



**ERASMUS+**  
**STRATEGIC PARTNERSHIP IN THE FIELD OF  
VOCATIONAL EDUCATION AND TRAINING**

PROJECT

# PACETRAINING

N. 2017-1-IT01-KA202-006052 CUP G86J17000780006

## I.O. 1 - Assessment procedure



## Introduction

The assessment procedure is based on the evaluation of:

1. knowledge related to the professional competence. For each area of knowledge there is a rating scale provided. The assessor's task is to tick the most corresponding statement to the statement of the learner, from statements with clear and detailed explanation to the statements with some mistakes or more mistakes, to the statements - wrong or lack of explanations.
2. skills and abilities related to the professional competences, when relevant social competence, self-competence, motoric and perception, mental activity and learning strategy, communication and language, emotions and behaviours should be taken into account. For each area of skills and abilities there is a rating scale focusing on level of autonomy for carried out activities: from full autonomy to support through supervision, one with guidance, with results not sufficient and difficulties to accomplish the tasks, to the last option – not being able to carry out the task.

The assessment procedure is based on the observation and evaluation of the activities performed by the learners. The document Design, development and provision of a 'Train the Trainers' module (IO2) provides an overview of the applied methods and instrument for each Learning Unit. On the basis of the methods like chaining, modeling, prompting and instruments like visual supports, activity planners used during the training, the trainer can evaluate not only possessed / explained knowledge by the learners but also evaluate the level of skills and abilities to carry out the specific tasks.

The table below presents the rating scale for assessment knowledge and skills / abilities for the following sectors: cooking sector, restaurant services, hotel services with division of different working areas e.g. working in the kitchen or working in the kitchen storage. The task of the trainer / assessor is to tick one selected option for the specific learning unit for knowledge and skills / abilities on the basis of the assessment.

The last table "Assessment summary and improvement action plan for competences" gives an opportunity to describe and summarise the observations and evaluation carried out. The second part of the table allows to describe current competences relevant for the profession and for the SN learners and to create an improvement plan with activities for the competences.



### COOKING SECTOR

Learning Unit Title	Learning Outcomes	Knowledge	Knowledge: The candidate / learner is able to explain the procedures, steps or related content (knowledge related to the professional competence will be assessed)	Skills/Abilities	Skills/ Ability: The candidate is able to carry out the tasks / activities:	Level
1) <b>WORKING IN THE KITCHEN</b>	S/he is able to carry out preparative tasks and apply cooking methods when preparing, cooking and serving simple dishes according to recipes.	Knowing the different types of raw materials and their purpose	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor	Able to differentiate raw materials according to sensory and nutritional – psychological criteria and select them regarding their intended purpose	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>



			<input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one			
		Knowing preparation procedures and cooking methods.	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor	Able to prepare simple dishes according to recipes and under supervision.	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>M</b>



			<input type="checkbox"/> no explanation given or wrong one			
		Having knowledge of operating conditions when working with equipment.	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	Able to operate with machines.	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>M</b>
		Understanding how simple cooking tasks	<input type="checkbox"/> explanation given with details and	Able to finish and present simple	<input type="checkbox"/> autonomously	<b>D</b>



		work and being aware of the necessary circumstances to preserve products	<p>examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	cooking tasks according to the definition of the products and protocols established for their conservation	<p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
S/he is able to plan and organize the work in the kitchen	Being aware of the working procedures in the kitchen		<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most</p>	Able to work under cook's control	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not</p>	<b>E</b>



			<p>relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>		<p>sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
		<p>Having knowledge on basic relation and communication techniques in the working context</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of</p>	<p>Able to identify and apply basic communication forms in the working context.</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the</p>	<p><b>E</b></p>



			<p>supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>		tasks / activities	
		Being aware of cleaning and disinfecting procedures.	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of</p>	Able to clean and disinfect tools, equipment and installations assessing its repercussion on the hygienic-sanitary quality of the products	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<b>E</b>





			<p>supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>			
		Being aware of the benefits of a clean workplace and knowing what can be prepared in advance	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	Able to fine-tune the workplace, prepare the necessary resources and wash materials, utensils, tools and equipment to ensure their use posterior in optimal hygienic-sanitary conditions	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<b>M</b>
		Being aware of accident prevention	<p><input type="checkbox"/> explanation given with details and</p>	Able to organise his / her workplace	<p><input type="checkbox"/> autonomously</p>	<b>M</b>



		and safety regulations	<p>examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	<p>according to the safety regulations and being able to apply the rules of work and personal hygiene to perform raw materials pre-treatment under supervision with some autonomy</p>	<p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
		Understanding the importance of environment protection	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most</p>	<p>Able to act sustainably when preparing dishes</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not</p>	<b>D</b>



			<p>relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>		<p>sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
<b>2) WORKING IN THE KITCHEN-STORAGE</b>	S/he is able to examine goods regarding weight, quantity and visible damage and to control orders and delivery notes as well as understands the necessity of controlling	Knowing the terms of sale and storage of products and semi-finished products taking into account requirements and conditions of goods' store (food labels, storage life, first in- first out)	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of</p>	Able to examine goods according to weight, quantity, storage life and visible damage, as well as controlling delivery notes	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the</p>	<b>M</b>



	inventory levels.		<p>supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>		tasks / activities	
		Understanding the necessity of controlling inventories taking into account weight, quantity, quality, storage life and food label.	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes</p>	Able to control inventories on a regular basis and in an appropriate way under supervision taking into account weight, quantity, quality and storage life	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<b>M</b>



			<p>even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>			
		<p>Understanding why it is necessary to deal with and store documents in an organized way</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	<p>Able to deal with documents responsibly and organizes the storage of documents according to the specification and supervision</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<b>D</b>



		Being aware of data protection regulations	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	Able to apply the data protection regulation e.g. does not publish, misuse or abuse personal data	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>D</b>
	S/he knows how to storage goods and is able to store goods	Knowing the main tasks of a storage for culinary institutions and describe	<input type="checkbox"/> explanation given with details and examples when relevant	Able to order and store goods based on requirements for the storage (first in-first out, weight,	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision	<b>E</b>



	correctly	workflows	<input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	volume, value of money) and under supervision.	<input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	
		Knowing the basic content of sales contracts and recognizing occurring problems.	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given	Able to enter simple sales contracts and react to occurring problems in a business-friendly way and with supervision	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable	<b>M</b>



			<p>in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>		<p>difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
		<p>Knowing about communication media that is used in a storage</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given</p>	<p>Able to use communication media</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<p><b>M</b></p>





			<p>in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>			
				<p>Able to react in an appropriate way to problems with sales contracts</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<b>D</b>



Assessment summary and improvement action plan for competences

**Cooking sector**

Learning Unit Title	Areas of learning outcomes	Current state
<p><i>Title of the unit</i></p> <p>Working in the kitchen</p>	<p><i>Learning outcome</i></p> <p>S/he is able to carry out preparative tasks and apply cooking methods when preparing, cooking and serving simple dishes according to recipes.</p> <p>S/he is able to plan and organize the work in the kitchen</p>	<p><i>Summary of the assessment for knowledge and skills/ abilities. The summary is related to the specific learning outcomes of the unit Working in the kitchen. It summarised the results of the assessment (rating exercise for knowledge, skills and abilities on the basis of the training activities).</i></p>
<p>Working in the kitchen storage</p>	<p>S/he is able to examine goods regarding weight, quantity and visible damage and to control orders and delivery notes as well as understands the necessity of controlling inventory levels.</p> <p>S/he knows how to storage goods and is able to store goods correctly</p>	



The table below summarises not only the competences related to the profession but also offers possibility to describe other relevant competences for SN learners and how they can be improved or further developed.

Competences	Goals and action plans (on-the-job training, self-development activities, classroom training, online training, events, etc.) in the following areas:	Target dates
Professional competence:		
Social competence (cooperation, conflict management, emotionality):		
Self-competence (self-assessment, motivation, concentration):		
Motoric and perception:		
Mental activity and learning strategy:		
Communication and Language:		
Emotions and social behaviours:		



## RESTAURANT SERVICES

Learning Unit Title	Learning Outcomes	Knowledge	Knowledge: The candidate / learner is able to explain the procedures, steps or related content (knowledge related to the professional competence will be assessed)	Skills/Abilities	Skills/ Ability: The candidate is able to carry out the tasks / activities	Level
	<b>S/he is able to carry out preparative tasks and to apply serving techniques/ways for food and drinks in the restaurant and at the buffet</b>	Knowing the most important work equipment, ways and methods of serving food and drinks	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor	S/he is able to serve simple dishes according to recipes	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>



