## **PPL1GEN9** **(J8HM 04)**

## Provide Basic Advice on Allergens to Customers

### Candidate’s statement

I confirm that the evidence detailed in this unit is my own work.

|  |  |
| --- | --- |
| Candidate’s name |  |
| Candidate’s signature |  |
| Date |  |

### Assessor’s statement

I confirm that the candidate has achieved all the requirements of this unit.

|  |  |
| --- | --- |
| Assessor’s name |  |
| Assessor’s signature |  |
| Date |  |
| Countersigning Assessor’s name(if applicable) |  |
| Countersigning Assessor’s signature(if applicable) |  |
| Date |  |

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### Internal Verifier’s statement

I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| --- | --- |
| Internal Verifier’s name |  |
| Internal Verifier’s signature |  |
| Date |  |
| Countersigning Internal Verifier’s name (if applicable) |  |
| Countersigning Internal Verifier’s signature (if applicable) |  |
| Date |  |

|  |  |
| --- | --- |
| External Verifier’s initials (if sampled) |  |
| Date |  |

#### Unit overview

This standard is about providing a basic level of information on menu items which contain allergens to customers and offering suitable alternatives to minimise the risk of adverse reactions.

#### Sufficiency of evidence

There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment.

#### Performance criteria (What you must do)

There must be evidence for all performance criteria (PC).

The assessor **must** assess PC 1 by directly observing the candidate’s work.

PCs 2-4 may be assessed by alternative methods if observation is not possible.

1. Advise customers on the presence of allergens in menu items.
2. Respond to customer requests for information about allergens within own limits of authority.
3. Promote dishes suitable to customer requirements.
4. Seek advice and guidance from the appropriate person if unable to personally deal with the request.

#### Performance criteria evidence

| **Evidence reference** | **Evidence description** | **Date** | **PC1** | **PC 2** | **PC 3** | **PC 4** |
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#### Scope / range (What you must cover)

**All** scope / range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for a minimum of:

1. Food allergen – **one from:**

1.1 cereals containing gluten

1.2 peanuts

1.3 nuts

1.4 milk

1.5 soya

1.6 mustard

1.7 lupin

1.8 eggs

1.9 fish

1.10 crustaceans

1.11 molluscs

1.12 sesame seeds

1.13 celery

1.14 sulphur dioxide

Evidence for any “what you must cover” point not included in the minimum observation requirements may be assessed using alternative assessment methods.

#### Scope / range evidence

| **Evidence reference** | **Evidence description** | **Date** | **1.1** | **1.2** | **1.3** | **1.4** | **1.5** | **1.6** | **1.7** | **1.8** | **1.9** | **1.10** | **1.11** | **1.12** | **1.13** | **1.14** |
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#### Knowledge and understanding (What you must know and understand)

For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning).

| **Knowledge statement** | **Evidence reference** | **Date** |
| --- | --- | --- |
| 1. Your responsibilities under the relevant legislation and regulations relating to food information for consumers.
 |  |  |
| 1. The main food allergens.
 |  |  |
| 1. Why it is important to communicate accurate information on allergens to customers.
 |  |  |
| 1. How to communicate information on allergens to customers.
 |  |  |
| 1. How to advise customers on suitable dishes in line with their allergy requirements.
 |  |  |
| 1. How to identify dishes on the menu which contain the main allergens.
 |  |  |
| 1. The importance of taking appropriate steps to ensure the customer does not eat food to which they are allergic.
 |  |  |
| 1. The potential consequences of giving incorrect information on allergens to the customer.
 |  |  |
| 1. Who to contact for support on providing accurate information on allergens to customers.
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#### Supplementary evidence

| **Reference** | **Evidence description** | **Date** |
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#### Assessor feedback on completion of the unit: