



LEVEL 1 & 2 MARKING SCHEME

WINTER 2024

**LEVEL 1 & 2 NEW
TECHNICAL AWARD HOSPITALITY AND CATERING
INDUSTRY
5409UB0-1**

INTRODUCTION

This marking scheme was used by WJEC for the 2024 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 TECHNICAL AWARD HOSPITALITY AND CATERING INDUSTRY

WINTER 2024 MARK SCHEME

Question	Answer	AO1	AO2	AO3	Total marks															
1. (a) 1.1.1	Identify whether the following statements are True or False . Tick (✓) one box per statement. Award 1 mark for each correct response up to a maximum of 4. <table><tr><th>Statement</th><th>True</th><th>False</th></tr><tr><td>(i) A hotel is a commercial residential provision</td><td>✓</td><td></td></tr><tr><td>(ii) A hospital is a commercial provision</td><td></td><td>✓</td></tr><tr><td>(iii) A café is non-commercial provision</td><td></td><td>✓</td></tr><tr><td>(iv) A school canteen is a non-commercial residential provision</td><td></td><td>✓</td></tr></table>	Statement	True	False	(i) A hotel is a commercial residential provision	✓		(ii) A hospital is a commercial provision		✓	(iii) A café is non-commercial provision		✓	(iv) A school canteen is a non-commercial residential provision		✓	4			4
Statement	True	False																		
(i) A hotel is a commercial residential provision	✓																			
(ii) A hospital is a commercial provision		✓																		
(iii) A café is non-commercial provision		✓																		
(iv) A school canteen is a non-commercial residential provision		✓																		
(b) 1.1.1	Place the correct letter next to the correct food service method. <table><tr><td>(i)</td><td>D</td></tr><tr><td>(ii)</td><td>C</td></tr><tr><td>(iii)</td><td>A</td></tr><tr><td>(iv)</td><td>B</td></tr></table>	(i)	D	(ii)	C	(iii)	A	(iv)	B		4		4							
(i)	D																			
(ii)	C																			
(iii)	A																			
(iv)	B																			
2. (a) 1.1.2	Suggest four job responsibilities Alex would carry out. Award one mark for each correct job responsibility (up to a maximum of four marks.) Answers may include but not limited to: <ul style="list-style-type: none">• Answer calls• Answer emails• Arrange check in and out• Assign rooms• Attend meetings• Book restaurant/taxis/transport• Book rooms• Build good customer relations• Communicate with house keeping• Deal with any customer request• Deal with complaints• Direct customers to room• Email customers with offers• Ensure reception area is tidy		4		4															

Question	Answer	AO1	AO2	AO3	Total marks
	<ul style="list-style-type: none"> • Ensure reservations are processed • Front of house duties • Give customers information • Great customer service • Help customers • Keep up to date records • Keep up to date with prices • Know local area • Know local attractions • Liaise with management • Maintain security of data • Maintain security of front of house • Make sure reception is stocked (pens/paper etc.) • Meet and greet customers • Order front of house supplies • Organise billing • Other clerical jobs (photocopy/files/excel data etc) • Provide information on the hotel • Receive daily mail/sort mail • Report to maintenance • Report to manager • Resolve issues • Take payments • Undertake training <p>Credit any valid response.</p>				
2. (b)	State two personal attributes Alex's may have as a receptionist.				
1.1.2	<p>Award one mark for each correct attribute Alex may have as a receptionist (up to a maximum of two marks).</p> <p>Answers may include but not limited to:</p> <ul style="list-style-type: none"> • Approachable • Calm under pressure/calm • Confident • Creative • Dependable • Determination • Diplomacy • Efficient • Flexible • Friendly/welcoming • Good attention to detail • Good communication • Good listener • Good personal presentation/hygienic • Good work ethics 	2			2