<b>LO1 - SERVING AND RECOMMENDING FOOD AND DRINKS</b>		<input type="checkbox"/> no explanation given or wrong one	S/he is able to prepare equipment, tools and household items from the restaurant area and bar area, to recognise and to relate their basic applications and/or operation under control and supervision	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not sufficient and with considerable difficulty <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>
	Knowing about the different types of drinks (infusion drinks and mixed drinks)	<input type="checkbox"/> explanation given with details and examples when relevant <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor <input type="checkbox"/> explanation given in a general way but with a lot of	S/he is able to prepare infusion drinks and simple mixed drinks	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not sufficient and with considerable difficulty <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>



			<p>mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>			
		Knowing how to set and decorate the table	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	S/he is able to prepare table linen and to decorate the tables under supervision with some autonomy	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<b>M</b>
		Understanding different ways of serving/serving	<input type="checkbox"/> explanation given with details and examples when relevant	S/he is able to apply different ways of serving food and	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p>	<b>M</b>



		<p>techniques of food and drinks</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	<p>drinks correctly and appropriately</p>	<p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
		<p>Knowing the different serving temperatures of drinks</p> <p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p>	<p>S/he is able to control the different serving temperatures of drinks</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does</p>	<b>M</b>



			<input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one		not carries out the tasks / activities	
	<b>S/he is able to plan and organise the work in the restaurant and at the buffet</b>	Describing planned tasks in the restaurant and at the buffet	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	S/he is able to carry out planned tasks at the restaurant and to prepare or to refill the buffet according to the instructions received and guidelines	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>D</b>
		Being aware of	<input type="checkbox"/> explanation given with details and examples when	S/he is able to carry	<input type="checkbox"/> autonomously	<b>D</b>





		what belongs to post-service operations	<p>relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	<p>out post-service operations, to identify and apply the basic procedures and techniques, after the development of the different types of service under supervision with some autonomy</p>	<p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
		Understanding the importance of carrying out the work in a responsible and appropriate way	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of</p>	<p>S/he is able to plan and to assess own work, assume responsibility for own tasks</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p>	<b>D</b>



			<p>supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>		<p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
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Learning Unit Title	Learning Outcomes	Knowledge	Knowledge: The candidate / learner is able to explain the procedures, steps or related content (knowledge related to the professional competence will be assessed)	Skills/Abilities	Skills/ Ability: The candidate is able to carry out the tasks / activities	Level
LO1 - SERVING AND RECOMMENDING FOOD AND DRINKS	S/he is able to plan and organise the work in the restaurant and at the buffet	Knowledge of how to plan and assess own work, know own responsibilities in the context of working in a team	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor	S/he is able to plan the tasks and activities and to assess own work in the context of working in a team	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	D



			<input type="checkbox"/> no explanation given or wrong one			
		Knowing about legal regulations of the restaurant	<input type="checkbox"/> explanation given with details and examples when relevant <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor <input type="checkbox"/> no explanation given or wrong one	S/he is able to comply with the legal regulations of the restaurant	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not sufficient and with considerable difficulty <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>D</b>
		Knowing the function of the host: personal appearance	<input type="checkbox"/> explanation given with details and examples when relevant	S/he is able to conduct guest orientated talks and to accept complaints and forwards	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision	<b>M</b>



	<p><b>S/he is able to conduct simple sales and s/he is able to present simple offers of food and drinks.</b></p>	<p>and behaviour, conversations with guests, presentation of food/beverages</p>	<p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	<p>those to a supervisor</p>	<p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
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		Having product-related knowledge (e.g. regarding drinks)	<input type="checkbox"/> explanation given with details and examples when relevant <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor <input type="checkbox"/> no explanation given or wrong one	S/he is able to conduct simple sales talks based on a drinks menu while taking sensory and ingredients-related aspects into consideration	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not sufficient and with considerable difficulty <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>M</b>
		Knowing different methods of payment and generating guests' bills. Understanding	<input type="checkbox"/> explanation given with details and examples when relevant <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects	S/he is able to deal with different methods of payment and calculating simple bills and to issue correctly calculated invoices under supervision with some autonomy	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not	<b>D</b>



		<p>material calculations and simple price setting</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>		<p>sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
	<p>Having basic knowledge about the offered products, especially regarding nutrition-related and sensory aspects</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot</p>	<p>S/he is able to select food and drinks based on nutrition-related and sensory aspects according to the specifications and under supervision with some autonomy</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<b>D</b>



			of mistakes even with support of supervisor <input type="checkbox"/> no explanation given or wrong one			
	<b>S/he is aware of communication and self-presentation modes and is able to apply them in interaction with team and guests when selling</b>	Knowing how to present oneself when dealing with guests or colleagues	<input type="checkbox"/> explanation given with details and examples when relevant <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor <input type="checkbox"/> no explanation given or wrong one	S/he is able to apply self-presentation skills	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not sufficient and with considerable difficulty <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>
		Knowing how to deal with and	<input type="checkbox"/> explanation given with details and examples when relevant	S/he is able to conduct simple sales talks and to	<input type="checkbox"/> autonomously <input type="checkbox"/> under	<b>E</b>





		<p>talk with clients while taking communication rules into consideration</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	<p>apply communication rules</p>	<p>supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
	<p>Knowledge on different modes of interaction in a team and in the context of other cultures</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some</p>	<p>S/he is able to work in a team and to recognise the benefits of working in a team</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p>	<p><b>M</b></p>



			<p>mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>		<p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
		<p>Being aware of communication rules when recommending and selling (e.g. regarding drinks)</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with</p>	<p>S/he is able to use foreign language terms while selling foods</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<p><b>D</b></p>



			<p>support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	<p>S/he is able to attend and communicate the possible suggestions and claims made by customers in the field of their responsibility by following the established rules</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
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Learning Unit Title	Learning Outcomes	Knowledge	Knowledge: The candidate / learner is able to explain the procedures, steps or related content (knowledge related to the professional competence will be assessed)	Skills/Abilities	Skills/ Ability: The candidate is able to carry out the tasks / activities	Level
<b>LO2 - WORKING IN THE RESTAURANT-STORAGE</b>	<b>S/he is able to examine goods with regard to weight, quantity and visible damage, and to control orders and delivery notes as well as to understand the necessity of controlling inventory levels</b>	Knowing the terms of sale and storage of products and semi-finished products, considering event-related and seasonal products	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor	S/he is able to examine goods including event-related and seasonal products according to weight, quantity and visible damage, as well as controlling delivery notes	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>M</b>



			<input type="checkbox"/> no explanation given or wrong one			
		Understanding the necessity of controlling inventories	<input type="checkbox"/> explanation given with details and examples when relevant <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor <input type="checkbox"/> no explanation given or wrong one	S/he is able to control inventories on a regular basis and in an appropriate way under supervision	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not sufficient and with considerable difficulty <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>M</b>
		Understanding why it is necessary to deal with and store documents	<input type="checkbox"/> explanation given with details and examples when relevant <input type="checkbox"/> explanation given in a general way but still	S/he is able to deal with documents responsibly and to organise their storage according to the specification and	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance	<b>D</b>



		in an organised way	<p>including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	supervision	<p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
		Being aware of data protection regulations	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p>	S/he is able to apply the data protection regulation e.g. does not publish, misuse or abuse personal data	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks</p>	<b>D</b>



			<input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one		/ activities	
	<b>S/he knows how to storage goods and is able to store them correctly</b>	Knowing the main tasks of storage in restaurants and for buffet dressing, and describe workflows	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	S/he is able to order and store goods for the restaurant and buffet based on a recipe and under supervision	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>



		<p>Knowing the basic content of sales contracts and recognising occurring problems</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	<p>S/he is able to enter simple sales contracts and react to occurring problems in a business-friendly way and with supervision</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<p><b>M</b></p>
		<p>Knowing about communication media used in a storage</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p>	<p>S/he is able to use communication media</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not</p>	<p><b>M</b></p>





			<input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one		sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	
				S/he is able to react in an appropriate way to problems with sales contracts	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>D</b>



Assessment summary and improvement action plan for competences

**Restaurant services**

Learning Unit Title	Areas of learning outcomes	Current state
<p><i>Title of the unit</i></p> <p>LO1 - SERVING AND RECOMMENDING FOOD AND DRINKS</p>	<p><i>Learning outcome</i></p> <p>S/he is able to carry out preparative tasks and to apply serving techniques/ways for food and drinks in the restaurant and at the buffet</p> <p>S/he is able to plan and organise the work in the restaurant and at the buffet</p> <p>S/he is able to conduct simple sales and s/he is able to present simple offers of food and drinks.</p> <p>S/he is aware of communication and self-presentation modes and is able to apply them in interaction with team and guests when selling</p>	<p><i>Summary of the assessment for knowledge and skills/ abilities. The summary is related to the specific learning outcomes of the unit Working in the kitchen. It summarised the results of the assessment (rating exercise for knowledge, skills and abilities on the basis of the training activities).</i></p>



LO2 - WORKING IN THE RESTAURANT-STORAGE	S/he is able to examine goods with regard to weight, quantity and visible damage, and to control orders and delivery notes as well as to understand the necessity of controlling inventory levels	
	S/he knows how to storage goods and is able to store them correctly	

The table below summarises not only the competences related to the profession but also offers possibility to describe other relevant competences for SN learners and how they can be improved or further developed.

