Subject	Food				Year	7
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Topic / Specification reference	F&N Topic 1 Practical skills F&N Topic 2 Food Nutrition and Health F&N Topic 4 Food Safety	F&N Topic 1 Practical skills Hospitality LO2 F&N Topic 2 Food Nutrition and Health F&N Topic 5				
Knowledge	Hygiene and Safety Eatwell Guide 8 tips for healthy eating Food contamination Equipment Oven safety and use	Weighing and measuring accurately Types of Hospitality service Macronutrients Sensory Analysis				
Skills	Knife skills Grating Rolling Cracking an egg Beating Use of the hob and grill Use of the grill Boiling Simmering Kneading Glazing Mixing Quality control Use of the oven Rubbing in method Glazing Quality control	Rubbing in method Grating Binding wet and dry Rolling Shaping Quality control Use of the oven Mixing Measuring Peeling Knife skills Boiling Simmering Reduction Use of the hob Blending				

Subject	Food				Year	7
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Key vocabulary	Hygiene Safety Skills Weighing Measuring Accuracy Fahrenheit Celsius Safety High risk Bacteria Contamination Carbohydrates Protein Dairy Fats Nutrients Intake Healthy Consumption NHS guidelines Cross contamination	Family service Silver service Counter service Table service Aroma Appetising Appearance Texture Taste Sound Sweet Savoury Star Diagram Sensory Analysis Fibre Soluble Insoluble Grams Food swaps Claw grip Bridge grip Excess Deficient Chloride Regulations				
Assessment	Skills audit Verbal feedback for practicals Midpoint assessment of the booklets	Skills audit Verbal feedback for practicals End assessment of the booklets				

Subject	Food				Year	8
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Topic / Specification reference	F&N Topic 2 Food, Nutrition and Health F&N Topic 3 Food Science F&N Topic 4 Food Safety F&N Topic 6 Food provenance Hospitality LO2	F&N Topic 5 Food Choice F&N Topic 6 Food provenance				
Knowledge	Food poisoning Danger zone Cross contamination Food allergies and intolerances Diabetes Coeliac disease Functions of ingredients- bread making Energy balance	Food Miles Sustainability and environmental issues Fairtrade Red tractor Hospitality roles GM foods Food Labelling Designing food packaging				
Skills	Mixing Measuring Kneading Shaping Glazing Use of the oven Knife skills Boiling Simmering Grating Spreading Toppings Rubbing in method Shaping Chopping Wok Stir frying	Creaming Peeling Grating Baking Use of the oven Use of the hob Dicing Peeling Baking Frying Boiling Simmering Knife skills Beating an egg Mixing Binding				

Key vocabulary	Food poisoning Danger zone Temperature Cross contamination Anaphylaxis Allergens Lactose Epi-pen Gluten Functions Coagulation Biological Chemical Mechanical Carbon dioxide Energy balance Kilojoules Kilocalories Input Output	Food miles, Food to fork, abroad. Carbon footprint CO2 emissions Local produce 6 R's Sustainability Red Tractor Fair Trade Sous chef Chef de Partie Head chef Kitchen brigade Kitchen assistant Genetically modified foods Organic Genes Health effects Nutrients Calories Traffic light system				
Assessment	Skills audit Verbal feedback for practicals Mid-point assessment of the booklets	Skills audit Verbal feedback for practicals End assessment of the booklets				

Subject	Food & Nutrition				Year	9
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Topic / Specification reference	Food Safety Food Provenance Food Choices	Nutrition Job roles				
Knowledge	Food poisoning / Food hygiene/causes of food poisoning/signs & symptoms of food poisoning. Where does our food come from? How can we be more sustainable? Seasonality. Nutritional needs through life. Practicals: • Calzone • Vegetable Curry • Bolognese • Berry turnover • Carbonara	Macronutrients / Micronutrients. Function of nutrients / sources of nutrients. Job Roles/Kitchen Brigade/Hospitality/Front of house/administration. Practicals: • Swiss Roll • Poached Eggs • Vegetable Risotto • Sweet & Sour Chicken • Seasonal				
Skills	**Practical skills:** Shaping Weighing Measuring Baking Simmering Dicing Chopping	**Practical skills:** Debone chicken Baking Shaping Measuring Weighing Poaching Simmering Boiling				
Key vocabulary	Physical, Chemical, Biological, contamination. Salmonella, E-Coli, Campylobacter, danger zone, high risk, Organic, Fairtrade, Ethical, Animal Welfare, Food miles, Recycling, Sustainability.	Carbohydrates, protein, fats, saturated, unsaturated, fruit & vegetables, dairy, vitamins, minerals, Excess, deficiency, HBV, LBV. Hospitality, head chef, sous chef, front of house.				
Assessment	Mid-Point assessment of booklet & practical work	Mid-Point assessment of booklet & practical work				

