

Food and Beverage Service (Hospitality and Catering) Level 2

Chapter N°	Topic	i-ACT/i-Practice	Module
1	Legislation 1Gen1 Level 2	Aims and Objectives	
		i-ACT: Health and Safety Legislation	i-Ask: Roles and Responsibilities in the Workplace i-Ask: Health and Safety Legislation i-Ask: COSHH Symbols i-Ask: Hazards, Chemicals and Substances i-Check: Health and Safety Legislation at Work i-Check: Health and Safety Legislation i-Check: COSHH Symbols i-Test: Health and Safety Legislation
		i-ACT: Weights and Measures	i-Ask: Legislation i-Ask: Measures i-Ask: Correct Measures i-Check: Legislation i-Check: Legal Measures i-Test: Weights and Measures
		i-ACT: Licensing	i-Ask: Licensing Laws i-Ask: Gambling i-Ask: Music and Entertainment Licences i-Check: Licensing i-Check: Licensing Laws i-Test: Licensing
		i-ACT: Consumer and Data Protection	i-Ask: Data Protection Act i-Ask: Consumer Protection i-Ask: Consumer Protection Examples i-Check: Consumer and Data Protection Principles i-Check: Consumer and Data Protection Definitions i-Test: Consumer and Data Protection
		i-ACT: Allergies	i-Ask: Food Safety i-Ask: Animal Allergens i-Ask: Plant Allergens i-Check: Allergens and Allergic Reactions

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1	Legislation	i-ACT: Allergies	i-Check: Allergies i-Test: Allergies
2	Health and Safety in the Workplace 1Gen1 Level 2	Aims and Objectives	
		i-ACT: Uniform and Personal Hygiene	i-Ask: Reducing Illness and Infection i-Ask: Handwashing Procedure i-Ask: Clothing, Footwear and Headgear i-Ask: Importance of Handwashing i-Check: Handwashing Procedure i-Check: Uniform and Personal Hygiene i-Test: Uniform and Personal Hygiene
		i-ACT: Safety and Emergency Procedures	i-Ask: Types of Emergency and Emergency Response i-Ask: Fire Emergency i-Ask: Emergency Signs and Posters i-Check: Safety and Emergencies i-Test: Safety and Emergencies
		i-ACT: Manual Handling	i-Ask: Manual Handling Legislation i-Ask: Lifting and Carrying i-Check: Manual Handling i-Test: Manual Handling
		i-ACT: Risks and Hazards	i-Ask: Hazards in the Workplace i-Ask: Good Working Practices and Risk Assessment i-Ask: Reporting Risks and Hazards i-Check: Risks and Hazards i-Test: Risks and Hazards i-Test: Hazards in the Workplace
3	Teamwork 1Gen4 Level 2	Aims and Objectives	
		Teamwork Introduction	i-Ask: Teamwork and Effective Communication i-Ask: Principles of Teamwork and Team Organisation i-Ask: Self Development i-Check: Teamwork i-Test: Teamwork

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4	Maintaining Food Safety for the Service Industry 2Gen3 Level 2	Aims and Objectives	
		i-ACT: Personal Hygiene and Food Safety	i-Ask: Food Safety i-Ask: Potential Contaminants i-Ask: Reducing, Maintaining and Controlling Food Safety Hazards i-Ask: Food Safety Legislation i-Check: Food Safety i-Test: Food Hazards
		i-ACT: Maintain Personal Hygiene	i-Ask: Hygiene Standards i-Ask: Hygiene in a Food Service Setting i-Check: Handwashing i-Check: Hygiene Protocol i-Test: Maintain Personal Hygiene
		i-Practice: Storing Food	i-Practice: Storing Food – Part 1 i-Practice: Storing Food – Part 1 (Assessment) i-Practice: Storing Food – Part 2 i-Practice: Storing Food – Part 2 (Assessment)
5	Serving Food at the Table 2FS2 Level 2	Aims and Objectives	
		i-ACT: Introduction to Customer Service	i-Ask: Elements of Good Customer Service i-Ask: The Process of Good Customer Service i-Check: Body Language and Good Service i-Check: Professional Presentation i-Test: Good Customer Service
		i-Practice: Maintaining Personal Hygiene	i-Practice: Personal Hygiene i-Practice: Personal Hygiene (Assessment) i-Practice: Handwashing i-Practice: Hand Washing (Assessment)

