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# Government Gazette Staatskoerant

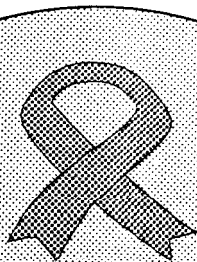
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No. 21510

**We all have the power to prevent AIDS**

AIDS  
affects  
us all



A  
new  
struggle

**AIDS  
HELPLINE**

**0800012322**

DEPARTMENT OF HEALTH

**Prevention is the cure**

## GOVERNMENT NOTICES

## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 855

25 August 2000

*Established in terms of Act 58 of 1996*

In accordance with regulation 24(2)(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

**Hospitality, Tourism, Travel, Gaming and Leisure**

registered by **NSB 11, Services**, publishes the following unit standards-based qualifications for public comment.

This notice contains the titles, fields, 'sub-fields, NQF levels, credits, and purposes of the qualifications, and the titles and specific outcomes of the unit standards upon which the qualifications are based. The full qualifications and unit standards can be accessed via the SAQA web-site at [www.saqa.org.za](http://www.saqa.org.za). Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, 659 Pienaar Street, Brooklyn, Pretoria.

Comment on the qualifications and unit standards should reach SAQA at the address below *by no later than 2S September 2000*. All correspondence should be marked **Standards Setting - SGB for Hospitality, Tourism, Travel, Gaming and Leisure**, and be addressed to

The Director: Standards Setting and Development  
SAQA

*Attention: Mr M. C. Cosser*  
Postnet Suite 248  
Private Bag X 06  
WATERKLOOF  
0145

or faxed to 012346-5812  
or e-mailed to [mcosser@saqa.co.za](mailto:mcosser@saqa.co.za)

SAMUEL B.A. ISAACS  
EXECUTIVE OFFICER

**CERTIFICATE IN GAMING (SURVEILLANCE OPERATIONS)**

<b>Field:</b>	Services
<b>Sub-field:</b>	Hospitality, Tourism, Travel, Gaming and Leisure
<b>NQF Level:</b>	3
<b>Credits:</b>	134
<b>Purpose:</b>	This qualification is developed for surveillance personnel in the gaming industry. The gaming industry is a high growth area and it is essential that the employees within the industry comply with the regulations and demonstrate a high standard internationally. This qualification will ensure that these needs are met. It will also provide a basis for further development of the learner into management areas within the gaming industry.

**UNIT STANDARDS FOR GAMING (SURVEILLANCE OPERATIONS)****Unit Standards at NQF Level 2**

1. Title: Monitor clearance and count procedures

**Unit Standards at NQF Level 3**

1. Title: Demonstrate gaming arithmetic for surveillance
2. Title: Monitor Roulette
3. Title: Monitor Blackjack
4. Title: Monitor Poker
5. Title: Monitor Slots Operations
6. Title: Monitor Financial Transactions
7. Title: Monitor Punto Bunco
8. Title: Monitor Functions of a Smart Card System

**Unit Standards at NQF Level 4**

1. Title: Operate a CCTV System
2. Title: Write surveillance reports
3. Title: Recognise and report cheat moves
4. Title: Monitor Dice

**Unit Standards at NQF Level 5**

1. Title: Carry out surveillance investigations and audits

## UNIT STANDARDS FOR GAMING (SURVEILLANCE OPERATIONS)

### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 2

**1. Title: Monitor clearance and count procedures**

- |                       |   |
|-----------------------|---|
| Specific Outcome 1.1: | State Gaming Board requirements and company procedures for the clearance, hard and soft count. (Range of count: personnel, language, drop boxes, currency canisters, alarms and recordings).    |
| Specific Outcome 1.2: | Explain the importance of accuracy when monitoring the clearance, hard and soft count, and the impact on the organisation if not done correctly.  |
| Specific Outcome 1.3: | Describe the interrelationship between the clearance, hard count, soft count and surveillance department. Demonstrated ability to make DECISIONS about practice and ACT accordingly:            |
| Specific Outcome 1.4: | Given a variance against cash counters, during the soft and hard count procedure, identify the problem and describe the appropriate steps to follow.  |
| Specific Outcome 1.5: | Monitor the count in accordance with company procedures and record and report all irregularities. (Range of count: personnel, language, drop boxes, currency canisters, alarms and recordings). |
| Specific Outcome 1.6: | Monitor the clearance in accordance with company procedures and record and report all irregularities. (Range of clearance: personnel, drop boxes, trolleys and currency canisters).             |
| Specific Outcome 1.7: | Monitor the movement of the clearance, (Range of items: coins, tokens and cash)<br>Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE                                      |
| Specific Outcome 1.8: | Given specific changes in equipment describe how performance would be adapted.  |

### UNIT STANDARDS AND SPECIFIC OUTCOMES NQF LEVEL 3

**1. Title: Demonstrate gaming arithmetic for surveillance**

- |                       |   |
|-----------------------|---|
| Specific Outcome 1.1: | Explain the importance of accuracy and speed when doing arithmetic. |
| Specific Outcome 1.2: | Describe the impact of underpaying or overpaying the punter.        |

- Specific Outcome 1.3: Explain the interrelationship between accuracy and internal customer satisfaction.  
Demonstrated ability to make DECISIONS about practice and ACT accordingly:
- Specific Outcome 1.4: Given a range of situations in tables, do the calculations quickly and accurately. (Range of situations: Opening a table, buy ins, accepting bets, checking bets, paying out, cashing out, closing a table).
- Specific Outcome 1.5: Given a range of conversions in slots, perform Rand-value conversions quickly and accurately. (Range of conversions: Rand to coin and coin to Rand).
- Specific Outcome 1.6: Given a range of conversions in cashiering, perform Rand-value , conversions quickly and accurately. (Range: Currency to chip, chip to currency).  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE
- Specific Outcome 1.7: Given specific changes in chip values, table maximum or minimum, describe how performance would be adapted,

## **2. Title: Monitor Roulette**

- Specific Outcome 2.1: Explain the importance of maintaining a high level of accuracy when monitoring American Roulette.
- Specific Outcome 2.2: State the Gaming Board and company procedures when monitoring American Roulette and explain the impact of not following these procedures.
- Specific Outcome 2.3: Explain the importance of knowing all aspects of roulette, as a monitoring officer.
- Specific Outcome 2.4: Describe features of call bets, maximum and half-maximum bets, full and part payouts.
- Specific Outcome 2.5: Explain the impact on the business if monitoring of American Roulette is not done correctly.  
Demonstrated ability to make DECISIONS about practice and ACT accordingly:
- Specific Outcome 2.6: Monitor the opening and closing of tables in accordance with relevant company procedures.
- Specific Outcome 2.7: Monitor that the dealing cycle is done in accordance with company requirements and that all security checks are followed. (Range: spinning the ball, clearing the layout, paying out bets, buying in, cashing out and accepting bets)

- Specific Outcome 2.8: Monitor that all bets placed meet the company's requirements of table limits (Range: Inner and Outer Layout)
- Specific Outcome 2.9: Monitor that mandatory announcements are clear and audible.
- Specific Outcome 2.10: Monitor and verify table fills and credits.
- Specific Outcome 2.11: Given a range of irregularities and non-compliance when monitoring the game of roulette, record a decision and report it in accordance with Gaming Legislation and company procedures.  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 2.12: Given specific changes in games or equipment, describe how performance would be adapted.
- Specific Outcome 2.13: Given a casino in a different province, describe how performance would be adapted.

**3. Title: Monitor Blackjack**

- Specific Outcome 3.1: Explain the importance of maintaining a high level of accuracy when monitoring blackjack.
- Specific Outcome 3.2: State the Gaming Board and company procedures when monitoring blackjack and explain the impact of not following these procedures.
- Specific Outcome 3.3: Explain the face value of all cards and card totals.
- Specific Outcome 3.4: Explain the importance of knowing all aspects of Blackjack, as a monitoring officer.
- Specific Outcome 3.5: Explain the impact on the business if monitoring of Blackjack is not done correctly.  
Demonstrated ability to make DECISIONS about practice and ACT accordingly:
- Specific Outcome 3.6: Monitor the opening and closing of tables in accordance with the relevant company procedure.
- Specific Outcome 3.7: Monitor that the dealing cycle is done in accordance with company requirements and that all security checks are followed. (Range: dealing the cards, paying out, taking in, buying in, cashing out and shuffling the cards),
- Specific Outcome 3.8: Monitor that all bets placed meet the company requirements regarding table limits.
- Specific Outcome 3.9: Monitor that mandatory announcements are clear and audible. (Where audio is available)

- Specific Outcome 3.10: Verify and monitor table fills and credits.
- Specific Outcome 3.11: Given a range of customer options, monitor that company procedures are adhered to. (Range: split cards, double, surrender, card/no card, insurance)
- Specific Outcome 3.12: Given irregularities and/or non-compliance when monitoring the game of Blackjack, record a decision and report it in accordance with Gaming Legislation and company procedures.  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 3.13: Given specific changes in games or equipment, describe how performance would be adapted.
- Specific Outcome 3.14: Given a casino in a different province, describe how performance would be adapted.

**4. Title: Monitor Poker**

- Specific Outcome 4.1: Explain the importance of maintaining a high level of accuracy when monitoring poker.
- Specific Outcome 4.2: State the Gaming Board and company procedures when monitoring poker and explain the impact of not following these procedures.
- Specific Outcome 4.3: Explain the importance of knowing all aspects of poker, as a monitoring officer.
- Specific Outcome 4.4: Describe the poker hands in order of value and state the corresponding odds for each hand.
- Specific Outcome 4.5: Explain the impact on the business if monitoring of poker is not done correctly.  
Demonstrated ability to make DECISIONS about practice and ACT accordingly:
- Specific Outcome 4.6: Monitor the opening and closing of tables in accordance with the relevant company procedure.
- Specific Outcome 4.7: Monitor that the dealing cycle is done in accordance with company requirements and that all security checks are followed (Range: dealing the cards, paying out, taking in, buying in, cashing out, counting the cards and shuffling the cards)
- Specific Outcome 4.8: Monitor that all bets placed meet the company requirements regarding table limits.
- Specific Outcome 4.10: Monitor that mandatory announcements are clear and audible (where audio is available)
- Specific Outcome 4.11: Verify and monitor table fills and credits.

- Specific Outcome 4.12: Given irregularities and non-compliance when monitoring poker, decide what action to take and give reasons for the decision,  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 4.13: Given specific changes in games or equipment, describe how performance would be adapted.
- Specific Outcome 4.15: Given a casino in a different province, describe how performance would be adapted.

#### 5. Title: **Monitor Slots Operations**

- Specific Outcome 5.1: Explain the importance of maintaining a high level of security in the working environment when monitoring the slots operation.
- Specific Outcome 5.2: State the Gaming Board and company procedures when monitoring the slots operation and explain the impact of not following these procedures.
- Specific Outcome 5.3: Explain the importance of knowing all aspects of monitoring gaming machine operations, as a monitoring officer,
- Specific Outcome 5.4: Explain the different monitoring situations between slots and surveillance. (Range of communication: On line system and alarm messages)
- Specific Outcome 5.5: Explain the different play tables and how they function.
- Specific Outcome 5.6: Explain the layout and why this arrangement is efficient, (Range of layout: Slots floor layout, camera positions, machine numbers and denominations)
- Specific Outcome 5.7: Given a maintenance situation, describe the learner's role.
- Specific Outcome 5.8: Explain the impact on the business of not monitoring the slots operation correctly,
- Specific Outcome 5.9: Given a range of all slot machine components, identify each component and explain its purpose, **(Range of components:** Comparator, hopper, reels, video, operational buttons and illuminations, meters, drop box, drop box door, divertor, tower light, currency acceptor, belly glass, paytable glass, card reader, EPROM's and MPU board)  
Demonstrated ability to make DECISIONS about practice and ACT accordingly:
- Specific Outcome 5.10: Interpret, monitor and verify gaming machine payouts as per company procedures.



- Specific Outcome 5.11: React to on line messages and alarms received in accordance with company procedures
- Specific Outcome 5.12: Monitor staff and guest activity, identify and report irregularities.
- Specific Outcome 5.13: Monitor, report and record slots members of staff conducting gaming machine maintenance.
- Specific Outcome 5.14: Identify individually numbered gaming machines on the slots floor.
- Specific Outcome 5.15: Identify the different components of a slot machine.  
Demonstrated ability to learn form our actions and  
ADAPT PERFORMANCE
- Specific Outcome 5.16: Given specific changes, suggest ways in which performance could be adapted. (Range of changes: sizes, layout of casino, technology or equipment)
- Specific Outcome 5.17: Given different types of slot machines, describe how performance would be adapted.

**6. Title: Monitor Financial Transactions**

- Specific Outcome 6.1: State Gaming Board and company procedures when monitoring financial transactions and explain the impact of not following these procedures.
- Specific Outcome 6.2: Describe the interrelationship between following procedures and verifying floats. (Range of procedures: sorting, batching notes, proving notes, counting and securing the float. )
- Specific Outcome 6.3: Describe present levels of forged currency and explain the ways in which this impacts on the gaming industry as a whole.
- Specific **Outcome 6.4:** Describe ways to identify forged chips, notes, coins, tokens, cheques, credit cards and vouchers.
- Specific Outcome 6.5: Describe the interrelationship between Cashiering and Surveillance, and explain how these departments rely **on** each other for clear and prompt communication.
- Specific Outcome 6.6: Explain the importance of investigating any variance and how this is done.  
Demonstrated ability to make DECISIONS about practice and ACT accordingly:
- Specific Outcome 6.7: Verify that Gaming Board requirements and company procedures for controlling floats are adhered to. (Range of money equivalents: cheques, fills, credits, credit

cards, travel cheques, forex, slot shorts and vouchers debits).

- Specific Outcome 6.8: Monitor, record, report and investigate float variances.
- Specific Outcome 6.9: Monitor different ways of counting cash and coins. (Range of equipment: Note verifiers, coins dispensers, coin counters, note counters, card readers, time/date stamps)
- Specific Outcome 6.10: Monitor the procedure for sorting and storing value. (Range of value: clips, bundles, unclipped bundles, coins, tokens and chips)
- Specific Outcome 6.11: Monitor the procedure for financial transactions. (Range of financial transactions: buy in, cash outs and redemption's)
- Specific Outcome 6.12: Investigate, record and report any variances in accordance with Gaming Board requirements. (Range of variances: shortages, overages and missing chips)
- Specific Outcome 6.13: Identify and record forgeries. (Range of forgeries: cash, credit cards, cheques, forged identify documents and travelers cheques).
- Specific Outcome 6.14: Differentiate between the different paper trails and the correct procedure for processing

**7. Title: Monitor Punto Bunco**

- Specific Outcome 7.1: Explain the importance of maintaining a high level of accuracy when monitoring the game of Punto Banco.
- Specific Outcome 7.2: Explain the importance of knowing all aspects of Punto Banco, as a monitoring officer.
- Specific Outcome 7.3: Explain how to recognise an opportunity for cheat moves when monitoring Punto Banco.
- Specific Outcome 7.4: State Gaming Board and company procedures when monitoring Punto Banco and explain the impact of not following these procedures, Demonstrated ability to make DECISIONS about practice and ACT accordingly:
- Specific Outcome 7.5: Monitor the opening and closing of tables in record and report any irregularities.
- Specific Outcome 7.6: Monitor that the dealing cycle is done in accordance with company requirements and ensure that all security checks are followed. (Range of dealing cycle: drawing rules, paying out, taking in, buying in, cashing out and shuffle of cards)

- Specific Outcome 7.7: Monitor that mandatory announcements are clear and audible (where audio is available)
- Specific Outcome 7.8: Verify and monitor table fills and credits.
- Specific Outcome 7.9: Given irregularities and non-compliance in the game, record and report these irregularities in accordance with Gaming legislation and company procedures. (Table limit is monitored and maximum bankroll is not exceeded).
- Specific Outcome 7.10: Monitor, record and report any cheat moves that may occur in accordance with Gaming legislation and company procedures, (Range of cheat moves: moving chips on layout, Vegas cup, collusion, reduce/increase bets, distracting dealers, equipment tampering or removing chips from layout)  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE
- Specific Outcome 7.11: Given specific changes in games or equipment, describe how performance would be adapted.
- Specific Outcome 7.12: Given a casino in a different province, describe how performance would be adapted,

**8. Title: Monitor functions of a Smart Card System**

- Specific Outcome 8.1: State Company procedures for the Smart Card system and describe the impact on the company of not following these procedures.
- Specific Outcome 8.2: Describe the importance of Smart Cards as an alternative currency and the benefits gained when using a Smart Card,
- Specific Outcome 8.3: Explain ways to protect the company against fraudulent use of Smart Cards and tampering.  
Demonstrated ability to make DECISIONS about practice and ACT accordingly:
- Specific Outcome 8.4: Operate the Smart Card system following the required procedures, (Range of procedures: load credits, redeem credits, system generated reports, identification of Smart Cards).
- Specific Outcome 8.5: Given a range of problems, decide how to solve the problem and give reasons for selecting that decision. (Range of problems: malfunctions, card lock with power failure and forceful removal of cards).
- Specific Outcome 8.6: Record and report the fraudulent use of Smart Cards.  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 8.7: Given specific changes in technology, describe how performance would be adapted.

**UNIT STANDARDS AND SPECIFIC OUTCOMES NQF 4****1. Title: Operate a CCTV System**

- Specific Outcome 1.1: State Gaming Board and company procedures for operating the CCTV system and monitoring all activities within the casino.
- Specific Outcome 1.2: Explain the importance of monitoring all areas of the casino and the different procedures, including the frequency of such monitoring. (Range of procedures: count, financial services, back of house, slots and tables procedures, movement of chips, non-value chips and punter scans),
- Specific Outcome 1.3: Explain the reasons for recordings being made in real time.
- Specific Outcome 1.4: Explain the procedures for tape change times, damaged tapes and the storage of tapes.
- Specific Outcome 1.5: Describe ways to reduce criminal activity using surveillance equipment.  
Explain the function and purpose of the VideoTape Library system.

**2.. Title: Write surveillance reports**

- Specific Outcome 2.1: Describe different types of reports in terms of their purpose and explain the importance of keeping accurate records and updating reports. (Range of reports: occurrence book entries, incident reports, target reports and company specific reports).
- Specific Outcome 2.2: Explain the importance of keeping updated daily registers and accurate records. (Range of registers: gaming equipment and checklists).
- Specific Outcome 2.3: Explain the impact of breaches in South African legislation, breaches in company procedures and non-compliance in the casino and stress the importance of accurate reports to back up such incidents.
- Specific Outcome 2.4: State Gaming Board and company procedures for writing surveillance reports, including all relevant information.  
Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 2.5: Compile OB entries to cover all exceptions to procedures and include these in company specific reports. (Range of exceptions: exceptions to transactions, disputes, on line reports, exceptions to daily routine entries, incidents and information reports received).

