

HOSPITALITY EXPERT



ASSESSMENT PACKAGE
National Vocational Certificate Level 4

Version 1 - November, 2019

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Document Version

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ASSESSMENT PACKAGE

National Vocational Certificate Level 4

Version 1 - November, 2019

Title of Qualification: Hospitality Expert	CS Code:	Level: 4	Version: 1
Competency Standard Title: Develop own skills and practice	Assessment Date (DD/MM/YY): Time Duration: 1:05 hours		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>Competency Standard A To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Monitor the duties and activities of a team</p> <p>1. Assessment Task 1: Develop own personal and professional skills 2. Assessment Task 2: Work as a member of a team to achieve defined goals and implement agreed plans 3. Assessment Task 3: Improve personal effectiveness</p> <p>And complete:</p> <p>4. Knowledge assessment test (Written or Oral) 5. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 1: Review and evaluate own skills, knowledge and career development practice against current performance requirements Performance criteria 2: Identify trends and developments relevant to own skills, knowledge and career development practice Performance criteria 3: Identify and critically reflect on how own values, beliefs and attitudes influence own career development practice Performance criteria 4: Seek feedback to reflect on and evaluate own performance Performance criteria 5: Ensure own career development practice is inclusive and promotes equality and diversity Performance criteria 6: Address internal and external constraints that impact on own practice Performance criteria 7: Plan and access development opportunities needed to keep own knowledge, skills and practice up to date and enable own work to be carried out more effectively Performance criteria 8: Use records of own actions, development plans and progress to support and inform ongoing reflective practice Performance criteria 9: Apply new knowledge and skills to consolidate learning and improve own practice Performance criteria 10: Review the effectiveness of newly acquired knowledge and skills Performance criteria 11: Engage positively with opportunities for support and supervision Performance criteria 12: Share effective practice with other practitioners </p>

	Assessment Task 2 Performance criteria 1: Effectively manage own time Performance criteria 2: Recognise and respect diversity, individual Performance criteria 3: Differences and perspectives Performance criteria 4: Accept and provide feedback in a constructive and considerate manner Performance criteria 5: Understand the responsibilities of colleagues Performance criteria 6: Identify obstacles to effective teamwork
	Assessment Task 3 Performance criteria 1: List the aims and objectives of the organization Performance criteria 2: State the organization's brand or image Performance criteria 3: Identify the organisation's structure, roles and responsibilities Performance criteria 4: Identify potential improvements to working practices
	Assessment Task 4
	Portfolios required at the time of assessment (if any) for Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio

Continued on following page

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			
Each Assessment Task (with performance criteria)							

