



Thank you for signing your company up to become an Academy Centre of Excellence (ACE). In order to gain ACE accreditation you are required to complete a simple self assessment plan. The following document, PARTS I, II and III, are part of the self-assessment process and will guide you through this.

Self Assessment checklist

- | | |
|------------------|--|
| PART I: | 10 Point Code of Professional Practice |
| PART II: | Good Recruitment, Employment and Training Practice |
| PART III: | Induction, Job Skills and Management Training |

Please read through the following document and fill in the plan as you currently see your business. The plan then needs to be signed and dated and returned by your business.

In addition a simple implementation plan needs to be returned, signed and dated, outlining to the Academy how your company plans to communicate and ensure compliance with the Code of Professional Practice.

I look forward to receiving the completed forms and thank you once again for signing up to become an ACE establishment.

Best regards,

A handwritten signature in black ink, appearing to read "Daniel Moriss-Jeffery".

Daniel Moriss-Jeffery
Education and Training Manager

Daniel@afws.co.uk

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F: 01276 230 45

**SELF ASSESSMENT
- PART I -**



Academy of Food and Wine Service

ACE

- 10 Point Code of Professional Practice -

		Please Tick
1.	As an Establishment Member of the Academy of Food and Wine Service we are committed to deal professionally with all our guests, employees and suppliers in ways which are consistently open, decent and ethical.	<input type="checkbox"/>
2.	We actively encourage all those within our establishment who are individual Members of the Academy of Food and Wine Service to attend Academy events, enter industry competitions and network with other professionals.	<input type="checkbox"/>
3.	Additionally, we support all our staff in their Continuing Professional Development, help them gain nationally recognised professional qualifications and encourage the professional advancement of their careers.	<input type="checkbox"/>
4.	The restaurants, cafés and bars where our staff work, together with meeting rooms and conference facilities, provide a safe and healthy environment accessible to all.	<input type="checkbox"/>
5.	We have published details of our arrangements for charges and payments, booking conditions, and cancellations, to include our procedure for dealing with complaints.	<input type="checkbox"/>
6.	As a member of the Academy of Food and Wine Service we ensure that all our staff, and those who represent us, demonstrate professional integrity, exercise professional judgement and actively promote professional behaviour and the responsible consumption of alcohol.	<input type="checkbox"/>
7.	We have published clearly defined standards of service which our guests and clients can reasonably expect, they are compliant with minimum legal requirements and our staff are trained to ensure they are consistently applied.	<input type="checkbox"/>
8.	We ensure our staff, at all times, act with respect, recognising their own rights and responsibilities as well as those of other employees, guests and clients.	<input type="checkbox"/>
9.	Throughout their employment with the company we ensure that all our employees and those of our agents, take reasonable care to secure their own safety and welfare, together with that of others and, in so doing, meet all relevant statutory provisions.	<input type="checkbox"/>
10.	We are committed to uphold and safeguard the good name of the Academy of Food and Wine Service, to play an active part in its work, to uphold and advance the professional standards to which the AFWS is committed, and never knowingly to misrepresent its views.	<input type="checkbox"/>

I confirm that this establishment complies with all 10 items listed in the Code above and that all evidence of compliance is correct and valid at the time of application.

Name of establishment _____

Contact

Name _____ **Contact Tel** _____ **Email** _____

Name of Authorising Senior Manager _____

(The person named as authorising senior manager bears responsibility on behalf of the organisation for the accuracy of the information provide)

**SELF ASSESSMENT
- PART II -**



Academy of Food and Wine Service

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- Standard of Good Recruitment, Employment and Training Practice -

Please complete this section, PART II, and declare *to the best of your knowledge*, the extent to which you comply with all 50 criteria listed. The 50 criteria have been grouped into sets of five criteria each.

Step 1: Read through all 10 sets of five criteria, 50 in total.

Step 2: For each criteria choose the option which most applies to your business, i.e. whether the criteria is fully implemented and continuously improved (Score 3), whether the criteria is currently fully implemented - but has not yet been improved (Score 2), or whether the criteria is planned only (Score 1).