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5	Serving Food at the Table 2FS2 Level 2	i-ACT: Legislation and Consumables for Serving Food at the Table	i-Ask: Legislation in Hospitality i-Ask: Consumables in Hospitality i-Check: Legislation in Hospitality i-Check: Consumables in Hospitality i-Test: Legislation and Consumables in Hospitality
		i-Practice: Customer Journey	i-Practice: Customer Journey – Part 1 i-Practice: Customer Journey – Part 1 (Assessment) i-Practice: Customer Journey – Part 2 i-Practice: Customer Journey – Part 2 (Assessment)
6	Serving Alcoholic and Soft Drinks 2BS2 Level 2	Aims and Objectives	
		i-ACT: Serving Alcoholic and Soft Drinks	i-Ask: Glassware and Accompaniments i-Ask: Customer Service and Product Knowledge i-Ask: Perfect Pour i-Check: Serving Alcoholic and Soft Drinks i-Test: Serving Alcoholic and Soft Drinks i-Test: Glassware and Accompaniments
		i-ACT: Legislation and Consumables	i-Ask: Weights and Measures i-Ask: The Licensing Act (2003) i-Ask: Serving Alcoholic and Soft Drinks. Legislation i-Check: Legislation Related to Serving Alcoholic and Soft Drinks i-Test: Legislation and Consumables
		i-Practice: Preparing for Serving a Drink	i-Practice: Preparing for Serving a Drink i-Practice: Preparing for Serving a Drink (Assessment)
		i-Practice: Lager	i-Practice: Lager i-Practice: Lager (Assessment)
		i-Practice: Cream Flow and Stout. Guinness	i-Practice: Cream Flow and Stout. Guinness i-Practice: Cream Flow and Stout. (Assessment)
		i-Practice: Cask Ale	i-Practice: Cask Ale i-Practice: Cask Ale (Assessment)
		i-Practice: Spirits. Optic	i-Practice: Spirits. Optic i-Practice: Spirits. Optic (Assessment)

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6	Serving Alcoholic and Soft Drinks 2BS2 Level 2	i-Practice: Spirits. Measure – Jigger	i-Practice: Spirits. Measure – Jigger i-Practice: Spirits. Measure – Jigger (Assessment)
		i-Practice: Wine	i-Practice: Wine i-Practice: Wine (Assessment)
		i-Practice: Post Mix	i-Practice: Post Mix i-Practice: Post Mix (Assessment)
		i-Practice: Bottle	i-Practice: Bottle i-Practice: Bottle (Assessment)
		i-Practice: Can or Carton	i-Practice: Can or Carton i-Practice: Can or Carton (Assessment)
7	Barista Skills 2BS8 Level 2	Aims and Objectives	
		i-ACT: Introduction to Barista Skills	i-Ask: Coffee Origins i-Ask: The Coffee Machine i-Ask: The Grinder i-Ask: Brewing, Steaming Milk and Assembling Coffee Drinks i-Check: Coffee Origins i-Check: Coffee Equipment and Drinks i-Test: Assembling Drinks
		i-ACT: Customer Service, Legislation and Consumables	i-Ask: Customer Service i-Ask: Legislation i-Ask: Consumables i-Check: Customer Service and Legislation i-Check: Consumables i-Test: Customer Service, Legislation and Consumables
		i-Practice: Setting Up the Coffee Machine	i-Practice: Setting Up the Coffee Machine i-Practice: Setting Up the Coffee Machine (Assessment)
		i-Practice: Tea. Loose	i-Practice: Tea. Loose i-Practice: Tea. Loose (Assessment)
		i-Practice: Latte	i-Practice: Latte i-Practice: Latte (Assessment)