Subject	GCSE Food Preparation and Nutrition				Year	10
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Topic / Specification reference	Topic 1 Practical skills Topic 4 Food Safety	Topic 1 Practical skills Topic 2 Food Nutrition and Health Topic 4 Food Safety	Topic 3 Food Science	Topic 5 Food Choice	Topic 6 Food provenance	NEA 1 practice
Knowledge	**Topic 1 Practical skills** General practical skills Knife skills Preparing fruit and vegetables Using the cooker, hob, grill and oven Cooking methods Techniques to prepare, cook and combine different ingredients Sauce making including: starch based, reduction and emulsions Tenderising and marinating different ingredients Making dough Use of raising agents Setting of mixtures through use of heat and egg protein **Topic 4 Food Safety** Bacteria, yeasts and moulds Food poisoning and symptoms/causes and prevention Food safety- legislation- types of bacterial contamination Food spoilage how bacteria, yeasts and moulds spoil food Micro-organisms in food production Buying, preparing and storing food	**Topic 1 Practical skills** General practical skills Knife skills Preparing fruit and vegetables Using the cooker, hob, grill and oven Cooking methods Techniques to prepare, cook and combine different ingredients Sauce making including: starch based, reduction and emulsions Tenderising and marinating different ingredients Making dough Use of raising agents Setting of mixtures through use of heat and egg protein **Topic 4 Food Safety** Reheating, thawing and preparing food, safety and prep **Topic 2 Food, Nutrition and Health** Proteins Fats Carbohydrates Micronutrients Minerals and water Diet, Nutrition and Health Diet related diseases	**Topic 3 Food Science** Why food is cooked and how heat is transferred to food Selecting appropriate cooking methods Functional and chemical properties of food- carbohydrates Proteins Fats Raising agents	**Topic 5 Food Choice** Food labelling and marketing influences Food choices related to religion, culture, ethical and moral beliefs and medical conditions Factors which influence food choice British and international cuisines Sensory evaluation	**Topic 6 Food provenance** Food sources Food and the environment Sustainability of food Food processing and production Technological developments associated with better health and production	**NEA 1** Bread flours Gluten content Research Investigation Analysis and evaluation Hypothesis