Step 3: Please write beside each criteria in the 'Evidence' box the evidence you can provide to validate the results of your self-assessment. This should be kept in a Portfolio of Evidence kept on site so it can be validated when the assessment is conducted. (It is helpful to use a simple Evidence Matrix to document any evidence you have which validates more than one criteria. Your assessor will not expect to see duplicate copies of the same evidence. An example Evidence Matrix is given on the next page).

Step 4: Once you have completed the self-assessment checklist PART II, please go on to PART III of this document.

Academy of Food and Wine Service

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Evidence Matrix (example)

You may wish to use an Evidence Matrix to document any evidence you have which validates more than one criteria. (Your assessor will not need to see duplicate copies of the same evidence). An example Evidence Matrix is given below. (It is for illustration purposes only and does not necessarily contain accurate data).

Evidence Matrix (for illustration purposes only)						
CRITERIA						
EVIDENCE	A1	A2	A3	A4	A5	etc. →
Standard Operating Procedures		√		√		
Rotas			√			
Risk Assessments						
Training records	√					
etc. ↓	√				√	
↓						

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section A: Recruitment and Selection		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
A1.*	Equal employment and promotion opportunities are available to all regardless of gender age, nationality, religion, religious belief or similar philosophical belief, ethnic group, disability or to anyone undergoing, or who has undergone, gender reassignment.					
A2.*	A diversity and equality policy is published to all employees.					
A3.*	Positive steps are taken to employ those who are disabled or disadvantaged					
A4.*	Employment opportunities are actively promoted to local minority groups.					
A5.*	There is equal pay for work of equal value.					

* Legal Requirement

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section A: Recruitment and Selection		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
A6.	All job applications are acknowledged.					
A7.	The interview process is recorded, allows questions from the applicant, and provides accurate information regarding job role, remuneration and employment terms.					
A8.	All applicants are kept informed of their progress through the recruitment and selection process, and given written confirmation of the outcome.					
A9.*	References, nationality and entitlement to work checks are made and recorded on file, together with supporting evidence.					
A10.*	The recruitment and selection process is compliant at all stages with the Discrimination and Data Protection legislation and the business regularly monitors compliance.					

* Legal Requirement

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section B: Employment		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
B1.*	Written terms and conditions of employment are signed and given to all employees, along with a job description and appropriate additional contractual documents: any future changes are agreed with employees, and amended, in writing.					
B2.*	The Working Time Directive, the Part Time Working Regulations and the Employment of Young People Regulations are applied to employment terms and appropriate records are kept.					
B3.*	Wages paid, for all age groups, meet the requirements of the National Minimum Wage Regulations and all employees receive a written, itemised, statement of pay and deductions and: a clear and transparent pay system operates complying with tax and SSP Regulations.					
B4.	Company benefits do not discriminate against any type or background of employee.					
B5.*	A written Health and Safety Policy is communicated to all staff, appropriate H&S Notices and a current Employers Liability Certificate are displayed; risk assessments (including fire, first aid, hygiene and live in accommodation) are carried out regularly.					

* Legal Requirement

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section B: Employment		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
B6.*	A written grievance procedure is in place and communicated to staff along with procedures to follow in situations of harassment, bullying and discrimination in the workplace.					
B7.	Procedures are in place to minimise potential work stress situations, to support employees with both long term and short term ill health, and to actively promote health education, flexible working arrangements are in place for employees with families or carer responsibilities.					
B8.	A written discipline and appeals procedure, including current minimum ACAS guidelines, is in place and communicated to all staff: the procedures are always followed and discipline is conducted fairly.					
B9.*	Consultation takes place with employees on health and safety matters, business transfers, redundancies, changes in terms and conditions of employment and pension arrangements.					
B10.	“Back of House” areas and general working conditions are clean and comfortable and designed to promote best working practice.					