Assessment Task 1 Develop own personal and professional skills		Description of assessment task 1 Acquire new industrial knowledge for the development of performance and evaluate own performance through reviewing the document and external feedback		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Review and evaluate own skills, knowledge and career development practice against current performance requirements			
2	Performance criteria 2: Identify trends and developments relevant to own skills, knowledge and career development practice			
3	Performance criteria 3: Identify and critically reflect on how own values, beliefs and attitudes influence own career development practice			
4	Performance criteria 4: Seek feedback to reflect on and evaluate own performance			
5	Performance criteria 5: Ensure own career development practice is inclusive and promotes equality and diversity			
6	Performance criteria 6: Address internal and external constraints that impact on own practice			
7	Performance criteria 7: Plan and access development opportunities needed to keep own knowledge, skills and practice up to date and enable own work to be carried out more effectively			
8	Performance criteria 8: Use records of own actions, development plans and progress to support and inform ongoing reflective practice			
9	Performance criteria 9: Apply new knowledge and skills to consolidate learning and improve own practice			
10	Performance criteria 10: Review the effectiveness of newly acquired knowledge and skills			
11	Performance criteria 11: Engage positively with opportunities for support and supervision			
12	Performance criteria 12: Share effective practice with other practitioners			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2 Work as a member of a team to achieve defined goals and implement agreed plans		Description of assessment task 2 Identify role within the team and provide feedback to support effective team work		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Effectively manage own time			
2	Performance criteria 2: Recognise and respect diversity, individual			
3	Performance criteria 3: Differences and perspectives			
4	Performance criteria 4: Accept and provide feedback in a constructive and considerate manner			
5	Performance criteria 5: Understand the responsibilities of colleagues			
6	Performance criteria 6: Identify obstacles to effective teamwork			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3 Improve personal effectiveness		Description of assessment task 3 Identify organizational goals, team roles and responsibilities, evaluate and identify improvement in operations		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: List the aims and objectives of the organisation			
2	Performance criteria 2: State the organization's brand or image			
3	Performance criteria 3: Identify the organisation's structure, roles and responsibilities			
4	Performance criteria 4: Identify potential improvements to working practices			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1:			
2	Performance criteria 2:			
3	Performance criteria 3:			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality Expert	CS Code:	Level: 4	Version: 1
Competency Standard Title: Monitor the duties and activities of a team	Assessment Date (DD/MM/YY): Time Duration: 1:30 hours		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>Competency Standard B To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Monitor the duties and activities of a team</p> <p>6. Assessment Task 1: Observe and check that professional standards are maintained throughout operations and on and completion of shift</p> <p>7. Assessment Task 2: Check that operatives are present and manage absence issues for operational areas</p> <p>8. Assessment Task 3: Support the head of department</p> <p>9. Assessment Task 4: Supervise operatives in work areas</p> <p>And complete:</p> <p>10. Knowledge assessment test (Written or Oral)</p> <p>11. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 1: Monitor the use of personal hygiene and wear appropriate uniform throughout shift by associates</p> <p>Performance criteria 2: Monitor the extent to which associates maintain a safe, hygienic and secure working environment</p> <p>Performance criteria 3: Observe and check that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift</p> <p>Performance criteria 4: Ensure that associates attend briefing and be aware of daily requirements and other issues</p> <p>Performance criteria 5: Monitor the extent to which associates check that all equipment is in good working order and check the quality and quantity of food delivered to the section</p> <p>.....</p> <p>Assessment Task 2</p> <p>Performance criteria 1: Check the service requirements for the day</p> <p>Performance criteria 2: Check that the number of associates at work match both the rota and service requirements</p> <p>Performance criteria 3: Adjust the duty rota according to requirements</p> <p>Performance criteria 4: Tackle the absent associates with appropriate methods</p> <p>Performance criteria 5: Take appropriate steps to motivate staff to avoid absenteeism</p> <p>.....</p>

	<p>Assessment Task 3</p> <p>Performance criteria 1: Discuss and agree on methods and formats of communication with the Head of department</p> <p>Performance criteria 2: Agree with the Head of department daily and medium-term areas for delegated responsibilities</p> <p>Performance criteria 3: Support the Head of department in managing work area activities and responsibilities</p> <p>Performance criteria 4: Ensure that every-day work area requirements of section are signed off by Head of department</p> <p>.....</p>
	<p>Assessment Task 4</p> <p>Performance criteria 1: Ensure that associates are punctual and efficient in carrying out their duties</p> <p>Performance criteria 2: Communicate instructions and other information clearly to associates</p> <p>Performance criteria 3: Motivate associates in a timely and efficient manner to complete all their duties</p> <p>Performance criteria 4: Ensure that all staff are performing at the optimum level when carrying out work area duties</p> <p>Performance criteria 5: Create a friendly, professional environment which inspires teamwork within work area</p> <p>Performance criteria 6: Monitor the extent to which quality service is provided</p> <p>.....</p>
	<p>Portfolios required at the time of assessment (if any) for</p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

Continued on following page

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)

Assessment Task 1	Description of assessment task 1
Observe and check that professional standards are maintained throughout operations and on and completion of shift	Observe personal hygiene, work environment safety, team members following recommended requirements, check the standardized food is delivered.

During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Monitor the use of personal hygiene and wear appropriate uniform throughout shift by associates			
2	Performance criteria 2: Monitor the extent to which associates maintain a safe, hygienic and secure working environment			
3	Performance criteria 3: Observe and check that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift			
4	Performance criteria 4: Ensure that associates attend briefing and be aware of daily requirements and other issues			
5	Performance criteria 5: Monitor the extent to which associates check that all equipment is in good working order and check the quality and quantity of food delivered to the section			

Competent <input type="checkbox"/>	Not Yet Competent <input type="checkbox"/>
------------------------------------	--