Question	Answer	AO1	AO2	AO3	Total marks
	<ul style="list-style-type: none"> • Hardworking • Helpful • Honest • Independent • Initiative • Kind • Leadership qualities • Multi-tasking • Organised • Passionate • Patient • Pleasant/kind • Polite • Proactive • Problem solver • Punctual (on-time/time keeping) • Reliable • Resilience/resilient • Self-motivated • Sense of humour • Sensible • Team player • Time management. <p>Credit any valid response.</p>				
2. (c)	State two benefits Alex will have with a permanent contract.				
1.1.3	<p>Award one mark for each correct response (up to a maximum of two marks.)</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • Accommodation • A salary (monthly pay) • Bonuses • Health care • Holiday • Job security • Meals • Paternity /maternity/ adoption leave pay • Pension • Redundancy • Set breaks • Set hours • Sick pay • Staff discount • Uniform <p>Credit any valid response.</p>	2			2

Question	Answer	AO1	AO2	AO3	Total marks
2. (d)	Name three dress code rules Alex may have to follow as a receptionist.				
1.2.1	<p>Award one mark for each correct response (up to a maximum of three marks.)</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • Appropriate length skirts • Appropriate shoes/black/smart • Black socks or tights • Clean uniform/outfit • Colour of clothes matching company colours • Hygienic/clean/washed • Ironed • Limited neckline or skirt length • Logo • Name badge • Neat hair/brushed/clean • Uniform worn • Well groomed - No heavy makeup/perfume/long nails/trimmed beard/ visible piercings/ tattoos. • Well-presented/neat/smartly/formally dressed/smart (outfit -shirt, tie, jacket, shoes) <p>Do not award marks twice for same response: e.g. Smart shoes, Smart clothes.</p> <p>Credit any valid response.</p>	3			3
3. (a)	Explain why customers want environmentally friendly and sustainable hotels.				
1.1.4 1.2.3	<p>Answers may include:</p> <ul style="list-style-type: none"> • Better for environment • Can help with preventing deaths of animals • Climate change • Cost implications • Current Trend • Cutdown CO2 emissions • Doing their part for the environment • Global warming • Help preventing death of sea life • Improve air pollution • Improves the quality of lives • Moral obligation/need/ • Not harming the environment • Preserving for future generations/Conscious of what world they're leaving for children • Prevent acid rain • Prevent health damage 	6			6

Question	Answer	AO1	AO2	AO3	Total marks
	<ul style="list-style-type: none"> • Prevent pollution • Prevents deforestation • Prevents smog • Prevents wildfires • Prevents/helps air condition • Protect biodiversity • Protect ecosystem • Reduce costs • Reduces carbon footprint • Reduces fossil fuels • Save the planet • Stop species of animals becoming extinct • Stops the plants from become extinct • Survival of the planet <p>Credit any valid response.</p>				
Band	AO1: Demonstrate knowledge and understanding from across the specification				
3	<p>5-6 marks</p> <p>A very good response which demonstrates:</p> <ul style="list-style-type: none"> • a range of accurate knowledge with regards to why customers want environmentally friendly and sustainable hotels • developed understanding that shows relevance to the demands of the question • relevant evidence/examples • depth and range to evidence/examples used • precise use of terminology. 				
2	<p>3-4 marks</p> <p>A good response which demonstrates:</p> <ul style="list-style-type: none"> • accurate knowledge with regards to why customers want environmentally friendly and sustainable hotels • understanding that is relevant to the demands of the question • some appropriate evidence/examples • depth or range to evidence/examples used • generally precise use of terminology. 				
1	<p>1-2 marks</p> <p>A basic response which demonstrates:</p> <ul style="list-style-type: none"> • some knowledge demonstrated with regards to the why customers want environmentally friendly and sustainable hotels • some understanding relevant to the topic or question • few relevant evidence/examples • some use of appropriate terminology. 				
	<p>0 marks</p> <p>Response not creditworthy or not attempted.</p>				