- Specific Outcome 2.6: Compile reports using only information that is accurate and comprehensive. (Range of reports: occurrence book entries, incident, company specific and target reports).
- Specific Outcome 2.7: Enter information into registers that is accurate and comprehensive. (Range of registers: gaming equipment and checklists).  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE
- Specific Outcome 2.8: Identify ways to improve report writing in a particular context.  
Suggest alternative ways to handle the prescribed reports and give reasons why it would be an improvement.

### 3. Title: **Recognise and report cheat moves**

- Specific Outcome 3.1: Describe potential areas for cheat moves in the tables and slots department.
- Specific Outcome 3.2: Explain Gaming Board and company procedures for handling and reporting cheats.
- Specific Outcome 3.3: Describe ways of identifying cheat moves.
- Specific Outcome 3.4: Explain the impact of cheater activity on the organisation. (Range: Financial and Public Relations)  
Demonstrated ability to make DECISIONS about practice and ACT accordingly:
- Specific Outcome 3.5: Given suspicious movements of patrons and/or staff when cheat movements are identified, follow the correct company procedure of investigation.
- Specific **Outcome 3.6:** Given a range of cheat moves on tables, record the incident and report it in accordance with gaming legislation and company procedures, (Range of cheat moves: moving chips on layout, reduce/increase bet, collusion, distracting the dealer, equipment tampering, top hating, past posting, Vegas cup, marked cards, removing chips from the layout)
- Specific Outcome 3.7: Given a range of cheat moves on slots, record the incident and report it in accordance with gaming legislation and company procedures. (Range of cheat moves: stringing, pilferage from gaming machine, falsifying slots short, machine tampering, collusion)
- Specific Outcome 3.8: Communicate clearly with immediate supervisor and follow the internal incident report and hand over procedure.

Specific Outcome 3.10: Inform the relevant tables or slots department manager of any incident or outcome.  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE :

Specific Outcome 3.11: Given specific changes in cheat moves, (improved technology or equipment) describe the changes one would look out for.

#### 4. Title: **Monitor Dice**

Specific Outcome 4.1: Explain the importance of maintaining a high level of accuracy when monitoring dice.

Specific Outcome 4.2: Stress the importance of knowing all aspects of dice, as monitoring officers.

Specific Outcome 4.3: State Gaming Board and company procedures when monitoring dice and explain the impact of not following these procedures.

Specific Outcome 4.4: Explain the relationship between odds and dice combinations.  
Demonstrated ability to make DECISIONS about practice and ACT accordingly :

Specific Outcome 4.5: Monitor the dice game observing the appropriate rules. (Range: dealing cycle, opening and closing the table, fills, credits, call bets, minimum and maximums, )

Specific Outcome 4.6: Monitor that mandatory announcements are clear and audible, where technology is available. (Range of announcements: stick calls, bet calls),

Specific Outcome 4.7: Monitor and verify chips on the gaming table.

Specific Outcome 4.8: Identify potential cheat activity and record and report to the appropriate person promptly. (Range of cheater activity: collusion, equipment tampering, invalid payments)

Specific Outcome 4.9: Given irregularities and non-compliance, decide what action to take and give reasons for the decision.  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE

Specific Outcome 4.10: Given a different province/country, describe how performance would be adapted.

**CERTIFICATE IN GAMING (SLOTS OPERATIONS)**

<b>Field:</b>	<b>Services</b>
<b>Sub-field:</b>	<b>Hospitality, Tourism, Travel, Gaming and Leisure</b>
<b>NQF Level:</b>	<b>3</b>
<b>Credits:</b>	<b>146</b>
<b>Purpose of qualification:</b>	<b>This qualification has been developed for slot operation personnel in the gaming industry. The gaming industry is a high growth area and it is essential that the employees within the industry comply with regulations and demonstrate a high standard internationally. This qualification will ensure that these needs are met. It will also provide the basis for further development of the learner into management areas within the gaming industry.</b>

**UNIT STANDARDS FOR CERTIFICATE IN GAMING (SLOTS OPERATIONS)****Unit standards at NQF Level 2**

1. Title: Operate communication equipment
2. Title: Recognise and track players

**Unit standards at NQF Level 3**

1. Title: Maintain security within the slots area
2. Title: Carry out maintenance of gaming machines
3. Title: Make gaming machine pay-outs
4. Title: Demonstrate knowledge of slots department and internal procedures
5. Title: Demonstrate knowledge of Smart Card System

**Unit standards at NQF Level 4**

1. Title: Demonstrate knowledge of gaming machines and procedures

**UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF Level 2****1. Title: Operate Communication Equipment**

Specific Outcome 1.1: Describe communication etiquette and procedures and give reasons for maintaining such etiquette.

Specific Outcome 1.2: Describe the procedure to be followed if communication equipment malfunctions and explain the importance of keeping such equipment in good working order.

Specific Outcome 1.3:	State the company procedures for use of communication equipment.
Specific Outcome 1.4:	Explain departmental communication interrelationships and how all relevant departments rely on each other for communication in order to function effectively. (Range of relevant departments: security, surveillance, food and beverage, finance, maintenance, technical department). Demonstrated ability to make DECISIONS about practice and ACT according:
Specific Outcome 1.5:	Secure communication equipment against unauthorised access and keep maintained and in good working order.
Specific Outcome 1.6:	Use communication equipment correctly.
Specific Outcome 1.7:	Answer the communication system correctly and respond in a professional and courteous manner ensuring that all procedures are followed,
Specific Outcome 1.8:	Given a situation decide how to deal with it and give reasons for the decision. (Range of situations: criminal activities, medical emergencies, evacuation and customer disputes)
Specific Outcome 1.9:	Report malfunctioning communication equipment promptly to the relevant persons and give details of the malfunction. Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE
Specific Outcome 1.10	Given an entirely different context (e.g. technology intensive / non-intensive business) describe the potential for radio usage in the security field.

**2. Title: Recognise and track players**

Specific Outcome 2.1:	Explain the importance to the organisation of a customer loyalty programme.
Specific Outcome 2.2:	State company procedures for on line player recognition and tracking,
Specific Outcome 2.3:	Describe the benefits for customers of a customer reward programme and explain the importance of having such a system.
Specific Outcome 2.4:	Describe own area of responsibility in promoting the programme.
Specific Outcome 2.5:	Explain the importance of confidentiality. Demonstrated ability to make DECISIONS about practice and ACT accordingly:



<b>Specific Outcome 2.6:</b>	Demonstrate and explain the benefits of on line player recognition to customers.
<b>Specific Outcome 2.7:</b>	Give complete, accurate and up to date information to customers.
<b>Specific Outcome 2.8:</b>	Communicate with customers in a courteous and friendly manner.
<b>Specific Outcome 2.9:</b>	Keep the on line player recognition system updated and explain the importance of this.
<b>Specific Outcome 2.10:</b>	Maintain communication with regular players and explain why.
<b>Specific Outcome 2.11:</b>	Given a situation with on line player recognition system, decide what to do and give reasons for the decision. (Range of situations: new customers, lost card, players who don't want to join, players who don't use their card) Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE
<b>Specific Outcome 2.12:</b>	Given specific changes in the customer reward programme (technology and equipment), describe how performance would be adapted.

### UNIT STANDARDS AND SPECIFIC OUTCOMES AT NQF Level 3

#### 1. Title: **Maintain Security within the slots area**

<b>Specific Outcome 1.1:</b>	Identify security and safety hazards. (Range of security and safety hazards: signage, electrical, chairs, broken glass, torn carpets, obstacles, emergency exit doors and suspicious people, items or packages)
<b>Specific Outcome 1.2:</b>	State company procedures for maintaining security in the slots area and explain the impact of not following these procedures. (Range of procedures: numbered stationery, emergency exit doors, keys and locks, machine, currency acceptor and drop box doors, suspicious or underage persons, unauthorised access)
<b>Specific Outcome 1.3:</b>	Explain the interrelationships between security, surveillance, relevant staff and customer satisfaction and the need for clear and audible communication.
<b>Specific Outcome 1.4:</b>	Define own area of responsibility.
<b>Specific Outcome 1.5:</b>	Identify areas of limited access to certain personnel and explain the reasons why. (Range of areas: safes / vaults, key control area, back of house areas, cashiering booths, bars, computerised systems)
<b>Specific Outcome 1.6:</b>	Maintain security within slots area and describe unauthorised access areas.

- Specific Outcome 1.7: Secure unauthorised access areas and practise responsible key, electronic access device and key card control.
- Specific Outcome 1.8: Check that electronic gaming machines are used in accordance with company rules and regulations. (Range of criteria: illegal form of play, illegal access to gaming machines & vandalism)
- Specific Outcome 1.9: Given a specific situation, identify problems and report promptly. (Range of situations: damaged machine / equipment, machine security checks)
- Specific Outcome 1.10: Even a range of problems and unusual practises involving staff or customers, decide what action to take and give reasons for the decision. (Range of Staff problems: players, onlookers, lost and found items, theft and known barred persons. Range of Customers problems: players, onlookers, lost and found items, theft and known barred persons)
- Specific Outcome 1.11: Carry out the correct procedure for unclaimed money, unclaimed jackpots, unplayed games and credits. Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 1,12: Given specific changes, suggest ways in which performance could be adapted. (Range of changes: size of casino, floor layout, technology, equipment)
- Specific Outcome 1.13: Suggest a plan for improving security in the slots area and/or workplace.

**2. Title: Carry out maintenance of gaming machines**

- Specific Outcome 2.1: Explain the importance of maintaining gaming machines and the impact of "out of order" gaming machines on the organisation.
- Specific Outcome 2.2: State the company procedures for maintenance and reporting unserviceable gaming machines.
- Specific Outcome 2.3: Explain the interrelationships between clean serviceable machines, technical department, customer satisfaction and maximised revenue.
- Specific Outcome 2.4: Explain the reasons for cleaning gaming machines.
- Specific Outcome 2.5: List the gaming machine fault codes / messages. (Range of fault codes/ messages: coin in, coin out, reels, door, currency acceptor & power)
- Specific Outcome 2.6: Given a maintenance problem with gaming machines, follow the correct procedures with minimum disruption

to players, (Range of situations: clearing spillage, refilling, coin jams, coin-out faults, no coin acceptance, faulty light bulbs, faulty currency acceptor)

- Specific Outcome 2.7: Given a gaming machine, identify faults and decide whether or not to repair the machine or to arrange for the technical department to make the repair. Give reasons for the decision. (Range of gaming machines: video and reel)
- Specific Outcome 2.8: Follow the correct procedures for unserviceable machines.
- Specific Outcome 2.9: Follow the correct procedures for cleaning gaming machines. (Range of gaming machines: Video and Reel)
- Specific Outcome 2.10: Complete maintenance records correctly and accurately.  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 2.11: Given specific changes in equipment or technology, describe how performance would be adapted during maintenance and cleaning.
- Specific Outcome 2.12: Given different types of machines, (e.g. vending machines, autobanks) describe how performance would be adapted.

3. Title: **Make Gaming machine pay-outs**

- Specific Outcome 3.1: Explain the impact of inaccuracies such as under paying or over paying on the organisation and the employee.
- Specific Outcome 3.2: Explain the difference between a jackpot and a progressive jackpot.
- Specific Outcome 3.3: State the company procedure for payouts (large and small) and bank cheque payments.
- Specific Outcome 3.4: Describe the floor layout and explain reasons for this layout. (Range of floor layout: different denomination, numbered gaming machines)
- Specific Outcome 3.5: Describe the interrelationships between not verifying customer identification and payout disputes.
- Specific Outcome 3.6: Describe the procedure for communicating payout to customer and verifier.
- Specific Outcome 3.7: Describe own area of responsibility in terms of payouts. Demonstrated ability to make DECISIONS about practice and ACT accordingly

- Specific Outcome 3.8: Execute the correct payout procedure. (Range of procedures: verification of claim, player identity, validation of machine, cancellation of incorrect pay out)
- Specific Outcome 3.9: Communicate clearly and audibly to customers and verifiers when doing payouts.
- Specific Outcome 3.10: Check and ensure that payout records are complete, accurate and up to date.
- Specific Outcome 3.11: Interpret and explain different pay tables. (Range of pay tables: multiplier, line-play, buy-pay, poker)
- Specific Outcome 3.12: Determine the Rand value conversion. (Range of conversions: coin to Rand, Rand to coin)
- Specific Outcome 3.13: Given a range of problems with customers, decide how to solve the problem and give reasons for the decision. (Range of problems: incorrect payouts, short payments, special payments, unpaid games, unplayed games, invalid identification, identification payout disputes, withheld payouts, unclaimed jackpots)  
Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE
- Specific Outcome 3.14: Given specific changes in technology and equipment, describe how performance would be adapted.
- Specific Outcome 3.15: Given a casino in a different province, describe how performance would be adapted,

**4. Title: Demonstrate knowledge of slots department and internal procedures**

- Specific Outcome 4.1: State the company procedure for the staffing structure of the gaming machine department.
- Specific Outcome 4.2: Describe the interrelationship between the various support departments. (Range of departments: slots, financial services, security, surveillance, food and beverage, public areas, maintenance, human resources, promotions and marketing)
- Specific Outcome 4.3: Stress the importance of good communication and teamwork within the slots department, including own responsibility in this area,
- Specific Outcome 4.4: Describe the applicable organogram for the slots department together with reporting lines.  
Demonstrated ability to make DECISIONS about practice and ACT accordingly:

- Specific Outcome 4.5: Record information accurately. (Range of information: key control register, manual slot short book register, ga-ming machine logbook, slot shorts, gratuity declaration)
- Specific Outcome 4.6: Follow internal procedures within the slots department correctly.
- Specific Outcome 4.7: Maintain good communication links and good service with internal customers. Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE
- Specific Outcome 4.8: Make suggestions for improving internal procedures within the slots department.

**5. Title: Demonstrate knowledge of Smart Card system**

- Specific Outcome 5.1: Explain the method of acquiring a Smart Card.
- Specific Outcome 5.2: State the relevant company procedures for the use of Smart Cards in gaming machines and explain the impact on the company of not following these procedures, (Range of procedures: load credits, redeem credits, game play & identification of smart card).
- Specific Outcome 5.3: Explain Smart Card credit limits and jackpot payouts.
- Specific Outcome 5.4: Explain the interrelationship between cashiering and customer player tracking system.
- Specific Outcome 5.5: Explain the importance of Smart Cards as an alternative to currency and the benefits of using a Smart Card. (Range of currency: coins, tokens & notes)
- Specific Outcome 5.5: Describe ways to protect the company and the customer against fraudulent use of Smart Cards and tampering.
- Specific Outcome 5.6: Deal with customers politely and efficiently. **(Range: queries & benefits)**
- Specific Outcome 5.7: Demonstrate the procedure/use of the Smart Card system to customers. (Range of procedures: load credits, redeem credits, game play and identification of Smart Cards & lost credits)
- Specific Outcome 5.8: Given a range of problems, decide how to solve the problem and give reasons. (Range of problems: malfunctions, broken cards, stolen or lost cards & lost credits),
- Specific Outcome 5.9: Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE. Given specific changes in

technology, describe how performance would be adjusted.

#### UNIT STANDARDS AND SPECIFIC OUTCOMES AT NQF 4

##### 1. Title: **Demonstrate knowledge of gaming machines and operation**

- |                       |   |
|-----------------------|---|
| Specific Outcome 1.1: | Explain the importance of knowing coin / note/ card path and route, and being able to answer customer queries in this regard.   |
| Specific Outcome 1.2: | Explain the interrelationships between serviceable machines, customer satisfaction and maximised revenue.   |
| Specific Outcome 1.3: | Explain the interrelationship between gaming machines, cashier department and customer. Demonstrated ability to make DECISIONS about practice and ACT accordingly:  |
| Specific Outcome 1.4: | Demonstrate to a customer how to initiate a game,   |
| Specific Outcome 1.5: | Explain coin/ note/ card route to customers.  |
| Specific Outcome 1.6: | Given a range of machines, identify game types, tilt codes and manufacturers. (Range of gaming machines: reel, video)   |
| Specific Outcome 1.7: | Given a range of gaming machines, explain pay tables accurately to customers, (Range of gaming machines; reel, video)   |
| Specific Outcome 1.8: | Given a range of components in gaming machines, identify components and explain their purpose. (Range of gaming machine components: meters (soft and hard), comparator/card acceptor, reels, video, currency acceptors) Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE |
| Specific Outcome 1.9: | Given specific changes in equipment or technology, describe how performance would be adapted,   |

**CERTIFICATE IN DEALING****Field: Services****Sub-field: Hospitality, Tourism, Travel, Gaming and Leisure****NQF Level: 3****Credits: 120****Purpose of qualification:**

**This qualification has** been developed for slot operation personnel in the gaming industry. The gaming industry is a high growth area and it is essential that the employees within the industry comply with regulations and demonstrate a high standard internationally. This qualification will ensure that these needs are met. It will also provide the basis for further development of the learner into management areas within the gaming industry.

**UNIT STANDARDS FOR DEALING****Unit standards at NQF Level 2**

1. Title: Demonstrate chip handling dexterity

**Unit standards at NQF Level 3**

1. Title: Comply with security procedures for dealers
2. Title: Demonstrate Casino arithmetic for dealers
3. Title: Deal blackjack
4. Title: Deal American roulette
5. Title: Deal poker
6. Title: Manage the float
7. Title: Operate the game of Punto Banco

**Unit standards at NQF Level 4**

1. Title: Recognise and report customer cheat moves
2. Title: Demonstrate and explain accepted code of conduct and business procedures within the casino
3. Title: Develop and update gaming industry knowledge
4. Title: develop self within job role
5. Title: Deal dice
6. Title: Recognise and report staff cheat moves

## UNIT STANDARDS FOR DEALING

### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 2

#### 1. Title: Demonstrate chip handling dexterity

Specific outcome 1.1: Explain the importance of accuracy, speed, neatness and security.

Specific outcome 1.2: Explain the importance of dealing with customers in a polite and efficient manner and the impact on the organisation, self and co-worker of not doing this.

Specific outcome 1.3: Describe the term mandatory announcements and explain why mandatory announcements are made.

Specific outcome 1.4: Handle chips with both hands demonstrating the correct technique. **(Range: passing a stack, pushing stacks, drop cutting, penciling, chipping, cutting into, spreading, picking, stacking up)**

Specific outcome 1.5: Make mandatory announcements clearly and audibly to customers and inspectors.

Specific outcome 1.6: Given a situation, describe the various procedures used and demonstrate the correct methods. **(Range of situations: Opening a table, buy ins, accepting bets, checking bets, paying out, cashing out, closing a table).**

Specific outcome 1.7: Given a situation with customers, decide what action to take to handle the issue and give reasons for that choice. **(Range of situations with customers: overpaying, underpaying).**

Specific outcome 1.8: **Suggest and implement ideas for improving relations with customers.**

### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 3

#### 1. Title: Comply with security procedures for dealers

Specific outcome 1.1: State company security procedures for dealers and explain the importance of following these procedures at all times. **(Range of security procedures: clean hands, language, mandatory announcements, giving / taking from customers and colleagues, pockets / sleeves, designated areas)**

Specific outcome 1.2: State Gaming Board and company procedures for security.

Specific outcome 1.3: Explain the importance of knowing and implementing Gaming Board and company procedures and the impact on the company of not following these procedures.



Specific outcome 1.4: Describe the interrelationship between security procedures, surveillance and fraud,

Specific outcome 1.5: **Maintain security procedures on an ongoing basis and explain the importance of this** for own career and surveillance department.

Specific outcome 1.6: Given a breach of security, identify the problems and describe the appropriate security/ reporting procedure. **(Range of breaches of security:** language, clothing, announcements, customers, and designated areas).

Specific outcome 1.7: Given a range of security procedures, decide what action to take and give reasons for that choice. **(Range of security procedures:** clean hands, use of English language, clear mandatory announcements, giving / taking from customers and colleagues, sewn pockets, unrolled sleeves, designated areas).

Specific outcome 1.8: Exercise discretion with minimum disruption in all security dealings with the public.

Specific outcome 1.9: Given a different position, describe broadly what adjustments would be required in security procedures.

## **2. Title: Demonstrate casino arithmetic for dealers**

Specific outcome 2.1: Explain the importance of accuracy and speed when doing mental arithmetic.

Specific outcome 2.2: Describe the impact of underpaying or overpaying the punter.

Specific outcome 2.3: Explain the interrelationship between accuracy, speed and customer satisfaction.

Specific outcome 2.4: Describe procedures for communicating payout to customer and supervisor / inspector.

Specific outcome 2.5: Given a range of situations, do the calculations quickly and accurately demonstrating the correct techniques. **(Range of situations:** Opening a table, buy ins, accepting bets, checking bets, paying out, cashing out, closing a table).

Specific outcome 2.6: Communicate information to customers and supervisors clearly and audibly and explain the importance of mandatory announcements.

Specific outcome 2.7: Adjust the components of a payout in accordance with the customer's requests. **(Range of payouts: different value chips).**

Specific outcome 2.8: Given specific changes in chip values, table maximum or minimum, describe how performance would be adapted.

Specific outcome 2.9: Given a problem with customers due to incorrect payouts, suggest alternative solutions. **(Range of problems: under paying, over paying )**

### 3. Title: Deal Blackjack

Specific outcome 3.1: Explain the importance of maintaining a high level of security in the working environment when dealing Blackjack.

Specific outcome 3.2: State Gaming Board and company procedures when dealing

Specific outcome 3.3: Blackjack and explain the impact of not following these procedures.

Specific outcome 3.4: Describe the interrelationship between dealing effectively and customer satisfaction.

**Specific outcome 3.5:** Explain why a dealer must know all aspects of Blackjack.

**Specific outcome 3.6:** Describe a range of Blackjack games and explain their differences.

Specific outcome 3.7: Given a range of situations, pace dealing to match the table action. **(Range : Busy periods, quiet periods, promotions)**

Specific outcome 3.8: Follow all security checks and demonstrate competence regarding maximums, minimums and multiples.

Specific outcome 3.9: Demonstrate knowledge of card values when dealing Blackjack.

Specific outcome 3. 10: Make mandatory announcements that are clear and audible to inspector and customers.

Specific outcome 3.11 : Deal with all customer options. **(Range: Insurance, surrender, card/no card, split, double)**

**Specific outcome 3. 12: Handle cards demonstrating the correct skills. (Range: spreading, shuffling, dealing cards, picking up)**  
Work with chips during the dealing cycle. **(Range: buy ins, checking bets, paying out, cashing out,).**

Specific outcome 3. 13: Execute a payout accurately and quickly during the dealing cycle. **(Range : Surrender, insurance, single denominations, mixed denominations, Blackjack)**

Specific outcome 3.14: Given a problem when dealing with cards, decide what action to take and give reasons for that choice. (Range: exposed cards, cards incorrectly dealt, marked cards, cheat moves)

Specific outcome 3. 15: Answer customer's questions on the game and explain the differences when compared with other games.

Specific outcome 3.16: Given specific **changes** in games or equipment, describe how performance would be adapted.

Specific outcome 3.17: Given a casino in a different province, describe how performance would be adapted.

#### 4. Title: Deal American roulette

Specific outcome 4.1: Explain the importance of maintaining a high level of security in the working environment when dealing roulette.

Specific outcome 4.2: State Gaming Board and company procedures when dealing roulette and explain the impact of not following these procedures.

Specific outcome 4.3: Explain why a dealer must know all aspects of roulette.

Specific outcome 4.4: Describe the allowable maximum and half-maximum bets, full and part payouts.

Specific outcome 4.5: Given a range of situations, pace the dealing to match the table action. (**Range** : Busy periods, quiet periods, promotions)

Specific outcome 4.6: Spin the roulette ball in accordance with company requirements and follow all security checks.

Specific outcome 4.7: Follow all security checks and demonstrate competence regarding maximums, minimums and multiples.

Specific outcome 4.8: Isolate the winning number and clear the layout accurately.

Specific outcome 4.9: Make mandatory announcements that are clear and audible to inspector and customers.

Specific outcome 4.10: Work with chips during the dealing cycle demonstrating the correct procedures. (**Range**: buy ins, checking bets, stepping the bet, paying out, and cashing out).

Specific outcome 4.11: Execute a payout accurately and quickly during the dealing cycle. (**Range**: inner and outer layout).

Specific outcome 4.12: **Deal with all customer call bets.** (**Range**: Wheel section bets, neighbour bets, maximums, half maximums, placed bets)

Specific outcome 4.13: **Given a range of irregularities** when operating the game of roulette, decide what action to take and give reasons for that choice. (**Range**: badly placed bets, late bets, cash on layout, foreign chips)

Specific outcome 4.14: **Answer customers' questions on the game and explain the differences** when compared with other games.

Specific outcome 4.15: Given specific changes in games or equipment, describe how performance would be adapted.

Specific outcome 4.16: Given a casino in a different province, describe how performance would be adapted.

## 5. Title: Deal Poker

Specific outcome 5.1: Describe a range of poker games and explain their differences.

Specific outcome 5.2: Explain the importance of maintaining a high level of security in the working environment when dealing poker.

Specific outcome 5.3: State Gaming Board and company procedures when dealing poker and explain the impact of not following these procedures.

Specific outcome 5.4: Describe the interrelationship between efficiency, understanding the game and customer satisfaction.

Specific outcome 5.5: Describe the make-up of all poker hands and odds for each game.

Specific outcome 5.6: Make mandatory announcements-clearly and audibly to inspector and customers.

Specific outcome 5.7: When dealing poker, demonstrate knowledge of card values, hands and odds. .

Specific outcome 5.8: Given a range of situations, pace dealing to match the table action (**Range : Busy** periods, quiet periods, promotions)

Specific outcome 5.9: Follow all security checks and demonstrate competence regarding maximums, minimums and multiples.

Specific outcome 5.10: Deal with all customer options correctly. (**Range: Ante, Bet box(s), Bonus, Progressive**)

Specific outcome 5.11: Handle cards correctly, demonstrating the appropriate skills. (**Range: spreading, shuffling, dealing cards, picking up, counting cards** )

Specific outcome 5.12: Work with chips during the dealing cycle. (**Range: buy ins, checking bets, paying out, and cashing out**).

Specific outcome 5.13: Execute payout accurately and quickly during the dealing cycle. (Range : Ante, Bet box(s), Bonus, Progressive)

Specific outcome 5.14: Given a problem when dealing poker hands, decide what action to take and give reasons for that choice. (**Range of problems: cards dealt incorrectly, exposed cards, marked cards, cheat moves**).

Specific outcome 5.15: Answer customer's questions on the game and explain differences when compared with other games.

Specific outcome 5.16: Given specific changes in games or equipment, describe how performance would **be** adapted.

Specific outcome 5.17: Given **a casino in a different province, describe how performance would be adapted,**

## **6. Title: Manage the float**

Specific outcome 6.1: Explain the importance of accuracy, speed, **neatness, and security.**

Specific outcome 6.2: Describe the impact on the organisation of **man-aging the float effectively and efficiently.**

Specific outcome 6.3: Explain the interrelationship between float management and customer satisfaction.

Specific outcome 6.4: Given a range of situations, check or complete the required paperwork quickly and accurately. **(Range of situations: Opening a table, accepting a fill, credit, closing a table).**

Specific outcome 6.5: Given a situation, demonstrate the correct procedures. **(Range of situations: Opening a table, accepting a fill, credit, closing a table).**

Specific outcome 6.6: Communicate to customers and supervisors **clearly and audibly and explain the importance of mandatory announcements.**

Specific outcome 6.7: Make up payouts to reflect the customer action on the table. (Colour, Value, Colour and Value)

Specific outcome 6.8: Adjust components of a payout in accordance with the customer's requests.

Specific outcome 6.9: Given specific changes in technology, describe how performance would be adapted.

## **7. Title: Operate the game of Punto Banco**

Specific outcome 7.1: Explain the importance of maintaining a high level of **security** in the working environment **when operating the game of Punto Banco.**

Specific outcome 7.2: Explain how to recognise the opportunity for cheat moves when dealing Punto Banco.

Specific outcome 7.3: State Gaming Board and company procedures when operating Punto Banco and explain the impact of not following these procedures.

Specific outcome 7.4: Describe the interrelationship between dealing effectively **and customer satisfaction.**

- Specific outcome 7.5: Given a range of situations, pace dealing to match the table action (**Range** : Busy periods, quiet periods, promotions)
- Specific outcome 7.6: Follow all security checks and demonstrate competence regarding maximums, minimums and multiples.
- Specific outcome 7.7: Demonstrate a knowledge of card values when dealing Punto Banco
- Specific outcome 7.8: Make mandatory announcements clearly and audibly to inspector and customers.
- Specific outcome 7.9: Demonstrate palette-handling skills. (**Range**: placing cards in discard bin, picking up cards)
- Specific outcome 7.10: Work with chips during the dealing cycle, demonstrating correct procedure. (**Range**: buy ins, checking bets, paying out, and cashing out).
- Specific outcome 7.11: Execute the payout accurately and quickly during the dealing cycle. (**Range** : **Bank, Player, Egalite**)
- Specific outcome 7.12:** Given a problem when dealing with cards, decide what action to take and give reasons for that choice. (**Range**: exposed cards, cards incorrectly dealt, marked cards, cheat moves)
- Specific outcome 7.13: Answer customers' questions on the game and explain differences when compared with other games.
- Specific outcome 7.14: Given specific changes in games or equipment, describe how performance would be adapted.
- Specific outcome 7.15: Given a casino in a different province, describe how performance would be adapted.

#### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 4

##### 1. Title: Recognise and report customer cheat moves

- Specific outcome 1.1: Describe potential situations/areas for cheat moves.
- “ Specific outcome 1.2: Describe a range of common customer cheat moves.
- Specific outcome 1.3: State Gaming Board and company procedures for handling and reporting cheats.
- Specific outcome 1.4: Describe the impact on the organisation if cheat moves are not recognised and reported.
- Specific outcome 1.5: Describe ways of combating cheat moves.

Specific outcome 1.6: Given a situation, identify the cheat movement and explain the correct procedure. (Range of situations: suspicious movements of patrons or teams of patrons),

Specific outcome 1.7: Given **a cheat move, decide what action to take and give reasons for that choice.** (Range of cheat moves: moving chips on layout, reduce / increase bet, customer collusion, dispute call bet, distracting the dealer, late bet, marked cards)

Specific outcome 1.8: Communicate clearly with the supervisor and describe the relevant report procedure.

Specific outcome 1.9: Given specific changes in cheat moves, (improved technology or equipment) describe the change to look for.

**2. Title: Demonstrate and explain accepted code of conduct and business procedures within the casino**

Specific outcome 2.1: Explain the importance of maintaining the employee's code of conduct. **(Range of conduct:** attendance, time keeping, appearance, honesty and integrity)

Specific outcome 2.2: Explain the importance of following security and confidentiality procedures.

Specific outcome 2.3: Explain the impact of negative body language on customers and the organisation.

Specific outcome 2.4: **Describe** relevant Gaming Board and company procedures and explain the consequences of not adhering to Gaming Board rules and regulations.

Specific outcome 2.5: Describe the casino management structure, including the company **organogram**.

Specific outcome 2.6: Explain the relationship between slots, tables, cash desk, human resources, finance, operations, security and surveillance.

Specific outcome 2.7: Given a range of situations, display the appropriate behaviour and carry out the correct procedures. (Range of situations: work attendance, punctuality, uniform, internal / external customers).

Specific outcome 2.8: Define own areas of responsibility and appropriate conduct.

Specific outcome 2.9: Given an irregular incidents, decide what action to take and give reasons for that choice.

Specific outcome 2.10: Communicate with customers, colleagues and supervisors clearly and in line with the casino confidentiality policy.

Specific outcome 2.11: Given specific changes in company policy, describe how performance would be adapted.

### 3. Title: Develop and **update gaming industry knowledge**

- Specific outcome 3.1: Describe the origin of all games that form part of the gaming industry and the different types of games.
- Specific outcome 3.2: Describe the progression of the industry in terms of games.
- Specific outcome 3.3: Explain the importance of having an understanding of the different games for self and the organisation.
- Specific outcome 3.5: Explain the importance of being able to answer customer queries and the impact on the organisation of not being able to do this.
- Specific outcome 3.6: Explain the difference between games, how they **work and the odds for winning. (Range of games: Blackjack, poker, American roulette, Punto Banco).**
- Specific outcome 3.7: Deal with customers in a polite and friendly manner.
- Specific outcome 3.8: Given customer queries about different games, answer questions to customer satisfaction. **(Range of games: Blackjack, poker, American roulette, Punto Banco).**
- Specific outcome 3.9: Describe the workings of the games, using terminology correctly.
- Specific outcome 3.10: Explain to customers the odds, minimums and maximums for different games in the establishment.
- Specific outcome 3.11: Given a different country, describe the differences in games. **(Range of countries: America, Australia, England).**
- Specific outcome 3.12: Given that the Internet is hereto stay, describe the possible future of gaming.

### 4. Title: Deal dice

- Specific outcome 4.1:** Explain the importance of maintaining a high level of security in the working environment when dealing dice.
- Specific outcome 4.2:** State Gaming Board and company procedures when dealing dice and explain the impact of not following these procedures.
- Specific outcome 4.3: Describe the interrelationship between dealing effectively and customer satisfaction.
- Specific outcome 4.4: Explain the importance of knowing all aspects of dice, including terminology.
- Specific outcome 4.5: Explain the importance of teamwork and good communication when dealing dice.
- Specific outcome 4.6: Given a range of situations, pace dealing to match the table



action (**Range** : Busy periods, quiet periods, promotions)

Specific outcome 4.7: Follow all security checks and demonstrate competence regarding maximums, minimums and multiples.

Specific outcome 4.8: Roll cut chips demonstrating the correct technique.

Specific outcome 4.9: Work efficiently with a four-man crew.

Specific outcome 4.10: Make mandatory announcements clearly and audibly to inspectors and customers. (**Range of announcements**: stick calls, bet calls).

Specific outcome 4.11: Control pace and demonstrate manual dexterity. (Range of manual dexterity: appropriate kinesthetic intelligence for visual cues and auditory cues).

Specific outcome 4.12: Demonstrate the relationship between odds and dice combinations using correct techniques.

Specific outcome 4.13: Identify areas with cheat potential and explain the reporting procedure.

Specific outcome 4.14: Given a range of disputes or misunderstandings with customers, decide what action to take to handle the situation and maintain game control and give reasons for that choice. (**Range of disputes**: payouts, bet calls, cheat moves).

Specific outcome 4.15: Given a different province or country, describe how performance would be adapted.

## 5. Title: Recognise and report staff cheat moves

Specific outcome 5.1: Describe potential areas for individual staff to cheat.

Specific outcome 5.2: State Gaming board and company procedures for handling and reporting cheats.

Specific outcome 5.3: Describe ways of combating cheat moves.

Specific outcome 5.4: Describe potential areas for staff and customers to cheat as a team.

Specific outcome 5.5: Describe potential areas for staff to cheat as a team.

Specific outcome 5.6: Given a situation, identify the cheat movements and describe the procedure for handling the cheat move. (**Range of situations**: suspicious contact between staff and patrons, suspicious staff behavior).

Specific outcome 5.7: Communicate with pit manager/surveillance clearly and describe the report procedure (pit incident report).

Specific outcome 5.8: Deal with cheat moves with minimum disruption to the rest of the punters.

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Specific outcome 5.9: Given a particular situation, suggest a new cheat move and ways it can be recognise

**CERTIFICATE IN HOSPITALITY RECEPTION****Field:** Service**Sub-field:** Hospitality, Tourism, Travel, Gaming and Leisure**NQF Level:** 4**Credits:** 126**Purpose of qualification:**

This qualification has been developed for the reception function within the accommodation industry. It brings together all aspects of front office and supervision. This qualification will professionalise the industry and is applicable to all sectors, from small bed and breakfasts to large-scale hotels. The qualification leads to the accommodation services diploma and provides articulation with Gaming, Travel and other Tourism industries.

**UNIT STANDARDS FOR HOSPITALITY RECEPTION****Unit standards at NQF Level 2**

1. Title: **Greet and assist guests on arrival and departure**

**Unit standards at NQF Level 3**

1. Title: Provide customer information and book external services  
2. Title: Maintain a booking system  
3. Title: Deal with the arrival of customers  
4. Title: Prepare customer accounts and deal with departures  
5. Title: Receive and process reservations  
6. Title: Provide a valet butler service

**Unit standards at NQF Level 4**

1. Title: Exchange foreign cash and travelers cheques

**Unit standards at NQF Level 5**

1. Title: **Co-ordinate the greeting and assisting of guests on arrival and departure.**  
2. Title: **Maintain practices and procedures** for handling foreign cash / cash equivalents.  
3. Title: **Maintain practices and procedures** for handling cash / cash equivalents.  
4. Title: **Maintain the portering / concierge service**
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**UNIT STANDARDS FOR HOSPITALITY RECEPTION****UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 2****1. Title: Greet and assist guests on arrival and departure**

- Specific outcome 1.1: Explain the importance of reporting customer complaints to the Appropriate person.
- Specific outcome 1.2: Explain the importance to the organisation of welcoming guests Correctly in terms of customers' satisfaction and impact on profitability
- Specific outcome 1.3: Explain the importance of communicating effectively and using Positive body language.
- Specific outcome 1.4: Explain the importance of knowing what facilities are available for Guests with mobility difficulties and how to assist them.
- Specific outcome 1.5: Greet guests and assist them to the location required.
- Specific outcome 1.6: Load guests' luggage according to OSH Act and company Procedures.
- Specific outcome 1.7: Pay attention to guests' luggage at all times and explain why.
- Specific outcome 1.8: Assist guests with parking and any problems that may arise.
- Specific outcome 1.9: Transport guests' luggage safely to rooms following correct Procedure.
- Specific outcome 1.10 Show, explain or demonstrate the facilities in the room to guests and Explain the importance of doing this.
- Specific outcome 1.11: Given a range of additional services, give accurate information to the Guest and arrange/organise the service.
- Specific outcome 1.12: Greet guests by name and assist with luggage on departure and Explain the importance of doing this.
- Specific outcome 1.13: Given a range of incidents, decide what action to take and give Reasons for that choice.
- Specific outcome 1.14: Prioritise work and meet work schedules.
- Specific outcome 1.15: Make suggestions on ways to improve communication with customers

**UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 3****1. Title: Provide customer information & book external services**

- Specific outcome 1.1: Explain why it is important to give accurate information and how Inaccurate information impacts on the company, the customer and The Service provider.
- Specific outcome 1.2: Explain the importance of a good general knowledge and the ways it Helps the guest.
- Specific outcome 1.3: Describe the different sources of information and explain their use.