Skills	General practical skills Knife skills Preparing fruit and vegetables Using the cooker, hob, grill and oven Cooking methods Techniques to prepare, cook and combine different ingredients Sauce making including: starch based, reduction and emulsions Tenderising and marinating different ingredients Making dough Use of raising agents Setting of mixtures through use of heat and egg protein	General practical skills Knife skills Preparing fruit and vegetables Using the cooker, hob, grill and oven Cooking methods Techniques to prepare, cook and combine different ingredients Sauce making including: starch based, reduction and emulsions Tenderising and marinating different ingredients Making dough Use of raising agents Setting of mixtures through use of heat and egg protein	General practical skills Knife skills Preparing fruit and vegetables Using the cooker, hob, grill and oven Cooking methods Techniques to prepare, cook and combine different ingredients Sauce making including: starch based, reduction and emulsions Tenderising and marinating different ingredients Making dough Use of raising agents Setting of mixtures through use of heat and egg protein	General practical skills Knife skills Preparing fruit and vegetables Using the cooker, hob, grill and oven Cooking methods Techniques to prepare, cook and combine different ingredients Sauce making including: starch based, reduction and emulsions Tenderising and marinating different ingredients Making dough Use of raising agents Setting of mixtures through use of heat and egg protein	General practical skills Knife skills Preparing fruit and vegetables Using the cooker, hob, grill and oven Cooking methods Techniques to prepare, cook and combine different ingredients Sauce making including: starch based, reduction and emulsions Tenderising and marinating different ingredients Making dough Use of raising agents Setting of mixtures through use of heat and egg protein	General practical skills Knife skills Preparing fruit and vegetables Using the cooker, hob, grill and oven Cooking methods Techniques to prepare, cook and combine different ingredients Sauce making including: starch based, reduction and emulsions Tenderising and marinating different ingredients Making dough Use of raising agents Setting of mixtures through use of heat and egg protein
Key vocabulary	Bacteria Yeasts Moulds Food poisoning Legislation Food spoilage Micro-organisms	Reheating Thawing Proteins HBV LBV Protein complementation Fats Saturated fats Unsaturated fats	Heat transfer Boiling Steaming Blanching Poaching Braising Gelatinisation Caramelisation Dextrinisation	Food labels Marketing influences Traffic light labelling Food choice Religion Culture Ethical	Food sources Grown Organic Conventional farming Reared ingredients Intensive farming	Dependent on brief students choose.

		Essential fatty acids Carbohydrates Monosaccharides Disaccharides Polysaccharides Micronutrients Vitamin A Vitamin D Vitamin E Vitamin K Water soluble Minerals and water Calcium Iron Sodium Fluoride Iodine Phosphorus Calcium Iron Sodium Potassium Fluoride Diet, Nutrition and Health Life stages Diet related diseases Coronary heart disease Obesity Osteoporosis Anaemia Tooth decay Hypertension Rickets Type 2 diabetes	Coagulation Denaturation Foam formation Platicity Shortening Aeration Emulsification Mechanical Physical Chemical Oxidation	Moral beliefs Medical conditions Sikhism Muslim Jewish Buddhist Hindu Christian Rastafarian Lactose intolerance Wheat intolerance Vegetarian Vegan Nut allergy Coeliac disease British and international cuisines Sensory evaluation	Free range farming Caught Trawling Fish farming Seasonal Recycle now Vegan Vegetarian RSPCA assured Fairtrade Assured Food Standards Carbon footprint Transportation Packaging Locally produced foods Food miles Climate GM foods Primary food processing Secondary food processing Fortification Additives Preservatives	
Assessment	Topic 1 skills 1 to 12. Verbal questioning Questioning in topic booklets	End of Topic 4 test Verbal questioning Questioning in topic booklets	End of Topic 2 Test End of Topic 3 Test Verbal questioning Questioning in topic booklets	End of Topic 5 Test Verbal questioning Questioning in topic booklets	End of Topic 6 Test Verbal questioning Questioning in topic booklets	Verbal questioning NEA 1 practice assessment