Assessment Task 2 Check that operatives are present and manage absence issues for operational areas		Description of assessment task 2 Check daily service requirement, availability of team, coordinate in case of absent team member for smooth operations		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Check the service requirements for the day			
2	Performance criteria 2: Check that the number of associates at work match both the rota and service requirements			
3	Performance criteria 3: Adjust the duty rota according to requirements			
4	Performance criteria 4: Tackle the absent associates with appropriate methods			
5	Performance criteria 5: Take appropriate steps to motivate staff to avoid absenteeism			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3 Support the head of department		Description of assessment task 3 Support day to day work activities allotted by head of department by effective communication within organization.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Discuss and agree on methods and formats of communication with the Head of department			
2	Performance criteria 2: Agree with the Head of department daily and medium-term areas for delegated responsibilities			
3	Performance criteria 3: Support the Head of department in managing work area activities and responsibilities			
4	Performance criteria 4: Ensure that every-day work area requirements of section are signed off by Head of department			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4 Supervise operatives in work areas		Description of assessment task 4 Support and observe team members in operations for effective and healthy work environment.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Ensure that associates are punctual and efficient in carrying out their duties			
2	Performance criteria 2: Communicate instructions and other information clearly to associates			
3	Performance criteria 3: Motivate associates in a timely and efficient manner to complete all their duties			
4	Performance criteria 4: Ensure that all staff are performing at the optimum level when carrying out work area duties			
5	Performance criteria 5: Create a friendly, professional environment which inspires teamwork within work area			
6	Performance criteria 6: Monitor the extent to which quality service is provided			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality Expert	CS Code:	Level: 4	Version: 1
Competency Standard Title: Manage employee workplace health and safety	Assessment Date (DD/MM/YY): Time Duration: 1:00 hour		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>Competency Standard C To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Manage employee workplace health and safety</p> <p>12. Assessment Task 1: Monitor efficient and effective use of equipment 13. Assessment Task 2: Maintain and monitor the cleaning programme</p> <p>And complete: 14. Knowledge assessment test (Written or Oral) 15. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 1: Ensure that all equipment is working correctly in work areas</p> <p>Performance criteria 2: Arrange for appropriate maintenance for all equipment available in work areas on a regular basis</p> <p>Performance criteria 3: Ensure that appropriate equipment is properly calibrated according to operating instructions in work areas</p> <p>Performance criteria 4: Check that associates are using equipment correctly, efficiently and effectively in work areas</p> <p>Performance criteria 5: Take corrective action where required to improve the safety of work areas</p> <p>.....</p> <p>Assessment Task 2</p> <p>Performance criteria 1: Ensure that all associates understand their role in undertaking cleaning duties</p> <p>Performance criteria 2: Monitor the number of associates to undertake the cleaning programme effectively</p> <p>Performance criteria 3: Observe and check that associates have the cleaning tools and materials they need to undertake cleaning duties for their area of work</p> <p>Performance criteria 4: Check that there are no hazards present that would affect the cleaning programme</p> <p>Performance criteria 5: Observe and check that associates are using cleaning tools and materials safely, effectively and efficiently</p> <p>Performance criteria 6: Monitor appropriate checklists to ensure that the cleaning programme has been completed correctly and according to organizational standards</p> <p>.....</p>

	Assessment Task 3 Performance Criteria 1: Performance Criteria 2: Performance Criteria 3:
	Assessment Task 4 Performance Criteria 1: Performance Criteria 2: Performance Criteria 3:
	Portfolios required at the time of assessment (if any) for Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio

Continued on following page

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			
Each Assessment Task (with performance criteria)							
Assessment Task 1 Monitor efficient and effective use of equipment			Description of assessment task 1 Ensure equipment to be fit for working, effective operations of the equipment, timely availability of equipment and effective maintenance, ensure safety of work areas				
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Ensure that all equipment is working correctly in work areas						
2	Performance criteria 2: Arrange for appropriate maintenance for all equipment available in work areas on a regular basis						
3	Performance criteria 3: Ensure that appropriate equipment is properly calibrated according to operating instructions in work areas						
4	Performance criteria 4: Check that associates are using equipment correctly, efficiently and effectively in work areas						
5	Performance criteria 5: Take corrective action where required to improve the safety of work areas						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