- Specific outcome 1.4: Describe different ways of contacting service providers.
- Specific outcome 1.5: Attend to customers with minimum delay and in a polite and friendly Manner and explain the importance of this.
- Specific outcome 1.6: Given a range of inquiries, identify the customers' needs correctly and Use appropriate sources of information to provide customers' with Accurate information.
- Specific outcome 1.7: Arrange booking for external services following correct procedure and Explain the importance of doing this promptly.
- Specific outcome 1.8: Keep supplies and displays of customer information well maintained And current.
- Specific outcome 1.9: Given a range of unexpected situations decide on what action to take And give reasons for that choice.
- Specific outcome 1.10: Carry out all work in an organised and efficient manner.
- Specific outcome 1.11: Given a different type of establishment, describe ways of providing Customer information and booking services.

## **2. Title: Maintain a booking system**

- Specific outcome 2.1: Explain the importance of giving accurate information to customers and the need to be aware of time.
- Specific outcome 2.2: Explain the reasons for providing an efficient service in terms of company profitability and repeat guest business.
- Specific outcome 2.3: Explain the need to meet customer expectations in terms of knowledge of services and facilities.
- Specific outcome 2.4: Explain the importance of taking deposits in terms of 'no shows' and of accurately recording and filing details of bookings,
- Specific outcome 2.5: Explain the reasons for keeping bookings up to date and following up on unconfirmed bookings.
- Specific outcome 2.6: Explain the importance of keeping other departments informed of current and future bookings.
- Specific outcome 2.7: Given a range of customers, deal with customers politely and efficiently and identify their requirements correctly. **(Range of customers:** booking agencies, customers with communication difficulties, customers with mobility difficulties, regular customers or VIPS, customers requiring bookings for groups)
- Specific outcome 2.8: Give customers accurate information and meet their enquiry needs.
- Specific outcome 2.9: Promote the establishment's services and facilities at all appropriate times and explain why. **(Range of services and facilities:** sleeping accommodation, conference, function, exhibition room, and restaurants).
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- Specific outcome 2.10: Determine the availability of services and facilities correctly and communicate this clearly to the customer.
- Specific outcome 2.11: Offer alternative facilities to customers and explain the importance of doing this.
- Specific outcome 2.12: Given a range of bookings, take down the details and record the booking using a manual or computerised booking system. **(Range of bookings:** telephone, face-to-face, letters, fax, internet)
- Specific outcome 2.13: Provide customers with confirmations of bookings and all relevant information.
- Specific outcome 2.14: Confirm the bookings and request deposits from customers as appropriate per organisational requirements.
- Specific outcome 2.15: Given a range of amendments, choose a procedure and give reasons for the method chosen. **(Range of booking amendments:** change in services or facilities required, change in date or time required, change in customers personal details, change in number of people, booking cancellations)
- Specific outcome 2.16: Given a system failure or error in manual systems, decide what action to take as appropriate and explain why, **(Range of system failure:** equipment /system failure or errors in manual system)
- Specific outcome 2.17: Carry out all work in an organised and efficient manner taking account of priorities.
- Specific outcome 2.18: Describe situations where a guest's booking has been cancelled incorrectly and how the problem could be solved.
- Specific outcome 2.19: In a different type of establishment (B & B, game lodge) describe how Performance would be adapted in maintaining a booking system.

### **3. Title: Deal with the arrival of customers**

- Specific outcome 3.1: Explain the importance of obtaining documentation correctly completed by the guest in terms of the legal requirements and impact on safety for the establishment.
- Specific outcome 3.2: Explain why a good knowledge of services and facilities is required and how this affects the promotion of the establishment.
- Specific outcome 3.3: Explain the importance of distributing guest arrival information to other departments.
- Specific outcome 3.4: Explain why it is important to greet guests in a welcoming manner, in terms of professionalism.
- Specific outcome 3.5: Explain the reasons for establishing credit details from a guest in accordance with organisational requirements.

Specific outcome 3.6: Greet customers and interact with them in a polite and friendly manner at all times and explain the importance of doing this.

Specific outcome 3.7: Given a range of services/ facilities, identify the guest's requirements correctly, determine the availability of the services and communicate this information clearly to the customer. **(Range of services and facilities:** sleeping accommodation, function, conference, exhibition rooms, leisure)

Specific outcome 3.8: Offer and specify alternative services and invite guests to make a booking.

Specific outcome 3.9: Make a booking using a manual or computerised system.

Specific outcome 3.10: Complete the registration documentation correctly.

Specific outcome 3.11: Given that a guest does not have a booking, decide on the method of payment in line with company credit procedures.

Specific outcome 3.12: Promote the establishment's services and facilities at all appropriate times and explain the importance of doing this.

Specific outcome 3.13: Prepare guest's information before arrival and explain why this is important.

Specific outcome 3.14: Retrieve customer's booking details from the booking system and check details with the customer.

Specific outcome 3.15: Given a range of problems, decide what action to take to solve the problem and give reasons for that choice. **(Range of problems:** equipment/system failure, error in booking dates)

Specific outcome 3.16: Carry out all work in an organised and efficient manner.

Specific outcome 3.17: Given a different type of establishment (B&B, 2 star hotel, resort hotel) describe how performance would be adapted when dealing with the arrival of guests.

Specific outcome 3.18: Given a range of guests (rude/aggressive guests, inebriated guest/guest with no booking found, but made in advance), describe how performance would be adapted when dealing with such guests.

#### **4. Title: Prepare customer accounts and deal with departures**

Specific outcome 4.1: Describe the interrelationship between regularly updating guest accounts and the impact this has on the company's profit.

Specific outcome 4.2: Explain the importance of giving accurate information to guests and describe ways in which inaccurate information impacts on the department.

Specific outcome 4.3: Explain the importance of keeping guest accounts in a secure place and the consequences of accounts falling into the wrong hands.

Specific outcome 4.4: Explain the importance of making credit checks on guest accounts.

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- Specific outcome 4.5: Explain why complaints, comments and suggestions must be recorded and feedback given to the appropriate person.
- Specific outcome 4.6: Explain the importance of preparing and finalizing account documentation before departure of guests.
- Specific outcome 4.7: Given a range of account adjustments, enter charges and make account adjustments on guests accounts regularly and accurately using a manual or computerised system. (**Range of account adjustments: charges, allowances** or discounts, refunds, deposits or prepayments, transfers)
- Specific outcome 4.8: Deal with accounts that have exceeded the credit limit, following correct procedures.
- Specific outcome 4.9: File and store account documentation correctly.
- Specific outcome 4.10: Check customer credit and ensure that customers are within their credit limit.
- Specific outcome 4.11: Complete customer accounts accurately for presentation to customers before departure.
- Specific outcome 4.12: Check customers' payment is correct.
- Specific outcome 4.13: Collect keys and other establishment property from customers before departure.
- Specific outcome 4.14: Given a range of problems, decide what action to take to solve the problem and give reasons for that choice. (**Range of problems: equipment/system failure, error in accounts, accounts** not pre-prepared, guest dispute regarding accounts)
- Specific outcome 4.15: Prioritise and organise all work in accordance with customer needs.
- Specific outcome 4.16: In the event of a system failure describe how performance would be adapted when dealing with guests and processing accounts.

## 5. Title: Receive and **process reservations**

- Specific outcome 5.1: Explain the importance of a good knowledge of services and facilities and how incorrect information would impact on cost and customer satisfaction.
- Specific outcome 5.2: Describe the interrelationship between different sectors of the tourism and hospitality industries and how they relate to reservations.
- Specific outcome 5.3: Explain the reasons for quickly and accurately dealing with customers making reservations.
- Specific outcome 5.4: Explain a central reservations system and how this system would impact on performance in the reservations department.
- Specific outcome 5.5: Describe ways of dealing with power failures and booking errors.
- Specific outcome 5.6: Use and up date the manual or computerised reservation system in accordance with organisational procedures.



- Specific outcome 5.7: Given a range of reservations and a range of customers, check availability of service, advise guests and suggest alternatives. (Range of reservations: phone, fax/ mail, face to face, internet) (Range of customers: individual, group, VIP, conference delegates)
- Specific outcome 5.8: Explain why it is important to accurately answer enquires regarding costs and other product features.
- Specific outcome 5.9: Check customer history and use this information to assist in making the reservation.
- Specific outcome 5.10: Make the reservation following the correct procedure and record customer and payment details accurately.
- Specific outcome 5.11 :Record special requests clearly and accurately and explain the importance of doing this for the organisation.
- Specific outcome 5.12: File completed reservations correctly.
- Specific outcome 5.13: Explain the reasons for accurately recording cancellations and amendments to reservations.
- Specific outcome 5.14: Explain the importance of advising departments and colleagues of specific customer requirements.
- Specific outcome 5.15: Compile relevant reservation statistics accurately and explain the importance of forwarding them to the manager.
- Specific outcome 5.16: Given a situation where the computer system has failed and no reservations are received from central reservations system, describe ways to solve the situation.
- Specific outcome 5.17: In a different type of establishment (B&B/game lodge) where a manual system is used, describe how reservation requests are dealt with.

## **6. Title: Provide a valet butler service**

- Specific outcome 6.1: Explain the importance of having a current knowledge of hotel facilities, local services and news issues.
- Specific outcome 6.2: Explain the importance of developing a rapport with guests in terms of customer satisfaction.
- Specific outcome 6.3: Explain the reasons for maintaining guest confidentiality particularly with VIP guests.
- Specific outcome 6.4: Describe the interrelationship between customer satisfaction and a good knowledge of wines and food when working in VIP and executive guest areas.
- Specific outcome 6.5: Explain why VIP records must be kept updated.
- Specific outcome 6.6: Explain the importance of following specified packing procedures, given a range of suitcases, suit hangers and kit bags.
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- Specific outcome 6.7: Describe the interrelationship between cost, time and maintaining required stock levels of food and beverage items in executive guest areas.
- Specific outcome 6.8: Explain why guest complaints and queries must be dealt with accurately and promptly and should be seen as an opportunity to improve performance.
- Specific outcome 6.9: Communicate with guests in a welcoming and friendly manner and explain the importance of doing this.
- Specific outcome 6.10: Explain/demonstrate facilities within the rooms clearly to guests.
- Specific outcome 6.11 :Handle guest requests promptly and collect and deliver guest items promptly.
- Specific outcome 6.12: Given a range of services, provide or organise all the services within the specified time frames, **(Range of services:** laundry, pressing, polishing shoes, guest repairs)
- Specific outcome 6.13: Maintain confidentiality regarding guest property and activities at all times.
- Specific outcome 6.14: Maintain current knowledge of hotel and local services and explain the importance of giving guests accurate information. **(Range of services: turn down,** courtesy bar/ lounge, room service, breakfast, local services/ facilities, special functions, in house reward programme)
- Specific outcome 6.1 5: Complete set-ups in executive guest areas within specified time frames and present and serve food and beverage items in an attractive manner.
- Specific outcome 6, 16:Maintain stock levels following correct procedures and keep executive areas spotlessly clean and explain the importance of doing this.
- Specific outcome 6. 17:Prioritise and delegate work where necessary.
- Specific outcome 6.18: Given a situation where guest VIP details have not been updated and the requests of the guest are not met, describe how to solve this problem to meet guests needs.

#### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 4

##### 1. Title: Exchange foreign cash and travelers cheques

- Specific outcome 1.1: Describe the interrelationship between customer satisfaction and cost in terms of the correct rate of exchange and accurate calculations being used.
- Specific outcome 1.2: Explain the importance of issuing a receipt for foreign exchange.

- Specific outcome 1.3: Describe ways to access foreign cash and travelers cheques.
- Specific outcome 1.4: Explain how exchange calculations are done accurately using the correct exchange rate.
- Specific outcome 1.5: Explain how the exchange point is secured from unauthorised access  
Describe the receipting system for traveller's cheques.
- Specific outcome 1.6: Validate, complete and authorise traveller's cheques correctly and explain the importance of following the procedure.
- Specific outcome 1.7: Store travelers' cheques and cash safely and correctly, and explain why.
- Specific outcome 1.8: Given a range of problems, decide what action to take and give reasons for that choice. (**Range of problems:** customer queries, computer failure, incorrect calculations, incorrect exchange/ commission rate)
- Specific outcome 1.9: Carry out all work accurately and efficiently.
- Specific outcome 1.10: Given a situation where a fraudulent traveller's cheque is presented, follow the correct procedure and explain how to deal with the guest.
- Specific outcome 1.11 :Given a situation where a guest exchanges cash and the cashier is unable to meet the full exchange payment, explain how to deal with the guest.
- Specific outcome 1.12: Given a situation where a guest exchanges cash and the cashier is Unable to meet the full exchange payment, explain how to deal with the guest.

## UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 5

### 1. Title: Co-ordinate the greeting and assisting of guests on arrival and departure

- Specific outcome 1.1: Explain the importance of taking action when there are communication or language difficulties.
- Specific outcome 1.2: Explain the importance of meeting requests for additional services in terms of how this impacts on customer satisfaction.
- Specific outcome 1.3: Describe how to assist guests with special needs.
- Specific outcome 1.4: Describe how to organise the department to prepare for the arrival of big groups.
- Specific outcome 1.5: Explain why the arrival of guests is such an important part of the guest's stay and the importance of being well prepared.
- Specific outcome 1.6: Distribute portering tasks according to priority to ensure that luggage and other items are transported to guest's rooms safely and promptly.
- Specific outcome 1.7: Distribute work to ensure that individual guests and groups are assisted with parking where appropriate on arrival.
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Specific outcome 1,8: Carry out a group check-in following correct procedure.

Specific outcome 1.9: Explain and offer additional guest services and give assistance in accordance with company procedures. **(Range of additional services: valet / car wash, chauffeur)**

Specific outcome 1.10: Assist guests with luggage on departure.

Specific outcome 1,11 :Identify the correct bus for the group and load their luggage safely and efficiently.

Specific outcome 1.12: Given a range of unexpected situations, decide what action to take to deal with the situation and give reasons for that choice. **(Range of unexpected situations: accidents / injury, lack of portering staff, late tour bus)**

Specific outcome 1.13: Prioritise all work correctly to maximise customer satisfaction.

Specific outcome 1.14: Given a situation where the hotel deals primarily with airline crew groups, describe how to co-ordinate the arrival and departure of the groups.

## **2. Title: Maintain practices and procedures for handling foreign cash / cash equivalents**

Specific outcome 2.1: Describe the procedures to follow that are in accordance with organisational requirements, given a situation where a customer is suspected of fraud.

Specific outcome 2.2: Explain the importance of limits for credit card use in terms of the impact on customer satisfaction and cost to the company.

Specific outcome 2.3: Explain the reasons for having procedures in place for the prevention of fraud.

Specific outcome 2.4: Describe the impact on security and safety of moving cash and cash equivalents.

Specific outcome 2.5: Instruct staff fully on cash-system operating procedures, relevant organisational requirements and the secure and safe handling of cash and cash equivalents.

Specific outcome 2.6: Given a range of cash equivalents, process payments using a manual or computerised system, **(Range of cash equivalents: international charge cards, travelers cheques)**

Specific outcome 2.7: Display exchange and commission rates for foreign cash and cash equivalents prominently and advise/announce changes in these rates promptly.

Specific outcome 2.8: Identify and investigate cash system irregularities and discrepancies promptly, and explain the importance of doing this.

Specific outcome 2.9: Authorise and refund cheque and/or credit card payments following correct procedure.

Specific outcome 2.10: Given case studies of credit card fraud, describe how to identify and rectify the problems caused.

Specific outcome 2.11: Given a situation where refunds must be made in cash or to international guests, describe how to overcome the problems arising.

### **3. Title: Maintain Practices and procedures for handling cash/ cash equivalents**

Specific outcome 3.1: Explain the procedures for handling customers suspected of fraud.

Specific outcome 3.2: State the company procedures for credit card use and credit limits.

Specific outcome 3.3: Describe steps that can be taken to prevent fraud.

Specific outcome 3.4: Instruct staff fully on cash-system operating procedures, relevant organisational requirements and the secure and safe handling of cash and cash equivalents.

Specific outcome 3.5: Given a range of cash equivalents, process payments following correct procedure using a manual or computerised system. **(Range of cash equivalents: vouchers, cheques, creditor charge cards )**

**Specific outcome 3.6: Given the movement of cash and cash equivalents, follow the correct procedure with special reference to safety.**

**Specific outcome 3.7: Identify and investigate promptly any cash system irregularities and discrepancies and explain the importance of doing this.**

Specific outcome 3.8: Authorise and refund cheque and/or credit card payments following correct procedure.

Specific outcome 3.9: Deal effectively with problems in the system and explain the importance of reporting problems outside own scope of responsibility.

Specific outcome 3.10: Given any other hospitality environment, describe how performance would be adapted when processing cash, credit and debit card payments.

### **4. Title: Maintain the portering / concierge service**

Specific outcome 4.1: Explain the importance of ensuring that staff has customer care skills.

Specific outcome 4.2: Describe ways that staff can be monitored and explain the importance of doing this.

Specific outcome 4.3: Describe the procedures for dealing with staff who fail to meet the required standard of performance.

Specific outcome 4.4: Describe the procedures for handling guest complaints and explain the importance of handling complaints promptly.

Specific outcome 4.5: Implement procedures to maintain the quality of the porter/ concierges service and monitor the standards on an ongoing basis.

Specific outcome 4.6: Instruct porters/concierges concerning relevant procedures and

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systems with the emphasis on being able to use equipment and follow procedures correctly. ( **Range of systems and procedures:** customer mail and message systems, call board paging systems, music systems, luggage systems, security systems, cash handling system)

Specific outcome 4.7: Inform staff of general operational procedures and stress the importance of adhering to the standards.

Specific outcome 4.8: Monitor the condition of the porter desk to ensure that it enhances the image of the organisation.

Specific outcome 4.9: Instruct porters/concierges to maintain a professional image, give prompt service and communicate with guests in a clear and friendly manner.

Specific outcome 4.10: Given a range of problems, take steps to minimise disruption to the portering / concierges service and explain the importance of doing this. (**Range of problems:** equipment problems, staffing problems)

Specific outcome 4.11 :Encourage staff to identify problems and suggest ways to solve them in terms of the cost to the company and as a motivational tool.

