

NOCN ENTRY LEVEL CERTIFICATE IN PREPARING FOR FURTHER LEARNING OR EMPLOYMENT (ENTRY 3) (HOSPITALITY) RESOURCE MAPPING DOCUMENT

This mapping document highlights which resources are available to support the delivery of the NOCN Entry Level Certificate in Preparing for Further Learning or Employment (Entry 3)(Hospitality).

All resources can be found on the Skills4Worcestershire website, using the [Passport to Hospitality](#) page and the [Passport to Retail](#) page.

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| <p>Basic Food Preparation and Cooking - F/650/0909</p> | |
| <p>Learning Objectives:</p> | <p>Lesson Plan UN4E101 - Food and Beverage: Kitchen Porter/Pot Washer and UN4E201 - Food and Beverage: Chef/Cook</p> |
| <p>1.Be able to prepare food for cold presentation or cooking</p> <p>a) Select and weigh the correct ingredients for preparing basic dishes b) Choose the correct equipment and handle it safely and hygienically c) Prepare food items for cold preparation or cooking safely and hygienically d) Set aside or store prepared food items ready for use according to instructions e) Clean work areas and equipment safely and hygienically during and after preparing food</p> | <p>a) UN3E108, UN4E204, UN4E205, UN4E217, UN4E225 b) UN4E217, UN4E225, UN4E207, UN4E221 c) UN3E109, UN4E209, UN4E217, UN4E222 d) UN4E108, UN4E109 e) UN4E105, UN4E223</p> |
| <p>2. Be able to cook basic food items and dishes</p> <p>a) Choose the correct cooking methods and equipment b) Use equipment to cook food items safely and hygienically c) Clean work areas and equipment safely and hygienically during and after cooking d) Identify what went well and what could be improved</p> | <p>a) UN4E214, UN4E221 b) UN4E206, UN4E207, UN4E210, UN4E214, UN4E225 c) UN4E105, UN4E223 d) UNInd16</p> |

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| <p>Health and Safety and Food Hygiene in Catering - K/650/0910</p> | |
| <p>Learning Objectives:</p> | <p>Lesson Plan UN3E301 - Grounds and Maintenance: Hotel Maintenance and UN4E201 - Food and Beverage: Chef/Cook</p> |
| <p>1. Know the importance of health and safety in a catering environment</p> <p>a) Examples of health and safety hazards in the workplace b) Why health and safety hazards must be reported c) The importance of following instructions, safety rules and safe procedures at work</p> | <p>a) UN3E303, UN3E307 b) UN3E308 c) UN3E308, UN4E117</p> |
| <p>2. Know the importance of food safety in a catering environment</p> <p>a) The individual's responsibilities towards food safety b) The meaning of contamination c) How food should be handled to prevent contamination d) The importance of time and temperature controls</p> | <p>a) UN4E1010, UN4E108, UN4E111, UN4E113 b) UN4E112 c) UN4E112 d) UN4E112</p> |
| <p>3. Know how to keep themselves safe, clean and hygienic</p> <p>a) Reasons for maintaining personal hygiene b) Ways in which you can maintain personal hygiene</p> | <p>a) UN4E112, UN4E113 b) UN4E111, UN4E112, UN4E113</p> |
| <p>4. Know how to keep the work area clean and hygienic</p> <p>a) Ways of keeping work areas clean and hygienic b) The purpose of a cleaning schedule c) Examples of how waste should be stored and disposed of</p> | <p>a) UN4E223 b) UN4E114 c) UN4E104 , UN1E109</p> |

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| Working in Catering - L/650/0911 | |
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| Learning Objectives: | Lesson Plan UN4E201 - Food and Beverage: Chef/Cook |
| 1. Know duties, procedures and requirements for working in catering a) Identify duties for working in catering b) State workplace requirements about: Personal presentation and Behaviour towards others c) State why it is important to follow workplace procedures | a) UNInd08/09/10/11, UNInd12, UN4E218, UN4E308, UN4E224 b) UN4E111, UN4E113, UN2E111 c) UN4E117 |
| 2. Know types of equipment used in a catering workplace a) Name equipment used in a catering workplace b) Identify which equipment to use for basic catering tasks | a) UN4E206, UN4E207, UN4E221 b) UN4E214, UN4E221 |
| 3. Be able to use equipment safely in a catering workplace a) Carry out activities, using equipment in a catering workplace safely | a) UN4E206, UN4E207, UN4E221, UN4E225 |
| 4. Be able to clean and store different types of equipment in a catering workplace a) Clean equipment safely in a catering workplace after use b) Store equipment safely in a catering workplace after use | a) UN4E105, UN4E112, UN4E223 b) UN4E116 |

