



---

# **LEVEL 1 & 2 MARKING SCHEME**

---

**SUMMER 2022**

**LEVEL 1 & LEVEL 2  
HOSPITALITY & CATERING - UNIT 1  
5569UB0-1**

## **INTRODUCTION**

This marking scheme was used by WJEC for the 2022 examination. It was finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conference was held shortly after the paper was taken so that reference could be made to the full range of candidates' responses, with photocopied scripts forming the basis of discussion. The aim of the conference was to ensure that the marking scheme was interpreted and applied in the same way by all examiners.

It is hoped that this information will be of assistance to centres but it is recognised at the same time that, without the benefit of participation in the examiners' conference, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about this marking scheme.

**LEVEL 1 & 2 HOSPITALITY AND CATERING - UNIT 1**

**SUMMER 2022 MARK SCHEME**

LO/AC met	Question	Answer	Mark
AC1.1	1. (a)	<p>Identify which hospitality and catering establishments are commercial, and which are non-commercial.</p> <p><b>Award 1 mark</b> for each correct response up to a maximum of 4.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>Non-commercial</b></p> <p>A</p> <p>B</p> <p>D</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p><b>Commercial</b></p> <p>C</p> </div>	<b>4</b>
AC2.1	1. (b)	<p>Name each piece of equipment.</p> <p><b>Award 1 mark</b> for each correct response up to a maximum of 4.</p> <p>(i) Deep fat fryer/fryer/chip fryer</p> <p>(ii) Coffee/cappuccino/latte/espresso machine/maker</p> <p>(iii) Urn, hot water canister/tank - water boiler/thermal/insulation/heater, water machine - water dispenser, beverage machine</p> <p>(iv) Salamander/grill/toaster.</p>	<b>4</b>

LO/AC met	Question	Answer	Mark
AC1.1	2. (a)	<p>Identify three <b>correct job roles</b> that Sean would undertake as a Head Chef.</p> <p><b>Award 1 mark</b> for each correct answer up to a maximum of 3.</p> <p>Correct answers: A, D and E.</p>	<b>3</b>
AC1.2	2. (b)	<p>Name <b>two</b> qualifications the new Sous Chef may need to apply for the job.</p> <p>Award <b>0 marks</b> where a response is not credit worthy.</p> <p><b>Award 1 mark</b> for each correct answer maximum of 2.</p> <p><i>Answer <b>must</b> refer to a qualification not training and the subject for a mark.</i></p> <p><i>E.g.: GCSE Food and nutrition or Hospitality and Catering</i></p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• City &amp; Guilds diplomas in professional cookery</li> <li>• BTEC HND in professional cookery</li> <li>• A foundation degree in culinary arts</li> <li>• Health and safety and food hygiene certificates</li> <li>• Level 1/2 Hospitality and catering</li> <li>• Level 1 and 2 Food Safety Awards</li> <li>• Level 2 Health and Safety in the Workplace Award</li> <li>• City &amp; Guilds Catering</li> <li>• NVQ Level 2</li> <li>• Level 3 Food Safety Awards</li> <li>• GCSE Food/catering/food and nutrient</li> <li>• First aid (classed as qualification)</li> <li>• GCSE maths</li> <li>• COSHH</li> <li>• Manual handling</li> </ul> <p>No marks awarded for answers that refer to training.</p> <p><b>Credit any other valid response.</b></p>	<b>2</b>

LO/AC met	Question	Answer	Mark
AC1.2	2. (c)	<p>Name <b>two</b> personal attributes that the new Sous Chef should have for the job position.</p> <p><b>Award 1 mark</b> for each correct answer up to a maximum of 2.</p> <p>Answers must refer to personal attributes.</p> <p>Approachable  Calm under pressure/calm  Confident  Creative  Demonstrating the ability to be proactive  Dependable  Determination  Diplomacy  Efficient  Flexible  Friendly/welcoming  good attention to detail  Good attention to detail (thorough)  Good communication  good listener  Good personal presentation/hygienic  Good work ethics  Hardworking  Honest  Independent  Initiative  kind / helpful  Leadership qualities.  Multi-tasking  Organised  Passionate  Patience  Patient  Pleasant  Polite  Punctuation (on-time/time keeping)  Reliable  Resilience/resilient  Respectful  Self-motivated  Sense of humour  Sensible  Team player  Team player  Time management  Willingness to learn</p> <p><b>Credit any other valid response.</b></p>	<b>2</b>

LO/AC met	Question	Answer	Mark
AC1.3	2. (d)	<p>Name <b>two</b> benefits the Sous Chef will be entitled to under the contract.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark</b> for each correct answer to the maximum of 2 marks.</p> <ul style="list-style-type: none"> <li>• A salary (monthly pay)</li> <li>• Bonuses</li> <li>• Health care</li> <li>• Holiday</li> <li>• Job security</li> <li>• Meals provided</li> <li>• Paternity /maternity leave pay</li> <li>• Pension</li> <li>• Redundancy pay-out</li> <li>• Set breaks</li> <li>• Set hours</li> <li>• Sick pay</li> <li>• Staff discount</li> <li>• Uniform</li> </ul> <p><b>Credit any other valid response.</b></p>	<b>2</b>

