutritious food.	3.1. Outline menus for people of different ages. 3.2. Prepare a range of nutritious meals using these menus.	
4. Be able to present food in a way that is attractive.	4.1. Outline a range of menus to include illustrations which show how colour, texture, taste and smell can contribute to presenting attractive food. 4.2. Prepare and present a range of meals.	
5. Understand that food restrictions affect the diets of religious and cultural groups.	5.1. Outline some of the food restrictions of different religious and cultural groups.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Employment Opportunities within the Hospitality Industry	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBA102	
Unit Reference No	F/506/5658	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the range of services and employment opportunities available within the hospitality industry.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand the main services provided by the hospitality industry.	1.1. Identify different services offered within the hospitality industry and their purpose. 1.2. Give examples of service providers in the hospitality industry.	
2. Recognise the range of job opportunities within the hospitality industry.	2.1. List different types of jobs in the industry. 2.2. Outline different working patterns in the industry. 2.3. Give examples of career promotion opportunities available in the industry. 2.4. Identify sources of information on training and career opportunities.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Understanding the Catering Industry	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA103	
Unit Reference No	K/506/5654	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to identify the duties, procedures and requirements for work within the catering industry including equipment use and maintenance, Health and Safety requirements and using effective communication.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Know duties, procedures and requirements relevant to working the catering industry.	1.1. Identify duties, procedures and requirements for a range of catering roles. 1.2. Identify workplace requirements in relation to: a) personal presentation b) timekeeping and attendance c) behaviour 1.3. Identify duties and procedures for own job role and possible consequences if not adhered to.	
2. Be able to use equipment when working in catering.	2.1. List common items of equipment used in catering and their purpose. 2.2. Demonstrate the use of a range of equipment. 2.3. Identify how to maintain and store equipment.	
3. Know Health and Safety procedures for working in catering.	3.1. Outline the following procedures: a) fire b) accident c) Health and Safety	
4. Be able to use effective communication within the catering industry.	4.1. Identify when and how to approach supervisors and colleagues. 4.2. Outline how to maintain good working relationships with colleagues and managers. 4.3. Outline how to respond to a range of customer complaints.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Cooking Skills for the Domestic Kitchen	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA104	
Unit Reference No	D/506/5652	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to plan and produce a meal in a domestic kitchen.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Know how to plan and cost nutritionally balanced meals.	1.1. Identify a two-course meal incorporating basic nutritional value and costs. 1.2. State reasons for choice of meal. 1.3. Plan a two-course meal incorporating fresh ingredients and convenience foods.	
2. Be able to use and maintain a range of domestic kitchen equipment.	2.1. Use appropriate domestic kitchen equipment to produce a meal. 2.2. Clean and store the equipment after use.	
3. Be able to use a variety of food preparation methods.	3.1. Produce a meal using a range of food preparation methods. 3.2. Demonstrate a range of food preparation methods.	
4. Recognise the importance of Health and Safety in a domestic kitchen.	4.1. Identify the main Health and Safety risks in a domestic kitchen and how they can be dealt with.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log



