

Beckfoot School

Knowledgeable And Expert Learners

Year

Options Subjects Knowledge Organisers

2023/24

Easter-May

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Name:

Tutor group:

The knowledge organisers on the following pages are for your options subjects. You should use these to complete your weekly 'Revise like a Beckfooter' activities alongside the core subject knowledge organisers in your main ILBs

Contents

Computer Science

Health & Social Care

Design & Technology- Food

Performing Arts

Legislation	
1	Although digital technology has been hugely beneficial to mankind, it can be argued it has also had a negative impact on some sections of society and the environment. Society has reacted to many of these issues by creating legislation that governs the use of digital technology and puts in place penalties if rules or laws are broken.

Issues around Copyright	
2	The Copyright Designs and Patents Act (1988) gives creators of digital media the rights to control how their work is used and distributed. Music, books, videos, games and software can all be covered by copyright law. Anything which you design or code is automatically copyrighted and may not be copied without your permission, as the digital creator.

Key Vocabulary		
1	Copyright	The exclusive and assignable legal right, given to the originator for a fixed number of years, to print, publish, perform, film, or record literary, artistic, or musical material.
2	Cloud Storage	Cloud storage is a model of computer data storage in which the digital data is stored in logical pools. The physical storage spans multiple servers, and the physical environment is typically owned and managed by a hosting company.

Cloud Storage Impact	
1	There is increased pressure on modern organizations not only to make profits, but also to make business decisions that are socially and environmentally responsible. Many offices have a “green policy” that aims to reduce their environmental impact in terms of energy usage, use of physical resources such as paper, and pollution and waste. For companies utilizing cloud storage and services, it's also important to consider the environmental impact of these services, and consider carefully how they compare to more traditional IT practices.

Impact on Society	
1	While there have been many new employment opportunities in the software sector, digital technologies may well have contributed to the decline in traditional manufacturing jobs. Automation, the introduction of robotics, expert systems and Computer Aided Design and Manufacturing have displaced many jobs. However, the quaternary sector that supports these digital technologies has grown significantly.





Subject: Computer Science	Topic: Digital Impact	Year Group: 11
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Legislation	
1	

Cloud Storage Impact	
1	

Issues around Copyright	
2	

Impact on Society	
1	

Key Vocabulary		
1	Copyright	
2	Cloud Storage	



Ethical and Legal Issues	
1	<ul style="list-style-type: none"> - Digital Divide - Acts <ul style="list-style-type: none"> - Data Protection Act - Computer Misuse Act - Copyright Design and Patents Act - Cookies Law - E-waste - Future proofing - Cloud Computing and Storage - Local Vs Hosted Applications - Privacy - Social Media

Cultural Issues	
1	<p>The introduction of computers has changed society, sometimes for the better, sometimes for the worse.</p> <p>'Cultural issues' is the term used for computer matters that have an effect on the nature and culture of society. Some of these issues include:</p> <ul style="list-style-type: none"> - the digital divide - the changing nature of employment

Data Security	
2	<p>Personal data is precious and needs to be kept safe. Unfortunately, there are people that attempt to hack systems in order to gain access to other people's data. Social media accounts, phone mailboxes and networks that computers connect to are all prone to hacking.</p> <p>Some people may also use malware to obtain data. Recent times have seen the increased use of a type of malware known as ransomware. People who write ransomware do it to extort money from unsuspecting users. Once the ransomware infects a computer it encrypts data on it, denying users access unless a ransom is paid.</p>

Environmental Issues	
1	<p>Environmental issues are those where the manufacturing and use of computers has had a negative impact on the environment.</p> <p>Resources are needed in order for computers to be produced, distributed and used. Metals and plastics are used to manufacture components, while energy is expended in distributing equipment and in using it.</p>

Key Vocabulary		
1	Ethical Issues	Are about what would be considered right and wrong by society.
2	Legal Issues	Are about what's lawfully right or wrong
3	Cultural Issues	Are how groups of people may be affected
4	Environmental Issues	Are those that cause potential damage to the work we live in.



Ethical and Legal Issues

1	
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Cultural Issues

1	
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Data Security

2	
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Environmental Issues

1	
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Key Vocabulary

1	Ethical Issues	
2	Legal Issues	
3	Cultural Issues	
4	Environmental Issues	



Wired and Wireless Networks

1	<ul style="list-style-type: none"> - What is a network? - Types of network <ul style="list-style-type: none"> - Local Area Network [LAN] - Wide Area Network [WAN] - Personal Area Network [PAN] - Wired Vs Wireless <p>Hardware Needed for a Network</p> <ul style="list-style-type: none"> - Network Interface Card (NIC) - Switches - Router - Wireless Access Points - Cables <ul style="list-style-type: none"> - Fibre Optic Cable - CAT5 CAT6 Ethernet Cable - Coaxial Cables
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Searching Algorithms

1	<ul style="list-style-type: none"> - The internet: The ultimate and biggest WAN in the world based around TCP/IP - Domain Name Server [DNS] - Web hosting <ul style="list-style-type: none"> - Benefits / Drawbacks - The cloud <ul style="list-style-type: none"> - Benefits / Drawbacks - Virtual networks <ul style="list-style-type: none"> - Benefits / Drawbacks
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IP and MAC Addressing

2	<ul style="list-style-type: none"> - Network Protocols: <ul style="list-style-type: none"> ❖ Transmission Control Protocol / Internet Protocol [TCP/IP] ❖ Hyper Text Transfer Protocol Secure [HTTPS] ❖ File Transfer Protocol [FTP] ❖ Internet Message Access Protocol [IMAP] ❖ Simple Mail Transfer Protocol [SMTP] - The concept of layers - TCP/IP stack - Packet Switching - Describe network - Network Security
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Topologies

1	<ul style="list-style-type: none"> - Topologies <ul style="list-style-type: none"> - Star - Mesh - Bus - Ring <div style="text-align: center; margin-top: 10px;"> <table border="1" style="font-size: small;"> <thead> <tr> <th>TCP/IP model</th> <th>Protocols and services</th> <th>OSI model</th> </tr> </thead> <tbody> <tr> <td>Application</td> <td>HTTP, FTP, Telnet, NTP, DHCP, PING</td> <td>Application</td> </tr> <tr> <td>Transport</td> <td>TCP, UDP</td> <td>Presentation</td> </tr> <tr> <td>Network</td> <td>IP, ARP, ICMP, IGMP</td> <td>Session</td> </tr> <tr> <td>Network Interface</td> <td>Ethernet</td> <td>Transport</td> </tr> <tr> <td></td> <td></td> <td>Network</td> </tr> <tr> <td></td> <td></td> <td>Data Link</td> </tr> <tr> <td></td> <td></td> <td>Physical</td> </tr> </tbody> </table> </div>	TCP/IP model	Protocols and services	OSI model	Application	HTTP, FTP, Telnet, NTP, DHCP, PING	Application	Transport	TCP, UDP	Presentation	Network	IP, ARP, ICMP, IGMP	Session	Network Interface	Ethernet	Transport			Network			Data Link			Physical
TCP/IP model	Protocols and services	OSI model																							
Application	HTTP, FTP, Telnet, NTP, DHCP, PING	Application																							
Transport	TCP, UDP	Presentation																							
Network	IP, ARP, ICMP, IGMP	Session																							
Network Interface	Ethernet	Transport																							
		Network																							
		Data Link																							
		Physical																							

Key Vocabulary

1	Bandwidth	This is the amount of data that can be sent across a network
2	Latency	Is the delay of a bit leaving one device and arriving at another.
3	MAC Address	The physical address embedded within the device.
4	TCP/IP	A set of rules that governs the connection of computer systems to the Internet.





Subject: Computer Science	Topic: Networks	Year Group: 11
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Wired and Wireless Networks

1	
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Searching Algorithms

1	
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IP and MAC Addressing

2	
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Topologies

1	
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Key Vocabulary




1	Bandwidth	
2	Latency	
3	MAC Address	
4	TCP/IP	



Hardware, Operating Systems and Memory

1	<p>1. What is hardware?</p> <ul style="list-style-type: none"> ▪ Input Devices ▪ Output Devices ▪ Specialist Devices ▪ Assistive Technology <p>Operating system functions</p> <ul style="list-style-type: none"> - Processor, memory, IO devices, applications and security - Random Access Memory [RAM] - Read Only Memory [ROM] - The difference between RAM & ROM. - Virtual Memory <ul style="list-style-type: none"> - Preventing the need for VM - Disk thrashing - Flash memory
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Boolean Logic

1	<ul style="list-style-type: none"> - Logic Gates    AND OR NOT - Truth tables <p>Truth tables show all possible input combinations of 1s and 0s, and the corresponding outputs.</p> <ul style="list-style-type: none"> - Logic statements <p>Circuits can be written as logical statements. Operations in brackets should be completed first, just like in Math's.</p>
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Secondary Storage and Memory

1	<ul style="list-style-type: none"> - Common types of storage <ul style="list-style-type: none"> - Optical Media - Magnetic Hard Drive - Solid State Drives - Suitable storage devices / media for a given application <ul style="list-style-type: none"> - Advantages / Disadvantages using the following characteristics: <ul style="list-style-type: none"> - Capacity - Speed - Portability - Durability - Reliability - Cost - Cloud storage <p>Systems Architecture</p> <ul style="list-style-type: none"> - The purpose of the CPU - Von Neumann architecture - Common CPU components and their functions - Function of the CPU as fetch decode and execute - How common characteristics of CPUs affect their performance: - Embedded systems:
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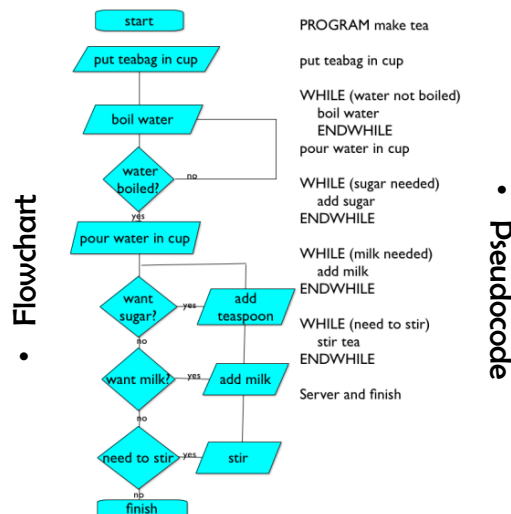
Key Vocabulary

1	Bus	A collection of wires that carry data, instructions and addresses between components of the CPU.
2	Embedded Systems	A computer built into another device e.g. Smart TV, dishwashers and microwaves.
3	Hardware	The physical components that make up a computer
4	Software	The program that runs on a computer system



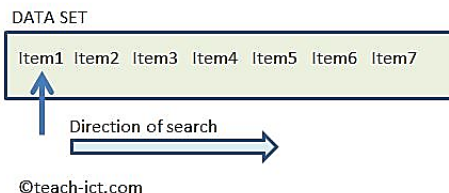
Algorithms

There are two ways to write algorithms:



Searching Algorithms

2 - Linear Search



Sorting Algorithms

1 - Bubble Sort

Original set	9 23 2 5 34 56
Step 1	9 23 2 5 34 56
No swap needed	9 23 2 5 34 56
Step 2	9 23 2 5 34 56
Swap	9 2 23 5 34 56

Searching Algorithms

1 - Binary Search

- Find the center of the list
- $N + 1 / 2$
- Compare the middle item

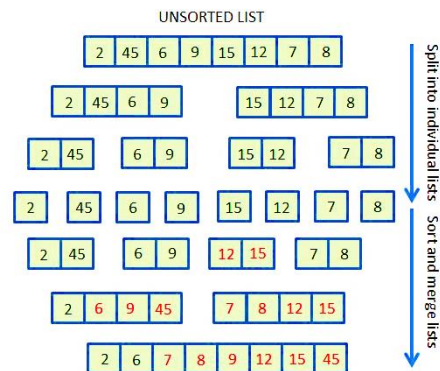


NEW LIST:

12 13 15 19

- Discard half of the list
- Repeat until found

2 Merge Sort



Key Vocabulary

1	Abstraction	picking out the important bits of the problem and removing unnecessary detail from a problem.
2	Decomposition	breaking a problem into a number of sub problems these sub problems can then be solved individually
3	Algorithm	is a step by step set of rules or instructions.
4	Pseudocode	is a set of step by step instructions in the style of a programming language but using plain English.

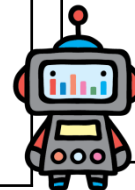
Algorithms	
1	

Searching Algorithms	
1	

Searching Algorithms	
2	

Sorting Algorithms	
1	
2	

Key Vocabulary		
1	Abstraction	
2	Decomposition	
3	Algorithm	
4	Pseudocode	



Cyber Security and Threats

1	<p>Cyber Security is the processes, practices and technologies designed to protect networks, computers, programs and data from attack, damage or unauthorized access.</p> <p>Cyber Security Threats:</p> <ul style="list-style-type: none"> - Social engineering techniques - Malicious code - Weak and default passwords - Misconfigured access rights - Removable media - Unpatched and or outdated software
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Testing Systems

1	<ul style="list-style-type: none"> - Penetration Testing is the process of attempting to gain access to resources without knowledge - White Box Testing is to simulate a malicious insider who has knowledge of and possibly basic credentials for the target system - Black Box Testing is to simulate an external hacking or cyber warfare attack
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Prevention and Detection of Threats

2	<ul style="list-style-type: none"> - Understand and be able to explain the following security measures: <ul style="list-style-type: none"> - Antivirus Software - Firewall - Biometric measures (particularly for mobile devices) - Password systems - CAPTCHA (or similar) - Using email confirmations to confirm a user's identity - Automatic software updates.
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Social Engineering Techniques

1	<ul style="list-style-type: none"> - Understand and be able to explain the following security measures: <ul style="list-style-type: none"> - Antivirus Software - Firewall - Biometric measures (particularly for mobile devices) - Password systems - CAPTCHA (or similar) - Using email confirmations to confirm a user's identity - Automatic software updates.
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Key Vocabulary

1	Malware	Is an umbrella term used to refer to a variety of forms of hostile or intrusive software
2	Cyber Security	is protecting networks, computers, programs and data from attack, damage or unauthorized access.
3	Social Engineering	Using people as a weak point in a system
4	Virus	In computing terms it is something that maliciously affects computer software and code.



Cyber Security and Threats

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Testing Systems

1	<ul style="list-style-type: none"> - Penetration Testing - White Box Testing - Black Box Testing
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Prevention and Detection of Threats

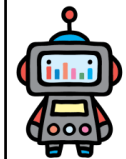
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Social Engineering Techniques

1	
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Key Vocabulary

1	Malware	
2	Cyber Security	
3	Social Engineering	
4	Virus	



Number Bases and Binary addition

1. Decimal - Base 10
 2. Binary - Base 2
 3. Hexadecimal - Base 16
- Converting from binary to denary.
 - Converting from denary to binary.
 - Converting between hex and denary.
 - Converting between hex and binary.
 - Adding binary numbers.
 - Overflow.

Binary Addition

- 0 + 0 = 0
- 1 + 0 = 1
- 0 + 1 = 1
- 1 + 1 = 10
- 1 + 1 + 1 = 11

Units of Information

- | | |
|---|---|
| <p style="text-align: center; color: #4682b4;">(1000)</p> <ul style="list-style-type: none"> - Bit - Nibble - Byte - Kilobyte - Megabyte - Gigabyte - Terabyte | <p style="text-align: center; color: #4682b4;">(1024)</p> <ul style="list-style-type: none"> - Bit - Nibble - Byte - Kibibyte - Mebibyte - Gibibyte - Tebibyte |
|---|---|

Data Compression

- What is data compression?
- Need for compression
- Types of compression
 - Lossy (example: image file)
 - Lossless (example: text file)
- Huffman Tree Coding
- Run Length Encoding (RLE)

Images and Sound

- Image:**
Image files are stored in binary on a computer.
- Metadata
 - Pixel
 - Colour depth
 - Resolution
 - Bitmap images
 - Vector images

- Sound**
- Sample rate
 - Quality of sound
 - File size
 - Sample resolution: is the number of bits per sample
 - Calculate file sizes:
 - File size (bits) = rate x res x secs

Key Vocabulary

1	Binary	The computers language. A counting system which uses 1s and 0s, also known as machine code.
2	Character Set	A group of characters that a computer recognizes from their binary representation.
3	Decimal	A digit represented in base ten
4	Hexadecimal	A digit represented in base 16

Hex	Decimal
A	10
B	11
C	12
D	13
E	14
F	15





Subject: Computer Science	Topic: Data Representation	Year Group: 10
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Number Bases and Binary addition

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Units of Information

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Data Compression

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Images and Sound

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Key Vocabulary

1		
2		
3		
4		

Hex	Decimal
A	10
B	11
C	12
D	13
E	14
F	15



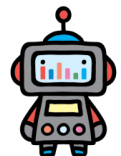
Comparison Operators	
Operator	Meaning
==	Is equal to
>	Is greater than
<	Is less than
<> or !=	Is not equal to
>=	Greater than or equal to
<=	Less than or equal to