LO/AC met	Question	Answer	Mark
AC2.2	3. (a)	<p>Explain any additional services the LV 5 Star Hotel and Restaurant would offer their customers.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark</b> for a limited description which shows little knowledge and understanding explaining additional services the LV Hotel and restaurant would offer their customers. Response may be a list.</p> <p><b>Award 2 marks</b> for a basic explanation which shows some knowledge and understanding of additional services the LV Hotel and restaurant would offer their customers.</p> <p><b>Award 3 marks</b> for a good explanation which shows knowledge and understanding of additional services the LV Hotel and restaurant would offer their customers.</p> <p><b>Award 4 marks</b> for a very good explanation which shows detailed knowledge and understanding of additional services the LV Hotel and restaurant would offer their customers.</p> <p>Answers may include:</p> <p>Additional serves a 5-star hotel should provide customers:</p> <ul style="list-style-type: none"> <li>• Evening service to turn down the beds.</li> <li>• 24-hour access to on duty staff</li> <li>• 24-hour room service</li> <li>• Additional dining area (more than 1)</li> <li>• At least one restaurant open to residents and non-residents for all meals seven days per week.</li> <li>• Baby-sitting service</li> <li>• Baths in 80% of rooms</li> <li>• Bottled water</li> <li>• Breakfast included</li> <li>• Business centre</li> <li>• Butler</li> <li>• Chocolates (pillow mints)</li> <li>• Choice of pillows</li> <li>• full concierge service provided.</li> <li>• door person/man</li> <li>• Dressing gowns</li> <li>• Enhanced service</li> <li>• Entertainment</li> <li>• Escort to bedroom</li> <li>• First time guests shown to their bedroom.</li> <li>• Flowers</li> <li>• Free WIFI</li> <li>• Fruit</li> <li>• Good security</li> <li>• Guest accounts well explained and presented</li> </ul>	4

LO/AC met	Question	Answer	Mark
		<ul style="list-style-type: none"> <li>• Guests greeted at hotel entrance</li> <li>• Gym</li> <li>• High quality menu</li> <li>• High quality wine list</li> <li>• Mini bar</li> <li>• Movies</li> <li>• Multilingual receptionist</li> <li>• Music system</li> <li>• Open all year round</li> <li>• Outstanding customer care</li> <li>• Parking</li> <li>• Permanent luxury suite</li> <li>• Personal gifts</li> <li>• Proactive service</li> <li>• Remote-control television, direct-dial telephone at bedside and desk</li> <li>• Restaurant open every day for all meals</li> <li>• Restaurant open all year around</li> <li>• Spa</li> <li>• Special offers for local attractions</li> <li>• Swimming pool</li> <li>• Toiletries</li> <li>• Turn down service</li> <li>• Welcome snacks/drinks</li> <li>• Wi fi in all rooms.</li> </ul> <p><b>Credit any other valid response.</b></p>	

LO/AC met	Question	Answer	Mark
AC1.4	3. (b)	<p>Explain how technology and media can make this offer successful.</p> <p>Responses <b>must be about success</b>.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1-2 marks:</b> for a basic explanation which shows little knowledge and understanding of how technology and media can make this offer successful. Response may be a list.</p> <p><b>Award 3-4 marks:</b> for a good explanation which shows some knowledge and understanding of how technology and media can make this offer successful.</p> <p><b>Award 5-6 marks:</b> for a very good explanation which shows detailed knowledge and understanding of how technology and media can make this offer successful.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• Advert in paper</li> <li>• Advertised in catchment area on SM</li> <li>• Billboards</li> <li>• Contact customers on data base with offer</li> <li>• Contact local paper to do article on hotel and restaurant</li> <li>• Could be shared on local FB pages</li> <li>• Create competition</li> <li>• Good reviews on TripAdvisor</li> <li>• Hashtag/trending</li> <li>• Instagram story/Influencers</li> <li>• Place on social media (SM)</li> <li>• Social media is free</li> <li>• This could be a segment on valentine's day/again running competition/phone in</li> <li>• TV ads</li> <li>• Use local radio</li> <li>• Use on SM page – like and share competition</li> <li>• Use the offer in an LV app</li> <li>• Website</li> <li>• Wider audience</li> <li>• With coupon.</li> </ul> <p><b>Credit any other valid response.</b></p>	<b>6</b>