Assessment Task 2 Maintain and monitor the cleaning programme		Description of assessment task 2 Ensure cleaning standards are met during cleaning operations by the team through safe usage of cleaning equipment		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Ensure that all associates understand their role in undertaking cleaning duties			
2	Performance criteria 2: Monitor the number of associates to undertake the cleaning programme effectively			
3	Performance criteria 3: Observe and check that associates have the cleaning tools and materials they need to undertake cleaning duties for their area of work			
4	Performance criteria 4: Check that there are no hazards present that would affect the cleaning programme			
5	Performance criteria 5: Observe and check that associates are using cleaning tools and materials safely, effectively and efficiently			
6	Performance Criteria 6: Monitor appropriate checklists to ensure that the cleaning programme has been completed correctly and according to organizational standards			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3		Description of assessment task 3		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1:			
2	Performance criteria 2:			
3	Performance criteria 3:			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1:			
2	Performance criteria 2:			
3	Performance criteria 3:			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality Expert	CS Code:	Level: 4	Version: 1
Competency Standard Title: Manage comments and complaints relating to operations	Assessment Date (DD/MM/YY): Time Duration: 1:00 hour		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>Competency Standard D To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Manage comments and complaints relating to operations</p> <p>16. Assessment Task 1: Manage comments relating to operations 17. Assessment Task 2: Manage complaints relating to operations</p> <p>And complete: 18. Knowledge assessment test (Written or Oral) 19. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 1: Develop good relationship with associates and work teams to get regular verbal feed back</p> <p>Performance criteria 2: Ask guests for feedback during service</p> <p>Performance criteria 3: Ensure that written guest feedback is collected and discussed with work teams</p> <p>Performance criteria 4: Ensure that feedback is gathered from different channels and recorded for further improvement in system</p> <p>Performance criteria 5: Monitor work teams to ensure improvement based on feedback from various sources</p> <p>.....</p> <p>Assessment Task 2</p> <p>Performance criteria 1: Gather sufficient information to enable assessment of the nature and severity of the complaint</p> <p>Performance criteria 2: Respond to the person making the complaint if the complaint cannot be resolved within required timescales</p> <p>Performance criteria 3: Report any complaints that are outside own authority to deal with to the appropriate person</p> <p>Performance criteria 4: Make appropriate notes and a record of the complaint and the actions taken</p> <p>Performance criteria 5: Identify any changes to the organization's procedures which are necessary to avoid future similar complaints</p> <p>Performance criteria 6: Comply with legal requirements, industry regulations, including ethical standards and health and safety, organizational policies and professional codes</p> <p>.....</p>

	Assessment Task 3 Performance Criteria 1: Performance Criteria 2: Performance Criteria 3:
	Assessment Task 4 Performance Criteria 1: Performance Criteria 2: Performance Criteria 3:
	Portfolios required at the time of assessment (if any) for Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio

Continued on following page

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			
Each Assessment Task (with performance criteria)							
Assessment Task 1			Description of assessment task 1				
Manage comments relating to operations			Ensure effective team for receiving feedback / comments from the guests				
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Develop good relationship with associates and work teams to get regular verbal feed back						
2	Performance criteria 2: Ask guests for feedback during service						
3	Performance criteria 3: Ensure that written guest feedback is collected and discussed with work teams						
4	Performance criteria 4: Ensure that feedback is gathered from different channels and recorded for further improvement in system						
5	Performance Criteria 5: Monitor work teams to ensure improvement based on feedback from various sources						
Competent <input type="checkbox"/>			Not Yet Competent <input type="checkbox"/>				