Subject	**Hospitality & Catering**				**Year**	**10**
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Topic / Specification reference	Recap on Health & Safety, Food Hygiene, Nutrition, Nutritional needs. 1.1 Hospitality & Catering Provision 1.1.2 working in the hospitality industry 1.1.3 Working conditions in the hospitality & catering industry 1.1.4 Contributing factors to the success of hospitality & catering provision.	How the hospitality and catering providers operate. 1.2.1 The **operation** of the front and back of house. 1.2.2 Customer Requirements 1.2.3 Hospitality and catering provision to meet specific requirements	Health and safety in hospitality and catering 1.3.1 Health and safety in hospitality and catering provision 1.3.2 Food Safety Food Safety in Hospitality & Catering 1.4.1 Food related causes of ill health	Food safety in Hospitality & Catering 1.4.2 Symptoms and signs of food induced ill health 1.4.3 Preventative control measures of food induced ill health 1.4.4 The Environmental Health Officer (EHO)	Hospitality & Catering in action 2.1.1 Understanding the importance of nutrition 2.1.2 How cooking methods can impact on nutritional value	Revision 1.1-1.4 2.2 Menu planning 2.2.1 Factors affecting menu planning 2.2.2 How to plan production
Knowledge	Non-commercial (residential)/ Non-Commercial (non-residential)/ Food service/Residential service/Employment roles & responsibilities/Personal attributes /Qualifications and experience /Contracts and working hours Remuneration Aand benefits. Supply & Demand. Labour, materials, overheads. Impact on hospitality businesses. Environmental needs.	Workflow of the front of house/ workflow of the kitchen/Equipment/stock controlling systems/Customer needs/Customer rights and inclusion/equality/how provision adapts to satisfy the changing customer climate/Customer demographics.	Responsibilities for personal safety in the workplace of employers & Employees in relation to legislations /COSHH/HASAWA/Manual handling/PPE/RIDDOR/ Risks to health & security/Key documentation/Healthy & Safety training needs / HACCP / Ill health causes / food poisoning / food allergies / food labelling / food safety legislation	Know and understand symptoms of food induced ill health/control measures/ Understand the role of the EHO and all of their responsibilities.	Macronutrients /micronutrients/ vitamins/minerals/ Different life stages • adults; early, middle, late (elderly) • children; babies, toddlers, teenagers. / special dietary needs for individuals /energy requirements / activity level / special diets /The impact of cooking methods on nutritional value.	Awareness of factors when planning a menu/equipment available/skills of chef/time available/environmental issues/time of year/organoleptic qualities/be able to plan dishes for a menu whilst considering different points.

Skills	Practical's: Knife Skills Pizza Carbonara Debone Chicken Chicken pie Victoria Sponge Profiteroles Chicken Goujons Mayonnaise Vegetable lasagne Chicken Wings	Practical's: Dauphinoise potatoes Curry Lemon meringue Burger with brioche bun Sausage roll Puff Pastry Mince pies Christmas dinner Seasonal	boiling frying grilling poaching roasting steaming baking stir-frying.	boiling frying grilling poaching roasting steaming baking stir-frying.	boiling frying grilling poaching roasting steaming baking stir-frying.	boiling frying grilling poaching roasting steaming baking stir-frying.
Key vocabulary	Commercial, non-commercial, residential, accommodation, contract, restaurant, establishment, provision, service, employment, industry, attributes, employer, employee, full time, part time, casual, labour, material, overheads, reduce, reuse, recycle, sustainability.	Establishments, provision, demographics, accessibility, expectations, service, trends, nutrition, dietary needs, customer climate, customer needs, accommodation, inclusion, equality.	Critical Control Points, Hazard, Documentation, legislation, Procedure, risk assessment, employee, employers, suppliers, allergies, bacteria, chemicals, intolerances, bacillus cereus, campylobacter, clostridium perfringens, e-coli, listeria, salmonella, staphylococcus aureus,	Visible, non-visible, cross contamination, storage, preparation, service, temperature, evidence, testing, enforcing, outbreaks, safety standards,	Carbohydrate, fat, protein, fat soluble, water soluble, calcium, iron, sodium, potassium, magnesium, fibre, water, allergens, lactose, diabetes, deficiency, intolerance, vegetarians, vegans, pescatarians,	Cost, portion control, balanced diet, equipment, presentation, provision, service, location, standards, reduce, reuse, recycle, sustainability, seasonality, commodities, contingencies, health, safety, dove-tailing, mise en place.
Assessment	1. Knowledge tests 2. End of unit test	1. Knowledge tests 2. End of unit test	3. Knowledge tests 4. End of unit test 5. Interview	1. Knowledge tests 2. End of unit test 3. Role play	1. Knowledge tests 2. Mock controlled assessment 3. Mock exam	1. Knowledge tests 2. Mock controlled assessment