Title	Customer Service for the Hospitality Industry	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA105	
Unit Reference No	A/506/5657	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to demonstrate a range of customer service skills in the hospitality industry.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Understand the benefits of good customer service within the hospitality industry.	1.1. Outline what is meant by good customer service. 1.2. State the benefits of good customer service. 1.3. Give examples of good customer service for different customers within the hospitality industry.	
2. Be able to communicate effectively with customers.	2.1. Identify the benefits of good communication. 2.2. Outline how to deal with routine customer needs within the hospitality industry. 2.3. Demonstrate how to communicate effectively in a hospitality environment using verbal and non-verbal communication.	
3. Understand the importance of good personal presentation.	3.1. Outline the importance of good personal hygiene and presentation in a hospitality environment. 3.2. List a range of dress codes for jobs within the hospitality industry.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Food Preparation and Cooking	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA106	
Unit Reference No	M/506/5655	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to prepare and present food using a range of cooking methods.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Be able to demonstrate the principal methods of cooking.	1.1. Outline the principal methods of cooking. 1.2. Demonstrate a range of cooking methods for different commodities.	
2. Be able to cook and present simple dishes.	2.1. Outline safe working practices for different cooking methods. 2.2. Prepare, cook and present simple dishes using safe and hygienic methods. 2.3. Clean work areas and equipment safely and hygienically during and after food preparation. 2.4. Review own performance identifying areas for improvement.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Maintaining, Handling and Cleaning Knives	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBA107	
Unit Reference No	M/506/5638	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to maintain, handle and clean knives within the hospitality and catering industry.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Know how to maintain, handle and clean knives.	1.1. Outline how to maintain, handle and clean knives including why: <ol style="list-style-type: none"> <li>knives should be kept sharp</li> <li>knives should be stored safely</li> <li>appropriate knife should be selected for a given task</li> <li>handles of knives should not be allowed to become greasy during use</li> <li>knives should be handled and carried correctly</li> <li>cutting surfaces should be firm, secure and clean</li> <li>knives should be cleaned between different food groups</li> </ol> 1.2. Outline how to report accidents. 1.3. Outline why damaged knives should not be used. 1.4. Outline contamination risks from poorly maintained knives. 1.5. Outline appropriate actions to avoid allergic reaction amongst consumers when handling and cleaning knives.	
2. Be able to maintain, handle and clean knives.	2.1. Demonstrate how to: <ol style="list-style-type: none"> <li>select knives appropriate for given task</li> <li>ensure knives are clean and safe for use</li> <li>sharpen knives using safe sharpening methods</li> <li>handle knives safely for a given task</li> <li>clean and store knives appropriately after use</li> </ol>	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
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Title	Preparing Hot and Cold Sandwiches	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBA108	
Unit Reference No	H/506/5636	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to prepare a range of hot and cold sandwiches.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Understand how to prepare hot and cold sandwiches.	1.1. Outline how to prepare hot and cold sandwiches ensuring: <ul style="list-style-type: none"> <li>a) bread and fillings are fresh</li> <li>b) tools and equipment are clean and ready for use</li> <li>c) presented attractively</li> <li>d) stored correctly</li> </ul>	
2. Know how to prepare hot and cold sandwiches.	2.1. Demonstrate how to prepare hot and cold sandwiches selecting the correct: <ul style="list-style-type: none"> <li>a) tools and equipment</li> <li>b) bread</li> <li>c) fillings</li> <li>d) packaging and/or presentation</li> </ul> 2.2. Safely store any sandwich and fillings not for immediate use.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Handling Food Safely	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBA109	
Unit Reference No	M/506/5641	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to use safe food handling techniques.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Recognise the importance of handling food safely.	1.1. Identify hazards related to food safety and outline appropriate actions. 1.2. Outline how to maintain good practice when handling food. 1.3. Give examples of how to store and dispose of waste safely.	
2. Understand the need for good personal hygiene when handling food.	2.1. List ways to maintain personal hygiene including how and when to wash hands correctly. 2.2. Outline problems resulting from not maintaining personal hygiene when handling food.	
3. Know how to clean a food work area.	3.1. State why cleaning is important in keeping food safe. 3.2. Outline ways of keeping the food work area clean. 3.3. Select and demonstrate safe use of cleaning materials in a food work area.	
4. Recognise the importance of keeping food products safely.	4.1. Outline how to store different types of food correctly. 4.2. Outline why it is important to follow food storage instructions. 4.3. Give examples of how food should be handled and stored to avoid contamination.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Prepare and Serve Drinks	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBA110	
Unit Reference No	K/506/5640	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to work in a drinks service area.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Know how to prepare and serve different drinks.	1.1. List different types of drinks and the correct equipment used in the preparation of each. 1.2. Outline the main stages in serving the customer. 1.3. Use the correct equipment safely and hygienically to prepare different drinks according to instructions. 1.4. Use suitable accompaniments for drinks service.	
2. Be able to work in a drinks service area.	2.1. Set up, maintain and close down the service area according to instructions.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Using Food Commodities	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBA111	
Unit Reference No	T/506/5639	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the main food commodities and use them correctly.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Recognise the main food commodities.	1.1. List the main types of food commodity.	
2. Know where to obtain the main food commodities.	2.1. State where different commodities can be obtained. 2.2. Outline the benefits of using different commodity suppliers in different settings.	
3. Be able to correctly store the main food commodities.	3.1. Demonstrate safe and hygienic storage methods for the main food commodities.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log



Title	Housekeeping Services	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	28	
OCN NI Unit Code	CBD403	
Unit Reference No	A/508/0448	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the purpose of guest services and maintain accommodation facilities.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Recognise the purpose of guest services.	1.1. State how guest services meet customer needs. 1.2. State the role of guest services in maintaining security. 1.3. Identify the responsibilities of different job roles in guest services.	
2. Be able to maintain and service accommodation facilities.	2.1. Select, use and store routine cleaning materials and equipment. 2.2. Select suitable personal protective equipment (PPE). 2.3. Maintain and service public areas, toilets and washrooms/bathrooms and bedrooms in accordance with organisation's requirements.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Reception Duties in the Hospitality Industry	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	28	
OCN NI Unit Code	CBD404	
Unit Reference No	F/508/0449	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand and undertake the role of a receptionist in the hospitality industry.		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Understand the role of a receptionist in the hospitality industry.	1.1. State the role of a receptionist in the hospitality industry. 1.2. State how the front office may meet the needs of different customers. 1.3. State how the receptionist operates in conjunction with other departments.	
2. Be able to work in the front office.	2.1. Meet and greet customers. 2.2. Follow procedures when answering telephone calls. 2.3. Pass on simple messages accurately. 2.4. Deal with routine enquiries including enquiries about local events and services.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

## Quality Assurance of Centre Performance

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### External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring sports activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualifications and to assure OCN NI of the maintenance of the integrity of the qualifications.

The External Verifier will review the delivery and assessment of the qualifications. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

### Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

## Administration

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### Registration

A centre must register learners within 20 working days of commencement of a qualification.

### Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

### Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

### Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

### Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

**OCN NI Level 1 Certificate in Hospitality and Catering**  
**Qualification Number: 603/3025/9**

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**OCN NI Level 1 Diploma in Hospitality and Catering**  
**Qualification Number: 603/3026/0**

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Operational start date: 01 March 2018  
Operational end date: 31 December 2027  
Certification end date: 31 December 2028

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