



MARKING SCHEME

**LEVEL 1 AND LEVEL 2 AWARD IN
HOSPITALITY AND CATERING**

**UNIT 1: THE HOSPITALITY AND CATERING
INDUSTRY**

SUMMER 2017

INTRODUCTION

This marking scheme was used by WJEC for the 2017 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.

Performance Bands Unit 1					
Learning Outcomes	Assessment criteria	Level 1 Pass	Level 2 Pass	Level 2 Merit	Level 2 Distinction
LO1 Understanding the environment in which the hospitality and catering providers operate.	AC1.2 Describe job roles within the hospitality and catering industry.	Outline job role required for hospitality and catering provision. Most job roles are relevant in Level 1 pass criteria.	Outline and describe some of the job roles for back of house within the proposed hospitality and catering provision.		
	AC1.4 Explain factors affecting the success of the hospitality and catering providers.	Outline in general terms a few factors that could affect the success of hospitality and catering providers. Evidence is descriptive with limited reasoning related to the proposed provision.	Outline and explain basic factors affecting the success of the hospitality and catering provider. Some evidence is linked/relevant to the proposed hospitality and catering provision. Evidence is descriptive and with some relevant reasoning.	Explain a range of relevant factors affecting the success of the proposed hospitality and catering provision. Evidence is clear and detailed, with reasons for choice relating to the proposed hospitality and catering provision.	Explain in a range of relevant factors affecting the success of the proposed hospitality and catering provision. Evidence clear, detailed and realist, in depth and sound justification relating to the scenario (area) and the chosen hospitality and catering division

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<p>LO2 Know the requirements for hospitality and catering provisions.</p>	<p>AC2.3 Describe how hospitality and catering provision meets customer needs.</p>	<p>Outline in general terms of how hospitality and catering meets needs of customer. This may have limited relevance to the hospitality and catering proposed provision.</p>	<p>Describe how some of the customer needs can be provided within the proposed hospitality and catering provision. There may be omissions and errors with minor selection of the content not relating to the hospitality and catering proposal provision.</p>	<p>Describe in some detail how the customer's needs can be provided within the proposed hospitality and catering provision. There may be omissions and minor errors.</p>	
<p>LO3 Understand how hospitality and catering provisions meets health and safety requirements.</p>	<p>AC3.1 Describe the responsibilities from legislation relating to personal safety in the workplace.</p>	<p>Describe some of the responsibilities from legislation relating to personal safety in the work place response is limited.</p>	<p>Describe in some detail the responsibilities from legislation in relation to personal safety in the work place.</p>		

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LO4 Be able to propose a hospitality and catering provision for a location.	AC4.1 Review options for hospitality and catering provisions.	A limited range of options are reviewed with simple and straightforward conclusions.	A range of options are reviewed. Conclusions are straightforward.	A range of options are reviewed. Conclusions include reasoned judgements.	A range of options are reviewed within depth and clear reasonable judgement made.
	AC4.2 Communicate options for hospitality provisions.	Options are communicated. There is some evidence of structuring information and consideration of style and tone. Diagrams/imagery may be used to enhance key points.	Options are communicated in a logical structure. There is an attempt to use appropriate tone and style. There is some attempt to use imagery to highlight and communicate key points.		