Subject	**GCSE Food and Nutrition**				**Year**	**11 (2022-23) Will be a different order for 2023-24**
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Topic/Specification reference	NEA 2 mock on Italian cuisine	NEA 2 mock NEA 2 real	NEA 2 real NEA 1 mock	NEA 1 mock NEA 1 real Revision for written examination	Revision for written examination	Revision and completion of written examination
Knowledge	-Conducting primary and secondary research -Demonstrating technical skills -Planning for the final menu -Making the final dishes -Analyse and evaluate	-Conducting primary and secondary research -Demonstrating technical skills -Planning for the final menu -Making the final dishes -Analyse and evaluate	-Conducting primary and secondary research -Demonstrating technical skills -Planning for the final menu -Making the final dishes -Analyse and evaluate **NEA 1** Research Investigation Analysis and evaluation	**NEA 1** Research Investigation Analysis and evaluation **Written examination** Topic 1 Practical skills Topic 2 Food Nutrition and Health Topic 3 Food Science Topic 4 Food Safety Topic 5 Food choice Topic 6 Food provenance	Topic 1 Practical skills Topic 2 Food Nutrition and Health Topic 3 Food Science Topic 4 Food Safety Topic 5 Food choice Topic 6 Food provenance	
Skills	**NEA 2** Research Technical skills (practical) linked heavily to Topic 1 Practical skills. Planning for the final menu, dovetailing three practicals. Justification Analysing and evaluating			**NEA 1** Research Analysis Conclusions Hypothesis Investigation Results Evaluation Report writing	**Revision techniques** -mind maps -flash cards -SENECA -Practice questions -Reflecting **Exam writing techniques** Multiple choice questions (20 marks) Five questions each with a number of sub questions (80 marks)	
Key vocabulary	**NEA 2** Non examination assessment Plan Prepare		**NEA 1** Research Analysis Conclusions		**External examination skills**	**External examination continued** **Topic 4 Food Safety**

	Cook Present Culinary tradition Presentation Dovetailing	Hypothesis Investigation Results Evaluation Bibliography Bread flours Gluten content Research Investigation Analysis and evaluation Hypothesis	**Topic 1 Practical skills** General practical skills Knife skills Preparing fruit and vegetables Using the cooker, hob, grill and oven Cooking methods Techniques to prepare, cook and combine different ingredients Sauce making including: starch based, reduction and emulsions Tenderising and marinating different ingredients Making dough Use of raising agents Setting of mixtures through use of heat and egg protein **Topic 2 Food, Nutrition and Health** Proteins Fats Carbohydrates Micronutrients Minerals and water Diet, Nutrition and Health Diet related diseases	Bacteria, yeasts and moulds Food poisoning and symptoms/causes and prevention Food safety- legislation- types of bacterial contamination Food spoilage how bacteria, yeasts and moulds spoil food Micro-organisams in food production Buying, preparing and storing food **Topic 5 Food Choice** Food labelling and marketing influences Food choices related to religion, culture, ethical and moral beliefs and medical conditions Factors which influence food choice British and international cuisines Sensory evaluation **Topic 6 Food provenance** Food sources Food and the environment Sustainability of food Food processing and production

					Topic 3 Food Science Why food is cooked and how heat is transferred to food Selecting appropriate cooking methods Functional and chemical properties of food-carbohydrates Proteins Fats Raising agents	Technological developments associated with better health and production
Assessment	Mock NEA 2	Mock NEA 2 NEA 2 Section A NEA 2 Section B NEA 2 Section C Exam mock	NEA 2 Section D NEA 2 Section E	NEA 1 mock NEA 1 Section A NEA 1 Section B NEA 1 Section C Exam mock	Mini tests	External examination

Subject	**Hospitality & Catering**				**Year**	**11**
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Topic/Specification reference	Understand the importance of nutrition when planning menus/ Be able to cook dishes	Understand menu planning/ Be able to cook dishes	Understand menu planning/ Be able to cook dishes Controlled Assessment	Practical exam		
Knowledge	**AC1.1** describe functions of **nutrients** in the human body **AC1.2** compare nutritional needs of **specific groups** **AC1.3** explain **characteristics** of **unsatisfactory** nutritional intake **AC1.4** explain how **cooking methods** impact on nutritional value **AC3** use **techniques** in preparation, cooking and presentation of commodities	**AC2.1** explain **factors** to consider when proposing dishes for menus **AC2.2** explain how **dishes** on a menu address **environmental issues** **AC2.3** explain how menu dishes meet customer **needs** **AC3** use **techniques** in preparation, cooking and presentation of commodities	**AC2.4 plan** production of dishes for a menu **AC3** use **techniques** in preparation, cooking and presentation of commodities	**AC3.1** use **techniques** in preparation of **commodities** **AC3.2** assure **quality** of commodities to be used in food preparation **AC3.3** use **techniques** in cooking of commodities **AC3.4** complete dishes using **presentation techniques** **AC3.5** use food safety practices **This should be in relation to preparation and cooking of commodities and in relation to use of equipment**		
Skills	□ Weighing and measuring □ Chopping □ Shaping □ Peeling □ Whisking □ Melting □ Rub-in □ Sieving	□ Weighing and measuring □ Chopping □ Shaping □ Peeling □ Whisking □ Melting □ Rub-in □ Sieving	□ Weighing and measuring □ Chopping □ Shaping □ Peeling □ Whisking □ Melting □ Rub-in □ Sieving	□ Weighing and measuring □ Chopping □ Shaping □ Peeling □ Whisking □ Melting □ Rub-in □ Sieving		