* Legal Requirement

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section C: Training and Development		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
C1.	A training and development policy which indicates responsibilities for training, identifies the resources to be made available and reflects the values of the business, has been defined and communicated to all employees.					
C2.	A system is in place to periodically review and appraise job performance, identify changes in working practices or responsibilities and discuss development needs.					
C3.	Managers and supervisors have received training on managing people, their training and development, and a trained mentor(s), coach(es) or “buddy” are in place to support those staff, particularly those with special needs.					
C4.	Standards of performance have been defined and communicated to staff in writing, together with a description of their job and responsibilities.					
C5.	Staff are given frequent feedback on how they are getting on, action is agreed, where appropriate, to bring performance up to standard, and follow up action is taken to ensure performance has improved.					

* Legal Requirement

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section C: Training and Development		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
C6.	Training needs of individuals and groups of staff are identified with plans and timescales agreed to meet them.					
C7.	There is an appropriate budget set aside to meet the cost of training and development activities.					
C8.	There are Programmes to support the planned training which specify the learning outcomes to be achieved and how they will be assessed.					
C9.	Training, both on and off the job, is well organised, delivered in a timely manner, and using a blended mix of learning methods.					
C10.	All training activities are recorded, monitored and evaluated with a view to putting a value on the outcomes and seeking continuous improvement.					

* Legal Requirement

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section D: Recognition and Reward		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
D1.	There are opportunities to recognise exceptional performance, and loyalty.					
D2.*	Promotion is based on merit and does not discriminate in any way.					
D3.	Potential skills and aptitudes of staff are recognised, and opportunities and encouragement for advancement, development and progression are given.					
D4.	Employees are empowered to make their own decisions and to take on additional responsibilities.					
D5.	Individuals and teams are given frequent feedback on performance, action is agreed, where appropriate, to bring performance up to standard, and follow up action is taken to monitor improvements.					

* Legal Requirement

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section D: Recognition and Reward		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
D6.*	There is a clear and unambiguous pay or grading structure in place for different jobs and promotion is based on merit.					
D7.	Criteria are established for determining the basis for any pay increase or bonus payment to individuals and there are opportunities to recognise exceptional performance.					
D8.	Levels of staff satisfaction are sought, retention strategies are developed and implemented to reduce levels of staff turnover.					
D9.	Social activities, team working and open communications are encouraged between different groups and individuals.					
D10.	Exit interviews are conducted and employee turnover monitored.					

* Legal Requirement

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section E: Partnership and Communications		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
E1.	The Business has “adopted” a named local school.					
E2.	Work experience placements are arranged for both, young people, students and teachers to learn about current industry “best practice”.					
E3.	Job placements and training are offered to the long-term unemployed, disabled and disadvantaged young people and adults.					
E4.	Work placements and internships are organised and structured to ensure learning takes place in line with best practice guidelines, eg, INSPIRE and PATH.					
E5.	The Business actively takes part in careers events to promote working in the hospitality industry, particularly job and career opportunities “Front of House”.					

* Legal Requirement

Academy of Food and Wine Service

- Standard of Good Recruitment, Employment and Training Practice -

Section E: Partnership and Communications		Evidence	Planned Only (Score 1)	Currently Fully Implemented (Score 2)	Recently Reviewed and Improved (Score 3)	Comments (To be completed by assessor only)
E6.*	There are regular communications with all staff to keep them informed of business objectives and performance, consult them on changes and identify ways in which standards can be improved.					
E7.*	Arrangements are in place for keeping staff informed of changes in their terms and conditions of employment.					
E8.	There is effective work planning, scheduling and rostering to minimise split shifts and enable staff to improve productivity by working smarter not harder.					
E9.*	Staff are actively involved in securing environmental sustainability in the business and local community.					
E10.*	Procedures are in place for dealing with harassment, discrimination and bullying in the workplace, together with arrangements for the safeguarding of young people.					

* Legal Requirement

Once you have completed the self assessment PART II, please go on to PART III.

**SELF ASSESSMENT
- PART III -**



Academy of Food and Wine Service

ACE

- Induction, Job Skills and Management Training -

As a final part of the ACE Accreditation self assessment process you will need to complete the following 'Induction, Job Skills and Management Training' checklist and declare *to the best of your knowledge* which of the statements are true to your establishment and can be supported with evidence

Step 1: Read through the Entry Level, Silver Level and Gold Level checklists which relate to Induction, Job Skills Training, and Management Training and Development.