LO/AC met	Question	Answer	Mark																		
AC2.2	3. (c)	<p>Identify which of the following statements is True or False</p> <p><b>Award 1 mark</b> for each correct response up to a maximum of 4.</p> <p>i) True  ii) False  iii) True  iv) True</p>	<b>4</b>																		
AC3.2	3. (d)	<p>Name and describe <b>two</b> different areas of Health and Safety training for the new staff.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark</b> for each correct name of Health and Safety training up to a maximum of <b>2 marks</b>.</p> <p><b>Award 1-2 marks</b> for each correct description of the training up to a maximum of <b>4 marks</b>.</p> <p><b>Award 1 mark</b> for a basic description of Health and Safety training for the new staff.</p> <p><b>Award up to 2 marks</b> for a good description of Health and Safety training for the new staff.</p> <p>Answers may include:</p> <table border="1" data-bbox="448 1151 1326 2018"> <thead> <tr> <th data-bbox="448 1151 708 1227">Name</th> <th data-bbox="708 1151 1326 1227">Description of the training or as to why training is needed</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 1227 708 1335">COSHH</td> <td data-bbox="708 1227 1326 1335">Use of chemicals that could be hazardous to health- staff may use dangerous chemical which could harm their health</td> </tr> <tr> <td data-bbox="448 1335 708 1406">Working at heights</td> <td data-bbox="708 1335 1326 1406">If staff need to clean above head height, they must be provided with training due to falls</td> </tr> <tr> <td data-bbox="448 1406 708 1478">Lifting (MHR)</td> <td data-bbox="708 1406 1326 1478">Lifting of heavy items, such as hoover or mattress turning which can damage back</td> </tr> <tr> <td data-bbox="448 1478 708 1550">Repetitive strain training</td> <td data-bbox="708 1478 1326 1550">Correct training on posture, lifting, repetitive work and how to manage.</td> </tr> <tr> <td data-bbox="448 1550 708 1657">Risk assessment / Slips and trips</td> <td data-bbox="708 1550 1326 1657">Staff can trip over leads or slip on wet floors they must be provided basic training of these hazards.</td> </tr> <tr> <td data-bbox="448 1657 708 1729">First aid course</td> <td data-bbox="708 1657 1326 1729">Many staff are first on the scene to accidents that have occurred in the hotel room.</td> </tr> <tr> <td data-bbox="448 1729 708 1935">Specialist equipment handling or safety of using workplace tools/equipment</td> <td data-bbox="708 1729 1326 1935">Often staff would be in charge of specialist equipment that would require training.</td> </tr> <tr> <td data-bbox="448 1935 708 2018">Accident forms</td> <td data-bbox="708 1935 1326 2018">To be able to fill in form if there is an accident</td> </tr> </tbody> </table>	Name	Description of the training or as to why training is needed	COSHH	Use of chemicals that could be hazardous to health- staff may use dangerous chemical which could harm their health	Working at heights	If staff need to clean above head height, they must be provided with training due to falls	Lifting (MHR)	Lifting of heavy items, such as hoover or mattress turning which can damage back	Repetitive strain training	Correct training on posture, lifting, repetitive work and how to manage.	Risk assessment / Slips and trips	Staff can trip over leads or slip on wet floors they must be provided basic training of these hazards.	First aid course	Many staff are first on the scene to accidents that have occurred in the hotel room.	Specialist equipment handling or safety of using workplace tools/equipment	Often staff would be in charge of specialist equipment that would require training.	Accident forms	To be able to fill in form if there is an accident	<b>6</b>
Name	Description of the training or as to why training is needed																				
COSHH	Use of chemicals that could be hazardous to health- staff may use dangerous chemical which could harm their health																				
Working at heights	If staff need to clean above head height, they must be provided with training due to falls																				
Lifting (MHR)	Lifting of heavy items, such as hoover or mattress turning which can damage back																				
Repetitive strain training	Correct training on posture, lifting, repetitive work and how to manage.																				
Risk assessment / Slips and trips	Staff can trip over leads or slip on wet floors they must be provided basic training of these hazards.																				
First aid course	Many staff are first on the scene to accidents that have occurred in the hotel room.																				
Specialist equipment handling or safety of using workplace tools/equipment	Often staff would be in charge of specialist equipment that would require training.																				
Accident forms	To be able to fill in form if there is an accident																				

LO/AC met	Question	Answer		Mark	
		RIDDOR	Reporting injuries or other dangerous hazards		
		Fire safety training	All staff will undergo emergency procedure training.		
		Emergency procedure training/			
		Fire extinguish training	For all staff to be able to deal with small fires effectively		
		Corona virus safety training	In case colleague or customer falls ill in premisses		
		Data protection	To protect customers information		
		HACCP	Managing food safety hazards		
		Food safety Hygiene certificate	To prevent food poisoning/contamination of food		
		Food allergen training	To know what is in dishes to prevent allergic reaction in customers		
		Workplace discrimination training	Understand discrimination in the workplace; know who to report this to in a given event		
		Mental health and wellbeing training	For staff to look for signs of workplace stress and how to manage – who to report to		
		PPE/PPER	Personal protect wear to protect self/eyes/lungs/ health		
		HASSAWA	Health and safety for all		
		VDU	Visual Display unit training		
		<b>Credit any other valid response.</b>			

LO/AC met	Question	Answer	Mark
AC3.1	3. (e)	<p>Describe why it is important that the employer has to offer Health and Safety training to all their staff.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark:</b> for a limited description which shows little knowledge and understanding of why it is important that the employer has to offer Health and Safety training to all their staff. Response may be a list.</p> <p><b>Award 2 marks:</b> for a basic description which shows some knowledge and understanding of why it is important that the employer has to offer Health and Safety training to all their staff.</p> <p><b>Award 3 marks:</b> for a good description which shows knowledge and understanding of why it is important that the employer has to offer Health and Safety training to all their staff.</p> <p><b>Award 4 marks:</b> for a very good description which shows detailed knowledge and understanding of why it is important that the employer has to offer Health and Safety training to all their staff.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• Staff know what to report</li> <li>• Protect the public/customers</li> <li>• Avoid financial costs of accidents (being sued)</li> <li>• Avoids occupational health involvement</li> <li>• Develops a positive health and safety culture for employees</li> <li>• Due diligence</li> <li>• Educated to be able to identify hazards</li> <li>• Educated to know who to tell when hazards are identified</li> <li>• Employees to understand the dangers</li> <li>• Health and Safety work Act</li> <li>• Insurance won't be covered</li> <li>• Less accidents in workplace</li> <li>• Limit risks</li> <li>• Others do not endanger co-workers</li> <li>• Prevent food poisoning</li> <li>• Prevents accidents</li> <li>• Reduce stress</li> <li>• Reduces work related illnesses</li> <li>• Safety/protection of customers and staff</li> <li>• Staff know what to do in emergency/if anything goes wrong</li> <li>• The law (breaking the law)</li> <li>• To make sure staff are safe</li> <li>• To protect the company/business</li> <li>• Will receive a fine</li> </ul> <p><b>Credit any other valid response.</b></p>	4