Data Types and Operations
<ul style="list-style-type: none"> - Integer e.g. 23 - Real e.g. 23.7 - Character e.g. A or 5 - String e.g. A546TH - Boolean e.g. TRUE or FALSE.
<p><u>Operations</u></p> <ul style="list-style-type: none"> - ADD + - SUBTRACT - - DIVIDE / - MULTIPLY * - MOD - DIV - EXPONENTIATION **

Translators & Facilities of Language
<p>Low level languages:</p> <ul style="list-style-type: none"> - Machine language <ul style="list-style-type: none"> - Op-code & Operand - Assembly language <ul style="list-style-type: none"> - Mnemonics <p>High level languages:</p> <ul style="list-style-type: none"> - Closer to human language <ol style="list-style-type: none"> 1. Assembler 2. Compiler 3. Interpreter <p>Integrated development environment (IDE)</p> <ul style="list-style-type: none"> - Source code editor. - Error debugger. - Run time environment. - Translator (compiler or interpreter). - Automation tools

Robust Programs
<ul style="list-style-type: none"> - Defensive design considerations: <ul style="list-style-type: none"> - Input validation - Planning for contingencies - Anticipating misuse - Authentication - Maintainability: <ul style="list-style-type: none"> - Comments & Indentation - Types of testing <ul style="list-style-type: none"> - Iterative - Final / terminal - Logical errors, syntax errors, and runtime errors

Key Vocabulary		
1	Variable	A named value which can be changed as the program is running.
2	Constant	A named value which cannot be altered as the program is running.
3	Syntax	The arrangement of words and phrases
4	Boolean	A way of defining 1 or 0. Sometimes used as a way of defining algebraic notation



Comparison Operators	
Operator	
==	
>	
<	
<> or !=	
>=	
<=	

Data Types and Operations

Translators & Facilities of Language

Robust Programs

Key Vocabulary		
1	Variable	
2	Constant	
3	Syntax	
4	Boolean	



4.1 Safeguarding (service users who need safeguarding)		Protecting service users		4.2 Infection prevention	
Vulnerable groups	Homeless, older adults - dementia	Safeguarding procedures in care settings	<ul style="list-style-type: none"> Safeguarding policy Designated Safeguarding Lead (DSL) 	Infections can enter the body by inhalation, ingestion and through broken skin.	
Children	Rely on people to keep them safe			Safeguarding training for all staff	<ul style="list-style-type: none"> Duty to report serious concerns Knowledge of setting procedures Awareness of signs of abuse and harm Reporting procedures
Physical and learning Difficulties	Help them to dress and wash/ understand risks or safety issues	Disclosure and Barring Service (DBS) checks for all staff	<ul style="list-style-type: none"> Standard checks Enhanced checks The barred list 		
Mental health	Not always in control of their day-to-day lives				
Older adults in residential care	Cannot care for themselves independently			Key terms	
Sensory impairment	Not always aware of surroundings			Surgical garments	scrubs
Dependent on carers	Cannot make decisions themselves			Cross-contamination	Reduce the risk of infection
4.1 Impacts of safeguarding	Short term	Long term		PPE	Personal protective equipment
Physical	Dirty or smelly, hungry or stealing food, losing weight, fractures or burns, reluctant to change in public.	Self-harm, pressure sores, physical damage			
Intellectual	Reluctant to seek support or try new things, missing appointments, confusion, lack of concentration/focus, Difficulties in thinking logically and decision making.	Loss of opportunity to progress in work, thinking they lack intelligence, delayed language development			
Emotional	Pretending to be ill, regression in behaviour e.g. bedwetting, feeling anxious, flinching, aggressive, feeling unsafe, over cautious	Depression, loss of trust, feelings of guilt, difficulties in forming relationships, believing they are clumsy			
Social	Few or no friends, reluctant to join in or accept help, isolation or withdrawn, being ignored.	Difficulties in forming relationships, isolation, not involved in social opportunities			

4.1 Safeguarding (service users who need safeguarding)

Protecting service users

4.2 Infection prevention

4.1 Impacts of safeguarding	Short term	Long term
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Key terms

Surgical garments	
Cross-contamination	
PPE	

4.3 Safety procedures and measure

Safety procedures for reducing risk	
First aid Policy	<ul style="list-style-type: none"> • Providing first aid • Taking control of the situation • Recording details of the accident • Informing the manager • Maintaining the first aid equipment
Risk assessments	<ul style="list-style-type: none"> • Identifying hazards • Identifying actions
Staff training programmes	<ul style="list-style-type: none"> • Equipment use • Moving and handling techniques • First aid
Emergency procedures	<ul style="list-style-type: none"> • Fire drills • Evacuation
Equipment consideration	<ul style="list-style-type: none"> • Is the equipment fit for purpose? • Has the equipment been risk assessed? • Has the equipment been safely checked? • Is there a reporting system?
Safety measure	<ul style="list-style-type: none"> • Displaying fire safety notices • Using warning signs (wet floor/ no entry)

4.4 How security measures protect service users and staff

Identifying staff	<ul style="list-style-type: none"> • ID lanyards • Staff uniforms • Importance of staff identification (agency)
Monitoring keys	<ul style="list-style-type: none"> • To protect confidential information (locked filing cabinets) • Lost or stolen keys must be reported and immediately changed • Limit the amount of people who have access to keys
Receiving and monitoring visitors	<ul style="list-style-type: none"> • Staff on duty at entrances/exits • Visitor books • Visitor badges
Reporting of concerns to line managers	<ul style="list-style-type: none"> • Service providers have a duty to report any concerns to their line manager • Larger settings will have security officers/security departments
External door, restricting access	<ul style="list-style-type: none"> • Electronic swipe card entry system • Buzzer entry system • Security pad with PIN
Window locks and restraints	<ul style="list-style-type: none"> • Prevent windows from opening fully. Necessary to protect vulnerable service users • Young children or adults with learning difficulties or dementia may not know the dangers of an open window.