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7	Barista Skills 2BS8 Level 2	i-Practice: Cappuccino	i-Practice: Cappuccino i-Practice: Cappuccino (Assessment)
		i-Practice: Flat White	i-Practice: Flat White i-Practice: Flat White (Assessment)
		i-Practice: Espresso	i-Practice: Espresso i-Practice: Espresso (Assessment)
		i-Practice: Macchiato	i-Practice: Macchiato i-Practice: Macchiato (Assessment)
		i-Practice: Tea. Bag	i-Practice: Tea. Bag i-Practice: Tea. Bag (Assessment)
		i-Practice: Hot Chocolate	i-Practice: Hot Chocolate i-Practice: Hot Chocolate (Assessment)
		i-Practice: Mocha	i-Practice: Mocha i-Practice: Mocha (Assessment)
		i-Practice: Americano	i-Practice: Americano i-Practice: Americano (Assessment)
		i-Practice: Frappe	i-Practice: Frappe i-Practice: Frappe (Assessment)
8	Cellar Management 2BS6/2BS5 Level 2	Aims and Objectives	
		i-ACT: Cellar Management from Delivery to Dispensing	i-Ask: Cellar Conditions and Security i-Ask: Cellar Management Equipment i-Ask: Draught Dispense i-Ask: Beer Line Cleaning i-Check: Cellar Conditions and Security i-Check: Draught Dispense i-Test: Cellar Management
		i-ACT: Health and Safety for Cellar Management	i-Ask: Health and Safety for Cellar Management i-Ask: Safe Stacking and Manual Handling i-Ask: Cellar Maintenance i-Check: Cellar Maintenance and Manual Handling i-Check: Cellar Management i-Test: Health and Safety for Cellar Management

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Chapter Nº	Topic	i-ACT/i-Practice	Module
8	Cellar Management 2BS6/2BS5 Level 2	i-Practice: Kegs from Delivery to Dispensing	i-Practice: Kegs from Delivery to Dispensing – Part 1 i-Practice: Kegs from Delivery to Dispensing – Part 1 (Assessment) i-Practice: Kegs from Delivery to Dispensing – Part 2 i-Practice: Kegs from Delivery to Dispensing – Part 2 (Assessment) i-Practice: Kegs from Delivery to Dispensing – Part 3 i-Practice: Kegs from Delivery to Dispensing – Part 3 (Assessment)
		i-ACT: Changing a Mixer – Introduction to Customer Service	i-Ask: How Post-Mix Drinks Work i-Ask: Post-Mix Drinks and Customer Service i-Check: Customer Service and Post-Mix Drinks i-Check: Cleaning a Dispensing Unit i-Test: Customer Service and Post-Mix Drinks
		i-ACT: Changing a Mixer – Consumables and Legislation	i-Ask: Equipment and Consumables i-Ask: Health and Safety When Changing a Mixer i-Check: Equipment and Consumables i-Test: Legislation and Consumables
		i-Practice: Changing a Mixer	i-Practice: Changing a Mixer i-Practice: Changing a Mixer (Assessment) i-Practice: Cleaning the Post-Mix System i-Practice: Cleaning the Post-Mix System (Assessment)
		i-ACT: Changing a Keg – Legislation, Equipment and Consumables	i-Ask: Essential Items for Cellars i-Ask: Changing a Keg i-Check: Changing a Keg i-Check: Essential Items for Cellars i-Test: Essential Items for Cellars