LO/AC met	Question	Answer	Mark
AC2.3	4. (a)	<p>Explain how the hotel can meet the needs of the exam board and the presenters for the training.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark:</b> for a basic explanation how the hotel can meet the needs of the exam board and the presenters of the training.</p> <p><b>Award 2 marks:</b> for a good explanation of how the hotel can meet the needs of the exam board and the presenters of the training.</p> <p>Answers may include:</p> <p>Overnight stay for the presenters</p> <ul style="list-style-type: none"> <li>• coffee/tea maker</li> <li>• Discount to the ACCAB</li> <li>• In room answers:</li> <li>• Toiletries</li> <li>• Trouser press</li> <li>• Use of facilities</li> <li>• Wakeup call</li> <li>• Presentation room answers</li> <li>• Adequate space for all</li> <li>• Air con or appropriate heating</li> <li>• Caters for allergies</li> <li>• Disabled access</li> <li>• Free parking</li> <li>• Free WIFI</li> <li>• Heating controls in room</li> <li>• Make sure room is big enough for the numbers</li> <li>• Offer free drinks</li> <li>• Offer overhead projector</li> <li>• Offer technology (Computer/laptop)</li> <li>• Person on hand to help/manage</li> <li>• Provide food</li> <li>• Provide paper/pens/stationery</li> <li>• Quiet area/not being disturbed</li> <li>• Tables and chairs</li> <li>• Tech support</li> <li>• Toilets near by</li> <li>• Vegan/vegetarian option</li> <li>• Water on tables</li> </ul> <p><b>Credit any other valid response.</b></p>	2

LO/AC met	Question	Answer	Mark
AC2.3	4. (b)	<p>Explain how the Mulberry Hotel could meet the needs of the teachers that will attend the day.</p> <p><b>Award 0 marks</b> where response is not creditworthy.</p> <p><b>Award 1 mark:</b> for a limited explanation which shows little knowledge and understanding of how the Mulberry Hotel could meet the needs of the teachers that will attend the day. Response may be a list.</p> <p><b>Award 2 marks:</b> for a basic explanation which shows some knowledge and understanding of how the Mulberry Hotel could meet the needs of the teachers that will attend the day.</p> <p><b>Award 3 marks:</b> for a good explanation which shows knowledge and understanding of how the Mulberry Hotel could meet the needs of the teachers that will attend the day.</p> <p><b>Award 4 marks:</b> for a very good explanation which shows detailed knowledge and understanding of how the Mulberry Hotel could meet the needs of the teachers that will attend the day.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• Access arrangements</li> <li>• Adequate space for all</li> <li>• Catering for dietary needs</li> <li>• Caters for allergies</li> <li>• Disabled access</li> <li>• Discount for overnight stay</li> <li>• Free parking</li> <li>• Offer drinks</li> <li>• Offer snacks</li> <li>• Overnight stay answers could include:</li> <li>• Overnight stay for the teachers</li> <li>• Person on hand to help/manage</li> <li>• Provide paper/pens/stationary</li> <li>• Provided teacher with food</li> <li>• Quiet area/not being disturbed</li> <li>• Tables and chairs</li> <li>• Free drinks Toilets near by</li> <li>• Transport (call taxi)</li> <li>• Trouser press/tea/coffee maker/wakeup call</li> <li>• Vegan/vegetarian option</li> <li>• Water on tables</li> <li>• WIFI</li> </ul> <p><b>Credit any other valid response.</b></p>	4

LO/AC met	Question	Answer	Mark																								
AC3.2	5.	<p>Complete the 'Personal Safety Risk' Document to identify <b>four</b> risks to customer's personal safety and suggest <b>four</b> control measures for the risk identified in the Hotel.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark</b> for each risk correctly identified up to a maximum of 4.</p> <p><b>Award 1 mark</b> for each control measure suggested up to a maximum of 4.</p> <p><i>*If the learner has stated personal safety points for staff and this is relevant to customers marks can be awarded.</i></p> <p>Answers may include:</p> <table border="1" data-bbox="448 835 1326 1924"> <thead> <tr> <th data-bbox="448 835 756 880">Risk</th> <th data-bbox="756 835 1326 880">Control measure</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 880 756 958">Slips</td> <td data-bbox="756 880 1326 958">Wet floor sign poster warning of slippery floor</td> </tr> <tr> <td data-bbox="448 958 756 1104">Falling downstairs or off balcony/windows</td> <td data-bbox="756 958 1326 1104">Make sure rails are secure Handrail for stairs Warnings if uneven stairs Limited window openings</td> </tr> <tr> <td data-bbox="448 1104 756 1149">Injury from lifting</td> <td data-bbox="756 1104 1326 1149">Staff to help customers with luggage</td> </tr> <tr> <td data-bbox="448 1149 756 1227">Electric shock</td> <td data-bbox="756 1149 1326 1227">All equipment should be spot checked, and PAT tested, check plug sockets.</td> </tr> <tr> <td data-bbox="448 1227 756 1328">COVID</td> <td data-bbox="756 1227 1326 1328">Hand sanitiser/cleaners wiping down public areas/social distancing/wearing mask</td> </tr> <tr> <td data-bbox="448 1328 756 1406">Scald</td> <td data-bbox="756 1328 1326 1406">Hot water signs/staff warning hot drink/water</td> </tr> <tr> <td data-bbox="448 1406 756 1507">Falling items in hotel or room</td> <td data-bbox="756 1406 1326 1507">Staff to complete risk assessment and maintenance to check and secure items Secure heavy furnishings</td> </tr> <tr> <td data-bbox="448 1507 756 1585">Loose fittings</td> <td data-bbox="756 1507 1326 1585">Check loose fittings daily -report to maintenance</td> </tr> <tr> <td data-bbox="448 1585 756 1630">Burns</td> <td data-bbox="756 1585 1326 1630">Hot plates</td> </tr> <tr> <td data-bbox="448 1630 756 1731">Lift issues</td> <td data-bbox="756 1630 1326 1731">Maintain lift and service yearly – staff to check safety protocols – max weight poster/sign</td> </tr> <tr> <td data-bbox="448 1731 756 1924">Theft of property</td> <td data-bbox="756 1731 1326 1924">Staff remind customers to be safe with belonging/place valuables in safe Poster in room near safe Security cameras Offer a safe in the room</td> </tr> </tbody> </table>	Risk	Control measure	Slips	Wet floor sign poster warning of slippery floor	Falling downstairs or off balcony/windows	Make sure rails are secure Handrail for stairs Warnings if uneven stairs Limited window openings	Injury from lifting	Staff to help customers with luggage	Electric shock	All equipment should be spot checked, and PAT tested, check plug sockets.	COVID	Hand sanitiser/cleaners wiping down public areas/social distancing/wearing mask	Scald	Hot water signs/staff warning hot drink/water	Falling items in hotel or room	Staff to complete risk assessment and maintenance to check and secure items Secure heavy furnishings	Loose fittings	Check loose fittings daily -report to maintenance	Burns	Hot plates	Lift issues	Maintain lift and service yearly – staff to check safety protocols – max weight poster/sign	Theft of property	Staff remind customers to be safe with belonging/place valuables in safe Poster in room near safe Security cameras Offer a safe in the room	<b>8</b>
Risk	Control measure																										
Slips	Wet floor sign poster warning of slippery floor																										
Falling downstairs or off balcony/windows	Make sure rails are secure Handrail for stairs Warnings if uneven stairs Limited window openings																										
Injury from lifting	Staff to help customers with luggage																										
Electric shock	All equipment should be spot checked, and PAT tested, check plug sockets.																										
COVID	Hand sanitiser/cleaners wiping down public areas/social distancing/wearing mask																										
Scald	Hot water signs/staff warning hot drink/water																										
Falling items in hotel or room	Staff to complete risk assessment and maintenance to check and secure items Secure heavy furnishings																										
Loose fittings	Check loose fittings daily -report to maintenance																										
Burns	Hot plates																										
Lift issues	Maintain lift and service yearly – staff to check safety protocols – max weight poster/sign																										
Theft of property	Staff remind customers to be safe with belonging/place valuables in safe Poster in room near safe Security cameras Offer a safe in the room																										

LO/AC met	Question	Answer		Mark
		Unwanted visitors	Key cards Security cameras Lift only operates by key card Trained staff Security	
		Stolen identity	Ensure data at hotel is encrypted/ protected	
		Fire	Have posters in every room Fire exits clearly lit Fire extinguishers around building Check by fire safety team Staff trained	
		Medical emergencies	First aid trained staff Documentation on actions to take First aid facilities	
		Poisoning	COSHH; cleaning fluids in a locked cupboard.	
		<b>Credit any other valid response.</b>		

LO/AC met	Question	Answer	Mark
AC4.1	6. (a)	<p>Describe the <b>visible</b> and <b>non-visible</b> symptoms that she would have.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark:</b> for a limited description which shows little knowledge and understanding of the <b>visible</b> or <b>non-visible</b> symptoms that she would have. Response may be a list.</p> <p><b>Award 2 marks:</b> for a basic description which shows some knowledge and understanding of the <b>visible</b> or <b>non-visible</b> symptoms that she would have.</p> <p><b>Award 3 marks:</b> for a good description which shows knowledge and understanding of the <b>visible</b> or <b>non-visible</b> symptoms that she would have.</p> <p><b>Award 4 marks:</b> for a very good description which shows detailed knowledge and understanding of the <b>visible</b> or <b>non-visible</b> symptoms that she would have.</p> <p>Answers may include:</p> <p>Visible symptoms such as:</p> <ul style="list-style-type: none"> <li>• Anaphylaxis shock V</li> <li>• Bloating stomach V</li> <li>• Choking V</li> <li>• Coughing V</li> <li>• Diarrhea V</li> <li>• Hives/rash/Redness V</li> <li>• Itching V</li> <li>• Itching V</li> <li>• Lips swelling V</li> <li>• Pale V</li> <li>• Passing out/fainting V</li> <li>• Runny nose V</li> <li>• Sweating V</li> <li>• Sweaty V</li> <li>• Swelling/swollen face V</li> <li>• Swollen tongue V</li> <li>• Vomiting V</li> <li>• Wheezing V</li> </ul> <p>Non-visible symptoms such as:</p> <ul style="list-style-type: none"> <li>• Difficulty swallowing N</li> <li>• Feeling faint/passing out N</li> <li>• Feeling sick N</li> <li>• Flatulent (wind) N</li> <li>• Headache N</li> <li>• Itch tongue N</li> <li>• Lightheaded N</li> <li>• Low blood pressure leading to fainting N</li> <li>• Shortness of breath N/V</li> <li>• Stomach cramps and pains N</li> <li>• Stomach rumbling/ache N</li> </ul>	4

LO/AC met	Question	Answer	Mark
		<ul style="list-style-type: none"> <li>• Swollen throat N</li> <li>• Weakness N.</li> </ul> <p><b>Credit any other valid response.</b></p>	
AC4.3	6. (b)	<p>Describe the Food Labelling regulations the bakery should have followed in regards to Food Safety legislation.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark:</b> for a limited description which shows little knowledge and understanding of the Food Labelling regulations the bakery should have followed in regards to Food Safety legislation. Response may just be a list.</p> <p><b>Award 2 marks:</b> for a basic description which shows some knowledge and understanding of the Food Labelling regulations the bakery should have followed in regards to Food Safety legislation.</p> <p><b>Award 3 marks:</b> for a good description which shows knowledge and understanding of the Food Labelling regulations the bakery should have followed in regards to Food Safety legislation.</p> <p><b>Award 4 marks:</b> for a very good description which shows detailed knowledge and understanding of the Food Labelling regulations the bakery should have followed in regards to Food Safety legislation.</p> <p>Answer may include:</p> <ul style="list-style-type: none"> <li>• Address of manufacturer</li> <li>• Allergens must be identified in <b>bold/different font/colour</b></li> <li>• Clear/easy to read labelling</li> <li>• Cooking instructions</li> <li>• County of made/origin</li> <li>• Easy to understand</li> <li>• Easy visible and clear for customers to read</li> <li>• Food match description</li> <li>• Including GM products</li> <li>• Inform customers about the food products they buy</li> <li>• Ingredients must be listed</li> <li>• Labelling must not mislead</li> <li>• Mislabelling is criminal fraud</li> <li>• Must follow these as it is the law</li> <li>• Name of the food</li> <li>• Nutrient</li> <li>• Permanent labelling</li> <li>• Responsible for nutrient information</li> <li>• Shelf life of the product (use by date/best before</li> <li>• Storage</li> <li>• Weight</li> </ul> <p><b>Credit any other valid response.</b></p>	<b>4</b>