Visitors to a health or social care setting

Friends and family of service users
Health care professionals (GPs, physiotherapists)
Support services (hairdressers)
Guest speakers
Tradesmen (electricians, plumbers)
Religious support workers (priests, rabbis, vicars)
Social care professionals (social workers)

Key terms

Risk	The likelihood of harm occurring
Visitor log	Written record of all visitors
Risk assessment	A way of identifying the potential hazards
Emergency procedure	A set process that must be followed in the event of an incident
Manual handling	Moving things by hand




4.3 Safety procedures and measure

4.4 How security measures protect service users and staff

Visitors to a health or social care setting

Key terms

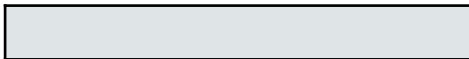
Risk	
Visitor log	
Risk assessment	
Emergency procedure	
Manual handling	

AC1.1 Hospitality and catering providers		
1	Commercial	For profit – to make money.
2	Non-commercial 	Not for profit. Includes catering in education, healthcare and the armed forces.
3	Residential	You can sleep there
4	Non-residential	You don't sleep there. 
5	Counter service	Order, pay and collect food at the counter
6	Table service	Order, pay and receive food at their table
7	Guerdon system	Food cooked or prepared for in front of customer on a trolley
8	Front of house	Front of house refers to any staff the customer may see.
9	Back of house	Back of house refers to staff the customer may not see,
10	Kitchen brigade	System of setting out job roles in the kitchen
11	Star rating – hotel standards	Rated from 1-5. 5 being the highest rating.
12	Restaurant standards	Michelin Guide, AA award rosettes, Good Food Guide
13	Food hygiene rating 	Food Hygiene are the conditions and measures necessary to ensure the safety of food from production to consumption
14	Environmental standards	10 standards promoting sustainability and reducing the impact on the environment

AC1.2 Working in the hospitality and catering industry		
1	Training	Lots of training courses available; food hygiene cert, City and Guilds, Level 1 2 and 3.
2	Personal attributes	Personality trait: Organised, reliable, team player, friendly, approachable ect,
3	Skills	Computer skills, good local knowledge, ability to multi-task, communication skills

AC1.3 Describe working conditions of different job roles across the hospitality and catering industry

1	Types of contracts	Full-time/part time permanent contract. Casual work/ zero hour contracts.
W 2	Supply & demand	There are certain times in the year when staff demand increases (New Year, Christmas).
3	Remuneration	Reward on top of basic pay. E.g. tips, service charge and bonuses
4	Holiday entitlement	Set number of Paid leave each year.






AC1.4 Explain factors affecting the success of hospitality and catering providers		
1	Cost	Materials, labour costs, advertising
2	Profit	A business needs to make profit to be successful
3	Economy	Value of the £, food production in the world, price of oil/fuel and if the economy is stable
4	Environmental factors	Waste, reduce, reuse, recycle and sustainability
5	Technology	Social media, kitchen and food technology
6	Customer demographic	Different types of customers require different things.
7	Competition	There is lots of competition and it's important to stand out.
8	Trends/ Media	Food trends, media advertising and search engine results.

Key Vocabulary

1	Hospitality	The friendly treatment of guests and strangers .
2	Customer	Person who books' receive the service.
3	Service	To do/provide something for someone else, this can be paid for or done for free depending on the business,
4	Business	the buying and selling of goods/services to make money ,
5	Accommodation	a room, group of rooms, or building in which someone may live or stay.
6	Catering	Offering the provision of food and beverages

AC1.1 Hospitality and catering providers

1	Commercial	
2	Non-commercial 	
3	Residential	
4	Non-residential	
5	Counter service	
6	Table service	
7	Guerdon system	
8	Front of house	
9	Back of house	
10	Kitchen brigade	
11	Star rating – hotel standards	
12	Restaurant standards	
13	Food hygiene rating 	
14	Environmental standards	

AC1.2 Working in the hospitality and catering industry

1	Training	
2	Personal attributes	
3	Skills	

AC1.3 Describe working conditions of different job roles

1	Types of contracts	
W 2	Supply & demand	
3	Remuneration	
4	Holiday entitlement	



AC1.4 Explain factors affecting the success of hospitality and catering providers

1	Cost	
2	Profit	
3	Economy	
4	Environmental factors	
5	Technology	
6	Customer demographic	
7	Competition	
8	Trends/ Media	

Key Vocabulary

1	Hospitality	
2	Customer	
3	Service	
4	Business	
5	Accommodation	
6	Catering	

AC2.1 Describe the operation of the back of house

1	Storage area	For storing ingredients & materials
2	Preparation & cooking areas	For preparing fish, veg, meat and cold dishes
3	Serving area	Where food is presented and plated for customers
4	Dirty area	Where rubbish waste food, and washing up is done.
5	Staff area	Where employees can change, store belongings and use the toilet
6	Workflow	For kitchen to work efficiently it needs to have a logical layout for good workflow
7	Kitchen equipment	Includes: large, mechanical, small hand-help and first aid and safety equipment
8	Materials	For cleaning, food preparation, waste disposal, employee welfare and maintenance
9	Stock control	Use a first in, first out policy.
10	Documentation / admin	E.g. staff training records, H&S policies, stock, food safety documents
11	Dress code	Uniform must be clean, professional, protect body and worn in kitchen only
12	Safety and security	Employees need to be aware of risks in kitchen