Competences	Goals and action plans (on-the-job training, self-development activities, classroom training, online training, events, etc.) in the following areas:	Target dates
Professional competence:		
Social competence(cooperation, conflict management, emotionality):		
Self-competence(self-assessment, motivation, concentration):		
Motoric and perception:		
Mental activity and learning strategy:		
Communication and Language:		



Emotions and social behaviours:		
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## HOTEL SERVICES

Learning Unit Title	Learning Outcomes	Knowledge	Knowledge: The candidate / learner is able to explain the procedures, steps or related content (knowledge related to the professional competence will be assessed)	Skills/Abilities	Skills/ Ability: The candidate is able to carry out the tasks / activities	Level
LO1 - WORKING IN	S/he is aware of the importance of the housekeeping service for the guests' well-being and the organisation's success and is able to act accordingly	Being aware of the importance of the quality of services for guests' satisfaction and the success of the institution	<input type="checkbox"/> explanation given with details and examples when relevant <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor	S/he is able to act according to the economic service aspect under supervision	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not sufficient and with considerable difficulty <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>



THE HOUSEKEEPING SERVICE		<input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one			
	Understanding the importance of environment protection	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor	S/he is able to selectively collect waste materials or waste under conditions of hygiene and safety, preserving and protecting the environment and generally act sustainably	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>



			<input type="checkbox"/> no explanation given or wrong one			
	Having knowledge about accident prevention measures and safety regulations	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	S/he is able to assume and comply with the risk prevention and labour safety measures in undertaking work activities and to avoid personal injuries or work-related disasters under supervision with some autonomy	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities		<b>M</b>
	Knowing relevant legal regulations	<input type="checkbox"/> explanation given with details and examples when relevant	S/he is able to comply with legal rules regulating	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision		<b>M</b>



			<input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	housekeeping services	<input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	
	<b>S/he is able to plan rational workflows when cleaning, maintaining and decorating guest rooms and controlling them according to defined criteria</b>	Having material based knowledge and being aware of field-related specific terms	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects	S/he is able to use technical terms when appropriate	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty	<b>E</b>





			<input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one		<input type="checkbox"/> He/she does not carries out the tasks / activities	
	Knowing about the criteria of different cleaning and care products and how to select the appropriate ones	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in	S/he is able to select cleaning agents and care products according to economic and ecological criteria and is able to compare costs	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>	



			<p>a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>			
		<p>Being aware of rational workflows to clean, maintain and decorate rooms</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation</p>	<p>S/he is able to plan rational workflows when cleaning, maintaining and decorating guestrooms according to the specifications and under supervision</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<b>M</b>



			given or wrong one			
	Considering composition and conservation when selecting materials	<input type="checkbox"/> explanation given with details and examples when relevant <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor <input type="checkbox"/> no explanation given or wrong one	S/he is able to select and collect textile materials and products for cleaning, and to arrange clothing and household linen, according to the composition labels and conservation mode	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not sufficient and with considerable difficulty <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>M</b>	
	Being aware of quality standards and universal accessibility	<input type="checkbox"/> explanation given with details and examples when relevant	S/he is able to comply with the standards of quality, universal	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance	<b>D</b>	



			<input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	accessibility and design for all that affect professional activity	<input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	
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Learning Unit Title	Learning Outcomes	Knowledge	Knowledge: The candidate / learner is able to explain the procedures, steps or related content (knowledge related to the professional competence will be assessed)	Skills/Abilities	Skills/ Ability: The candidate is able to carry out the tasks / activities	Level
LO1 - WORKING IN THE HOUSEKEEPING SERVICE	S/he is aware of communication modes and is able to apply them in interaction with customers	Knowledge of communication modes in different social or professional contexts and by different means, channels	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with	S/he is able to provide guests with simple information and to forward guests requests	<input type="checkbox"/> autonomously <input type="checkbox"/> under supervision <input type="checkbox"/> with guidance <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>E</b>



			<p>a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>			
	Knowledge of basic terms to communicate in usual working situations	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation</p>	<p>S/he is able to use the rules of courtesy in the relationship with customers, also considering the corporate image of the company or working place</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	<b>E</b>	
		<p>S/he is able to communicate clearly and accurately in different social or professional contexts and by</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not</p>	<b>M</b>		



			given or wrong one	different means, channels	sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	
		Knowing the rules of courtesy in the relationship with customers, being aware of communication in different social contexts or professionals	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor	S/he is able to attend to the client, demonstrating interest and concern to resolve satisfactorily clients' needs	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>M</b>