Question	Answer	AO1	AO2	AO3	Total marks
3. (b)	Propose four ways the Dearman Hotel can make its hotel rooms more environmentally friendly.				
1.1.4	<p>Award one mark for each correct response (up to a maximum of 4 marks.)</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • Ask customers not to have bedding and towels changed everyday • Ask customers to have shorter showers • Asking customers to take shower not bath • Buy from environmentally sustainable companies • Buy in bulk e.g., condiments, toilet paper, toiletries • Condiments/tea/coffee/milk locally sourced/sustainable • Create a green team to manage sustainability • Create signs to encourage customers to reuse/reduce and recycle • Don't print receipts – email • Dual flush toilet • Eco friendly cleaning supplies/ using less chemical/ cleaning supplies • Electric vehicle charging points for customers • Energy efficient light bulbs • Energy efficient thermostats/heating • Furniture locally sourced or natural materials • Get rid of single use plastics • Hotel only uses electric cars/transport • Key card turns off electrics in room • Keyless locks using phone prevents loss of plastic key cards • Limit water waste • Low heat wash for towels and bedding • Offer large water jugs instead of small bottles • Organic products in mini bar • Push taps in bathroom • Recycle all waste correctly • Recycling waste bins • Reduce, reuse, recycle • Refillable toiletries • Renewable sources of energy/ solar panels/ wind power (only award one mark and not a list) • Smaller baths • Smart showers • Turn off all electric when room is not in use • Use biodegradable packaging • Use sensor lights • Water bottle filling stations • Water butts used to collect water to flush toilets. <p>Credit any valid response</p>		4		4

Question	Answer	AO1	AO2	AO3	Total marks
4. (a) 1.2.2	Explain how the Beverley Hotel can meet the needs of the following:				
(i) 1.2.2	<p>Families with babies and small children</p> <p>Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Award 1 mark: for a limited explanation which shows little knowledge and understanding of how the hotel can meet the needs of families with babies and small children. Response may be a list.</p> <p>Award 2 marks: for a basic explanation which shows some knowledge and understanding of how the hotel can meet the needs of families with babies and small children.</p> <p>Award 3 marks: for a good explanation which shows knowledge and understanding of how the hotel can meet the needs of families with babies and small children.</p> <p>Award 4 marks: for a very good explanation which shows detailed knowledge and understanding of how the hotel can meet the needs of families with babies and small children.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • Baby changing room facilities • Baby-sitting service • Bottle warmer facilities • Breastfeeding area and changing facilities • Cater for all dietary requirements • Children receive table activities to keep them occupied • Children's menu/portions with healthy options at a reasonable price • Cots provided in room • Easy access for pushchairs/wheelchairs • Employees are friendly and approachable (child-friendly) • Family rooms • Family size bathroom facility • No discrimination if a woman breastfeeds in public areas • Room on family floor/quiet floor • Safe and secure highchair • Space for the family to eat and enjoy the meal <p>Credit any valid response.</p>		4		4

Question	Answer	AO1	AO2	AO3	Total marks
(ii) 1.2.2	<p>People with disabilities.</p> <p>Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Award 1 mark: for a limited explanation which shows little knowledge and understanding of how the hotel can meet the needs of people with disabilities. Response may be a list.</p> <p>Award 2 marks: for a basic explanation which shows some knowledge and understanding of how the hotel can meet the needs of people with disabilities.</p> <p>Award 3 marks: for a good explanation which shows knowledge and understanding of how the hotel can meet the needs of people with disabilities.</p> <p>Award 4 marks: for a very good explanation which shows detailed knowledge and understanding of people with disabilities.</p> <p>Answers may include but not limited to:</p> <ul style="list-style-type: none"> • A fridge (medication) • Accessible booking • Accessible parking area • Accessible shower • Accessible shower rooms • Accessible toilets • Accessible TV controls • Area for guide dogs • Assistance from staff • Automated doors for easier access • Automatic blinds/curtains • Automatic doors • Automatic flush operation • Braille instructions • Buzzer light • Clear passageway • Connecting room • Electric bed/height adjustable • Elevator available • Fire evacuation plan • Follow equality Act (2010) • Grab rails/handrails • Hard flooring • Large print invoices should be provided on request • Larger space • Lift • Loan of equipment 		4		4