Assessment Task 2 Manage complaints relating to operations		Description of assessment task 2 Evaluate complaint nature, respond back to customer against feedback, record and note effectively action taken against complaint		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Gather sufficient information to enable assessment of the nature and severity of the complaint			
2	Performance criteria 2: Respond to the person making the complaint if the complaint cannot be resolved within required timescales			
3	Performance criteria 3: Report any complaints that are outside own authority to deal with to the appropriate person			
4	Performance Criteria 4: Make appropriate notes and a record of the complaint and the actions taken			
5	Performance Criteria 5: Identify any changes to the organization's procedures which are necessary to avoid future similar complaints			
6	Performance Criteria 6: Comply with legal requirements, industry regulations, including ethical standards and health and safety, organizational policies and professional codes			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3		Description of assessment task 3		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1:			
2	Performance criteria 2:			
3	Performance criteria 3:			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1:			
2	Performance criteria 2:			
3	Performance criteria 3:			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality Expert	CS Code:	Level: 4	Version: 1
Competency Standard Title: Support the professional development of the operations team	Assessment Date (DD/MM/YY): Time Duration: 1:00 hour		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>Competency Standard E To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Co-ordinate the operation of the work area</p> <p>20. Assessment Task 1: Contribute to the development of teams and individuals</p> <p>21. Assessment Task 2: Contribute to the provision of required operational associates</p> <p>22. Assessment Task 3: Lead the work of teams and individual associates to achieve objectives</p> <p>23. Assessment Task 4: Manage own self in an operational environment</p> <p>24. Assessment Task 5: Contribute to the identification and implementation of sales development activities</p> <p>25. Assessment Task 6: Prepare, deliver and evaluate training sessions for operational associates and teams</p> <p>And complete:</p> <p>26. Knowledge assessment test (Written or Oral)</p> <p>27. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>Assessment Task 1:</p> <p>Performance criteria 1: Contribute to the identification of development needs for individuals and teams accurately</p> <p>Performance criteria 2: Ensure that the development needs identified are consistent with team objectives and organisational values</p> <p>Performance criteria 3: Ensure that contributions to the planning process reflect the identified development needs of all those associates under own responsibility</p> <p>Performance criteria 4: Agree ideas with individual team members</p> <p>Performance criteria 5: Contribute to development activities to support team objectives and plans</p> <p>Performance criteria 6: Take into account the work activities, learning abilities and personal circumstances of individual team members</p> <p>Performance criteria 7: Encourage and use feedback from those taking part in the activities to improve own future contributions to development activities</p> <p>Performance criteria 8: Contribute to the assessment of associates against development objectives</p> <p>Performance criteria 9: Provide information about assessments to authorised people only, in the required format and to agreed deadlines</p>

Assessment Task 2

- Performance criteria 1: Use methods to assess and select associates that meet organisational requirements
- Performance criteria 2: Provide information that is complete, accurate and supports the fair assessment of associates
- Performance criteria 3: Make suggestions for the selection of associates that are based on objective assessments of the information against agreed selection criteria
- Performance criteria 4: Make suggestions for selection that are clear and accurate
- Performance criteria 5: Make suggestions available only to authorised people
- Performance criteria 6: Handle communications with associates in a manner and at a level and pace appropriate to their needs
- Performance criteria 7: Make sure records of own contribution to the selection process are complete, accurate, clear and meet organisational requirements
-

Assessment Task 3

- Performance criteria 1: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings
- Performance criteria 2: Prepare and serve drinks to guests in different settings
- Performance criteria 3: Maintain the food and beverage service throughout the shift
- Performance criteria 4: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests
- Performance criteria 5: Store food and equipment safely in line with organisational requirements
- Performance criteria 6: Dispose of waste in line with organisational requirements
- Performance criteria 7: Deal with unexpected situations in line with organisational guidelines

Assessment Task 4

- Performance criteria 1: Develop objectives for own work role which are compatible with the vision, objectives and values of the organisation
- Performance criteria 2: Agree, with line manager, objectives for own work role and ways to evaluate progress and achievement
- Performance criteria 3: Priorities objectives and manage own time in order to achieve them and delegate objectives and responsibilities
- Performance criteria 4: Use technology effectively to help achieve own objectives
- Performance criteria 5: Identify and eliminate distractions and activities that do not support the achievement of own objectives
- Performance criteria 6: Monitor changes to the organisation's objectives, processes, systems and structures and how these impact on own role
- Performance criteria 7: Identify and respond quickly and positively to new opportunities and urgent situations when they arise, revising own objectives and priorities as necessary
- Performance criteria 8: Get regular feedback on own performance from those who are able to provide objective, specific and valid feedback
- Performance criteria 9: Monitor progress towards own objectives and evaluate, with line manager, the extent to which objectives have been achieved
- Performance criteria 10: Agree, with line manager, any changes to own objectives in the light of own performance, feedback received or changes in organisational priorities

Assessment Task 5

- Performance criteria 1: Keep own self clean and hygienic
- Performance criteria 2: Keep the food outlet working area clean and hygienic
- Performance criteria 3: Store food safely
- Performance criteria 4: Hold and serve food safely