			<input type="checkbox"/> no explanation given or wrong one			
		Knowledge of basic terms in a foreign language to communicate in common working situations	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	S/he is able to communicate in common working situations, s/he possesses basic linguistic resources in a foreign language	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>D</b>
		Knowing aims and tasks of merchandise management	<input type="checkbox"/> explanation given with details and examples when	S/he is able to comply with simple inventory	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision	<b>E</b>





<p><b>LO2 - WORKING IN MERCHANDISE MANAGEMENT</b></p>	<p><b>S/he is able to carry out simple tasks related to inventory, ordering goods and transactions</b></p>	<p>relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p> <p><input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor</p> <p><input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor</p> <p><input type="checkbox"/> no explanation given or wrong one</p>	<p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable difficulty</p> <p><input type="checkbox"/> He/she does not carries out the tasks / activities</p>	
	<p>Perceiving and understanding own intentions and needs of others</p>	<p><input type="checkbox"/> explanation given with details and examples when relevant</p> <p><input type="checkbox"/> explanation given in a general way but still including the most relevant aspects</p>	<p>S/he is able to understand and shape communication situations in the working place</p>	<p><input type="checkbox"/> autonomously</p> <p><input type="checkbox"/> under supervision</p> <p><input type="checkbox"/> with guidance</p> <p><input type="checkbox"/> with results not sufficient and with considerable</p>



			<input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one		difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	
		Knowing where and which goods should be ordered	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor	S/he is able to conduct inventory and order goods, and when necessary, to compare offers under supervision with some autonomy.	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>M</b>



			<input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one			
		Having basic knowledge of legal transactions and possible problems in sales contracts and the consequences	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor	S/he is able to act responsibly, under support of supervisor, when problems with sales contracts occur	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>D</b>



			<input type="checkbox"/> no explanation given or wrong one			
		Knowing the basics of payment transactions and understanding the basics of electronic data processing	<input type="checkbox"/> explanation given with details and examples when relevant  <input type="checkbox"/> explanation given in a general way but still including the most relevant aspects  <input type="checkbox"/> explanation given in a general way but with some mistakes and / or support of supervisor  <input type="checkbox"/> explanation given in a general way but with a lot of mistakes even with support of supervisor  <input type="checkbox"/> no explanation given or wrong one	S/he is able to understand simple payment transactions and apply data processing	<input type="checkbox"/> autonomously  <input type="checkbox"/> under supervision  <input type="checkbox"/> with guidance  <input type="checkbox"/> with results not sufficient and with considerable difficulty  <input type="checkbox"/> He/she does not carries out the tasks / activities	<b>D</b>



Assessment summary and improvement action plan for competences

**Hotel services**

Learning Unit Title	Areas of learning outcomes	Current state
<p><i>Title of the unit</i></p> <p>LO1 - WORKING IN THE HOUSEKEEPING SERVICE</p>	<p><i>Learning outcome</i></p> <p>S/he is aware of the importance of the housekeeping service for the guests' well-being and the organisation's success and is able to act accordingly</p>	<p><i>Summary of the assessment for knowledge and skills/ abilities. The summary is related to the specific learning outcomes of the unit Working in the kitchen. It summarised the results of the assessment (rating exercise for knowledge, skills and abilities on the basis of the training activities).</i></p>
	<p>S/he is able to plan rational workflows when cleaning, maintaining and decorating guest rooms and controlling them according to defined criteria</p>	
	<p>S/he is aware of communication modes and is able to apply them in interaction with customers</p>	



LO2 - WORKING IN MERCHANDISE MANAGEMENT	S/he is able to carry out simple tasks related to inventory, ordering goods and transactions	
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The table below summarises not only the competences related to the profession but also offers possibility to describe other relevant competences for SN learners and how they can be improved or further developed.

Competences	Goals and action plans (on-the-job training, self-development activities, classroom training, online training, events, etc.) in the following areas:	Target dates
Professional competence:		
Social competence(cooperation, conflict management, emotionality):		
Self-competence(self-assessment, motivation, concentration):		
Motoric and perception:		
Mental activity and learning strategy:		
Communication and Language:		
Emotions and social behaviours:		

**The views expressed are only those of the author and the Commission is not responsible for any use that may be made of the information contained therein.**