Question	Answer	AO1	AO2	AO3	Total marks
	<ul style="list-style-type: none"> • Louder alarm for hard of hearing • Low-level plug sockets and beds should be offered in disabled rooms • Lower electrical points • Lowered bed • Lowered desks • Lowered sink • Mattress and pillow options • Mobile hoist • Provide staff with disability training • Reception should have training on how to speak clearly to a hearing-impaired customer • Rooms for disabled access should be at ground level ground level • Rooms should have call cord if assistance is required. • Simple layout • Speech recognition TV • Staff that can use sign language • Staff to check on customers • Staff to help with access • Temperature control • Wheelchair ramps <p>Credit any valid response.</p>				
4. (b)	Complete the breakfast menu with two suitable options for vegetarians and vegan customers.				
1.2.3	<p>Award one mark for each correct response to breakfast meals for vegetarian (up to a maximum of two marks).</p> <p>Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Vegetarian breakfast meals can contain any of the following:</p> <ul style="list-style-type: none"> • Bread products • Dairy products • Eggs • Fruits • Grains and pulses • Honey • Nuts and seeds • Vegetables <p>Credit any valid response</p> <p>No marks for any dishes containing the following:</p> <ul style="list-style-type: none"> • Fish or seafood • Gelatine or animal rennet • Insects 		2		2

Question	Answer	AO1	AO2	AO3	Total marks
	<ul style="list-style-type: none"> • Meat or poultry • Stock or fat from animal <p>Award one mark for each correct response to breakfast meals for vegan (up to a maximum of two marks.)</p> <p>Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Vegan accepted foods.</p> <ul style="list-style-type: none"> • Black beans • Breads, • Chickpeas • Dairy alternatives such as soymilk, coconut milk, and almond milk, rice milk • Fruits and vegetables • Green spelt • Legumes such as peas, beans, and lentils • Lupin • Nuts and seeds • Oat flakes • Tofu • Seitan/wheat protein • Soy protein • Tempeh (fermented soybeans) • Vegetable oils <p>Credit any valid response</p> <p>No marks for any dishes containing the following:</p> <ul style="list-style-type: none"> • Any animal derived foods • Butter • Cheese • Eggs • Fish • Gelatine or animal rennet • Honey • Insects • Mayonnaise • Meat or poultry • Milk/cream/ice cream etc • Seafood • Stock or fat from animal <p>No mark awarded for vegan or vegetarian breakfast unless food example is given.</p>	2			2

Question	Answer	AO1	AO2	AO3	Total marks
4. (c) 1.2.1	<p>Name each of the following equipment and materials shown below.</p> <p>Award one mark for each correct response to the labelled equipment.</p> <p>(i) Deep fat fryer/fryer (ii) First aid box (iii) Pass through dishwasher / glass washer industrial dishwasher / dishwasher station/ glass washer station (iv) Walk in fridge/freezer</p>	4			4
4. (d) 1.2.2	Review and complete part of the accident form below for the incident.				
(i) 1.3.1	<p>Where did the accident happen?</p> <p>Award one mark for correct response</p> <ul style="list-style-type: none"> In reception area In the hotel 			1	1
(ii) 1.3.1	<p>What was the cause?</p> <p>Award one mark for each correct response up to 2 marks.</p> <p>Award one mark for the hazard and one mark for the cause.</p> <p>Hazard: The floor was wet / slippery Cause: The rain</p>			2	2
(iii) 1.3.1	<p>Detail of the accident and injury.</p> <p>Award one mark for the reference to either the accident or injury.</p> <ul style="list-style-type: none"> A customer fell A customer broke their wrist <p>Award two marks for reference to both the accident and the injury.</p> <ul style="list-style-type: none"> A customer fell and broke their wrist A customer slipped and broke their wrist 			2	2

Question	Answer	AO1	AO2	AO3	Total marks
(e) 1.3.1	<p>Assess the risks and make suggestions on how to prevent the accident from happening to customers in the future.</p> <p>Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Award 1 mark: for a limited suggestions on how to reduce the accident from happening to customers in the future. Response may be a list.</p> <p>Award 2 marks: for a basic suggestion on how to reduce the accident from happening to customers in the future.</p> <p>Award 3 marks: for a good suggestion on how to reduce the accident from happening to customers in the future.</p> <p>Award 4 marks: for a very good suggestion on how to reduce the accident from happening to customers in the future.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • Cleaner to mop • Complete a risk assessment • Employers/hotels responsibility • Maintenance to fix the problem • Medium to high-risk concern • Posters warning of slippery floor • Shelter the front door with canopy • Slip proof mat at front door • Slip proof mat/flooring at front entrance • Staff to warn customers • Train staff • Warn customers • Warning signs/wet floor sign <p>Credit any valid response.</p>			4	4

Question	Answer	AO1	AO2	AO3	Total marks
5. (a)	Complete the control point column of the HACCP table below for the Time Café.				
1.3.2 1.4.3	<p>Storage <i>High risk food contaminated by pathogenic bacteria</i></p> <p>Award one mark for each correct response (up to a maximum of 3 marks.)</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • Add dates on all ingredients • Add Expiry date • Clearly labelled • Check fridge/freezer temperature • Clean fridge/freezer • FIFO First in, first out rotation/Use older food first (FIFO) • Food handler hygiene/wash hands prevent cross-contamination • Freezer temp 18°C: -22°C • Fridges 5°C • High risk foods covered/sealed • Log temperature • Maintain fridge/freezers/Service fridge/freezers • Store raw meat and fish in a separate fridge/freezer • Stored at bottom of fridge / raw meat and fish stored at bottom of the fridge • Visual check of fridge/freezers for damage <p>Credit any valid response.</p>		3		3
1.4.1 1.4.2	<p>Storage <i>Contamination from pests (Insects and mammals)</i></p> <p>Award one mark for each correct response (up to a maximum of 3 marks).</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • Bins stored away from kitchen/storage area • Bins with lids • Check delivery for pest stowaways • Check for droppings • Checking access are covered • Fill cracks or small entrances into storage • Insect/rat/mouse traps all checked/maintained • Keep dry foods off the ground/food and drink not left out overnight • Keep storage clean/ hygienic and food free/cleaning rota • Keep windows and doors closed 		3		3