AC2.1 Describe the operation of front of house

1	Entrance/reception	To greet customers & guide them to a table
2	Waiting area	To hold & entertain customers whilst they wait for a table
3	Bar area	For customers to have a drink
4	Dining area	To serve customers their meal. Usually divided into sections for waiting staff to attend to.
5	Cloakroom / toilers	For customers to use to make them more comfortable
6	Workflow	The way food passes from the kitchen to the customers.
7	Equipment	Includes equipment for; table top, food service, waiting at table, customer seating, organisation, first aid/safety and bar area.
8	Materials	For cleaning, food preparation, waste disposal, employee welfare and maintenance
9	Stock control	Use a first in, first out policy.
10	Dress code	Creates first impression, uniform must be clean, no heavy make-up/jewellery or perfume, can identify staff
11	Safety and security	Employees need to be aware of risks in front of house area

AC2.2 Customer requirements

1	Customer needs	Things the customer requires when purchasing a product or service.
2	Customers rights / equality	Customers have legal rights to protect them when buying products/services

AC2.3 Explain how hospitality and catering provision meets customer requirements

1	Customer trends	Businesses need to keep up date with trends e.g online services
2	Dietary requirements	Info on: nutrition, food allergies + intolerances & dietary needs
3	Leisure requirements	Sports activities, holidays, tourism, outdoor pursuits
4	Business requirements	Conferences, meeting, exhibitions, staff training, award ceremonies
5	Local residents	Employ local and support economy

Key Vocabulary

1	Covers	Customer food orders that are sent to the kitchen
2	FIFO	First in, first out- using food stocks in rotation
3	Customer requirement /expectation	Factors that decide whether or not a customer is satisfied with the service they receive
4	Market research	Ways of finding out customers' needs, requirements and expectations

☐ Define the 3 levels of customer requirements and expectations

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2	Dietary requirements	
3	Leisure requirements	
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Key Vocabulary

1	Covers	
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4	Market research	

Define the 3 levels of customer requirements and expectations

AC3.1 Describe personal safety responsibilities in the work place

1	HASAW A	Health and Safety at Work Act 1974- all employees must take care of their own health and safety and not endanger others
2	RIDDOR	Reporting of injuries, Diseases and dangerous occurrences regulations 2013 – law requires employees to report to the HSE to record (work related fatalities, injuries and diseases).
3	COSHH	Control of substances hazardous to health
4	MHOR	Manual handling Operations Regulations (1992) – Requires you to avoid any manual handling at work that could cause a risk to health.
5	PPER	Personal protective equipment at work regulations (1992) – PPE is equipment that will protect the user against health or safety risks at work.

AC3.2 Food safety

1	HACCP	HAZARD ANALYSIS & CRITICAL CONTROL POINTS Identify the hazard and put steps in place that remove or reduce risk to a safe level.
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Key Vocabulary

1	Control measure	A way of reducing the risk of a hazard causing harm
2	Critical control	Stages in food production where food safety could go wrong
3	Hazard	Something that causes harm
4	Risk	How likely it is that someone will be harmed by a hazard
5	Risk assessment	A way of identifying risks in activities, situations or using objects.
6	Level of risk	Identify whether the level of risk is low/medium/high
7	Accident form	A form that is filled out to record details of an event that causes injury/illness (how it happened/ who was involved/ date & time)
8	Due diligence	Being able to prove that reasonable actions to avoid a health risk have been taken

- Research workplace injury statistics
- Define employer and employee responsibilities
- Identify the level of risk for each hazard (Low/medium/high)

AC3.1 Describe personal safety responsibilities in the work place

1	HASAW A	
2	RIDDOR	
3	COSHH	
4	MHOR	
5	PPER	

AC3.2 Food safety

1	HACCP	
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Key Vocabulary

1	Control measure	
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4	Risk	
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8	Due diligence	

Research workplace injury statistics

Define employer and employee responsibilities

Identify the level of risk for each hazard (Low/medium/high)

A4.1 Describe food related causes of ill health

1	Microbes	Bacteria, moulds & yeasts – can cause food spoilage & contamination
2	Chemicals, metals & poisonous plants	Poison foods by being added to food or reacting with foods or producing toxins.
3	Food allergies & intolerances	Happen in a minority of people who react to something natural in food and become ill.

AC 4.2 Describe common types of food poisoning

1	Visible symptoms	Anaphylactic shock, bloating, breathing difficulties, chills, diarrhoea, face swelling, pale / sweating skin, rash, vomiting, weight loss
2	Non-visible symptoms	Constipation, feeling sick, joint ache, stomach ache, weakness, wind
3	Bacillus careus	Found in: red meat, desserts, dairy Symptoms: cramps and sickness
4	Campylobacter	Found in: dirty water, raw chicken Symptoms: fever, sickness, diarrhoea.
5	Clostridium perfringens	Found in: raw meat /chicken Symptoms: stomach cramps
6	E.coli	Found in: milk, dirty water, raw beef Symptoms: fever, sickness, diarrhoea.
7	Listeria	Found in: red meat, desserts, dairy Feels like flu/ can cause miscarriages
8	Salmonella	Found in: raw eggs, chicken, milk. Causes fever, sickness, diarrhoea.
9	Staphylococcus aureus	Found in: meat, dairy, dirty hands. Causes fever, sickness, diarrhoea.

AC4.3 Preventative control measures

1	Cross contamination	Requires all food to be; safe to eat, what people expect it to be and not labelled, advertised or presented in a way that is false or misleading.
2	Correct temperatures	Applies to all types of food and drink and ingredients at all stages of production, except primary production.
3	Physical contamination	Hazard Analysis and Critical Control Points – is a food safety management system used to identify all hazards and how they can be prevented/controlled

AC4.4 Describe the role and responsibilities of the environmental health officer (EHO)

1	Purpose of inspection	Check food is safe, not being contaminated, staff are trained, control measures in place, premises is in good condition
2	What they do	Check food hasn't expired, check equipment, check for evidence of pests, check cleanliness, inspects food waste systems, checks paperwork.
3	Allowed by law to:	Enter without an appointment, inspect premises, take photos, take food samples away, look at data and records.
4	When a problem is found:	Take food away, tell owner to make improvements, close premises, given evidence in court.