Specific outcome 4.12:Keep accurate and up to date records and explained why this is important.

Specific outcome 4.1 3: Given a different type of establishment (B&B/country house/game lodge) describe the type of porter/ concierge services required.

**CERTIFICATE IN PROFESSIONAL COOKERY**

<b>Field:</b>	Sevices
<b>Sub-field:</b>	Hospitality, Tourism, Travel, Gaming and Leisure
<b>NQF Level:</b>	4
<b>Credits:</b>	145
<b>Purpose:</b>	This qualification has been developed for professionals in the food preparation as well as supervision. This qualifications will professionalise the industry and is applicable to all sectors, form small restaurants to large-scale hotels. The qualification provides articulation with Gaming, Travel and other Tourism industries.

**UNIT STANDARDS FOR PROFESSIONAL COOKERY****Unit Standards at NQF Level 2**

1. Title: Handle and maintain utensils and equipment.
2. Title: Handle and store food.
3. Title: Clean food production areas and equipment.
4. Title: Clean and store crockery and cutlery.
5. Title: Clean food production areas, equipment and utensils.
6. Title: Prepare and cook basic pulse dishes.
7. Title: Prepare and cook basic rice dishes.
8. Title: Prepare and cook basic egg dishes.
9. Title: Prepare and cook basic pasta dishes.
10. Title: Prepare and cook basic shellfish dishes.
11. Title: Prepare and cook vegetables for basic hot dishes and salads.
12. Title: Prepare and cook basic fruit dishes.
13. Title: Prepare and cook starch.
14. Title: Prepare and cook basic vegetable protein dishes.

**Unit Standards at NQF Level 3**

1. Title: Prepare and cook basic sauces and soups.
2. Title: Handle and store food.
3. Title: Prepare and cook basic fish dishes.
4. Title: Prepare and cook basic dough dishes.
5. Title: Prepare and cook basic pastry dishes.
6. Title: Prepare, bake and decorate basic cakes and biscuits.
7. Title: Prepare and present food for cold presentation.
8. Title: Cook - chill foods.
9. Title: Cook – freeze foods.
10. Title: Provide a cook-freeze or cook-chill food service to clients.
11. Title: Prepare cook and finish fresh pasta dishes.

### Unit Standards at NQF Level 4

1. Title: Prepare and cook basic meat, poultry, game or offal dishes.
2. Title: Prepare and cook basic cold and hot desserts.
3. Title: Manage one's own development.

### Unit Standards for NQF Level 5

1. Title: Maintain food production operations.
2. Title: Maintain a cleaning programme for kitchen areas and equipment.
3. Title: Maintain and promote food hygiene in the kitchen.
4. Title: Maintain food production quality control systems, procedures and specifications.
5. Title: Maintain supply levels
6. Title: Develop and implement new recipes and menus.

## UNIT STANDARDS FOR PROFESSIONAL COOKERY

### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 2

#### 1. Title: Handle and maintain utensils and equipment.

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| Specific Outcome 1.1: | Explain the importance of cleaning and sanitizing cutting boards after each use in terms of the impact on hygiene.                 |
| Specific Outcome 1.2: | Explain the importance of storing utensils and equipment according to organisational requirements.                                 |
| Specific Outcome 1.3: | Clean and maintain utensils and equipment following correct procedures.  |
| Specific Outcome 1.4: | Store utensils and equipment correctly and in accordance with organisational requirements.   |
| Specific Outcome 1.5: | Given an unexpected situation, decide what action to take and give reasons for that choice.  |
| Specific Outcome 1.6: | Complete all work in an organised and efficient manner in order to meet schedules and organisational requirements.                 |
| Specific Outcome 1.7: | Given a situation where equipment has not been correctly stored and is no longer hygienic, describe ways to rectify the situation. |

#### 2. Title: Handle and store food.

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| Specific Outcome 2.1: | Explain the importance of ensuring that food is stored correctly while being thawed. |
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- Specific Outcome 2.2: Explain why various goods must be stored separately.
- Specific Outcome 2.3: Explain the importance of securing storage areas from unauthorised access.
- Specific Outcome 2.4: Explain why different storage areas are used to store different types of foods.
- Specific Outcome 2.5: State organisational requirements for handling and storing different food types.
- Specific Outcome 2.6: Store various cooked and uncooked food items following organisational procedures.
- Specific Outcome 2.7: Handle food items, ensuring that the packaging remains undamaged.
- Specific Outcome 2.8: Thaw frozen food demonstrating the correct procedure.
- Specific Outcome 2.9: Keep storage areas clean, tidy and free from refuse and secure from unauthorised access.
- Specific Outcome 2.10: Given a range of unexpected situations, decide what action to take and give reasons for that choice.
- Specific Outcome 2.11: Complete all work in an organised and efficient manner.
- Specific Outcome 2.12: Given any other hospitality environment, describe how performance would be adapted.

**3. Title: Clean food production areas and equipment.**

- Specific Outcome 3.1: Explain the importance of handling and disposing of waste correctly in terms of the impact on hygiene.
- Specific Outcome 3.2: Explain the importance of identifying and selecting the correct cleaning materials for different types of surfaces and equipment.
- Specific Outcome 3.3: Explain the reasons for turning off equipment before dismantling and cleaning and the impact on safety.
- Specific Outcome 3.4: State company procedures for cleaning food production areas and equipment.
- Specific Outcome 3.5: Clean sinks and handbasins and ensure they are free flowing in accordance with organisational requirements.
- Specific Outcome 3.6: Clean a range of surfaces demonstrating the correct procedures.
- Specific Outcome 3.7: Clean all areas using correct procedures.

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Specific Outcome 3.8:	Use correct cleaning equipment and materials and explain <b>why</b> these materials are used.
Specific Outcome 3.9:	Clean and store equipment after use demonstrating the correct procedures.
Specific Outcome 3.10:	Dispose of refuse and waste food correctly and ensure containers are clean and ready for use.
Specific Outcome 3.11:	Switch off food production equipment, then dismantle, clean and reassemble correctly
Specific Outcome 3.12:	Store equipment correctly after cleaning and explain the importance of doing this.
Specific Outcome 3.13:	Given a range of unexpected situations, decide what action to take and give reasons for that choice.
Specific Outcome 3.14:	Complete all <b>work in an organised manner</b> .
<b>Specific Outcome 3.15:</b>	Given a different type of hospitality establishment describe how performance would be adapted.

**4. Title:        Clean and store crockery and cutlery.**

Specific Outcome 4.1:	Explain why damaged crockery and cutlery should not be used and the importance of reporting damaged items to a supervisor.
Specific Outcome 4.2:	Explain the reasons for using the correct equipment to polish cutlery.
Specific Outcome 4.3:	Explain the importance of using the correct cleaning materials in terms of the impact on hygiene.
Specific Outcome 4.4:	Explain the importance of stacking crockery safely and carefully and the procedure for dealing with damaged crockery.
Specific Outcome 4.5:	Explain the importance of keeping cleaning equipment and machinery clean, free from damage and ready for future use.
Specific Outcome 4.6:	Explain the organisational requirements for cleaning and storing crockery and cutlery.
Specific Outcome 4.7:	Prepare crockery and cutlery for cleaning in accordance with organisational requirements.
Specific Outcome 4.8:	Use cleaning equipment demonstrating correct procedures.

- Specific Outcome 4.9:** Wash crockery and cutlery at the appropriate temperature using correctly diluted cleaning materials in the dishwasher or the sink.
- Specific outcome 4.10:** Dispose of waste or dirty water according to organisational requirements.
- Specific Outcome 4.11:** Dry and store crockery and cutlery demonstrating correct procedures.
- Specific Outcome 4.12:** Keep storage areas clean, tidy and free from refuse and explain the importance of doing this.
- Specific Outcome 4.13:** Polish cutlery where appropriate, then stack and store correctly ready for use,
- Specific Outcome 4.14:** Given a range of unexpected situations, decide what action to take and give reasons for that choice
- Specific Outcome 4.15:** Complete all work in an organised and efficient manner.
- Specific Outcome 4.16:** Given a different type of hospitality establishment describe how crockery and cutlery storage procedures could differ.

**5. Title: Clean food production areas, equipment and utensils.**

- Specific Outcome 5.1:** Explain the procedure for correct handling and disposal of waste, with reasons.
- Specific Outcome 5.2:** Explain the importance of turning off equipment before dismantling and cleaning and the impact on safety of not doing so.
- Specific Outcome 5.3:** Explain the reasons for descaling the elements in a bain-marie.
- Specific Outcome 5.4:** Explain the importance of using cleaning agents/equipment correctly.
- Specific Outcome 5.5:** Explain reasons for cleaning and sanitizing cutting boards after use and the impact on food hygiene of not doing so.
- Specific Outcome 5.6:** State organisational requirements when cleaning food production areas, equipment and utensils.
- Specific Outcome 5.7:** Clean sinks and hand basins and ensure they are free flowing in accordance with health regulations.
- Specific Outcome 5.8:** Given a range of work surfaces, clean correctly according to organisational procedures and comply with OHS act specifications.

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Specific Outcome 5.9:	Clean floors and walls correctly and satisfy health regulations.
Specific Outcome 5.10:	Clean drains, gullies, traps and overflows correctly and ensure they are free flowing.
Specific Outcome 5.11:	Clean shelving, cupboards and drawers correctly and ensure they are tidy and hygienic.
Specific Outcome 5.12:	Given a range of food production equipment, switch off equipment correctly before dismantling and during cleaning.
Specific Outcome 5.13:	Clean food production equipment following correct procedure and reassemble according to manufacturer's instructions and to meet health and safety requirements.
Specific Outcome 5.14:	Use the correct cleaning equipment and materials.
Specific Outcome 5.15:	Store cleaning equipment correctly after cleaning.
Specific Outcome 5.16:	Given a range of utensils and considering the range of materials utensils are made of, select appropriate cleaning equipment and materials.
Specific Outcome 5.17:	Clean, dry, and store finished items correctly.
Specific Outcome 5.18:	Dispose of refuse and waste food correctly and clean containers hygienically.
Specific Outcome 5.19:	Given a range of unexpected situations decide what action to take and give reasons for that choice.
Specific Outcome 5.20:	Complete all work in an organised and efficient manner taking account of priorities and deadlines.
Specific Outcome 5.21:	Given a situation where the chemicals normally used for cleaning ovens are not available, describe how to ensure that the oven is properly cleaned.
Specific Outcome 5.22:	Given a situation where only a limited number of wooden cutting boards rather than plastic ones are available, suggest alternatives to ensure that they are hygienically clean and safe to use.
Specific Outcome 5.23:	Given a situation where the drains are blocked, e.g. Christmas / public holidays and it is impossible to find an available plumber, suggest ways to solve the problem.

**6. Title: Prepare and cook basic pulse dishes.**

- Specific Outcome 6.1: Describe the main contamination threats when preparing and cooking pulses and their impact on the organisation.
- Specific Outcome 6.2:** Explain the relationship between time and temperature when cooking pulse dishes in terms of costs, customer satisfaction, quality of food and food hygiene.
- Specific Outcome 6.3: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically-clean.
- Specific Outcome 6.4: Explain the importance of soaking dried pulses before cooking.
- Specific Outcome 6.5: State organisational procedures for preparing, cooking and storing basic pulse dishes.
- Specific Outcome 6.6: Clean preparation and cooking areas and equipment hygienically prior to use and comply with the OHS act.
- Specific Outcome 6.7: Given a range of pulses, select the required type, quality and quantity of pulse dish ingredients
- Specific Outcome 6.8: Identify the appropriate preparation methods for pulses.
- Specific Outcome 6.9: Combine the pulse dish correctly with other ingredients ready for cooking.
- Specific Outcome 6.10: Given a range of cooking methods, cook the pulse dish using appropriate methods
- Specific Outcome 6.11: Given a range of pulse dishes, finish, garnish and present the pulse dish in accordance with recipe specifications
- Specific **Outcome 6.12:** Store pulse dishes not for immediate consumption hygienically.
- Specific Outcome 6.13:** Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 6.14:** Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 6.15:** Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 6.16:** Given a situation where a pulse dish has to be prepared for a banquet as a starter, describe what would be considered a suitable dish.
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Specific Outcome 6.17: Given a vegetarian customer, name a starter and main course that would be suitable for service, using pulses as the main ingredients.

**7. Title: Prepare and cook basic rice dishes.**

- Specific Outcome 7.1: Explain the main contamination threats when preparing and storing rice.
- Specific Outcome 7.2: Explain the importance of the relationship between time and temperature when preparing basic rice dishes in terms of costs, customer satisfaction, food hygiene and quality of food.
- Specific Outcome 7.3: Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 7.4: State organisational requirements when preparing, cooking and storing rice dishes.
- Specific Outcome 7.5: Clean preparation areas and equipment hygienically prior to use and comply with the OHS act.
- Specific Outcome 7.6: Given a range of types of rice, select the required type, quality and quantity of rice and other ingredients.
- Specific Outcome 7.7: Given a range of other ingredients, combine the rice and other ingredients, then prepare and cook according to recipe specifications
- Specific Outcome 7.8: Finish, garnish and present the prepared rice dishes.
- Specific Outcome 7.9: Store the finished rice dishes not for immediate use hygienically.
- Specific Outcome 7.10: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 7.11: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 7.12: Complete all work in an organised and efficient manner taking account of priorities and deadlines,
- Specific Outcome 7.13: Given a situation where rice risotto has to be prepared for a function of 1 000 people, describe how performance would be adapted when cooking the rice.
- Specific Outcome 7.14: Given a recipe that requires the use of white rice, describe the difference in cooking procedures if only brown rice was available.

8. **Title:** Prepare and cook basic egg dishes.

- Specific Outcome 8.1: Describe the main contamination threats when preparing and cooking egg dishes.
- Specific Outcome 8.2: Explain the importance of keeping preparation, cooking and storing areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 8.3:** Explain the importance of the relationship between time and temperature when cooking egg dishes in terms of costs, customer satisfaction and quality of food.
- Specific Outcome 8.4: State organisational requirements for preparing, cooking and storing egg dishes.
- Specific Outcome 8.5:** Clean preparation and cooking areas and equipment hygienically prior to use.
- Specific Outcome 8.6:** Given a range of other ingredients, select the required type, quality and quantity of eggs and other ingredients
- Specific Outcome 8.7: Combine eggs correctly with other ingredients according to organisational requirements.
- Specific Outcome 8.8: Given a range of egg dishes, cook, finish and present them according to customer requirements
- Specific Outcome 8.9: Store or hold egg dishes not for immediate consumption hygienically in accordance with OHS act specifications.
- Specific Outcome 8.10: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 8.11: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 8.12: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 8.13: Given a customer on diet, who requires scrambled egg made from 1 egg only, describe how to produce a dish which still appears attractive.
- Specific Outcome 8.14: Given a breakfast buffet for 100 people where it would be impractical to make eggs to order, describe how to alter work methods to produce suitable egg dishes.
- Specific Outcome 8.15: A customer requests a sweet omelette. Describe how to go about producing such a dish.

**9. Title: Prepare and cook basic pasta dishes.**

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|------------------------|---|
| Specific Outcome 9.1:  | Describe the main contamination threats when preparing and cooking pasta dishes.  |
| Specific Outcome 9.2:  | Explain the importance of the relationship between time and temperature when cooking pasta dishes in terms of food hygiene and quality of food. |
| Specific Outcome 9.3:  | Explain the importance of keeping preparation and cooking areas and equipment hygienically clean.   |
| Specific Outcome 9.4:  | State organisational requirements when preparing and cooking basic pasta dishes.  |
| Specific Outcome 9.5:  | Clean preparation and cooking areas and equipment hygienically prior to use.  |
| Specific Outcome 9.6:  | Given a range of pasta types, select the required type, quality and quantity of ingredients   |
| Specific Outcome 9.7:  | Given a range of pasta, select the correct cooking method according to recipe specifications  |
| Specific Outcome 9.10: | Combine cooked pasta correctly with other ingredients according to customer requirements.   |
| Specific Outcome 9.11: | Given a range of pasta dishes, select the appropriate method of cooking and/or finishing and present dishes attractively.                       |
| Specific Outcome 9.12: | Clean preparation and cooking areas and equipment correctly after use.  |
| Specific Outcome 9.13: | Given a range of problems with production, decide what action to take and give reasons for that choice.   |
| Specific Outcome 9.14: | Complete all work in an organised and efficient manner taking account of priorities and deadlines.  |
| Specific Outcome 9.15: | Describe how to select and present pasta dishes in a range of establishments.   |
| Specific Outcome 9.16: | Given a customer with gluten intolerance, describe how to adapt performance in selection and cooking of pasta dishes.                           |
| Specific Outcome 9.17: | Given a vegetarian customer, select appropriate pasta dishes that could be served as starters and main courses.                                 |



**10. Title: Prepare and cook basic shellfish dishes.**

- Specific Outcome 10.1:** Describe the main contamination threats when preparing and cooking fresh shellfish.
- Specific Outcome 10.2: Explain the importance of the relationship between time and temperature when cooking fresh shellfish in terms of cost, customer satisfaction, food hygiene and quality of food.
- Specific Outcome 10.3: Explain how to identify cooked shellfish dishes.
- Specific Outcome 10.4: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 10.5: Explain the importance of storing shellfish correctly.
- Specific Outcome 10.6: State organisational requirements when preparing, cooking and storing basic shellfish dishes.
- Specific Outcome 10.7: Clean preparation and cooking areas and equipment hygienically prior to use and comply with OHS act specifications.
- Specific Outcome 10.8: Given a range of shellfish, select the required type, quality and quantity of shellfish.
- Specific Outcome 10.9:** Prepare shellfish suitably for the cooking process.
- Specific Outcome 10.10: Given a range of cooking methods, select the appropriate method and cook and finish the shellfish in accordance with recipe specifications
- Specific Outcome 10.11: Store prepared shellfish not for immediate consumption hygienically in accordance with OHS act specifications.
- Specific Outcome 10.12: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 10.13: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 10.14: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 10.15: Given a 'seafood braai', select appropriate preparation methods and types of shellfish.
- Specific Outcome 10.16: Given a seafood promotion, describe how to adapt performance in the selection, preparation, cooking and presentation of shellfish dishes in a busy (cold) buffet-type restaurant.
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Specific Outcome 10.17: Name shellfish dishes that would be appropriate for production and could be attractively presented for a Mediterranean theme evening in an A la carte restaurant.

**11. Title: Prepare and cook vegetables for basic hot dishes and salads.**

Specific Outcome 11.1: Describe the main contamination threats when preparing and storing raw vegetables.

Specific Outcome 11.2: Describe the main contamination threats when cooking and finishing vegetable dishes.

Specific Outcome 11.3: Explain the importance of the relationship between time and temperature when cooking vegetables in terms of cost, customer satisfaction, food hygiene and quality of food,

Specific Outcome 11.4: Explain the importance of keeping storage, preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.

Specific Outcome 11.5: Explain how to identify cooked vegetable dishes.