LO/AC met	Question	Answer	Mark
AC4.2	7. (a)	<p>Describe the Job <b>role</b> of the Environmental Health Officer (EHO).</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark:</b> for a basic description showing little knowledge and understanding of the role of the Environmental Health Officer. Response may be a list.</p> <p><b>Award 2 marks:</b> for a good description showing knowledge and understanding of the role of the Environmental Health Officer.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• award premises with a food hygiene rating</li> <li>• check food is safe to eat</li> <li>• implement and enforce health policies</li> <li>• inspect premises to make sure they are hygienic</li> <li>• maintain and safeguard standards relating to people’s health and well-being.</li> </ul> <p><b>Credit any other valid response.</b></p>	<b>2</b>
	7. (b)	<p>Describe the <b>responsibilities</b> of the EHO when visiting the bakery.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1-2 marks:</b> for a basic description which shows little knowledge and understanding of the responsibilities of the EHO when visiting the bakery. Response may be a list.</p> <p><b>Award 3-4 marks:</b> for a good description which shows some knowledge and understanding of the responsibilities of the EHO when visiting the bakery.</p> <p><b>Award 5-6 marks:</b> for a very good description which shows detailed knowledge and understanding of the responsibilities of the EHO when visiting the bakery.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• action to improve conditions</li> <li>• advising on planning and licensing applications</li> <li>• carrying out food hygiene and food standards inspections</li> <li>• carrying out routine or unplanned visits and inspections</li> <li>• check dry storage</li> <li>• check employees’ knowledge hygiene</li> <li>• check equipment</li> <li>• check first aid box, processes</li> <li>• check food handler’s training certificate</li> <li>• check food handlers’ procedures</li> <li>• check ingredients dates and storage</li> <li>• check labelling of foods</li> <li>• check pest control</li> <li>• check staff facilities</li> </ul>	<b>6</b>

LO/AC met	Question	Answer	Mark
		<ul style="list-style-type: none"> <li>• check the temperature of the fridge, freezers, and hot holding</li> <li>• check waste control and storage</li> <li>• close company down</li> <li>• conducting interviews as part of the inspection process</li> <li>• enforcing action/legal proceeding</li> <li>• enter premises without warning</li> <li>• following food safety legislation</li> <li>• food hygiene rating</li> <li>• inspecting food places ensure they are following H&amp;S legislation</li> <li>• investigate accidents</li> <li>• investigating accidents at work and complaints about poor standards</li> <li>• investigating complaints from the general public</li> <li>• issuing licenses for food providers</li> <li>• make recommendations for improvement</li> <li>• monitor cleaning schedules</li> <li>• offer training</li> <li>• preparing and giving evidence in court</li> <li>• providing advice and assistance to businesses</li> <li>• removing samples</li> <li>• reporting pest contaminations.</li> <li>• review records</li> <li>• see methods for preventing contamination</li> <li>• storage and preparation of raw meats and ready to eat foods</li> <li>• take photos</li> <li>• take videos</li> <li>• taking enforcement action, initiating legal proceedings,</li> <li>• taking photos, producing drawings that maybe used as evidence</li> <li>• taking water samples to maintain and improve standards in supplies</li> <li>• talks in education/public</li> <li>• will check premises are hygienic</li> <li>• will visit premises and make recommendations.</li> </ul> <p><b>Credit any other valid response.</b></p>	