Key Vocabulary

1	Bacteria	Microscopic, single-celled living organisms some of which cause food poisoning
2	Contaminate	Making a food unsafe to eat by allowing it to come into contact with microbes that will grow and multiply in it
3	Cross contamination	How microbes are spread from one place onto some food
4	Food spoilage	When something happens which makes food unfit and unsafe to eat
5	Micro organism	Tiny plants and animals that are only visible under a microscope
6	Mould	Tiny organisms related to mushrooms
7	Pathogenic	Something that is capable of causing illness in people
8	Toxins	Another name for poisons
9	Yeasts	Microscopic single-celled fungi that ferment foods containing sugar

What conditions do microbes need to grow and reproduce?

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REHEARSAL TECHNIQUES TO DEVELOP UNDERSTANDING AND IDEAS OF A CHARACTER / ROLE

REHEARSAL TECHNIQUES TO DEVELOP THE PERFORMANCE OF A CHARACTER / ROLE

1	ROLE PLAY	This is where you take on a character/role and act out a situation. It is usually improvised.
2	TABLEAUX	A tableau (single, just one) or tableaux (plural, more than one), is usually a FREEZE FRAME or a collection of freeze frames, that tell the audience a story – You can add sound, music or dialogue to a tableau to develop it further.
3	THOUGHT TRACKING	Thought tracking is when a character speaks out loud about his/her inner thoughts during a freeze frame/still-image. Sometimes a characters thoughts can be spoken out loud by another actor.
4	IMPROVISATION GAMES	This includes any game where you create and play a character in an unusual/different situation e.g. emotion bus, park bench, party quirks
5	ROLE ON THE WALL	A 'role on the wall' diagram is an outline of a person with information written on it - either inside the outline, or round the edge. It represents all of the information your KNOW about a character and also things you PRESUME or imagine about a character.
6	INTERNAL MONOLOGUE	This is what is going through your character's mind throughout the performance, even though it might not be what they are saying.
7	CROSS CUTTING	Switching between time periods – flash forwards and flash backs in time. For example, a character as a little boy, then as an old man.
8	CONSCIENCE ALLEY	Two groups exploring arguments for and against a character's decision.
9	OFF TEXT IMPROVISATION	Using what we know about a character or scenario from the TEXT, we can use improvise (make up) scenes that we do not see in the script. Actors use this rehearsal technique in order to understand their character more.
10	STATUS GAME	Giving your character a number status (from 1 -10) and exploring how they act with others OR an object (e.g. a chair) who are of different status
11	HOT SEATING	Asking a character questions about their background, situation or motivation.

1	LEADING TECHNIQUE	Actors often use different body parts to lead themselves around the stage depending on who the character is and how they feel.
2	LEVELS OF TENSION	This means focussing on different states of energy. <ul style="list-style-type: none"> Exhausted – Jellyfish Laid back – Californian Neutral – No story Alert – Mr Bean, curious. Suspense – “Is there a bomb?”, Melodrama. Passionate – “There is a bomb!”, Opera. Tragic – “The bomb is going to go off!”, Petrified.
3	TEMPO AND RHYTHM	Walking/moving at different speeds and on different beats to explore how it communicates your character's mood/personality.
4	RELAXING THE FACE	Massaging the face and jaw to make sure there is no tension.
5	OPENING THE LARYNX	Making sure there is not strain and tightness in our throats by exercising the vocal chords (yawning is a good technique).
6	BREATH CONTROL USING THE DIAPHRAGM	Making sure you have enough breath to speak/sing your lines. A large muscle under the ribcage. When you breathe in, the diaphragm contracts and air is sucked into the lungs. The diaphragm relaxes when you release are and sound, so that the muscle is helping you to control the output of air.
7	BODY WARM-UPS AND STRETCHING	Begin with aerobic exercise to increase heart-rate. Move onto warming up the joints with circular motions. Finish with stretches (60 seconds each).
8	EXPLORING RESONANCE	When the voice is vibrating in your body to create difference voice sounds and voice qualities. E.g., a nasal voice or a deep powerful voice.
9	TONGUE TWISTERS	A phrase or sentence which is difficult to say out loud because it involves similar sounds close together. They can help warm-up the face muscles and voice, ready for a performance.
10	ANNOTATING THE SCRIPT	Label where you are going to use certain vocal and/or physical techniques

