

# Unit mapping

**KQ: Knowledge questions**

**KQ**

**PA**

**PA: Practical assessment – Task (T), Workplace Skills (WS)**

## Elements and performance criteria

### E 1 Maintain personal hygiene

PC 1.1	Develop a routine of personal cleanliness practices in preparation for work and to maintain customer confidence in organisational service	Q 1.1 Q 1.2 Q 1.3 Q 1.4	T 1a-d
PC 1.2	Check and adjust personal cleanliness during service periods to maintain health of self and others	Q 1.5.a Q 1.5.b	T 3a-l
PC 1.3	Check cleanliness of uniform and personal protective equipment for contamination during service periods and adjust to maintain health of self and others	Q 1.6 Q 1.7.a Q 1.7.b Q 1.8 Q 1.9	T4a-e T 5a-e T 6a-d

### E 2 Prevent health hazards in the workplace

PC 2.1	Follow organisational policies and procedures to ensure hygienic personal contact in the course of work duties	Q 2.1 Q 2.2 Q 2.3 Q 2.4	T 2a-c T 6a-c T 7b T 7f T 8d T 8e WS 1 WS 2
PC 2.2	Prevent the spread of micro-organisms by washing hands at appropriate times	Q 2.5 Q 2.6 Q 2.7 Q 2.8 Q 2.9 Q 2.10	T 3a T 3b T 7a-f
PC 2.3	Identify and address workplace hygiene hazards within scope of own role and report any unresolved hazards that may affect the health of self and others	Q 2.11 Q 2.12 Q 2.13 Q 2.14	T 8a-e WS 2

**Knowledge evidence**

KE 1	Reasons for maintaining personal hygiene in hospitality service environments:	
	▪ reduction of, and healing from, personal illness	Q 1.2
	▪ optimal health and sense of wellbeing	Q 1.2
	▪ social acceptance	Q 1.2
	▪ prevention of spread of illness to others	Q 1.2
	▪ maintenance of organisation image and service standards	Q 1.2
KE 2	Personal hygiene practices to care for own health and wellbeing prior to and during service periods:	
	▪ bathing or showering	Q 1.3
	▪ brushing and flossing teeth and using mouthwash	Q 1.3
	▪ cutting or manicuring finger nails	Q 1.3
	▪ treating skin allergies, conditions or wounds	Q 1.3
	▪ using deodorant	Q 1.3
	▪ using hand sanitiser	Q 2.9 Q 2.10
	▪ washing clothes regularly	Q 1.3
	▪ washing hands regularly	Q 2.7 Q 2.8
	▪ washing scalp and hair	Q 1.3
	▪ wearing clean bandages on wounds	Q 1.3
	▪ wearing clean clothing and personal protective equipment	Q 1.3
KE 3	Ways of transferring micro-organisms and spreading airborne and infectious diseases and illness to self and others	Q 2.6

**KQ: Knowledge questions****KQ****PA****PA: Practical assessment – Task (T), Workplace Skills (WS)**

KE 4	Hand washing techniques and when they must be used, including after:	
	▪ contact with items, including linens contaminated with human waste, blood and body secretions	Q 2.8
	▪ coughing	Q 2.8
	▪ eating and drinking	Q 2.8
	▪ scratching skin	Q 2.8
	▪ smoking	Q 2.8
	▪ sneezing and blowing the nose	Q 2.8
	▪ spitting	Q 2.8
	▪ touching the hair, scalp or any wound	Q 2.8
	▪ using the toilet	Q 2.8
KE 5	Hygiene hazards and processes for addressing or reporting:	
	▪ lack of:	
	– clean linen	Q 2.12
	– hygiene signage	Q 2.12
	– personal protective equipment	Q 2.12
	▪ observing others using unhygienic practices	Q 2.12
	▪ unclean:	
	– hand washing facilities	Q 2.13
	– public areas	Q 2.13
	– staff amenity areas	Q 2.12
	– toilets	Q 2.13
	– workstations	Q 2.12

**KQ: Knowledge questions****PA: Practical assessment – Task (T), Workplace Skills (WS)****KQ****PA**

KE 6 Employee responsibilities in following hygienic practices and maintaining the hygiene of the workplace

Q 1.1  
Q 1.3  
Q 1.4  
Q 1.5.a  
Q 1.5.b  
Q 1.6  
Q 1.8  
Q 1.9  
Q 2.1  
Q 2.2  
Q 2.4  
Q 2.5  
Q 2.7  
Q 2.8  
Q 2.10  
Q 2.11  
Q 2.12  
Q 2.13  
Q 2.14

**Performance evidence**

PE 1	Integrate at least six personal hygiene practices in day-to-day preparation for work	T 1a-d
PE 2	Check at least two of the following for contamination and cleanliness during day-to-day work functions and adjust as required:	
	<ul style="list-style-type: none"> <li>▪ hands</li> </ul>	T 3a T 3b T 7a-f
	<ul style="list-style-type: none"> <li>▪ uniform</li> </ul>	T 4a-e T 6a-d
	<ul style="list-style-type: none"> <li>▪ clothing</li> </ul>	T 4a-e T 6a-d
	<ul style="list-style-type: none"> <li>▪ personal protective equipment</li> </ul>	T 5a-e T 6a-d

**Foundation skills**

FS 1	Reading skills to: <ul style="list-style-type: none"> <li>▪ locate information relating to hygienic practices and hygiene hazards in workplace procedures</li> </ul>	T 2a T 2b
FS 2	Oral communication skills to: <ul style="list-style-type: none"> <li>▪ describe type and location of hygiene hazard when reporting</li> </ul>	T 8c
FS 3	Learning skills to: <ul style="list-style-type: none"> <li>▪ follow simple processes to model hygienic practices</li> </ul>	T 2a-c
FS 4	Problem-solving skills to: <ul style="list-style-type: none"> <li>▪ adjust cleanliness and appearance after identifying hygiene hazards</li> </ul>	T 6a-d T 7a-f