Question	Answer	AO1	AO2	AO3	Total marks															
	<ul style="list-style-type: none">No sources of water availablePest company yearlySealed/airtight all containersSpot check for damage/gnawed container/food/animal footprints <p>Do not credit pesticide / sprays.</p> <p>Do not mark the same response twice.</p> <p>Credit any valid response.</p>																			
5. (b)	Name two types of food poisoning and then state one visible and one non-visible symptom.																			
1.4.1 1.4.2	<p>Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Award one mark for each correctly named food poisoning. (Up to a maximum of two marks)</p> <p>Award one mark for each correct visible and non-visible symptom stated. (Up to a maximum of two marks)</p> <p><i>Please note we do not deduct marks for spelling errors.</i></p> <table><tr><th>Food poisoning</th><th>Visible</th><th>Non-visible</th></tr><tr><td>Bacillus cereus</td><td>Diarrhoea Sick/vomiting Pale complexion</td><td>Loss of appetite Nausea Stomach cramps /abdominal pain Headache</td></tr><tr><td>campylobacter</td><td>Diarrhoea Fatigue High body temp Sick/vomiting Pale complexion</td><td>Chills Cramps / abdominal pain Feeling sick/ Fever Headache Loss of appetite Nausea Loss of appetite</td></tr><tr><td>Clostridium perfringens</td><td>Diarrhoea Pale complexion</td><td>Cramps / abdominal pain Loss of appetite</td></tr><tr><td>E. coli</td><td>Diarrhoea Fatigue Fever Sick/vomiting</td><td>Cramps / abdominal pain Chills Loss of appetite Headache</td></tr></table>	Food poisoning	Visible	Non-visible	Bacillus cereus	Diarrhoea Sick/vomiting Pale complexion	Loss of appetite Nausea Stomach cramps /abdominal pain Headache	campylobacter	Diarrhoea Fatigue High body temp Sick/vomiting Pale complexion	Chills Cramps / abdominal pain Feeling sick/ Fever Headache Loss of appetite Nausea Loss of appetite	Clostridium perfringens	Diarrhoea Pale complexion	Cramps / abdominal pain Loss of appetite	E. coli	Diarrhoea Fatigue Fever Sick/vomiting	Cramps / abdominal pain Chills Loss of appetite Headache	6			6
Food poisoning	Visible	Non-visible																		
Bacillus cereus	Diarrhoea Sick/vomiting Pale complexion	Loss of appetite Nausea Stomach cramps /abdominal pain Headache																		
campylobacter	Diarrhoea Fatigue High body temp Sick/vomiting Pale complexion	Chills Cramps / abdominal pain Feeling sick/ Fever Headache Loss of appetite Nausea Loss of appetite																		
Clostridium perfringens	Diarrhoea Pale complexion	Cramps / abdominal pain Loss of appetite																		
E. coli	Diarrhoea Fatigue Fever Sick/vomiting	Cramps / abdominal pain Chills Loss of appetite Headache																		

Question	Answer			AO1	AO2	AO3	Total marks
		Pale complexion	Fever/temperature Low back pain				
	Listeria	Chills Diarrhoea Fever Sweating Pale complexion	Aches and pains Loss of appetite				
	Salmonella	Chills Diarrhoea Fever/high temp Sick/vomiting Sweating Pale complexion	Aches and pains Cramps / abdominal pain Feeling sick Nausea Loss of appetite Fever High temperature Bloody stools				
	Staphylococcus aureus	Diarrhoea Sick/vomiting Pale complexion	Feeling sick/Nausea Cramps Loss of appetite Headaches				
	Credit any other valid response.						
5. (c)	Discuss the Job responsibilities of the EHO.						
1.4.4	Answers may include but not limited to: <ul style="list-style-type: none">• Acting when safety levels have been exceeded• Advice on licensing applications• Advice on short fallings• Advising on health and safety issues in relation to new• Advising on planning• Buildings and developments.• Carrying out routine visits• Check equipment for damage/useability• Check for pests• Check toilet/changing facilities• Conducting interviews• Giving talks at public enquiries• Hygiene rating• Identify hazards• Identifying areas of negligence• Initiating legal proceedings• Inspect taking action to improve conditions• Inspections to ensure compliance with health and safety legislation			8			8

Question	Answer	AO1	AO2	AO3	Total marks
	<ul style="list-style-type: none"> • Investigate complaints about poor standards of health and safety • Investigating accidents at work • Investigating complaints • Investigating outbreaks of infectious disease preventing it spreading any further • Issuing licenses for food providers • Measuring noise level • Monitoring radiation activity, • Preparing and giving evidence in court • Producing drawings • Providing advice and assistance • Removing samples • Take videos/evidence • Taking enforcement action • Taking photos/ evidence • Unplanned visits • Write reports <p>Credit any valid response.</p>				