REHEARSAL TECHNIQUES TO DEVELOP UNDERSTANDING AND IDEAS OF A CHARACTER / ROLE

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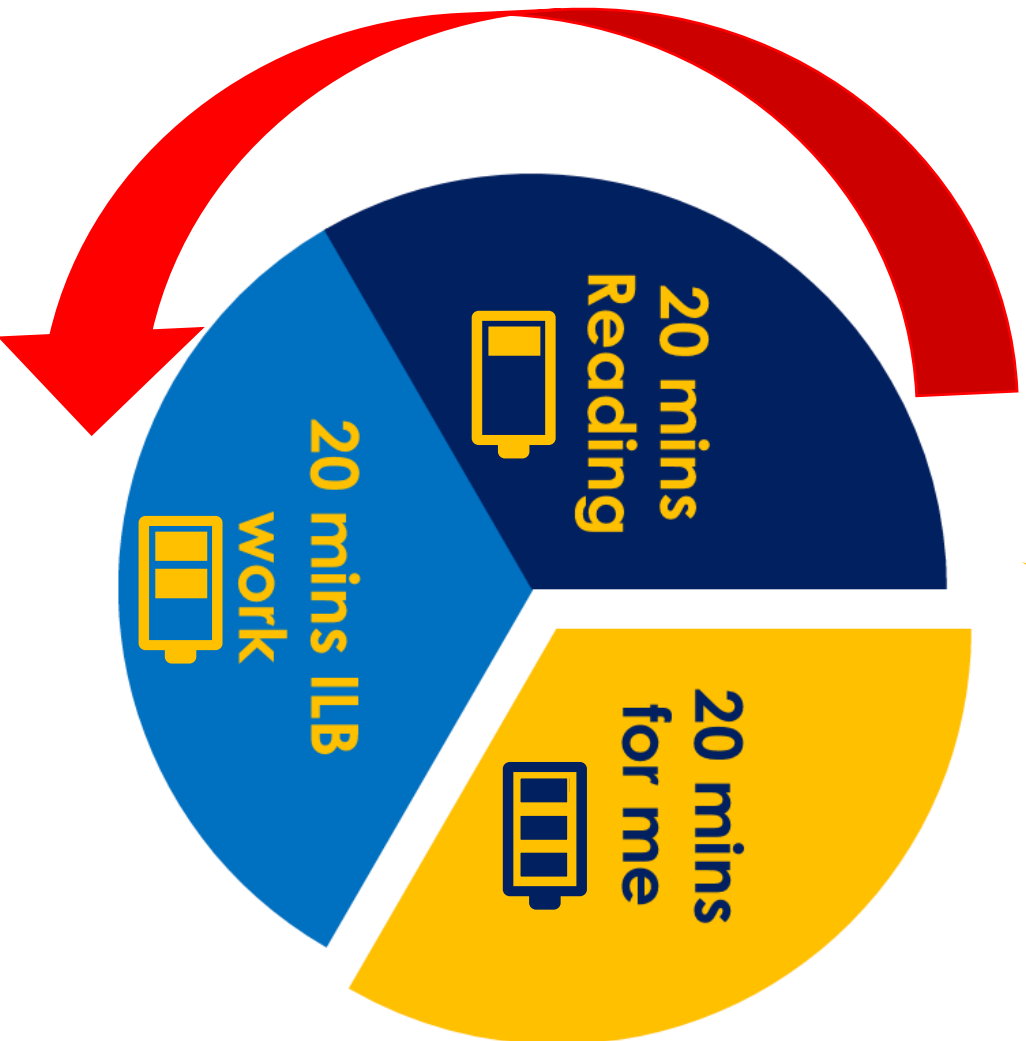
TECHNIQUES TO DEVELOP GROUP PERFORMANCE SKILLS – There are hundreds of group drama games you could play, these are just some ideas

1	Imaginary Objects	Mime passing an object around the circle. The object should change each time it is passed to each person.
2	Zip Zap Boing	Use different gestures for each word 'Zip', 'Zap', 'Boing'. Zip goes left, Zap goes right and Boing changes direction. You can also add in other words and gestures to pass across the circle e.g. Kapow.
3	Levels improvisation	Try performing a scene but enjoy that there is always someone at each level (e.g. high, medium and low). If someone sits down, someone else has to stand.
4	Fill the chair	Each person has a chair, but there is one empty chair. One person in your group is 'on'. They must try to sit in the empty chair whilst everyone else moves around stopping them by filling the empty chair before the person 'on' gets there.
5	Copy Cat	A member of the group is 'on'. They go out of the room. The group stands in a circle and someone is selected to lead the movement. The person 'on' comes back in and must guess who is leading the movement.
6	Wink Murder	A member of the group is the detective. They go out of the room. The group stands in a circle and someone is selected to be the murderer. The murderer has to wink at people to 'murder' them. The detective comes back in and must guess who is the murderer.
7	"What are you doing"	Someone stands in the centre of the circle and the next person asks them 'what are you doing?' The person in the centre makes something up (that they are NOT doing). The next person must act out what they have said. This continues until everyone in the circle has had a go.
8	Body objects	The group create objects with their body using physical theatre. Often this is with a time limit (e.g. 30 seconds) and the group sizes change throughout the game.
9	Animal Characters	The group think of animals close to their characters or improvise situations as animals.
10	Count to 20	The group have to count to 20, each saying a number one at a time. If anyone overlaps, they must start again.
11	Fruit Salad	All group members are assigned a fruit. Someone stands in the middle. When they say the name of a fruit, those fruits must stand up and swap chairs. The person in the middle must also try to sit on a chair. The next person in the middle then chooses a fruit. They could also say 'fruit salad' so everyone changes places.
12	Grandmother's Footsteps	Someone stands face a wall, they are the 'Grandmother', whilst the group try to sneak across to the Grandmother from the other side of the room. Every time to Grandmother turns around, the group must freeze. If any of them move, they are out.
13	One Word Story	The group stands in a circle. Each person says one word to add to a story. They must try and keep the story going.
14	Giants, Wizard and Elves	The game works like 'rock paper scissors' except with the characters 'Giants', 'Wizards' and 'Elves'. There is a different action for each character. Wizards beat Giants, Giants beat Elves and Elves beat Wizards. The group must decide which character they will be together. Best out of three wins.
15	Tableaux Olympics	The leader will give a setting or scenario and the group is put into two or more teams. The teams have to create the best tableau.
16	Change the channel	The group improvise as if they are on a TV channel. The group can decide when they 'change the channel'. When this happens, the group have to change the style and genre of their improvisation.
17	Splat	The person in the centre gestures towards someone in the circle to 'splat' them. The person has to duck whilst the people either side of them turn to splat each other.
18	Pass the clap	Each person takes it in turns to pass a clap around the circle. This could progress onto each pair trying to clap at the same time and then the whole circle trying to clap at the same time without counting down before.

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The Beckfoot Power ⚡ Hour



The Beckfoot Power Hour is a way to help you build positive routines around your independent learning. Little and often is the key!

Your Power Hour should include three chunks: 20 minutes of **reading**; 20 minutes of **Revise Like a Beckfooter** activities in your ILB; and at least 20 minutes of **something you really enjoy** as a reward at the end.

Building habits like this will boost your academic performance and help support your mental wellbeing at the same time.

Have a go at building a Power Hour into your day as often as you can. We would suggest **5 times a week** is the optimum amount.