Step 2: Tick each statement which applies to your establishment. Only tick the statements which you can provide evidence for to validate your answers. This evidence will be inspected when the ACE Accreditation assessment is conducted on site.

Step 3: Once you have completed Parts I, II and III of this document, please complete the Confirmation Statement on the last page and return the document to us as an attachment to an email to AFWS: (Daniel@afws.co.uk)

Academy of Food and Wine Service

- Induction, Job Skills and Management Training -

A. Entry Level

1. Induction

There are effective arrangements in place for the initial induction training of all new staff and those changing jobs within the organisation. As a minimum this should include:

	✓
<ul style="list-style-type: none"> ▪ A plan and budget to meet the induction training needs of all full, part-time and casual staff; 	
<ul style="list-style-type: none"> ▪ An induction training programme which includes: <ul style="list-style-type: none"> – an induction to the company, department and job role; – terms and conditions of employment; – the standards of performance to be achieved; – Health and Safety; – Food and Personal Hygiene; – Fire procedures. 	
<ul style="list-style-type: none"> ▪ Accompanying Training Handouts or Staff Handbook; 	
<ul style="list-style-type: none"> ▪ Trained trainers, mentors or “buddies” to help support the training in the workplace; 	
<ul style="list-style-type: none"> ▪ A record of achievement for each individual. 	

2. Licence to Work

The Academy of Food and Wine Service “Licence to Work” programmes provide an introduction to front of house staff wishing to gain a basic entry level qualification. As a minimum:

	✓
<ul style="list-style-type: none"> ▪ All staff engaged in the service of food and beverages must hold an Academy of Food and Wine Service “Licence to Work”, or be working to achieve one within six weeks of commencing employment, in one of the following: <ul style="list-style-type: none"> – Wine Service – Food Service – Banqueting Service – Bar Service – Barista Service 	
<ul style="list-style-type: none"> ▪ The Business must specify a nominated trainer, or trainers, who have been trained, assessed and licensed by the AFWS to offer these “Licence to Work” programmes. 	
<ul style="list-style-type: none"> ▪ The Business must be registered with the AFWS and BIIAB as a Centre to offer the programmes, adopt the requisite procedures, and complete the appropriate records. 	

3. Results

	✓
The Business must be able to demonstrate that its induction training is well planned, delivered and evaluated with a minimum of 60% of staff achieving the learning outcomes sought, and results expected.	

B. Silver Level

1. Job Skills Training

There are effective arrangements in place for the continuing job skills training of all staff who have completed their induction training. As a minimum this should include:

	✓
<ul style="list-style-type: none"> ▪ A plan and budget to provide the resources necessary for the essential job skills training of all full, and part-time staff, in line with published Standards of Performance. 	
<ul style="list-style-type: none"> ▪ A job skills training programme which includes: <ul style="list-style-type: none"> – Health, Safety, and Security including: <ul style="list-style-type: none"> › reporting accidents; › electrical handling; › the control of substances hazardous to health; › carrying hot liquids; › handling glass, crockery and bottles; › manual handling; › clearing rubbish; › using knives and sharp implements. – Food safety, including the storage, holding and service of food; – Team working; – Alcohol, the law and responsible retailing; – Managing conflict; – Environmental Sustainability; – Food and Beverage Service Skills. <p>This should normally be completed within 12 weeks following induction.</p> 	
<ul style="list-style-type: none"> ▪ Accompanying Handouts, Exercises and Assessments. 	
<ul style="list-style-type: none"> ▪ Trained trainers, mentors or “buddies” to help support the training both off and on the job. 	
<ul style="list-style-type: none"> ▪ A record of achievement for each individual. 	