Band	AO1 Demonstrate knowledge and understanding from across the specification
4	<p>7-8 marks</p> <p>An excellent response which demonstrates:</p> <ul style="list-style-type: none"> • An excellent range of accurate knowledge with regards to the responsibilities of an Environmental Health Officer (EHO) • developed understanding that shows relevance to the demands of the question • relevant evidence/examples are demonstrated • depth and range to evidence/examples used • precise use of terminology.
3	<p>5-6 marks</p> <p>A good response which demonstrates:</p> <ul style="list-style-type: none"> • accurate knowledge with regards to the responsibilities of an Environmental Health Officer (EHO) • understanding that is relevant to the demands of the question • some appropriate evidence/examples • depth or range to evidence/examples used • generally precise use of terminology.
2	<p>3-4 marks</p> <p>A basic response which demonstrates:</p> <ul style="list-style-type: none"> • some knowledge demonstrated with regards to the responsibilities of an Environmental Health Officer (EHO) • some understanding relevant to the topic or question • few relevant evidence/examples • some use of appropriate terminology • maybe a list or bullet points.
1	<p>1-2 marks</p> <p>A limited response which demonstrates:</p> <ul style="list-style-type: none"> • Limited knowledge demonstrated with regards to the responsibilities of an Environmental Health Officer (EHO) • limited understanding relevant to the topic or question • a small example of responsibilities this maybe bullet points or a short list • limited or no use of appropriate terminology.
	<p>0 marks</p> <p>Response not creditworthy or not attempted.</p>

Question	Answer	AO1	AO2	AO3	Total marks
5. (d)	Describe the control points that the Time Café must follow to prevent poor staff hygiene.				
1.4.3	<p>Answers may include but not limited to:</p> <ul style="list-style-type: none"> • All ear and facial piercings removed • Blue plaster to cover cuts • Clean clothes • Correct clothing chef whites • Do not smoke • Do not spit/sneeze near food • Do not touch face/nose/ears • Follow HACCP guidance • Good hygiene • HACCP in place • Hand wash stations • Hands should be dried with paper towel • If staff are ill with sickness/diarrhoea, they must not come in for 48 hours/fitness work • Make sure staff understand fit for work rules • Making sure staff are trained • No eating or drinking when preparing food • No jewellery • No touching mobile whilst cooking • Not touching face • Protective clothes are worn outside • Staff disciplined if hygiene rules are broken • Staff have hygiene certificate • Staff should be clean and hygiene/washed hair/face • Staff tell manager of rules being broken • Taste testing should use a clean spoon • Tie up hair • Wash hands after blowing nose • Wash hands after going to the toilet • Wash hands after touching raw meats • Wash hands regularly • Washing hands after touching cash/cash-register • Wear beard net • Wear hair net • Wearing apron <p>Credit any valid response.</p>	6			6

Band	AO1
1	<p>5-6 marks</p> <ul style="list-style-type: none"> • A very good description of a range of control points the café must follow to prevent poor staff hygiene • developed understanding that shows relevance to the demands of the question • relevant evidence/examples • depth and range to evidence/examples used • precise use of terminology.
2	<p>3-4 marks</p> <ul style="list-style-type: none"> • A good description of a range of control points the café must follow to prevent poor staff hygiene • Some application of knowledge • understanding that is relevant to the demands of the question • some appropriate evidence/examples • depth or range to evidence/examples used • generally precise use of terminology.
1	<p>1-2 marks</p> <ul style="list-style-type: none"> • A basic description of a range of control points the café must follow to prevent poor staff hygiene • some understanding relevant to the topic or question • few relevant evidence/examples • some use of appropriate terminology • Response maybe a list or bullet points.
	<p>0 marks</p> <p>Response not creditworthy or not attempted.</p>