Specific Outcome 11.6: State organisational requirements for the preparation and cooking of basic hot and cold vegetable dishes.

SpecificOutcome 11.7: Clean preparation areas and equipment hygienically prior to use and comply with OHS act specifications.

Specific Outcome 11.8: Given a range of vegetables, select the required type, quality and quantity.

Specific Outcome 11.9: Given a range of preparation methods for vegetables, select the appropriate method.

Specific Outcome 11.10: Store prepared vegetables not for immediate use hygienically.

Specific Outcome 11.11: Given a range of cooking methods, combine vegetables correctly with other ingredients and select appropriate methods

Specific Outcome 11.12: Given a range of finishing methods, select the appropriate method for finishing cooked vegetables.

Specific Outcome 11.13: Store finished vegetables not for immediate use hygienically.

Specific Outcome 11.14: Clean cooking and preparation areas and equipment correctly after use.

Specific Outcome 11.15: **Given a range of problems with production, decide what action to take and give reasons** for that choice.

- Specific Outcome 11.16: Complete all work in an organised and efficient manner **taking** account of priorities and organisational requirements.
- Specific Outcome 11.17: Describe how to select, prepare and cook vegetable dishes for starters and main courses in a vegetarian restaurant.
- Specific Outcome 11.18: Describe how to adapt performance in preparing and cooking vegetables for a customer on a low kilojoule diet.
- Specific Outcome 11.19: Given a health promotion, describe how to alter the preparation and cooking of vegetable dishes.

**12. Title: Prepare and cook basic fruit dishes.**

- Specific Outcome 12.1: Describe the main contamination threats when preparing and cooking fruit dishes.
- Specific Outcome 12.2: Explain the importance of the relationship between time and temperature when cooking fruit dishes in terms of food hygiene and quality of food.
- Specific Outcome 12.3: Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific, Outcome 12.4: Explain how to identify cooked fruit dishes.
- Specific Outcome 12.5: State organisational requirements when preparing and cooking fruit dishes.
- Specific Outcome 12.6: Clean cooking areas and equipment hygienically prior to use and comply with OHS act specifications.
- Specific Outcome 12.7: Given a range of fruit, select the required type, quality and quantity.
- Specific Outcome 12.8: Prepare fruit suitably for the cooking process.
- Specific Outcome 12.9: Combine fruit with other ingredients in accordance with recipe specifications.
- Specific Outcome 12.10: Given a range of cooking methods, select the appropriate method in accordance with recipe specifications.
- Specific Outcome 12.11: Finish and present the fruit dish in accordance with customer requirements.
- Specific Outcome 12.12: Clean the cooking areas and equipment correctly after use.

- Specific Outcome 12.13: Given a range of problems with production, decide what action to take and give reasons for that choice,
- Specific Outcome 12.14: Complete all work in an organised and efficient manner.
- Specific Outcome 12.15: Given a situation where fruit for fruit baskets and displays has started deteriorating in quality and appearance, describe how to utilise this fruit.
- Specific Outcome 12.16: Describe how to adapt performance in the preparation and cooking of fruit for a dessert trolley or buffet.
13. Title: Prepare and cook starch.
- Specific Outcome 13.1: Describe the main contamination threats when preparing and cooking starch dishes.
- Specific Outcome 13.2: Explain the importance of the relationship between time and temperature when cooking starch dishes.
- Specific Outcome 13.3: Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 13.4: State organisational requirements when preparing and cooking starch.
- Specific Outcome 13.5: Clean preparation and cooking areas and equipment hygienically prior to use and comply with OHS act requirements.
- Specific Outcome 13.6: Given a range of starch types, select the required type, quality and quantity.
- Specific Outcome 13.7: Given a range of cooking methods, select the appropriate method in accordance with recipe requirements.
- Specific Outcome 13.8: Finish and present starch in accordance with customer requirements.
- Specific Outcome 13.9: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 13.10: Given a range of problems with production, decide what action to take and give reasons for that choice
- Specific Outcome 13.11: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 13.12: Describe how to adapt performance in the selection, preparation, cooking and presentation of starch, given a range of situations.

- Specific Outcome 13.13: Describe how the selection and preparation of starch for a function of 2000 people would differ to that of a function for 20 people.
14. Title: Prepare **and** cook basic vegetable protein dishes.
- Specific Outcome 14.1: Describe the main contamination threats when preparing and cooking vegetable protein dishes.
- Specific Outcome 14.2: Explain the importance of the relationship between time and temperature when cooking vegetable protein dishes in terms of the impact on food hygiene and quality of food.
- Specific Outcome 14.3: Explain the importance of keeping preparation, storage and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 14.4: Explain the advantages of using TV? as meat extenders / substitutes.
- Specific Outcome 14.5: State organisational requirements when preparing and cooking basic vegetable protein dishes.
- Specific Outcome 14.6: Clean preparation and cooking areas and equipment hygienically prior to use and comply with organisational requirements.
- Specific Outcome 14.7: Select dish ingredients of the type, quality and quantity required.
- Specific Outcome 14.8: Given a range of vegetable protein, combine correctly with other ingredients in accordance with customer requirements.
- Specific Outcome 14.9: Given a range of cooking methods for vegetable protein dishes, select appropriate methods in accordance with recipe specifications.
- Specific Outcome 14.10: Finish the vegetable protein dish and present attractively.
- Specific Outcome 14.11: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 14.12: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 14.13: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 14.14: Given a situation where a customer does not eat red meat but does not want to attract attention to himself,

describe how to prepare and cook a vegetable protein dish suitable for a la carte service,

Specific Outcome 14.15: Given a limited budget, explain how to extend meat dishes by using textured vegetable protein.

### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 3

#### 1. Title: Prepare and cook basic sauces and soups.

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| Specific Outcome 1.1:  | Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so. |
| Specific Outcome 1.2:  | Explain how to identify cooked hot and cold sauces and give reasons.  |
| Specific Outcome 1.3:  | Describe the main contamination threats when preparing, cooking and storing soups and sauces and how to avoid them.   |
| Specific Outcome 1.4:  | Explain the relationship between time and temperature when cooking soups and sauces in terms of costs, customer satisfaction and food hygiene.                |
| Specific Outcome 1.5:  | Explain how to identify cooked soup and give reasons.   |
| Specific Outcome 1.6:  | State organisational requirements for preparation, cooking and storage of basic sauces and soups.   |
| Specific Outcome 1.7:  | Clean preparation and cooking areas and equipment hygienically prior to use.  |
| Specific Outcome 1.8:  | Given a range of sauce ingredients, select the required type, quality and quantity.   |
| Specific Outcome 1.9:  | Given a range of soups, select the required type, quality and quantity ingredients  |
| Specific Outcome 1.10: | Prepare the ingredients, then cook and finish according to sauce/ soup requirements.  |
| Specific Outcome 1.11: | Finish, garnish and present the soup.   |
| Specific Outcome 1.12: | Store sauces/ soups not for immediate use in accordance with organisational requirements.   |
| Specific Outcome 1.13: | Clean preparation and cooking areas and equipment correctly after use.  |
| Specific Outcome 1.14: | Given a range of problems with production, decide what action to take and give reasons for that choice.   |

- Specific Outcome 1.15: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 1.16: Given a vegetarian customer, describe which sauces and soups would be suitable to prepare.
- Specific Outcome 1.17: Given a range of soups, describe how performance would be adapted in terms of garnishes and plating, to suit the following styles of service: (A la Carte, buffet, take-away and room service)
- Specific Outcome 1.18: Given a selection of instant soup powders and sauces, explain how value could be added to these products.

**2. Title: Handle and store food.**

- Specific Outcome 2.1: Explain reasons for maintaining a constant stock of food items.
- Specific Outcome 2.2: Explain reasons for securing storage areas from unauthorised access.
- Specific Outcome 2.3: Explain reasons for storing food at the correct, safe temperature and the impact on the organisation of not doing so.
- Specific Outcome 2.4: Explain the importance of storing thawing frozen food correctly.
- Specific Outcome 2.5: Explain reasons for storing raw and cooked foods separately.
- Specific Outcome 2.6: Explain the importance of lifting heavy or bulk items using approved safe methods.
- Specific Outcome 2.7: State organisational requirements for handling and storage of food.
- Specific Outcome 2.8: Given a range of food items and types of food items, select the correct conditions for storing at all times in accordance with OHS act specifications.
- Specific Outcome 2.9: Given a range of packaging, take appropriate care when handling food items so that packaging remains undamaged.
- Specific Outcome 2.10: Store or thaw frozen food correctly in accordance with health specifications.
- Specific Outcome 2.11: Keep storage areas clean, tidy and free from refuse.
- Specific Outcome 2.12: Report low food stock levels to the appropriate person.

- Specific Outcome 2.13: Secure storage areas from unauthorised access.
- Specific Outcome 2.14: Given a range of unexpected situations, decide what action to take and give reasons for that choice
- Specific Outcome 2.15: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 2.16: Given a situation where the freezer has defrosted due to a power failure overnight, describe the actions to be taken in rescuing the meat (high value item) as it has now defrosted and should not be re-frozen.
- Specific Outcome 2.17: Given a situation where there has been an infestation of ants in the dry store, describe how to solve the problem.

**3. Title: Prepare and cook basic fish dishes.**

- Specific Outcome 3.1: Describe the various methods of checking for fresh fish.
- Specific Outcome 3.2: Describe the main contamination threats when preparing, cooking and storing fish and their impact on the organisation.
- Specific Outcome 3.3: Explain the relationship between time and temperature when cooking fish dishes.
- Specific Outcome **3.4**: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 3.5: Explain how to identify cooked fish dishes.
- Specific Outcome 3.6: State organisational procedures for the preparation, cooking and storage of fish dishes.
- Specific Outcome **3.7**: Clean preparation areas, equipment and cooking areas hygienically prior to use and in accordance with OHS act specifications.
- Specific Outcome 3.8: Given a range of fish, select the required type, quality and quantity
- Specific Outcome 3.9: Given a range of preparation methods, prepare fish correctly using appropriate methods in accordance with menu specifications
- Specific Outcome 3.10: Combine prepared fish with other ingredients ready for cooking.
- Specific Outcome 3.11: Prepare appropriate cooking equipment ready for use.
- Specific Outcome 3.12: Given a range of problems with production, decide what action to take and give reasons for that choice.



- Specific Outcome 3.13: Given the range of cooking methods, cook the fish dishes according to recipe and menu specifications.
- Specific Outcome 3.14: Finish and present fish dishes according to customer and dish requirements.
- Specific Outcome 3.15: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 3.16: Store prepared dishes not for immediate consumption hygienically in accordance with OHS act specifications.
- Specific Outcome 3.17: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 3.18: Given a range of hot and cold fish dishes, identify appropriate garnishes to be used in a range of establishments.
- Specific Outcome 3.19: Describe how performance would be adapted when preparing a poached fish dish for a patient in hospital.

4. Title: **Prepare and cook basic dough dishes.**

- Specific Outcome 3.1: Explain the importance of the relationship between time and temperature when preparing and cooking dough products in terms of costs, customer satisfaction, food hygiene and quality of food.
- Specific Outcome 3.2: Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 3.3: Describe the main contamination threats when preparing and cooking dough products.
- Specific Outcome 3.4: Explain how to identify cooked dough products.
- Specific Outcome 3.5: State organisational requirements for the preparation, cooking and storage of basic dough products.
- Specific Outcome 3.6: Clean preparation and cooking areas and equipment hygienically prior to use, according to OHS act specifications.
- Specific Outcome 3.7: Given a range of dough ingredients, select the required type, quality and quantity
- Specific Outcome 3.8: Given a range of dough and preparation methods, select the appropriate method in accordance with recipe specifications

- Specific Outcome 3.9: Store prepared dough not for immediate use hygienically.
- Specific Outcome 3.10: Prepare the dough suitably for the cooking process.
- Specific Outcome 3.11: Cook the dough according to recipe requirements.
- Specific Outcome 3.12: Given a range of dough products, finish the cooked products according to recipe requirements.
- Specific Outcome 3.13: Store finished dough products not for immediate consumption hygienically.
- Specific Outcome 3.14: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 3.15: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 3.16: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 3.17: **Given a situation where a customer is gluten intolerant, describe how to prepare and cook basic dough products that would be suitable.**
- Specific Outcome 3.18: Given a buffet where a bread display has to be made, describe how to go about the production of the items for the bread display. (What would it look like?)

**5. Title: Prepare and cook basic pastry dishes.**

- Specific Outcome 5.1: Explain the importance of the relationship between time and temperature in the preparation and cooking of fresh pastry.
- Specific Outcome 5.2: Explain the importance of allowing pastry to rest before using.
- Specific Outcome 5.3: Describe the main contamination threats when **preparing, cooking and storing** pastry dishes.
- Specific Outcome 5.4: Explain how to identify cooked pastry dishes.
- Specific Outcome 5.5: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 5.6: State organisational requirements when preparing, cooking and storing fresh pastry.
- Specific Outcome 5.7: Clean preparation areas and equipment hygienically prior to use and comply with OHS act specifications.

- Specific Outcome 5.8: Given a range of types of pastry, select the required type, quality and quantity ingredients according to recipe specifications.
- Specific Outcome 5.9: Given a range of preparation methods, select and use the appropriate methods.
- Specific Outcome 5.10: Store prepared pastry not for immediate use hygienically.
- Specific Outcome 5.11: Select the required type, quality and quantity pastry and dish ingredients.
- Specific Outcome 5.12: Combine pastry correctly with other ingredients and cook in accordance with recipe specifications.
- Specific Outcome 5.13: Given a range of pastry dishes and finishing methods, select the appropriate method and present dishes for immediate consumption
- Specific Outcome 5.14: Store pastry dishes not for immediate consumption hygienically.
- Specific Outcome 5.15: Clean preparation areas and equipment correctly after use.
- Specific Outcome 5.16: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 5.17: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 5.18: Given a cocktail party where guests will be standing and require finger food, name suitable pastry dishes for such an occasion.
- Specific Outcome 5.19: Given an A la Carte restaurant with a dessert trolley, describe suitable pastry dishes which would be easy to serve and not spoil on a dessert trolley.
- Specific Outcome 5.20: Given a customer who requests a 'high tea' describe how performance would be adapted in producing suitable pastry dishes.

**6. Title: Prepare, bake and decorate basic cakes and biscuits.**

- Specific Outcome 6.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 6.2: Explain the importance of the relationship between time and temperature when cooking cakes and biscuits in terms of costs, customer satisfaction, food hygiene and quality of food.

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Specific Outcome 6.3:	Describe the various preparation methods and give reasons for their suitability.
Specific Outcome 6.4:	Describe the main contamination threats when preparing, baking and decorating basic cakes & biscuits.
Specific Outcome 6.5:	State organisational requirements for preparation, cooking, decorating and storing basic cakes and biscuits.
Specific Outcome 6.6:	Clean preparation areas and equipment hygienically prior to use according to OHS act specifications.
Specific Outcome 6.7:	Select the required type, quality and quantity ingredients.
Specific Outcome 6.8:	Given a range of mixture and preparation methods, select the appropriate method according to recipe specifications
Specific Outcome 6.9:	Store prepared mixture not for immediate use hygienically.
Specific Outcome 6.10:	Given a range of containers and preparation methods, use appropriate methods in accordance with product requirements.
Specific Outcome 6.11:	Select the required type, quality and quantity of cake and biscuit mixtures.
Specific Outcome 6.12:	Prepare the mixture suitably for the cooking process according to product requirements.
Specific Outcome 6.13:	Given a range of finishing, cook cakes and biscuits and finish them in accordance with recipe specifications.
Specific Outcome 6.14:	Given a range of decorations and fillings, select the required type, quality and quantity of ingredients.
Specific Outcome 6.15:	Prepare fillings and decorations suitably for cake and biscuit decoration.
Specific Outcome 6.16:	Decorate products using appropriate methods.
Specific Outcome 6.17:	Store finished cakes and biscuits not for immediate consumption hygienically.
Specific Outcome 6.18:	Clean preparation areas and equipment correctly after use.
Specific Outcome 6.19:	Given a range of problems with production, decide what action to take and give reasons for that choice.

- Specific Outcome 6.20: Work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 6.21: Given a situation advising very short notice of a wedding function, describe how performance would be adapted in producing a suitable wedding cake, considering that fruitcakes need to stand for a considerable period before they can be iced and decorated.
- Specific Outcome 6.22: Given a tea trolley, describe how performance would be adapted to **produce suitable cakes and biscuits.**

**7. Title: Prepare and present food for cold presentation.**

- Specific Outcome 7.1: Describe the main contamination threats when preparing **and storing canapes, open sandwiches and food for cold presentation.**
- Specific Outcome 7.2: **Explain the importance of keeping preparation areas and equipment hygienically clean and the impact on the organisation of not doing so.**
- Specific Outcome 7.3: Describe the correct accompaniments for the relevant items to be served.
- Specific Outcome **7.4:** Explain the importance of visually appealing finished products.
- Specific Outcome 7.5: State organisational requirements when preparing, presenting and storing food for cold presentation.
- Specific Outcome 7.6: Clean preparation areas and equipment hygienically prior to use.
- Specific Outcome 7.7: Given a range of bases and other ingredients, select the required type, quality and quantity of ingredients.
- Specific Outcome 7.8: Prepare ingredients in accordance with customer requirements.
- Specific Outcome 7.9: Prepare garnish and present canapes and sandwiches in accordance with recipe specifications.
- Specific Outcome **7.10:** Store finished products not for immediate consumption in accordance with OHS act requirements.
- Specific Outcome 7.11: Given a range of food products and preparation methods, select the appropriate methods and garnish food products.
- Specific Outcome 7.12: Hold/keep displayed food in accordance with OHS act specifications.

- Specific Outcome 7.13: Clean preparation areas and equipment correctly after use,
- Specific Outcome **7.14:** Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 7.15: Complete all work in an organised and efficient manner taking account of priorities and deadlines,
- Specific Outcome 7.16: Given customers who are Kosher, Halaal or vegetarian, describe how to adapt performance in selecting and preparing suitable dishes for cold presentation.
- Specific Outcome 7.17: Select appropriate food items for cold presentation at a cocktail party, which will be followed by a three-course meal.

**8. Title: Cook – chill foods.**

- Specific Outcome 8.1: Explain reasons for controlling portions when filling packages.
- Specific Outcome 8.2: Explain reasons for sealing and labelling food containers correctly before storage and the impact of not doing so.
- Specific Outcome 8.3: Explain the importance of the relationship between time and temperature when preparing cook-chill food in terms of costs, customer satisfaction, food hygiene and quality of food.
- Specific Outcome 8.4: Explain reasons for following stock rotation procedures.
- Specific Outcome 8.5: Explain reasons for securing storage areas from unauthorised access.
- Specific Outcome 8.6: Explain the importance of monitoring and recording food temperatures regularly.
- Specific Outcome 8.7: Describe the main contamination threats when storing cook-chill foods.
- Specific Outcome 8.8: State organisational requirements when using the cook-chill method.
- Specific Outcome 8.9: Clean preparation areas and equipment hygienically prior to use.
- Specific Outcome 8.10: Given a range of food, select the required type, **quality and quantity** of food
- Specific Outcome 8.11: Portion, pack and cover food in accordance with safe hygienic practices.

