

## **BIIAB LEVEL 3 DIPLOMA IN LICENSED HOSPITALITY**

### ***Unit 13 Employment Procedures***

#### **Specimen Questions**

---

The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the written examination paper for this qualification.

A marking scheme for each of these questions is towards the end of this document.

Each unit of the Diploma in Licensed Hospitality is assessed in two parts:

- 1) Part A The Open Book Test
- 2) Part B The Written Examination Paper.

#### **Part A The Open Book Test**

The Open Book Test consists of five short answer questions and is marked out of 20 marks. Each question is marked out of 4 marks. Candidates need to obtain 10 marks out of 20 in order to pass.

#### **Part B The Written Examination**

The examination paper consists of 10 short answer questions. Candidates are given 1 hour to complete the paper. Each question is marked out of 4 marks. The examination paper is marked out of 40 marks and candidates will need to obtain 20 marks to pass.

You need to pass both Part A and Part B to pass the Unit.

## LEVEL 3 DIPLOMA IN LICENSED HOSPITALITY

---

### Specimen Questions

#### Question 1

- (a) Identify **two** documents that should be stored in the personal file of a member of staff. **2 marks**
- (b) Explain **one** method of ensuring the personal file conforms to the Data Protection Act. **2 marks**

#### Question 2

Explain **two** ways a manager can ensure a selection and recruitment policy is non discriminatory. **4 marks**

#### Question 3

List **four** actions a manager should take during a disciplinary hearing to ensure it is seen as fair and just. **4 marks**

# LEVEL 3 DIPLOMA IN LICENSED HOSPITALITY

---

## Marking Scheme

The following answers to Questions 1-3 are not exhaustive and examiners are instructed to give credit to valid answers, which are not specifically mentioned in the marking scheme.

### Question 1

**This question assesses Assessment Criteria 2.4 which states:**

Explain the importance of maintaining accurate personal information on staff and issues relating to controlling access and disclosure of staff information.

- (a) Identify **two** documents that should be stored in the personal file of a member of staff.

Any two from the following:

Contract of employment

**1 mark**

Job description

**1 mark**

Job reviews

**1 mark**

Disciplinary warnings

**1 mark**

Training record

**1 mark**

Statutory documents – BII Certificate

**1 mark**

**(maximum 2 marks)**

- (b) Explain **one** method of ensuring the personal file conforms to the Data Protection Act.

Any one from the following:

Data is kept securely so no one can access it except the person and the manager.

**2 marks**

The data is accurate and relevant to the individual. All out of date data is removed such as disciplinary warnings that are out of date.

**2 marks**

The data is kept for legal purposes and as such only contain what is relevant to the person and their performance on the job.

**2 marks**

Data is not transmitted to another country without adequate data protection.

**2 marks**

**(maximum 2 marks)**

### Question 2

**This question assesses Assessment Criteria 5.3 which states:**

Develop new or evaluate existing interview and selection policies and procedures including appropriate follow up actions.

Explain **two** ways a manager can ensure a selection and recruitment policy is non discriminatory.

## LEVEL 3 DIPLOMA IN LICENSED HOSPITALITY

---

Any two of the following:

Review the job descriptions (1) to ensure it is relevant to the role and has no hidden areas that are not relevant (1). **2 marks**

Review the person specification (1) to determine if the essential elements have a direct or indirect discrimination element (1). **2 marks**

Review the list of recruiters (1) to ascertain if they have been trained to interview and the training included an element of discrimination awareness (1). **2 marks**

Identify how notes are taken (1) and review if these are kept securely after the interview (1). **2 marks**

Identify how the jobs are advertised (1) and identify if this includes all of the local community (1). **2 marks**

Look at the type of questions used (1) and ensure they relate to the job and do not stray into discriminatory areas (1). **2 marks**

Review the recent decisions (1) to identify the make up of the successful job applicants. This can show if discrimination is occurring (1). **2 marks**

**(maximum 4 marks)**

### Question 3

**This question assesses Assessment Criteria 3.3 which states:**

Explain how a step by step guide would assist in ensuring fairness and justice in a disciplinary hearing.

List **four** actions a manager should take during a disciplinary hearing to ensure it is seen as fair and just.

Any four of the following:

Prior notice of the event given **1 mark**

Availability of a colleague or Trade Union representative **1 mark**

State aim of meeting **1 mark**

Disciplinary issue explained **1 mark**

Person is able to offer their views **1 mark**

Notes taken **1 mark**

Listen to views **1 mark**

Gain agreement that there is a problem **1 mark**

Identify the cause of the problem **1 mark**

Make a decision **1 mark**

Agree how to improve back at work **1 mark**

Explain the right to appeal **1 mark**

State what will happen if improvement does not occur **1 mark**

Agree review date **1 mark**

**(maximum 4 marks)**