Band Descriptor	AO1	AO2	AO3
Excellent	<ul style="list-style-type: none"> Aware of a wide range of detailed and accurate knowledge. Demonstrates fully developed understanding that shows relevance to the demands of the question. Effective and precise use of terminology. 	<ul style="list-style-type: none"> Knowledge and understanding is consistently applied to the context of the question/task. Practical skills are consistently and effectively applied and are of a high standard. Is able to form a fully developed and thorough interpretation that is fully accurate. 	<ul style="list-style-type: none"> Analysis and evaluation skills are used in a highly effective way. Evidence is selected to construct an effective and balanced argument. Detailed and substantiated evaluation that offers secure judgements leading to rational conclusions.
Very Good	<ul style="list-style-type: none"> Has a range of detailed and accurate knowledge. Demonstrates well developed understanding that is relevant to the demands of the question. Precise use of terminology. 	<ul style="list-style-type: none"> Knowledge and understanding is applied to the context of the question/task. Practical skills are effectively applied and are of a high to medium standard. Is able to form a developed interpretation that is mostly accurate. 	<ul style="list-style-type: none"> Analysis and evaluation skills are used in an effective way. Evidence is selected to construct a developed argument, that may not be presented in equal measure. Detailed evaluation that offers generally secure judgements, with some link between rational conclusions and evidence.
Good			
Satisfactory	<ul style="list-style-type: none"> Includes accurate knowledge. Demonstrates sound understanding that is relevant to the demands of the question/task. Generally precise use of terminology. 	<ul style="list-style-type: none"> Knowledge and understanding is mainly applied to the context of the question/task. Practical skills are appropriately applied and are of a medium standard. Is able to form a sound interpretation that is generally accurate. 	<ul style="list-style-type: none"> Analysis and evaluation skills are used in an appropriate and sound way. Evidence is selected to construct a sound argument. <p>OR</p> <ul style="list-style-type: none"> Evidence is selected to construct a detailed one-sided argument. Evaluation that offers some judgements, with some link between conclusions and evidence.
Basic	<ul style="list-style-type: none"> Shows some accurate knowledge. Demonstrates partial understanding that is relevant to the demands of the question. Some use of appropriate terminology. 	<ul style="list-style-type: none"> Knowledge and understanding is partially applied to the context of the question/task. Practical skills are of a medium to low-level standard. Is able to form some interpretation that shows some accuracy. 	<ul style="list-style-type: none"> Analysis and evaluation skills are used in a suitable way with a sound level of competence but may lack precision. Evidence is selected to construct a one-sided argument. Evaluation that offers generalised judgements and conclusions, with minimal use of evidence.
Limited	<ul style="list-style-type: none"> Limited knowledge with some relevance to the topic or question. Little or no development seen. Very little or no use of terminology. 	<ul style="list-style-type: none"> Knowledge and understanding is applied in a minimal manner to the context of the question/task. Practical skills are of a low-level standard. Can only form a simple interpretation, if at all, with very limited accuracy. 	<ul style="list-style-type: none"> Analysis and evaluation skills are used with limited competence. Unsupported evaluation that offers simple or no judgements/conclusions.

Question	Specification content (main focus)													Marks allocation			
	Topic and Section													Total marks	AO1 marks	AO2 marks	AO3 marks
	1.1				1.2			1.3		1.4							
	1.1.1	1.1.2	1.1.3	1.1.4	1.2.1	1.2.2	1.2.3	1.3.1	1.3.2	1.4.1	1.4.2	1.4.3	1.4.4				
1. (a)	4													4	4		
(b)	4													4		4	
2. (a)		4												4		4	
(b)		2												2	2		
(c)			2											2	2		
(d)					3									3	3		
3. (a)				2			4							6	6		
(b)				4										4		4	
4. (a) (i)						4								4		4	
(ii)						4								4		4	
(b)							4							4	4		
(c)					4									4	4		
(d) (i/ii/iii)								5						5			5
(e)								4						4			4
5. (a)									3			3		6		6	
(b)										2	4			6	6		
(c)													8	8			8
(d)												6		6	6		
Total marks	8	6	2	6	7	8	8	9	3	2	4	9	8	80	37	26	17
Total topic marks	22				23			12		23				AO marks	30/50	20/30	10/20
AO1					AO2									AO3			
17%					14%									9%			