2. Apprenticeships

The Academy of Food and Wine Service wishes to encourage staff to gain Nationally Recognised Qualifications, or credits towards them, for all staff employed “Front of House”. This should include Pre-Apprenticeship Programmes, Apprenticeships and Advanced Apprenticeships. As a minimum:

	✓
<ul style="list-style-type: none"> ▪ Apprenticeship programmes should be in line with nationally agreed Apprenticeship Frameworks and make provision for developing: <ul style="list-style-type: none"> – Underpinning knowledge recognised by the award of a Technical Certificate; – Practical competence in the workplace recognised by the award of a National Vocational Qualification; – Transferable key or functional skills such as communication, literacy and numeracy. 	
<ul style="list-style-type: none"> ▪ Lead to a Level 2 or 3 Certificate or Diploma in Food and Beverage Service; Customer Service or Hospitality Supervision; 	
<ul style="list-style-type: none"> ▪ Be delivered by an appropriately trained trainer with a PTLLS qualification and assessor with an A301 / 302 Qualification. 	

3. Results

The Business must be able to demonstrate that its induction and job skill training is well planned, delivered and evaluated with a minimum of 70% of staff achieving the learning outcomes sought, and results expected.	✓
C. Gold Level	

1. Management Training and Development

There are effective arrangements in place for the continuing professional development of all supervisors and managers who have successfully completed their basic job skills training. This should include:

<ul style="list-style-type: none"> ▪ A plan and budget, based on an assessment of individual needs, to provide the resources necessary for the training and development of supervisors and managers working in Food and Beverage Operations in line with agreed targets and objectives; 	✓
<ul style="list-style-type: none"> ▪ A Training and Development Programme which includes learning goals for the following: <ul style="list-style-type: none"> – Productivity Management, together with work forecasting, and scheduling; – People Management, together with performance management skills; – The Management of Customer Service, together with service recovery and continuous improvement; – Revenue Management including merchandising and selling; – Financial Management, including costing and budgetary control; – Business Development including marketing, and business growth; – Environmental Sustainability including the recycling, reduction and elimination of waste. <p>In addition, where appropriate, training leading to an Award, Certificate and Registration for Personal License Holders.</p> 	
<ul style="list-style-type: none"> ▪ Accompanying workbooks, projects and workbased assignments. 	
<ul style="list-style-type: none"> ▪ Appropriately trained trainers, mentors and coaches to support the training and development both off and on the job. 	
<ul style="list-style-type: none"> ▪ A record of achievement for each individual. 	

2. Professional Management Qualifications

As part of its “Professional Progression Pathway” the Academy of Food and Wine Service wishes to encourage those in Food and Beverage management positions, or those preparing for them, to achieve nationally recognised management qualifications, or credits towards them. This should include, as a minimum, Food and Beverage Managers working towards one of the following:

<ul style="list-style-type: none"> ▪ A Certificate of Workbased Learning in Food and Beverage Management comprising modules on: <ul style="list-style-type: none"> – Managing Customer Service – Training and Developing Your Team – Managing Food and Beverage Operations or ▪ An Institute of Hospitality Management Development Certificate or ▪ A Foundation Degree in Food and Beverage, or Hospitality, Management. 	✓
<ul style="list-style-type: none"> ▪ Where appropriate Food and Beverage Managers should be actively encouraged to gain Membership of a Professional body, such as the Academy of Food and Wine Service, the Institute of Hospitality or the British 	

Institute of Innkeeping.	
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3. Results

The Business must be able to demonstrate that its induction, job skills and management training and development is well planned, delivered and evaluated with a minimum of 80% achieving the learning outcomes sought, and results expected.	✓
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Academy of Food and Wine Service

ACE

- Confirmation Statement -

I confirm that this establishment has given a true representation of the extent to which we comply with PART I (Code of Practice), PART II (Standard of Good Recruitment, Employment and Training Practice), and PART III (Induction, Job Skills and Management Training) and that we hold evidence to validate the information provided.

Name of establishment _____

Contact Name _____

Email _____ **Contact Tel** _____ **Date** _____

Name of Authorising Senior Manager _____

(The person named as authorising senior manager bears responsibility on behalf of the organisation for the accuracy of the information provide)

Once you have completed PARTS I, II and III of your self assessment document, please return it by email as an attachment to AFWS (Daniel@afws.co.uk)