	Assessment Task 6 <p>Performance criteria 1: Prepare appropriate training plans and materials</p> <p>Performance criteria 2: Produce specific aims and objectives for the session</p> <p>Performance criteria 3: Identify the resources needed to deliver the session</p> <p>Performance criteria 4: Select appropriate methods to delivery training</p> <p>Performance criteria 5: Ensure all learning materials are available</p> <p>Performance criteria 6: Deliver training to individuals or groups</p> <p>Performance criteria 7: Use a range of appropriate techniques and activities throughout the session, including technology-based learning</p> <p>Performance criteria 8: Carry out assessments at appropriate points to ensure that learning has taken place</p> <p>Performance criteria 9: Evaluate the effectiveness of training for associates and teams</p>
	Portfolios required at the time of assessment (if any) for

Continued on following page

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			
Each Assessment Task (with performance criteria)							

Assessment Task 1 Contribute to the development of teams and individuals		Description of assessment task 1 Contribute in planning and developing needs of team to support team for improvement		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Contribute to the identification of development needs for individuals and teams accurately			
2	Performance criteria 2: Ensure that the development needs identified are consistent with team objectives and organisational values			
3	Performance criteria 3: Ensure that contributions to the planning process reflect the identified development needs of all those associates under own responsibility			
4	Performance criteria 4: Agree ideas with individual team members			
5	Performance criteria 5: Contribute to development activities to support team objectives and plans			
6	Performance criteria 6: Take into account the work activities, learning abilities and personal circumstances of individual team members			
7	Performance criteria 7: Encourage and use feedback from those taking part in the activities to improve own future contributions to development activities			
8	Performance criteria 8: Contribute to the assessment of associates against development objectives			
9	Performance criteria 9: Provide information about assessments to authorised people only, in the required format and to agreed deadlines			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2 Contribute to the provision of required operational associates		Description of assessment task 2 Make sure associates meet organizational requirements through fair assessment		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Use methods to assess and select associates that meet organisational requirements			
2	Performance criteria 2: Provide information that is complete, accurate and supports the fair assessment of associates			
3	Performance criteria 3: Make suggestions for the selection of associates that are based on objective assessments of the information against agreed selection criteria			
4	Performance criteria 4: Make suggestions for selection that are clear and accurate			
5	Performance criteria 5: Make suggestions available only to authorised people			
6	Performance criteria 6: Handle communications with associates in a manner and at a level and pace appropriate to their needs			
7	Performance criteria 7: Make sure records of own contribution to the selection process are complete, accurate, clear and meet organisational requirements			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3 Lead the work of teams and individual associates to achieve objectives		Description of assessment task 3 Maintain food and beverage service by storing food safely and disposing of waste in linen as per organizational requirements		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings			
2	Performance criteria 2: Prepare and serve drinks to guests in different settings			
3	Performance criteria 3: Maintain the food and beverage service throughout the shift			
4	Performance criteria 4: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests			
5	Performance criteria 5: Store food and equipment safely in line with organisational requirements			
6	Performance criteria 6: Dispose of waste in line with organisational requirements			
7	Performance criteria 7: Deal with unexpected situations in line with organisational guidelines			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4 Manage own self in an operational environment		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Develop objectives for own work role which are compatible with the vision, objectives and values of the organization			
2	Performance criteria 2: Agree, with line manager, objectives for own work role and ways to evaluate progress and achievement			
3	Performance criteria 3: Priorities objectives and manage own time in order to achieve them and delegate objectives and responsibilities			
4	Performance criteria 4: Use technology effectively to help achieve own objectives			
5	Performance criteria 5: Identify and eliminate distractions and activities that do not support the achievement of own objectives			
6	Performance criteria 6: Monitor changes to the organisation's objectives, processes, systems and structures and how these impact on own role			
7	Performance criteria 7: Identify and respond quickly and positively to new opportunities and urgent situations when they arise, revising own objectives and priorities as necessary			
8	Performance criteria 8: Get regular feedback on own performance from those who are able to provide objective, specific and valid feedback			
9	Performance criteria 9: Monitor progress towards own objectives and evaluate, with line manager, the extent to which objectives have been achieved			
10	Performance criteria 10: Agree, with line manager, any changes to own objectives in the light of own performance, feedback received or changes in organisational priorities			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 5 Contribute to the identification and implementation of sales development activities		Description of assessment task 5		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Keep own self clean and hygienic			
2	Performance criteria 2: Keep the food outlet working area clean and hygienic			
3	Performance criteria 3: Store food safely			
4	Performance criteria 4: Hold and serve food safely			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 6 Prepare, deliver and evaluate training sessions for operational associates and teams		Description of assessment task 6		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Prepare appropriate training plans and materials			
2	Performance criteria 2: Produce specific aims and objectives for the session			
3	Performance criteria 3: Identify the resources needed to deliver the session			
4	Performance criteria 4: Select appropriate methods to delivery training			
5	Performance criteria 5: Ensure all learning materials are available			
6	Performance criteria 6: Deliver training to individuals or groups			
7	Performance criteria 7: Use a range of appropriate techniques and activities throughout the session, including technology-based learning			
8	Performance criteria 8: Carry out assessments at appropriate points to ensure that learning has taken place			
9	Performance criteria 9: Evaluate the effectiveness of training for associates and teams			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality Expert	CS Code:	Level: 4	Version: 1
Competency Standard Title: L: Monitor the duties and activities of a team M: Manage employee workplace health and safety N: Manage comments and complaints relating to operations O: Support the professional development of the operations team	Assessment Date (DD/MM/YY): Time Duration: 1:30 hours		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	Competency Standard F To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): 28. Assessment Task 1: Perform shift supervisor 29. Assessment Task 2: Manage comments and complaints And complete: 30. Knowledge assessment test (Written or Oral) 31. Portfolios at the time of assessment (if any)

Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 1: Monitor the use of personal hygiene and wear appropriate uniform throughout shift by associates</p> <p>Performance criteria 2: Observe and check that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift</p> <p>Performance criteria 3: Ensure that associates attend briefing and be aware of daily requirements and other issues</p> <p>Performance criteria 4: Monitor the extent to which associates check that all equipment is in good working order and check the quality and quantity of food delivered to the section</p> <p>Performance criteria 5: Check the service requirements for the day</p> <p>Performance criteria 6: Check that the number of associates at work match both the roaster and service requirements</p> <p>Performance criteria 7: Adjust the duty roaster according to requirements</p> <p>Performance criteria 8: Tackle the absent associates with appropriate methods</p> <p>Performance criteria 9: Take appropriate steps to motivate staff to avoid absenteeism</p> <p>Performance criteria 10: Discuss and agree on methods and formats of communication with the Head of department</p> <p>Performance criteria 11: Agree with the Head of department daily and medium-term areas for delegated responsibilities</p> <p>Performance criteria 12: Support the Head of department in managing work area activities and responsibilities</p> <p>Performance criteria 13: Ensure that every-day work area requirements of section are signed off by Head of department</p> <p>Performance criteria 14: Ensure that associates are punctual and efficient in carrying out their duties</p> <p>Performance criteria 15: Communicate instructions and other information clearly to associates</p> <p>Performance criteria 16: Ensure that all staff are performing at the optimum level when carrying out work area duties</p> <p>Performance criteria 17: Create a friendly, professional environment which inspires teamwork within work area</p> <p>Performance criteria 18: Monitor the extent to which quality service is provided</p> <p>Performance criteria 19: Ensure that associates follow safe working practices at all times</p> <p>Performance criteria 20: Monitor the way that associates practice emergency and security procedures correctly</p> <p>Performance criteria 21: Provide both Get regular feedback on own performance from those who are able to provide objective, specific and valid feedback positive and negative feedback to teams and individuals on their work</p> <p>Performance criteria 22: Prepare appropriate training plans and materials</p>
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	<p>Assessment Task 2</p> <p>Performance criteria 1: Discuss and agree on methods and formats of communication with the Head of department</p> <p>Performance criteria 2: Ask guests for feedback during food service</p> <p>Performance criteria 3: Ensure that written guest feedback is collected and discussed with work teams</p> <p>Performance criteria 4: Ensure that feedback is gathered from different channels and recorded for further improvement in system</p> <p>Performance criteria 5: Monitor work teams to ensure improvement based on feedback from various sources</p> <p>Performance criteria 6: Identify and formally document workplace control measures</p> <p>Performance criteria 7: Gather sufficient information to enable assessment of the nature and severity of the complaint</p> <p>Performance criteria 8: Respond to the person making the complaint if the complaint cannot be resolved within required timescales</p> <p>Performance criteria 9: Report any complaints that are outside own authority to deal with to the appropriate person</p> <p>Performance criteria 10: Make appropriate notes and a record of the complaint and the actions taken</p> <p>Performance criteria 11: Identify any changes to the organisation's procedures which are necessary to avoid future similar complaints</p> <p>Performance criteria 12: Comply with legal requirements, industry regulations, including ethical standards and health and safety, organisational policies and professional codes</p>
	<p>Portfolios required at the time of assessment (if any) for</p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

