

Title:	Professional Behaviour in Catering Workplaces
Level:	Level 1
Credit value:	2
GLH:	18
Unique Reference Number:	F/652/0493
Sector Subject Area:	14.1 Foundations for Learning and Life
Aim:	The aim of this unit is to provide learners with the knowledge and skills to demonstrate professional behaviour in catering workplaces. Learners will understand what professional behaviour looks like in catering environments, demonstrate appropriate behaviour during workplace tasks, communicate professionally with others, and maintain reliable working practices during catering activities.
Assessment Type:	Assessment of this unit will be through an internally set and internally assessed portfolio of evidence.
Assessment Guidance:	<p>Assessment decisions for skills-based learning outcomes must be made during the learner's normal work activity.</p> <p>Skills-based assessment must include direct observation as the main source of evidence and must be carried out over an appropriate period of time.</p> <p>Evidence must confirm that the learner can demonstrate appropriate professional behaviour during catering activities.</p> <p>Assessment must reflect realistic catering contexts.</p>

Learning outcomes	
The learner will:	
1.	Understand professional behaviour in catering workplaces.
Delivery content:	
The aim of this learning outcome is to provide learners with the knowledge and skills to understand professional behaviour in catering workplaces.	
The learner must:	
1.1 Describe examples of professional behaviour in catering environments.	
1.2 Explain why professional behaviour is important during workplace tasks.	
1.3 Outline how professional behaviour supports safe and effective working.	
2.	Demonstrate appropriate behaviour during workplace tasks.
Delivery content:	
The aim of this learning outcome is to provide learners with the knowledge and skills to demonstrate appropriate behaviour during catering activities.	
The learner must demonstrate how to:	
2.1 Demonstrate appropriate behaviour during catering activities.	

2.2 Follow workplace expectations when carrying out tasks.
2.3 Ask for support appropriately when needed.

3. Communicate professionally with others during catering activities.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge and skills to communicate professionally with others during workplace tasks.

The learner must demonstrate how to:

- 3.1 Communicate appropriately with colleagues during workplace tasks.
- 3.2 Respond politely to instructions and requests.
- 3.3 Share information clearly during catering activities.

Scope of Training

The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum expected but tutors may include additional areas based on local employment contexts.

Requirements

Professional behaviour:

Definition.

Behaviour that shows a learner is acting appropriately in a workplace setting.

Teaching must include.

Behaviour expectations according to the learning context. For example:

- Polite behaviour.
- Respect for others.
- Appropriate language.
- Positive attitude.

Teaching could include.

Behaviour which might be expected in other catering contexts.