	□ Segmenting □ Slicing □ Hydrating □ Blending	□ Segmenting □ Slicing □ Hydrating □ Blending	□ Segmenting □ Slicing □ Hydrating □ Blending	□ Segmenting □ Slicing □ Hydrating □ Blending □ Portion control □ Position on serving dish □ Garnish □ Creativity		
Key vocabulary	Deficiency, excesses, life stages, Protein, Fat, Carbohydrate, Vitamins, Minerals, Water, Dietary fibre (NSP) time, provision, customer, skills.	Organoleptic, cost, nutrition, commodities, health & safety, hygiene, quality points. Equipment, Seasonality sustainability, reduce, reuse, recycle, conservation, provenance.	Mise en place, Smell, Aroma, Touch, Sight, Storage, Packaging Sequencing, timing, contingencies.	Presentation, cooking, preparation, hygiene, timing, mise en place, food safety.		
Assessment	1. Nutrition Quiz 2. Assessment criteria quiz 3. Booklet – review & transform	4. Comparison essay 5. Mock controlled assessment	1. Assessment criteria end of unit test 2. Formal Controlled assessment x 6 hours	Practical exam x 3 hours		

Subject	**Level 3 Food Science and Nutrition**				**Year**	**12**
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Topic/Specification reference	LO1 Food Safety LO5 Menu Planning LO6 Preparation and cooking techniques	LO2 Nutrition	LO3 Nutritional needs of humans LO4 Diets	COURSEWORK SEND OFF Revision for written exam of LO1 to LO6	COURSEWORK SEND OFF Revision for written exam of LO1 to LO6	WRITTEN EXAM
Knowledge	AC1.1 The importance of food safety AC1.2 Methods used by food handlers to keep themselves clean and hygienic AC1.3 Methods used to keep work areas clean and hygienic AC1.4 Risks associated with food safety	AC2.1 How nutrients are structured AC2.2 Nutrients in food AC2.3 The impact of food production methods on nutritional value	AC3.1 Functions of nutrients in the human body AC3.2 Characteristics of unsatisfactory nutritional intake AC3.3 Nutritional needs of specific groups AC3.4 Assess how different situations affect nutritional needs AC4.1 Fitness for purpose of diets AC4.2 Nutritional requirements for given individuals	(Finishing LO4 Diets if needed) Dependent on the brief. Students will be using the knowledge they have learnt throughout the year.	Continuing with coursework. Revision of all topics; LO1 Food Safety LO2 Nutrition LO3 Nutritional needs of humans LO4 Diets LO5 Menu Planning LO6 Preparation and cooking techniques	All topics LO1 Food Safety LO2 Nutrition LO3 Nutritional needs of humans LO4 Diets LO5 Menu Planning LO6 Preparation and cooking techniques