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Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1 Perform shift supervisor		Description of assessment task 1 Supervise all the activities on daily basis before shifts start with the coordination of your team		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Monitor the use of personal hygiene and wear appropriate uniform throughout shift by associates			
2	Performance criteria 2: Observe and check that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift			
3	Performance criteria 3: Ensure that associates attend briefing and be aware of daily requirements and other issues			
4	Performance criteria 4: Monitor the extent to which associates check that all equipment is in good working order and check the quality and quantity of food delivered to the section			
5	Performance criteria 5: Check the service requirements for the day			
6	Performance criteria 6: Check that the number of associates at work match both the roaster and service requirements			
7	Performance criteria 7: Adjust the duty roaster according to requirements			
8	Performance criteria 8: Tackle the absent associates with appropriate methods			
9	Performance criteria 9: Take appropriate steps to motivate staff to avoid absenteeism			
10	Performance criteria 10: Discuss and agree on methods and formats of communication with the Head of department			
11	Performance criteria 11: Agree with the Head of department daily and medium-term areas for delegated responsibilities			
12	Performance criteria 12: Support the Head of department in managing work area activities and responsibilities			
13	Performance criteria 13: Ensure that every-day work area requirements of section are signed off by Head of department			
14	Performance criteria 14: Ensure that associates are punctual and efficient in carrying out their duties			
15	Performance criteria 15: Communicate instructions and other information clearly to associates			
16	Performance criteria 16: Ensure that all staff are performing at the optimum level when carrying out work area duties			
17	Performance criteria 17: Create a friendly, professional environment which inspires teamwork within work area			
18	Performance criteria 18: Monitor the extent to which			

	quality service is provided			
19	Performance criteria 19: Ensure that associates follow safe working practices at all times			
20	Performance criteria 20: Monitor the way that associates practice emergency and security procedures correctly			
21	Performance criteria 21: Provide both Get regular feedback on own performance from those who are able to provide objective, specific and valid feedback positive and negative feedback to teams and individuals on their work			
22	Performance criteria 22: Prepare appropriate training plans and materials			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2 Manage comments and complaints		Description of assessment task 2 Make good relationship with the guest and ask them for the feedback during their visit to organization. Discuss the feedback with team for improvement		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Discuss and agree on methods and formats of communication with the Head of department			
2	Performance criteria 2: Ask guests for feedback during food service			
3	Performance criteria 3: Ensure that written guest feedback is collected and discussed with work teams			
4	Performance criteria 4: Ensure that feedback is gathered from different channels and recorded for further improvement in system			
5	Performance criteria 5: Monitor work teams to ensure improvement based on feedback from various sources			
6	Performance criteria 6: Identify and formally document workplace control measures			
7	Performance criteria 7: Gather sufficient information to enable assessment of the nature and severity of the complaint			
8	Performance criteria 8: Respond to the person making the complaint if the complaint cannot be resolved within required timescales			
9	Performance criteria 9: Report any complaints that are outside own authority to deal with to the appropriate person			
10	Performance criteria 10: Make appropriate notes and a record of the complaint and the actions taken			
11	Performance criteria 11: Identify any changes to the organisation's procedures which are necessary to avoid future similar complaints			
12	Performance criteria 12: Comply with legal requirements, industry regulations, including ethical standards and health and safety, organisational policies and professional codes			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3		Description of assessment task 3		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1:			
2	Performance criteria 2:			
3	Performance criteria 3:			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1:			
2	Performance criteria 2:			
3	Performance criteria 3:			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