- Specific Outcome 8.12: Blast-chill food in accordance with manufacturer's specifications.
- Specific Outcome 8.13: Seal food containers and label correctly.
- Specific Outcome 8.14: Transport food containers to the appropriate storage area within the required time.
- Specific Outcome 8.15: Monitor and record food temperatures in accordance with safe hygienic practices.
- Specific Outcome 8.16: Given there are problems with production and storage, decide what action to take and give reasons for that choice.
- Specific Outcome 8.17: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 8.18: Store cook-chill items under correct conditions according to safe hygienic practices.
- Specific Outcome 8.19: Follow stock rotation procedures and use stocks in date order.
- Specific Outcome 8.20: Maintain accurate records of food items received, stored and issued.
- Specific Outcome 8.21: Handle food items and containers with appropriate care and ensure they remain undamaged during handling and transportation.
- Specific Outcome 8.22: Keep storage areas clean, tidy and free from refuse.
- Specific Outcome 8.23: **Secure storage areas from unauthorised access.**
- Specific Outcome 8.24: **Describe the procedure to be followed** if the blast-chiller in the kitchen was out of order and food still had to be processed in this manner.

**9. Title: Cook - freeze foods.**

- Specific Outcome 9.1: Explain reasons for controlling portions when filling packages,
- Specific Outcome 9.2: Explain reasons for sealing and labelling food containers correctly before storage and the impact of not doing so.
- Specific Outcome 9.3: Explain the importance of the relationship between time and temperature when preparing cook-freeze food in terms of costs, customer satisfaction, food hygiene and quality of food.
- Specific Outcome 9.4: Explain reasons for following stock rotation procedures.

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Specific Outcome 9.5:	Explain reasons for securing storage areas from unauthorised access.
Specific Outcome 9.6:	Explain the importance of monitoring and recording food temperature regularly.
Specific Outcome 9.7:	Describe the main contamination threats when storing cook-freeze foods.
Specific Outcome 9.8:	State organisational requirements when using the cook-freeze method.
Specific Outcome 9.9:	Clean preparation areas and equipment hygienically prior to use and adhere to basic principles of hygiene.
Specific Outcome 9.10:	Given a range of food, select the correct type, quality and quantity of food required
Specific Outcome 9.11:	Portion, pack and cover food hygienically.
Specific Outcome 9.12:	Blast-freeze food in accordance with manufacturer's instructions.
Specific Outcome 9.13:	Seal food containers and label correctly.
Specific Outcome 9.14:	Transport food containers to the appropriate storage area within the required time.
Specific Outcome 9.15:	Monitor and record food temperatures in accordance with safe hygienic practices.
Specific Outcome 9.16:	Given problems with production and storage, decide what action to take and give reasons for that choice.
Specific Outcome 9.17:	Store cook-freeze items under correct conditions and in accordance with safe hygienic practices.
Specific Outcome 9.18:	Follow stock rotation procedures and use stocks in date order.
Specific Outcome 9.19:	Maintain accurate records food items, received, stored and issued.
Specific Outcome 9.20:	Handle food items and containers with appropriate care and ensure they remain undamaged during handling and transportation.
Specific Outcome 9.21:	Keep storage areas clean, tidy and free from refuse and at the correct temperature.
Specific Outcome 9.13:	Secure storage areas from unauthorised access.
<b>Specific Outcome 9.14:</b>	Monitor transportation temperature before and after transit.



**Specific Outcome 9.15:** Complete all work in an organised and efficient manner taking account of priorities and deadlines.

**Specific Outcome 9.16:** **Given that the blast-freezer was out of order** describe alternative ways the cook-freeze method **could still be applied. What** would be important criteria?

**10. Title:** Provide a cook-freeze or cook-chill food service to clients.

**Specific Outcome 10.1:** Explain the importance of checking food during hand-over and the impact on the organisation of not doing so.

**Specific Outcome 10.2:** Explain the procedures that must be followed when food that is checked does not meet requirements.

**Specific Outcome 10.3:** Explain the importance of recording the correct information on the correct documentation.

**Specific Outcome 10.4:** State organisational requirements when providing a cook-freeze and cook-chill service to clients.

**Specific Outcome 10.5:** Check cook-freeze / cook-chill food received to ensure that it is at the correct temperature.

**Specific Outcome 10.6:** Store deliveries received immediately under correct conditions.

**Specific Outcome 10.7:** Monitor and record freezer room temperatures in line with safe hygienic practices.

**Specific Outcome 10.8:** Follow stock rotation procedures in line with first-in-first-out principles.

**Specific Outcome 10.9:** Maintain accurate records of goods received and issued and make these available to relevant persons.

**Specific Outcome 10.10:** Issue and pack cook-freeze / cook-chill foods in accordance with orders received.

**Specific Outcome 10.11:** Check cook-freeze / cook-chill foods issued during hand-over.

**Specific Outcome 10.12:** Secure storage areas from unauthorised access at all times.

**Specific Outcome 10.13:** Given a problem, decide what action to take and give reasons for that choice,

**Specific Outcome 10.14:** Complete all work in an organised and efficient manner taking account of priorities and deadlines.

- Specific Outcome 10.15: Order cook-freeze / cook-chill food using the appropriate documentation.
- Specific Outcome 10.16: Carry out checks to ensure that cook-freeze/ cook chill food received is of the correct quality.
- Specific Outcome 10.17: Store stocks in satellite kitchens under correct conditions.
- Specific Outcome 10.18: Thaw or heat food in accordance with instructions.
- Specific Outcome 10.19: Maintain correct temperature of food prior to service.
- Specific Outcome 10.20: Place food on trolleys and hand over to appropriate person.
- Specific Outcome 10.21: Clean work areas and trolleys correctly after use.
- Specific Outcome 10.22: Given a customer who requests a range of cook-frozen foods not currently available due to various reasons, describe what actions would be appropriate.

**11. Title: Prepare cook and finish fresh pasta dishes.**

- Specific Outcome 11.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 11.2: Describe the required procedures/conditions for optimum safety during storage / holding of fresh pasta dishes.
- Specific Outcome 11.3: Describe ingredients that can be added to fresh pasta dough to vary the colour and flavour.
- Specific Outcome 11.4: Describe methods to minimise common faults in fresh pasta.
- Specific Outcome 11.5: Describe quality points to look for in cooked fresh pasta dishes.
- Specific Outcome 11.6: Explain reasons for cooling food not for immediate consumption rapidly or maintaining at a safe hot temperature after cooking.
- Specific Outcome 11.7: Describe the main contamination threats when **preparing, cooking and finishing** complex fresh pasta dishes and explain the prevention of contamination.
- Specific Outcome 11.8: State organisational requirements when preparing, cooking and finishing complex pasta dishes.

Specific Outcome 11.9:	Clean and fully maintain preparation, cooking and storage areas and equipment throughout the production period in accordance with hygienic principles.
Specific Outcome 11.10:	Given a range of quality points to consider, select the correct type, quantity and quality ingredients in accordance with recipe specifications,
Specific Outcome 11.11:	Given a range of pasta and filling ingredients satisfy organisational standards fully.
Specific Outcome 11.12:	Given a range of preparation, processing, cooking and finishing methods, maximise the quality of the dish by selecting the correct method and any appropriate recipe adjustments.
Specific Outcome 11.13:	Meet organisational quality standards fully with properly cooked and finished fresh pasta dishes.
Specific Outcome 11.14:	Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice.
Specific Outcome 11.15:	Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.
Specific Outcome 11.16:	Given the popularity of pasta dishes, describe how to change traditional dishes into more innovative and interesting ideas.

#### **UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 4**

**1. Title: Prepare and cook basic meat, poultry, game or offal dishes.**

Specific Outcome 1.1:	Describe the various methods of checking quality in meat, poultry, game and offal.
Specific Outcome 1.2:	Describe the main contamination threats when preparing, cooking or storing meat dishes and their impact on the organisation.
Specific Outcome 1.3:	Explain the relationship between time and temperature when cooking meat in terms of costs, customer satisfaction, food hygiene and quality of food.
Specific Outcome 1.4:	Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
Specific Outcome 1.5:	Describe the impact on customers and the organisation of not cooking meat to dish requirements.

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|------------------------|---|
| Specific Outcome 1.6:  | State organisational procedures for preparing, cooking and storing meat, poultry, game and offal.   |
| Specific Outcome 1.7:  | Clean preparation areas and equipment hygienically prior to use and comply with the OHS act.  |
| Specific Outcome 1.8:  | Given a range of meat, poultry, game and offal, select the required type, cut, quality and quantity required.   |
| Specific Outcome 1.9:  | Given a range of preparation methods for meat, select the appropriate method  |
| Specific Outcome 1.10: | Combine prepared meat, poultry, game or offal with other ingredients ready for cooking.   |
| Specific Outcome 1.11: | Prepare the appropriate cooking equipment for use.  |
| Specific Outcome 1.12: | Prepare cooking areas and equipment hygienically for use and comply with OHS act specifications.  |
| Specific Outcome 1.13: | Given the range of cooking methods cook the meat using appropriate cooking methods according to customer and dish   |
| Specific Outcome 1.14: | Finish and present meat, poultry, game or offal according to customer and dish requirements.  |
| Specific Outcome 1.15: | Given a range of problems with production, decide what action to take and give reasons for that choice  |
| Specific Outcome 1.16: | Clean cooking areas and equipment correctly after use.  |
| Specific Outcome 1.17: | Store prepared dishes not for immediate consumption hygienically in accordance with health regulations.   |
| Specific Outcome 1.18: | Complete all work in an organised and efficient manner taking account of priorities and service times.  |
| Specific Outcome 1.19: | Given a situation such as catering for Kosher/ Halaal customers, describe how performance would be adapted.   |
| Specific Outcome 1.20: | Describe appropriate garnishes for hot and cold meat dishes, adapting them to the following instances: (a) Preparing hot meat, poultry, game and offal dishes for an upmarket a la Carte menu. (b) Preparing cold meat and poultry dishes for a buffet, (c)Preparing hot meat, game, offal and poultry dishes for a buffet. |

**2. Title: Prepare and cook basic cold and hot desserts.**

- Specific Outcome 2.1: **Describe the main contamination threats** when preparing and cooking hot and cold desserts and explain how to avoid contamination.
- Specific Outcome 2.2: Explain the importance of keeping preparation areas, cooking areas, storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 2.3: Explain the relationship between time and temperature when cooking hot and cold desserts.
- Specific Outcome 2.4: State organisational procedures for preparing and cooking hot and cold desserts.
- Specific Outcome 2.5: Clean preparation, cooking areas and equipment hygienically prior to use and explain why hygiene is important.
- Specific Outcome 2.6: Given a range of desserts, select appropriate ingredients of the type, quality and quantity required by recipe specifications.
- Specific Outcome 2.7: Given a range of preparation and cooking methods for dessert ingredients, identify appropriate methods and give reasons
- Specific Outcome 2.8: Finish the dessert using appropriate finishing methods and garnishes
- Specific Outcome 2.9: Store finished desserts not for immediate consumption in accordance with organisational requirements.
- Specific Outcome 2.10: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 2.11: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 2.12: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 2.13:** Given a customer with gluten intolerance, name desserts that would be suitable for preparation in this instance.
- Specific Outcome 2.14: Given **a vegan** customer, explain how performance would be adapted in preparing desserts that would be appropriate.

**3. Title:       Manage one's own development.**

- Specific Outcome 3.1:       Describe the most effective method of evaluating the current level of competence and give reasons why.
- Specific Outcome 3.2:       Explain the importance of obtaining feedback from others regarding one's own performance.
- Specific Outcome 3.3:       Describe the development activities available in and through the organisation and explain the advantages and disadvantages of each taking the learner's current position into account.
- Specific Outcome 3.4:       Describe the key skills and competencies for effective management performance.
- Specific Outcome 3.5:       Describe the impact of time management and explain a possible strategy.
- Specific Outcome 3.6:       Describe the method of prioritizing one's work and discuss obstacles and preventative steps.
- Specific Outcome 3.7:       Explain the importance of regular review sessions.
- Specific Outcome 3.8:       Evaluate own skills and areas for development based on current and likely future work requirements (including skills required to work effectively with other team members).
- Specific Outcome 3.9:       Devise plans to develop own skills consistent with needs identified in the evaluation.
- Specific Outcome 3.10:       Devise plans containing specific, measurable and realistic objectives together with the appropriate manager in line with the organisation's objectives and policies.
- Specific Outcome 3.11:       Communicate agreed development activities to develop own skills to the relevant people.
- Specific Outcome 3.12:       Obtain feedback from relevant people to be used to measure/enhance future performance.
- Specific Outcome 3.13:       Review progress made and reschedule activities at regular intervals to help achieve planned objectives. Communicate the outcome of the reviews to the relevant people.
- Specific Outcome 3.14:       Check that own objectives are specific, measurable and achievable.
- Specific Outcome 3.15:       Check that planned activities are consistent with prioritised objectives and personal resources.

- Specific Outcome 3.16: **Check that estimates of time required for activities are realistic and allow for unforeseen circumstances.**
- Specific Outcome 3.17: **Keep unhelpful interruptions and digressions from planned work to a minimum.**
- Specific Outcome 3.18: Identify possible unforeseen circumstances and make suggestions on how to adapt performance to ensure objectives are met within the agreed deadlines.
- Specific Outcome 3.19: Given a different context such as travel, describe how performance would be adapted.

### **UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 5**

#### **1. Title: Maintain food production operations.**

- Specific Outcome 1.1: Explain the importance of monitoring the use of resources on an ongoing basis.
- Specific Outcome 1.2: Describe methods of obtaining feedback in relation to portion control.
- Specific Outcome 1.3: State organisational requirements for maintaining food production operations.
- Specific Outcome 1.4: Given a range of resources, make available to kitchen staff all the necessary resources in various types of situations.
- Specific Outcome 1.5: Given a range of instructions and food production methods, instruct kitchen staff fully
- Specific Outcome 1.6: Monitor food production methods to ensure appropriate working practices are used.
- Specific Outcome 1.7: Take appropriate action to ensure delays are minimised.
- Specific Outcome 1.8: Monitor work activities for efficient use of resources.
- Specific Outcome 1.9: Assess yields accurately to ensure targets are met.
- Specific Outcome 1.10: Given a range of situations, in which portion control is applied, inform staff of the importance of maintaining portion control for the financial success of the organisation.
- Specific Outcome 1.11: Check portions and explain the importance of doing this.
- Specific Outcome 1.12: **Given a range** of modes of feedback, monitor feedback to accurately identify over or under portioning.

- Specific Outcome 1.13: Monitor operations regularly.
- Specific Outcome 1.14: Record relevant information accurately in the appropriate format and make this available to the appropriate people.
- Specific Outcome 1.15: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice.
- Specific Outcome 1.16: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.
- Specific Outcome 1.17: Given the importance of portioning of food, explain how performance would be adapted in different situations to ensure that portion sizes served are correct and not too big or too small.
- Specific **Outcome 1.18:** Given a different size operation describe how performance would be adapted when maintaining food production operations.

**2. Title: Maintain a cleaning programme for kitchen areas and equipment.**

- Specific Outcome 2.1: Describe potential hazards when using cleaning materials and explain how to avoid accidents or misuse.
- Specific Outcome 2.2: Describe steps to be followed where problems are identified through inspections.
- Specific Outcome 2.3: State organisational requirements when cleaning / maintaining kitchen areas and equipment.
- Specific Outcome 2.4: Given a range of areas where the cleaning programme applies and a range of modes of communication, inform staff and obtain clarification of the cleaning procedures.
- Specific Outcome 2.5: Conduct inspections while demonstrating correct procedures.
- Specific Outcome 2.6: Make available the full range of resources necessary for operations.
- Specific Outcome 2.7: Take appropriate action to rectify unsatisfactory work and resource problems.
- Specific Outcome 2.8: Record all relevant information accurately in a suitable format and make this available to the appropriate people.



- Specific Outcome 2.9:** Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice
- Specific Outcome 2.10: Prioritise, delegate as appropriate and complete all **work** in an organised and efficient manner according to priorities and deadlines.
- Specific Outcome 2.11:** Given a new supplier of cleaning materials, describe how to ensure that the correct cleaning agents and dilutions of the chemicals are used.

3. Title: Maintain and promote food hygiene in the kitchen.

- Specific Outcome 3.1: Explain the health and safety procedures to be followed when storing food.
- Specific **Outcome 3.2:** Explain the importance of lifting heavy or bulk items in accordance with safety procedures.
- Specific Outcome 3.3:** Describe methods to detect signs of pest infestation.
- Specific Outcome 3.4: Explain reasons for maintaining good personal hygiene when handling and storing food and the impact of not doing so.
- Specific Outcome 3.5: Explain the importance of keeping storage areas and equipment hygienically clean and the impact of not doing so.
- Specific Outcome 3.6: Describe the main contamination threats when storing food.
- Specific Outcome 3.7: Explain the importance of covering cuts and grazes and reporting any illness promptly and the impact of neglecting to do so.
- Specific Outcome 3.8: Explain the importance of the relationship between time and temperature when storing and cooking food.
- Specific **Outcome 3.9:** Describe the checks that should be carried out upon delivery to ensure that food items are in a good hygienic condition.
- Specific Outcome **3.10:** Explain reasons for keeping raw and cooked food separately during storage.
- Specific Outcome 3.11:** Describe methods to prevent cross contamination.
- Specific Outcome 3.12:** Describe the correct procedures for defrosting food items and explain the impact of following incorrect procedures.
- Specific Outcome **3.13:** Explain reasons for always storing food in the correct place.

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Specific Outcome 3.14:	State organisational requirements when maintaining and promoting food hygiene.
Specific Outcome 3.15:	Given a range of unhygienic activities, wash hands using antiseptic soap after carrying out such activities.
Specific Outcome 3.16:	Maintain storage area in a clean and hygienic condition.
Specific Outcome 3.17:	Carry out appropriate checks upon delivery to ensure that food items are in good hygienic condition.
Specific Outcome 3.18:	Store a range of food demonstrating the correct procedures and explain the importance of doing this in accordance with the food type.
Specific Outcome 3.19:	Rotate stock following correct operational and hygienic procedures.
Specific Outcome 3.20:	Carry out appropriate operational procedures to minimise risk of pest infestation.
Specific Outcome 3.21:	Maintain food preparation, cooking areas and equipment in a hygienic condition.
Specific Outcome 3.22:	Prepare raw and high-risk foods separately, using separate equipment.
Specific Outcome 3.23:	Remove all unfit or waste food from the food preparation and cooking area promptly.
Specific Outcome 3.24:	Keep all waste bins covered and away from food.
Specific Outcome 3.25:	Maintain food items at a safe temperature throughout the cooking process in line with safe hygiene practices.
Specific Outcome 3.26:	Take corrective measures to address unhygienic practices within food preparation, cooking and storage areas.
Specific Outcome 3.27:	Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice,
Specific Outcome 3.28:	Prioritise, delegate as appropriate and complete all work in an organised and efficient manner according to priorities and deadlines.
Specific Outcome 3.29:	Given a kitchen where there are inadequate storage facilities, describe how to adapt performance in safely storing different food types.