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| Customer Service in Hospitality - R/650/8484 | |
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| Learning Objectives: | Lesson Plan UN2E101 - Front of House and Passport to Retail Lesson Plan UN1E100 - Customer Service |
| <p>1. Know about good customer service in a hospitality environment</p> <p>a) The meaning of the term 'customer service'</p> <p>b) Customer service responsibilities</p> <p>c) Why it is important to provide good customer service</p> <p>d) Examples of good customer service in a hospitality setting</p> | <p>a) UNInd14</p> <p>b) UN2E104, UN2E203, UN2E204, UN2E108, UN2E109, UN2E210,</p> <p>c) UN2E203, UN2E204, P2R UN1E102</p> <p>d) UNInd14, UN2E104</p> |
| <p>2. Know how to deliver effective customer service in a hospitality environment to customers</p> <p>a) Greet customers politely</p> <p>b) Respond appropriately to basic customer queries</p> <p>c) Refer customer queries that they cannot answer to another team member</p> | <p>a) UN2E203, P2R UN1E101</p> <p>b) UN2E205, UN2E207, UN2E104</p> <p>c) UN2E111</p> |

When using Passport to Retail Lesson Plan UN1E100, you will need to adapt your wording to Hospitality but the knowledge, skills and activities from this lesson plan will provide the guidance to achieve the learning outcomes in this unit.

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| Food and Drink Service - T/650/8485 | |
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| Learning Objectives: | Lesson Plan UN2E101 - Front of House and UN4E301 - The Bartender |
| 1. Be able to serve food and drinks to customers a) List the stages in serving customers food and drink b) Serve food and drink to customers politely, safely and hygienically c) Describe roles within food and drink service and why teamwork is important when serving food and drink | a) UN2E106, UN2E109 b) UN2E204, UN2E112 c) UNInd11, UN2E111 |
| 2. Be able to follow setting up and closing down procedures for food and drink service a) Set up, maintain and close down the food and drink service area according to instructions | a) UN2E105, UN2E110 |

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| <p>Introduction to Front of House - Y/650/8486</p> | |
| <p>Learning Objectives:</p> | <p>Lesson Plan UN2E101 - Front of House and UN2E201 - Front of House: Reception and Bookings</p> |
| <p>1. Understand the term front of house and the different roles which deliver front of house services</p> <p>a) The meaning of 'front of house' in a hospitality environment b) The different roles that contribute to front of house service and their responsibilities c) Hospitality settings with front of house roles d) List the skills required for different front of house roles</p> | <p>a) UNInd09, UN2E102, UN2E103, UN2E111 b) UNInd01, UNInd07, UNInd09, UN2E102, UN2E103, UN2E111 c) UNInd17 d) UNInd13</p> |
| <p>2. Know how to take customer bookings</p> <p>a) Take customer bookings in person, over the telephone or through an electronic booking system b) Respond appropriately to basic customer queries and refer customer queries that they cannot answer to another team member c) Complete the check-in and check-out process</p> | <p>a) UN2E207, UN2E206, UN2E209 b) UN2E104, UN2E107, UN2E111 c) UN2E208, UN2E209</p> |