LO/AC met	Question	Answer	Mark										
AC4.3	7. (c)	<p>Identify <b>two</b> types of food poisoning bacteria and where each type is usually found.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark</b> for each type of food poisoning bacteria correctly identified.</p> <p><b>Award 1 mark</b> for each correct answer to where each type is usually found.</p> <p>Answers may include:</p> <table border="1" data-bbox="448 701 1321 1951"> <thead> <tr> <th data-bbox="448 701 715 745">Food poisoning</th> <th data-bbox="715 701 1321 745">Where it is usually found</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 745 715 1108"><i>Bacillus cereus</i></td> <td data-bbox="715 745 1321 1108"> <ul style="list-style-type: none"> <li>• Cereals</li> <li>• Herbs and spices</li> <li>• Food mixtures (soups, sauces and casseroles)</li> <li>• Rice</li> <li>• Dried or process goods</li> <li>• Raw meats, beef, turkey and seafood</li> <li>• Soil</li> <li>• Dust</li> <li>• Water</li> </ul> </td> </tr> <tr> <td data-bbox="448 1108 715 1361"><i>Campylobacter</i></td> <td data-bbox="715 1108 1321 1361"> <ul style="list-style-type: none"> <li>• Found in the intestines of animals and poultry</li> <li>• Raw/undercooked chicken/poultry</li> <li>• Raw/undercooked meat (beef, pork, mutton)</li> <li>• Unpasteurised milk</li> <li>• Contaminated water</li> </ul> </td> </tr> <tr> <td data-bbox="448 1361 715 1760"><i>Clostridium perfringens</i></td> <td data-bbox="715 1361 1321 1760"> <ul style="list-style-type: none"> <li>• Raw meats</li> <li>• Raw chicken</li> <li>• Intestines of animals</li> <li>• Cooked meat held at unsafe temp or held too long</li> <li>• Gravies</li> <li>• Dried or precooked foods</li> <li>• Cross contaminated food</li> <li>• Food cooked in large batches</li> <li>• Soil on root vegetables/fruits</li> <li>• Unwashed fruits and vegetables</li> </ul> </td> </tr> <tr> <td data-bbox="448 1760 715 1951"><i>E. coli</i></td> <td data-bbox="715 1760 1321 1951"> <ul style="list-style-type: none"> <li>• Raw and undercooked meats</li> <li>• Raw and undercooked poultry</li> <li>• Unpasteurised milk/dairy products</li> <li>• Contaminated water</li> <li>• Poor hygiene when handling food.</li> </ul> </td> </tr> </tbody> </table>	Food poisoning	Where it is usually found	<i>Bacillus cereus</i>	<ul style="list-style-type: none"> <li>• Cereals</li> <li>• Herbs and spices</li> <li>• Food mixtures (soups, sauces and casseroles)</li> <li>• Rice</li> <li>• Dried or process goods</li> <li>• Raw meats, beef, turkey and seafood</li> <li>• Soil</li> <li>• Dust</li> <li>• Water</li> </ul>	<i>Campylobacter</i>	<ul style="list-style-type: none"> <li>• Found in the intestines of animals and poultry</li> <li>• Raw/undercooked chicken/poultry</li> <li>• Raw/undercooked meat (beef, pork, mutton)</li> <li>• Unpasteurised milk</li> <li>• Contaminated water</li> </ul>	<i>Clostridium perfringens</i>	<ul style="list-style-type: none"> <li>• Raw meats</li> <li>• Raw chicken</li> <li>• Intestines of animals</li> <li>• Cooked meat held at unsafe temp or held too long</li> <li>• Gravies</li> <li>• Dried or precooked foods</li> <li>• Cross contaminated food</li> <li>• Food cooked in large batches</li> <li>• Soil on root vegetables/fruits</li> <li>• Unwashed fruits and vegetables</li> </ul>	<i>E. coli</i>	<ul style="list-style-type: none"> <li>• Raw and undercooked meats</li> <li>• Raw and undercooked poultry</li> <li>• Unpasteurised milk/dairy products</li> <li>• Contaminated water</li> <li>• Poor hygiene when handling food.</li> </ul>	4
Food poisoning	Where it is usually found												
<i>Bacillus cereus</i>	<ul style="list-style-type: none"> <li>• Cereals</li> <li>• Herbs and spices</li> <li>• Food mixtures (soups, sauces and casseroles)</li> <li>• Rice</li> <li>• Dried or process goods</li> <li>• Raw meats, beef, turkey and seafood</li> <li>• Soil</li> <li>• Dust</li> <li>• Water</li> </ul>												
<i>Campylobacter</i>	<ul style="list-style-type: none"> <li>• Found in the intestines of animals and poultry</li> <li>• Raw/undercooked chicken/poultry</li> <li>• Raw/undercooked meat (beef, pork, mutton)</li> <li>• Unpasteurised milk</li> <li>• Contaminated water</li> </ul>												
<i>Clostridium perfringens</i>	<ul style="list-style-type: none"> <li>• Raw meats</li> <li>• Raw chicken</li> <li>• Intestines of animals</li> <li>• Cooked meat held at unsafe temp or held too long</li> <li>• Gravies</li> <li>• Dried or precooked foods</li> <li>• Cross contaminated food</li> <li>• Food cooked in large batches</li> <li>• Soil on root vegetables/fruits</li> <li>• Unwashed fruits and vegetables</li> </ul>												
<i>E. coli</i>	<ul style="list-style-type: none"> <li>• Raw and undercooked meats</li> <li>• Raw and undercooked poultry</li> <li>• Unpasteurised milk/dairy products</li> <li>• Contaminated water</li> <li>• Poor hygiene when handling food.</li> </ul>												

LO/AC met	Question	Answer		Mark
		<i>Listeria</i>	<ul style="list-style-type: none"> <li>• Ready to eat foods</li> <li>• Prepacked sandwiches</li> <li>• Pate</li> <li>• Deli foods</li> <li>• Hot dogs</li> <li>• Unpasteurised milk and dairy products</li> <li>• Soft cheeses</li> <li>• Soil</li> <li>• Sewage</li> <li>• Contaminated water</li> <li>• Ready to eat salads</li> <li>• Unwashed fruits and vegetables (soil)</li> </ul>	
		<i>Salmonella</i>	<ul style="list-style-type: none"> <li>• Undercooked or raw poultry</li> <li>• Undercooked/raw meats</li> <li>• Some processed foods</li> <li>• Unwashed/dirty fruits and vegetables</li> <li>• Eggs</li> <li>• Unpasteurised milk and dairy products</li> <li>• Poor sanitation</li> <li>• Cross contaminated foods</li> </ul>	
		<i>Staphylococcus aureus</i> Or <i>Staph</i>	<ul style="list-style-type: none"> <li>• Humans (skin, infected cuts, pimples, nasal passage, throat)</li> <li>• Salads (egg, tuna, chicken, potato, macaroni)</li> <li>• Bakery products (cream-filled pastries, cream pies, eclairs)</li> </ul>	
		<b>Credit any other valid response.</b>		