Skills	Practical skills including; weighing, measuring, preparing ingredients and equipment, correct cooking times, testing for readiness and sensory testing, knife skills, preparing fruit and vegetables, rubbing in method, rolling, shaping, use of the hob, use of the oven, glazing, kneading, proving, reduced sauces, enriched sauces, deboning, dough making, use of raising agents, setting mixtures.				Revision Answering questions effectively Use of knowledge Working from a brief Dovetailing a recipe	Revision Answering questions effectively
Key vocabulary	**LO1** Legislation HACCP Contamination Food poisoning Pathogen Spoilage Germinate High risk foods Low risk foods Spore Toxins Aerobic Anaerobic Mycotoxins Allergenics Allergens Anaphylaxis Food additives Food allergy Food intolerance/ sensitivity Histamine IgE Catalysts Decomposition Enzymes Microorganisms Oxidation Pests Physical spoilage Ripening **LO5**	**LO2** Lipids Macronutrients Micronutrients Amino acids Condensation reaction Hydrophilic Peptide bond Polymers Denaturation Digestion Enzymes Hydrolysis Conditionally essential amino acids Non-essential amino acids Saturated fatty acid Unsaturated fatty acid Ambient Essential fatty acids Dietary fibre Antioxidant Food chain Food additives Diet Good nutrition Malnutrition Nutritional value	**LO3** Calorie Kilocalorie Kilojoule Respiration Aerobic respiration Anaerobic respiration ATP Lactate Anabolic reactions Catabolic reactions Deamination Protein synthesis BMI Metabolic rate PAL TMR Aetiology Chronic disease Diet related disease Incidence NCD Risk factor Food environment DRVs EAR LRNI	**Coursework** Nutritional analysis Food safety Food handlers Hygiene Protective clothing HACCP Risks Production Nutrients Customer Employee	**Coursework** Nutritional analysis Food safety Food handlers Hygiene Protective clothing HACCP Risks Production Nutrients Customer Employee	All of the ones to the left.

	Customer requirements Production Scenario	Glycaemic index **LO5** Customer requirements Production Scenario	RNI **LO4** Diet Special diet Sustainable diet Eating patterns Ethnicity Dietary guidelines Eatwell guide Lacto-ovo vegetarian Vegetarian Vegan			
Assessment	End of topic tests; LO1 Test 1.1 LO1 Test 1.1-1.3 LO1 Test Paper 1 LO5 menu planning analysing and planning tasks	Mock End of topic tests; LO2 Test 2.1 LO2 Test 2.2 LO2 Test 2.3	End of topic tests; LO3 Test 3.1 LO3 Test 3.2 LO2 Test 3.3-3.4 Mock coursework	End of topic tests; LO4 Test 4.1 Coursework Mock exam	Coursework- 3 tasks written Practical exam	Written exam

Subject	BTEC Customer Care				Year	12
	Term 1	**Term 2**	**Term 3**	**Term 4**	**Term 5**	**Term 6**
Topic/Specification reference	Understanding your employer organisation	Understanding how to deliver High-quality customer service	Understanding how to deliver High-quality customer service	Understanding personal effectiveness in a customer service work environment	Understanding personal effectiveness in a customer service work environment Understanding communication in a customer service environment	Understanding communication in a customer service environment
Knowledge	Know the purpose, aims and values of an organisation and how it operates. AC1.1 State the organisation's purpose and aims in relation to the sector in which it operates AC1.2 Describe how the organisation's core values link to its customer service culture. AC1.3 Describe what the organisation's 'brand promise' tells customers about the value of the service offer AC1.4 Describe the features and benefits of the organisation's products and/or services	AC1.1 Explain what is meant by a 'customer-focused experience' AC1.2 Describe the role of customer service in providing positive customer experiences AC1.3 Explain the key features of high-quality customer service AC1.4 State why high-quality customer service is important to the success of an organisation AC1.5 Describe the effects of poor customer service on an organisation AC1.6 Explain the importance of taking ownership of customer needs, priorities and expectations from the first contact	AC2.5 Describe the specific needs that some customers may have under the Equality Act and how these needs may be met AC2.6 Describe the signs and signals from a customer which indicate that a change in service approach may be required AC2.7 Explain how service approach can be adapted to meet the needs and expectations of different types of customer AC3.1 Describe techniques that can be used to put customers at ease and gain their trust AC3.2 State why building trust is important for the customer and the organisation AC3.3 Describe the types of information that can be gathered from	AC1.1 Describe the requirements and expectations for professionalism in a specific customer service work environment AC1.2 Describe where to find information on employer expectations and standards for professionalism in a specific customer service work environment AC1.3 State why professionalism is important in a customer service work environment AC2.1 Describe what it means to have good work ethics and how to demonstrate good work ethics in a customer service job role AC2.2 Describe how to problem-solve	AC4.1 Describe how to identify own learning and development needs AC4.2 Compare different learning and development activities AC4.3 Describe how to produce and maintain a personal development plan AC1.1 State why effective communication in customer service is important AC1.2 Explain why different methods of communication should be used in different situations in customer service AC1.3 Describe the types of information needed when communicating with customers AC1.4 Explain the	AC2.3 Describe different questioning and listening skills that can be used when communicating verbally with customers AC2.4 Describe verbal and non-verbal signals that show how a customer may be feeling 3.1 Explain why it is necessary to use different forms of written communication for different purposes AC3.2 Describe practices for producing different forms of written communications AC3.3 Describe the potential benefits and limitations associated with

		AC2.1 Compare differences between internal and external customers AC2.2 Explain differences in service approach that may be required when managing internal and external customer relationships AC2.3 Describe the needs and/or priorities of different types of customers AC2.4 Describe the characteristics of different customer personalities and how their expectations can be managed	customers in order to create a 'customer-focused experience' 3.4 Explain the importance to an organisation of balancing its needs with the needs of its customers 4.1 Explain how systems, equipment, technology and other resources can be used effectively to meet the needs of customers 4.2 Describe the types of measurement and evaluation tools used to monitor the standard of service provided to customers	in the workplace AC2.3 Explain how to develop personal adaptability and the benefits of adaptability in the workplace AC2.4 Explain how to build personal resilience and the benefits of doing so in the workplace AC2.5 Explain how to work in own job role to respond appropriately to the commercial features of a specific customer service organisation AC2.6 Explain how to self-manage in the workplace and the benefits of effective self-management for self and others AC2.7 Explain how to work effectively in a team and the impact of poor team working on an organisation AC3.1 Describe how to manage personal performance in the workplace AC3.2 State why it is important to manage personal performance in the workplace	importance of adapting communication to meet the specific needs of different customers AC2.1 Describe how tone of voice and body language can affect the way customers perceive their experience AC2.2 Outline the impact of positive and negative customer service language on an organisation and its customers	communicating with customers in writing AC3.4 Explain the potential implications of confidentiality and data protection in communicating with customers in writing AC4.1 Explain how different digital media platforms can be used for customer service AC4.2 Describe organisational policy and guidelines for the use of digital media for customer service purposes AC4.3 Describe the etiquette required when communicating through digital media platforms

Skills	Develop technical knowledge, competency in a customer service role, communication skills, food hygiene, employability skills, technical skills.					
Key vocabulary	Purpose, organisation, business aims, private sector, public sector, voluntary sector, branding, policies, procedures, marketing, company values, customer centric, service, core values, products, benefits, features, ethical standards, codes of conduct, legislations, regulations, equality, health & safety.	Customer experience, journey, personalisation, expectations, customer service, features, relationship, body language, product, knowledge, resolving, ownership, satisfaction, needs, internal, external, type.	Problem solving, negotiation, respect, diversity, consistency, respect, honesty, recommendations, repeat business, customer needs, goals, values, promise, requirements, resources, measuring, evaluating,	Professionalism, characteristics, code of conduct, behaviours, expectations, environments, appearance, communications, standards, workplace, motivation, work ethic, integrity, cope, impact, adaptability, technology, adaptability, resilience, capacity, awareness, commercial, management, stress.	Benefits, individual, employment, satisfaction, turnover, productivity, skills audit, suitability, outcomes, PDP, Communication, listening, questioning, non-verbal, satisfaction, methods, digital, circumstances, adapting, information, pitch, professionalism, friendliness, tone, body language, impression.	Planning, producing, purpose, content, audience, deadline, conventions, branding, version control, limitations, requirements, software, limitations, implications, benefits, digital media, etiquette.
Assessment	Coursework	Coursework	Coursework	Coursework	Coursework	Coursework