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| <p>Introduction to Housekeeping - A/650/8487</p> | |
| <p>Learning Objectives:</p> | <p>Lesson Plan UN1E101 - Housekeeping</p> |
| <p>1. Understand the term 'housekeeping' and the different roles responsible for delivering housekeeping services.</p> <p>a) The different roles required to deliver housekeeping services and their responsibilities b) Different types of hospitality settings where housekeeping is required c) List the skills required for different housekeeping roles</p> | <p>a) UNInd08, UN2E102, UN2E103 b) UNInd17 UNInd01, UNInd08 c) UNInd13</p> |
| <p>2. Know how to clean a specified area</p> <p>a) Clean a specified area using the correct materials safely b) Use correct equipment for the cleaning tasks c) Ensure an area is cleaned to the required standard d) Dispose of waste materials and used cleaning materials safely</p> | <p>a) UN1E103, UN1E104, UN1E105, UN1E106, UN1E107 b) UN1E103, UN1E108 c) UN1E105, UN1E110, UN1E112 d) UN1E109, UN4E104</p> |
| <p>3. Be able to complete a room turnover</p> <p>a) Strip the bedding off all beds within a room b) Remake all beds with clean bedding c) Remove and replace all towels in the bathroom d) Empty the bins within the room and replace the bin liners e) Replace and replenish toiletries and refreshments within a room</p> | <p>a) UN1E107, UN1E112 b) UN1E107, UN1E112 c) UN1E113 d) UN1E109, UN4E104 e) UN1E102, UN1E114</p> |

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| Employability Skills - Y/650/0492 | |
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| Learning Objectives: | Passport to Retail Lesson Plans UN4E100 - Becoming Employed and UN4E200 - During Employment |
| 1. Understand the need for Health and Safety procedures at work a) List reasons for Health and Safety procedures at work b) Identify key safety signs c) Identify safe clothing for different types of work d) Outline how to maintain own safety at work | a) UN3E308 b) UN3E304, UN3E305, UN3E306, UN3E307 c) UN3E308 d) UN1E206, UN4E117 |
| 2. Be able to participate in tasks in a work-simulated environment a) Follow simple instructions b) Perform a work task c) Give an example of a problem with a task d) Give a possible solution to the problem | a) Any activity from lesson plans b) Any activity from lesson plans c) P2R UN1E100 d) P2R UN1E100 |
| 3. Be able to work as part of a team a) Work with other team members to complete a task b) Identify why it is important to work with team members | a) Any group activity/role play activity from lesson plans b) P2R UN4E204 |
| 4. Know about different communication methods used at work a) Identify the different ways that people use to communicate at work b) Identify effective and ineffective ways of communicating in the workplace | a) P2R UN4E206 b) P2R UN4E206 |

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| Preparation for Further Learning or Employment - R/650/0490 | |
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| Learning Objectives: | Passport to Retail Lesson Plan UN4E100 - Becoming Employed |
| <p>1. Be able to identify their personal qualities, prior learning, skills and experience</p> <p>a) List their personal qualities, strengths, prior learning, skills and experience b) Know how to address opportunities and challenges during this learning programme</p> | <p>a) QA - Questionnaire b) QA - Questionnaire</p> |
| <p>2. Know how to address opportunities and challenges during this learning programme</p> <p>a) State any potential opportunities and challenges that may be present when looking for further learning or development opportunities b) Give examples of advantages that could be achieved from addressing these challenges</p> | <p>a) QA - Questionnaire b) QA - Questionnaire</p> |
| <p>3. Know how to plan to overcome challenges and achieve personal goals</p> <p>a) Produce a simple action plan identifying their next steps and deadlines to overcome challenges and achieve their goals</p> | <p>a) QA - Questionnaire</p> |

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| <p>Preparing for an Interview - T/650/0491</p> | |
| <p>Learning Objectives:</p> | <p>Passport to Retail Lesson Plan UN4E100 - Becoming Employed</p> |
| <p>1. Understand how to prepare for an interview</p> <p>a) Find out information about the job or training course they are applying for b) Identify the people who may be involved in a recruitment interview c) Identify information that they may need to take with them to a recruitment interview d) Identify appropriate clothing to wear for the interview e) Prepare answers to potential questions that may be asked at the interview f) Identify questions to ask the interviewer at the end of the interview</p> | <p>a) P2R UN4E103 b) P2R UN4E108 c) P2R UN4E104, P2R UN4E105, P2R UN4E106, P2R UN4E108 d) P2R UN4E108 e) P2R UN4E109 f) P2R UN4E109</p> |
| <p>2. Be able to practice interview skills</p> <p>a) Give answers to straightforward, open interview questions b) Ask the interviewer questions at the end of the interview c) Identify what went well in the interview and what could be improved</p> | <p>a) P2R UN4E109 b) P2R UN4E109 c) P2R UN4E108</p> |