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8	Cellar Management 2BS6/2BS5 Level 2	i-Practice: Changing a Keg	i-Practice: Changing a Keg i-Practice: Changing a Keg (Assessment)
		i-ACT: Introduction to Cask Ale	i-Ask: What is Cask Ale? i-Ask: Common Problems with Cask Ale i-Check: What Is Cask Ale? i-Test: Introduction to Cask Ale
		i-ACT: Changing a Cask – Real Ale – Legislation, Equipment and Consumables	i-Ask: Essential Items for Cellars i-Ask: Preparing to Work in the Cellar i-Check: Essential Items for Cellars i-Test: Legislation, Equipment and Consumables
		i-Practice: Changing a Cask – Real Ale	i-Practice: Changing a Cask – Real Ale i-Practice: Changing a Cask – Real Ale (Assessment)
		i-ACT: Introduction to Changing a Gas Canister	i-Ask: Gas Canisters i-Ask: The Impact of Serving a Good Quality Drink i-Check: Customer Service and Gas Canisters i-Check: Gas Canisters i-Test: Introduction to Customer Service
		i-ACT: Legislation and Consumables	i-Ask: Health and Safety with Gas Canisters i-Ask: Equipment Used When Handling Gas Canisters i-Ask: Health and Safety Practices i-Check: Equipment Used in Cellars i-Check: Health and Safety When Handling Gas Canisters i-Test: Legislation and Consumables
		i-Practice: Changing a Gas Canister	i-Practice: Changing a Gas Canister i-Practice: Changing a Gas Canister (Assessment)

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Chapter N°	Topic	i-ACT/i-Practice	Module
9	Maintain and Deal with Customer Payments 2Gen12 Level 2	Aims and Objectives	
		i-ACT: Taking Payments	i-Ask: Payment Types and Processing Payments i-Ask: Preparing the Payment Point i-Ask: Payment Consumables and Security Measures i-Check: Preparing for Taking Payments and Payment Types i-Check: Taking Payments i-Test: Taking Payments
		i-Practice: Preparing Payment Point	i-Practice: Preparing Payment Point i-Practice: Preparing Payment Point (Assessment)
		i-Practice: Taking Cash Payments	i-Practice: Taking Cash Payments i-Practice: Taking Cash Payments (Assessment)
		i-Practice: Taking Card Payments	i-Practice: Taking Card Payments i-Practice: Taking Card Payments (Assessment)
		i-Practice: Taking Contactless Payments	i-Practice: Taking Contactless Payments i-Practice: Taking Contactless Payments (Assessment)
10	Preparing and Clearing Service Areas 2FS1/2BS1 Level 2	Aims and Objectives	
		i-ACT: Introduction to Customer Service	i-Ask: Mise-en-place i-Ask: Attention to Detail i-Check: Preparing the Service Areas i-Test: Introduction to Customer Service
		i-ACT: Legislation and Consumables in Hospitality	i-Ask: Legislation in Hospitality i-Ask: Consumables in Hospitality i-Check: Consumables in Hospitality i-Check: Legislation in Hospitality i-Test: Legislation and Consumables in Hospitality

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Chapter Nº	Topic	i-ACT/i-Practice	Module
10	Preparing and Clearing Service Areas 2FS1/2BS1 Level 2	i-Practice: Preparing the Hospitality Environment	i-Practice: Preparing the Hospitality Environment – Part 1 i-Practice: Preparing the Hospitality Environment – Part 1 (Assessment) i-Practice: Preparing the Hospitality Environment – Part 2 i-Practice: Preparing the Hospitality Environment – Part 2 (Assessment)
		i-Practice: Setting Up the Table Top	i-Practice: Setting Up the Table Top – Part 1 i-Practice: Setting Up the Table Top – Part 1 (Assessment) i-Practice: Setting Up the Table Top – Part 2 i-Practice: Setting Up the Table Top – Part 2 (Assessment)
		i-Practice: Back Bar	i-Practice: Back Bar – Part 1 i-Practice: Back Bar – Part 1 (Assessment) i-Practice: Back Bar – Part 2 i-Practice: Back Bar – Part 2 (Assessment) i-Practice: Back Bar – Part 3 i-Practice: Back Bar – Part 3 (Assessment) i-Practice: Back Bar – Part 4 i-Practice: Back Bar – Part 4 (Assessment)
		i-Practice: Maintaining Glassware	i-Practice: Maintaining Glassware – Part 1 i-Practice: Maintaining Glassware – Part 1 (Assessment) i-Practice: Maintaining Glassware – Part 2 i-Practice: Maintaining Glassware – Part 2 (Assessment)
		i-Practice: Changing an Optic	i-Practice: Changing an Optic i-Practice: Changing an Optic (Assessment)