LO/AC met	Question	Answer	Mark
	7. (d)	<p>Describe the conditions required for food poisoning bacteria to multiply</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark:</b> for a limited description which shows little knowledge and understanding of the conditions required for food poisoning bacteria to multiply. Response may be a list.</p> <p><b>Award 2 marks:</b> for a basic description which shows some knowledge and understanding of the conditions required for food poisoning bacteria to multiply.</p> <p><b>Award 3 marks:</b> for a good description which shows knowledge and understanding of the conditions required for food poisoning bacteria to multiply.</p> <p><b>Award 4 marks:</b> for a very good description which shows detailed knowledge and understanding of the conditions required for food poisoning bacteria to multiply.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• Warmth: a suitable temperature in which bacteria can grow and multiply (danger zone)</li> <li>• Time: the more suitable the conditions, the quicker the bacteria will grow</li> <li>• Moisture: if there is not enough moisture, then bacteria cannot grow and multiply</li> <li>• Food: a supply of nutrient and energy from food enables bacteria to grow and multiply.</li> <li>• Oxygen</li> <li>• PH</li> </ul> <p><b>Credit any other valid response.</b></p>	<b>4</b>

LO/AC met	Question	Answer	Mark
AC5.1	8. (a)	<p>Suggest <b>three</b> Residential provisions My Little Explorer's could offer.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1 mark</b> for each suggested type of Residential provision My little Explorer's could offer.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> <li>• Air BnB</li> <li>• Apartments</li> <li>• B&amp;B</li> <li>• Tents (unique design tents/ bell tents/glamping/tents/teepee)</li> <li>• Boats</li> <li>• Budget hotel</li> <li>• Camper vans / motorhome</li> <li>• Canopy</li> <li>• Caravan / Static homes/Trailer</li> <li>• Chalet</li> <li>• Cottages</li> <li>• Guest house</li> <li>• Hostel (shared accommodation/bunks)</li> <li>• Hotel (can be named or not)</li> <li>• Ice hotel /Igloo</li> <li>• Lodge/huts</li> <li>• Luxury hotel</li> <li>• Motel</li> <li>• Pod</li> <li>• Public house with rooms</li> <li>• Star gazer bubble/bubbles</li> <li>• Tree house/tree cabin/ treetop</li> <li>• Villa</li> <li>• Yurt</li> </ul> <p><i>*No marks to be awarded for log cabins</i></p> <p><b><i>*Please note answers must be related to residential provision (accommodation)</i></b></p> <p><b>Credit any other valid response.</b></p>	<b>3</b>

LO/AC met	Question	Answer	Mark
AC5.2	8. (b)	<p>Review <b>one</b> of your suggested Residential provisions and justify why it is the most suitable to meet the needs of the visitors to My Little Explorer.</p> <p><b>Award 0 marks</b> where a response is not creditworthy.</p> <p><b>Award 1-2 marks:</b> a limited response which shows little justification for the proposed idea for residential provision with some basic justification for suitability for customers' needs. Response may be a list.</p> <p><b>Award 3-4 marks:</b> a basic response which shows some justification for the proposed idea for residential provision with some basic justification for suitability for customers' needs. Some application of knowledge of the choice of the residential provision. There may be some explanation comparisons/justifications against other choices.</p> <p><b>Award 5-6 marks:</b> a good response which shows justification for the proposed idea for residential provision with some basic justification for suitability for customers' needs. Responses are clearly justified and there may be some comparisons against other option choices. Some reference to the scenario may be attempted.</p> <p><b>Award 7-8 marks:</b> a very good response which shows detailed justification for the proposed idea for residential provision with some basic justification for suitability for customers' needs. Clear and detailed justification for the reasons of choice. Reference to the scenario. Selection and rejection would be evident and reasoning as to why.</p> <p><b>*Please note learners will give different reasons for the provision. These provisions do not need to be the same as the sample selection. (These are a guide only of the justification the marks that can be awarded.)</b></p> <p>Answer may include:</p> <ul style="list-style-type: none"> <li>• Cheap option for families</li> <li>• Luxury option</li> <li>• Outdoor experience/enjoy the outdoors</li> <li>• Tent as they are cheaper option suitable for all budgets</li> <li>• Bubble star gazer as its unique/appealing to all family/great experience</li> <li>• Appealing to families/children and adults</li> <li>• Range in price</li> <li>• Hotel as not everyone enjoys sleeping outside</li> <li>• B&amp;B as breakfast is provided</li> <li>• Fire pit outside to use</li> <li>• Hot tubes for customers to use outdoors</li> <li>• BBQ facility for customers to use</li> <li>• Different size tents available</li> <li>• Tepee for more luxury stay</li> <li>• Different standards of rooms/tents/pods</li> <li>• Campsite could have play area for children</li> <li>• Indoor accommodation as it may be too cold</li> <li>• Ice hotel to enjoy the experience more</li> </ul> <p>Credit any other valid response.</p>	8

Question No.	LO1				LO2			LO3			LO4					LO5		Total
	AC1.1	AC1.2	AC1.3	AC1.4	AC2.1	AC2.2	AC2.3	AC3.1	AC3.2	AC3.3	AC4.1	AC4.2	AC4.3	AC4.4	AC4.5	AC5.1	AC5.2	
1a	4																	
b					4													
2a	3																	
b		2																
c		2																
d			2															
3a						4												
b				6														
c						4												
d									6									
e								4										
4a							2											
b							4											
5a									4	4								
6a											4							
b												4						
7a												2						
b												6						
c														2	2			
d													4					
8a																3		
b																	8	
	7	4	2	6	4	8	6	4	10	4	4	8	8	2	2	3	8	90
<b>Total</b>	19				18			18			24					11		90
	%				%			%			%					%		