4. Title: Maintain food production quality control systems, procedures and specifications.

- Specific Outcome 4.1: Describe methods to monitor the effectiveness of quality control procedures.
- Specific Outcome 4.2: Describe steps that can be taken to ensure that quality systems and procedures are continuously in place.
- Specific Outcome 4.3: State organisational requirements when maintaining quality control systems and procedures.
- Specific Outcome 4.4: Given a range of systems, procedures and specifications, maintain these by means of correct communication.
- Specific Outcome 4.5: Instruct relevant staff fully in the operation of quality control systems, procedures and specifications.
- Specific Outcome 4.6: Ask appropriate members of staff to identify failures in the quality control systems, procedures and specifications.
- Specific Outcome 4.7: Take appropriate action to rectify deviations from the established system, procedures and specifications.
- Specific Outcome 4.8: Record relevant information accurately in the appropriate format and make available to the appropriate people.
- Specific Outcome 4.9: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice.
- Specific Outcome 4.10:** Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.
- Specific Outcome 4.11: Given a restaurant environment, explain how performance would differ from one situation to the next with regard to control systems.

5. Title: Maintain supply levels

- Specific Outcome 5.1: Describe the various methods to calculate optimum stock levels.
- Specific Outcome 5.2: Describe the various methods to establish physical stock levels and the rate of consumption.
- Specific Outcome 5.3: Explain stock rotation including FIFO and LIFO methods. Give examples where each method would be used.

- Specific Outcome 5.4: Explain ordering procedures and supplier preferences for a particular organisation.
- Specific Outcome 5.5: Describe precautions when receiving stock and explain why.
- Specific Outcome 5.6: Explain optimum storage conditions for stock.
- Specific Outcome 5.7: Describe the stock monitoring and control system when issuing stock in the organisation.
- Specific Outcome 5.8: Identify supply needs taking optimum stock levels and supplier lead-time into account.
- Specific Outcome 5.9: Decide which supplier to use and give reasons for this decision.
- Specific Outcome 5.10: Place orders taking into account quantity, quality, price and lead-time.
- Specific Outcome 5.11: Given goods are delivered, match items against delivery documentation and purchase specifications, record any discrepancies and decide how the problem is to be rectified.
- Specific Outcome 5.12: Store goods under appropriate conditions for the type of goods.
- Specific Outcome 5.13: Maintain a stock rotation system that suits the type of stock being stored.
- Specific Outcome 5.14: Maintain the procedures to identify and record damaged stock.
- Specific Outcome 5.15: Maintain a stock issue system to record all stock entering or leaving the store.
- Specific Outcome 5.16: Suggest how stock losses can be reduced.
- Specific Outcome 5.17: Suggest how and where inventories can be reduced in size.

**6. Title: Develop and implement new recipes and menus.**

- Specific Outcome 6.1: Explain how the style of the operation can influence proposed menu items.
- Specific Outcome 6.2: Describe cultural and religious influences that can impact on menu planning.
- Specific Outcome 6.3: Describe the quality standards that are required of proposed recipes.
- Specific Outcome 6.4: Describe dietary requirements that should be taken into consideration when proposing a new menu item.

Specific <b>Outcome 6.5:</b>	Explain reasons for considering kitchen staff skills when developing new menu items,
Specific Outcome 6.6:	Explain how resources (equipment, supplies, time & costing) can influence the development of new menu items.
Specific Outcome 6.7:	Describe possible training needs that should be met by the organisation with the implementation of new menu items.
Specific Outcome 6.8:	Describe reasons for obtaining feedback from staff on any operational problems.
Specific Outcome 6.9:	Given a different type of catering outlet, explain the necessity for adapting performance when implementing new menu items.
Specific Outcome 6.10:	Describe the presentation style required by the organisation and explain the reasons for complying with this style.
Specific Outcome 6.11:	Describe organisational requirements when developing and implementing new recipes and menus.
Specific Outcome 6.12:	Given a range of dietary requirements, take into account appropriate food combinations and flavours when developing new recipes.
Specific Outcome 6.13:	Calculate recipe costs taking resources into account.
Specific Outcome 6.14:	Given a range of varying quantities, specify ingredient ratios, cooking times and temperatures for producing the recipe.
Specific Outcome 6.15:	Develop recipes in accordance with the style and policy of the organisation.
Specific Outcome 6.16:	Consult the relevant people and include their input.
Specific Outcome 6.17:	Record the recipe accurately in a suitable format and distribute to the relevant people.
Specific Outcome 6.18:	Obtain a range of information relating to new menu items from the relevant people.
Specific Outcome 6.19:	Brief the staff by demonstrating the correct procedure.
Specific Outcome 6.20:	Provide staff with resources to enable them to practise methods of production and presentation.
Specific Outcome 6.21:	Use suitable preparation and cooking techniques in accordance with the recipe.

- Specific Outcome **6.22:** Make adjustments to recipes based **on** practice sessions and feedback from staff.
- Specific **Outcome 6.23:** **Introduce new menu items** in line with organisational objectives and requirements.
- Specific Outcome 6.24: Given a range of catering outlets, describe how performance would be adapted in implementing new menu items or recipes.

**DIPLOMA IN ACCOMMODATION SERVICES****Field:** Services**Sub-field:** Hospitality, Tourism, Travel, Gaming and Leisure**NQF Level:** 5**Credits:** 241**Purpose of qualification:**

This qualification has been developed for professionals in the accommodation industry. It brings together elements of housekeeping, front office and management. This qualification will professionalise the industry and is applicable to all sectors, from small bed and breakfasts to large-scale hotels. The qualification builds on the accommodation services certificate and provides articulation with Gaming, Travel and other Tourism industries.

**UNIT STANDARDS FOR ACCOMMODATION SERVICES****Unit standards at NQF Level 4**

1. Title: Plan and conduct meetings
2. Title: Manage *ones* own development
3. Title: Support and guide the learner

**Unit standards at NQF Level 5**

1. Title: **Improve service to customers**
2. Title: **Plan, implement and evaluate sales development activities**
3. Title: **Control and order stock**
4. Title: **Research and update legal knowledge required for business Compliance**
5. Title: **Assess the learner**
6. Title: **Manage workplace relations**

**Unit standards at NQF Level 6**

1. Title: Manage information flow
2. Title: Lead and manage teams of people
3. Title: Conduct disciplinary and grievance procedures
4. Title: Manage staff development
5. Title: Contribute to the provision of required staff
6. Title: Prepare, implement, manage and control budgets
7. Title: Manage quality customer service
8. Title: Monitor staff performance
9. Title: Manage workplace diversity

**UNIT STANDARDS FOR ACCOMMODATION SERVICES****UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 4**

1. Title: Plan and conduct meetings
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## UNIT STANDARDS FOR ACCOMMODATION SERVICES

## UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 4

1. Title: **Plan and conduct meetings**

Specific outcome 1.1: Describe standard meeting protocols and procedures or conducting a meeting and explain the importance of using these.

Specific outcome 1.2: Explain the importance of ensuring that decisions are made only within the authority of the people attending the meeting.

Specific outcome 1.3: Discuss ways of managing discussions so that the objectives of meetings are met within allocated time frames.

Specific outcome 1.4: Describe methods to determine the purpose and objectives of the meeting.

Specific outcome 1.5: Identify the need **for a meeting and who the relevant participants are. (Range of meeting: informal, formal, one-off, regular)**

**Specific outcome 1.6: Arrange the meeting and compile an agenda in accordance with the purpose of the meeting and organisational requirements.**

**Specific outcome 1.7: Inform the appropriate people of the purpose of the meeting and provide them with the relevant information within the designated time frames. (Range of appropriate people: people attending the meeting, people who are affected by decisions made, people outside organisation/department, people within organisation/department) (Range of relevant information: date, venue, time of meeting, directions, objectives, agenda, briefing/ discussion papers)**

Specific outcome 1.8: Confirm agreement on the objectives of the meeting at the beginning of the meeting.

Specific outcome 1.9: Choose appropriate chairpersons to chair the meetings according to the **type of** meeting and meeting protocols.

Specific **outcome 1.10:** Cover the topics, encourage participation and reach decisions within the allocated time frame.



- Specific outcome 1.11: **Given a range of problems, decide on a solution and take action.** (Range of problems: unfocused meeting, deviation from the topic, inaccurate minutes, exceeding time limits, very complex issues)
- Specific outcome 1.12: Given a particular meeting, decide who should record the minutes and give reasons why.
- Specific outcome 1.13: Ensure the minutes of the meeting are accurately recorded.
- Specific outcome 1.14: Process any decisions/information from the meeting and communicate this to the appropriate people.
- Specific outcome 1.15: Suggest ways to improve meetings, with specific reference to the logistics and chairing of the meetings.

## **2. Title: Manage ones own development**

- Specific outcome 2.1: Describe the most effective method of evaluating the current level of competence and give reasons why.
- Specific outcome 2.2: Explain the importance of obtaining feedback from others regarding one's own performance.
- Specific outcome 2.3: **Describe the development activities available in and through the organisation and explain the advantages and disadvantages of each taking the learner's current position into account.**
- Specific outcome 2.4: Describe the key skills and competencies for effective management performance.
- Specific outcome 2.5: Describe the impact of time management and explain a possible strategy.
- Specific outcome 2.6: Describe the method of prioritizing one's work and discuss obstacles and preventative steps.
- Specific outcome 2.7: Explain the importance of regular review sessions.
- Specific outcome 2.8: Evaluate own skills and areas for development based on current and likely future work requirements (including skills required to work effectively with other team members). (**Range of evaluation:** carried out by self, carried out by people within the organisation, carried out by people outside the organisation).
- Specific outcome 2.9: Devise plans to develop own skills consistent with needs identified in the evaluation.
- Specific outcome 2.10: Devise plans containing specific, measurable and

realistic objectives together with the appropriate manager in line with the organisation's objectives and policies. (**Range of objectives:** short term, medium term, and long term.)

Specific outcome 2.11 :Communicate agreed development activities to develop own skills to the relevant people, (Range of relevant **people:** team members, colleagues, managers, specialist)

Specific outcome 2.1 Z: Obtain feedback from relevant people to be used to measure/enhance future performance.

Specific outcome 2. 13:Review progress made and reschedule activities at regular intervals to help achieve planned objectives.

Specific outcome 2. 14: Communicate the outcome of the reviews to the relevant people. (**Range of reviews:** carried out alone, carried out with people inside the organisation, carried out with people outside the organisation)

Specific outcome 2. 15:Check that own objectives are specific, measurable and achievable.

Specific outcome 2. 16:Check that planned activities are consistent with prioritised objectives and personal resources.

Specific outcome 2. 17:Check that estimates of time required for activities are realistic and allow for unforeseen circumstances.

Specific outcome 2. 18:Keep unhelpful interruptions and digressions from planned work to a minimum.

Specific outcome 2. 19:Identify possible unforeseen circumstances and make suggestions on how to adapt performance to ensure objectives are met within the agreed deadlines.

Specific outcome 2.20: Given a different context such as travel, describe how performance would be adapted.

### 3. Title: Support and guide the learner

Specific outcome 3.1: Describe what learning resources are available in the site and how they can be accessed.

Specific outcome 3.2: Describe the appeals procedure in the site.

Specific outcome 3.3: Explain why the appeals procedure should be clarified with the learner prior to starting assessment.

Specific outcome 3.4: Explain why the learner should be involved in the planning process.

- Specific outcome 3.5: Describe ways to ensure that the learner understands the organisational requirements.
- Specific outcome 3.6: Advise learners on basic NQ information, (Range of basic NQ information : what NQs are, how the candidate benefits, functional areas and units, assessment process)
- Specific outcome 3.7: Guide learners on the selection of full NQs or Records of achievement, by using the qualifications framework.
- Specific outcome 3.8: Communicate the organisational requirements for assessment of unit standards to the learner prior to assessment. **(Range of Organisational Requirements** : organisational policies, procedures and standards, all relevant health, safety and hygiene principles)
- Specific outcome 3.9: Develop, agree and record assessment plans that take the individual learner's needs into account, **(Range of assessment plans** : details on the qualification/unit standards to be assessed, estimated completion dates and feedback dates)
- Specific outcome 3.10: Describe what steps should be taken when a learner is assessed as not-yet-competent, having had sufficient opportunity to learn and demonstrate the required competence.
- Specific outcome 3.11 : Describe how typical communication of organisation requirements can be adjusted when a learner has a language/communication difficulty.

#### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 5

##### 1. Title: Improve service to customers

- Specific outcome 1.1: Describe the organisation's customer feedback procedures and explain the way feedback is recorded, analysed and stored.
- Specific outcome 1.2: Describe various team building techniques that can be implemented to maintain and improve service standards.
- Specific outcome 1.3: Explain the importance of encouraging colleagues to offer ideas to improve service to customers.
- Specific outcome 1.4: Explain the importance of cultural considerations when interacting with customers.

Specific outcome 1.5: Constantly encourage and record comments on service reliability from customers.

Specific outcome 1.6: Identify and record changes in customers' preferences, and make suggestions for standard procedure adjustments.

Specific outcome 1.7: Conduct trend analysis based on customer feedback and sales data.

Specific outcome 1.8: Evaluate and adjust organisational procedures and service standards based on customer feedback and staff input.

Specific outcome 1.9: Communicate changes in procedures and service standards promptly to all concerned.

Specific outcome 1.10: Initiate service improvement efforts within own area of responsibility and describe organisational procedures for doing this.

Specific outcome 1.11: Suggest possible improvements to customer feedback systems and give reasons for the suggestions.

Specific outcome 1.12: Given that service levels are low, develop a comprehensive long term plan for raising and maintaining service levels in the organisation.

## **2. Title: Plan, implement and evaluate sales development activities**

Specific outcome 2.1: Describe the methods of establishing current trends and customer preferences and explain its importance.

Specific outcome 2.2: Describe factors to be considered when developing a promotional activity.

Specific outcome 2.4: Describe availability and effectiveness of resources to develop sales activities.

Specific outcome 2.5: Describe factors that indicate the success of promotional activities,

Specific outcome 2.6: Explain potential barriers that can be anticipated to prevent sales targets being achieved.

Specific outcome 2.7: Explain the effective implementation of sales plans.

Specific outcome 2.8: List external agencies that can assist in developing/presenting promotional activities.

Specific outcome 2.9: State legal requirements governing the implementation and review of sales development activities.

Specific outcome 2.1 O: Research and identify opportunities for sales development activities.

Specific outcome **2.11**: Plan and schedule sales activities in accordance with the marketing plan and organisational procedures.

Specific outcome 2. 12: Plan sales taking into consideration existing/potential customers and factors which may disrupt the sales plan  
**(Range of factors:** supply problems, staffing problems  
ie: preventative and contingency planning)

Specific outcome 2.13: Plan sales taking into account available information. ,  
(Range of available information: sales& marketing reports, financial statistics, market trends, competitive activity, customer preferences)

Specific outcome 2,14: Estimate potential revenue in consultation with appropriate colleagues.

Specific outcome 2.15: Plan activities to maximise individual and team targets.

**Specific** outcome 2.16: Present the proposed sales development plan to appropriate people in a suitable format.

Brief staff on the targets and objectives for the sales development activities. **(Range of sales development activities:** single product/service, multiple products/services, current products, new products)

Specific outcome 2.17: Encourage staff participation and monitor their progress.

Specific outcome 2.18: Implement and monitor chosen sales development plans effectively.

Specific outcome 2.19: Request feedback from customers and respond pro-actively.

Specific outcome 2.20: Prepare sales reports in accordance with required time frames and organisational procedures.

**Specific** outcome 2.21: Plan future sales to include present results.

Specific outcome 2.22: Given another context such as entertainment, suggest how planning, implementation and evaluation of sales development activities would be affected and how performance would be adapted.

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### 3. Title: Control and order stock

Specific outcome 3.1: Describe the stock level maintenance techniques in the company and explain reasons for stock levels.

Specific outcome 3.2: Explain the reasons for maintaining continuous stock supplies with a contingency plan for inconsistent deliveries.

Specific outcome 3.3: Explain the importance of identifying and assessing actual losses against the loss forecast.

Specific outcome 3.4: Explain the importance of monitoring and reporting stock performance.

Specific outcome 3.5: Explain the impact of inadequate stock levels on customer service.

Specific outcome 3.6: Given stock, maintain the required level and explain how these levels are maintained. **(Range of stock:** food, beverages, equipment, linen, stationery, brochures, vouchers/ tickets, souvenir products)

Specific outcome 3.7: Monitor, maintain and adjust as required the stock security systems, ordering and recording. **(Range of Systems:** computerised and manual)

Specific outcome 3.8: Inform colleagues of their individual responsibilities in line with organisational requirements regarding the recording of stock storage and movement.

Specific outcome 3.9: Monitor stock performance and identify and report fast or slow selling items.

Specific outcome 3.10: Organise stock takes at the appropriate times and allocate responsibilities to staff.

Specific outcome 3.11: Produce accurate reports on stock take data within designated time frames.

Specific outcome 3.12: Identify, record and assess losses accurately against potential loss forecast on a regular basis. Issue reports with reasons and solutions.

Specific outcome 3.13: Use purchase and supply agreements correctly and record appropriate details.

Specific outcome 3.14: Monitor the delivery process to meet agreed deadlines.

Specific outcome 3.15: Liaise with colleagues and suppliers to ensure continuity of supply, follow up on any problems or refer to the appropriate person.

Specific outcome 3. 16: Distribute stock in accordance with agreed allocations.

Specific outcome 3. 17: Given there is a problem with the existing stock ordering and recording system, make recommendations for improvements.

#### **4. Title: Research and update legal knowledge required for business compliance**

Specific outcome 4.1: Explain the importance of developing and updating one's knowledge of the laws relating to the Relevant industry.

Specific outcome 4.2: Explain why each learner should conduct their own research into the law applicable to them, the organisation and the industry as a whole.

Specific outcome 4.3: Describe legislation that relates to hiring of employees and explain how to ensure compliance.

Specific outcome 4.4: Identify different sources of information and explain how to access this information.

Specific outcome 4.5: Identify, **analyse**, record and/or distribute appropriate information to colleagues which is relative to the organisation.

Specific outcome 4.6: Seek legal advice when necessary.

Specific outcome 4.7: Establish and monitor workplace systems and procedures to ensure compliance with legal requirements.

Specific outcome 4.8: Identify and modify aspects of the operation that may infringe the law to ensure compliance with legal requirements.

Specific outcome **4.9**: Use informal and formal research to update legal expertise for business compliance and share this information with colleagues to be incorporated into workplace plans and operations.

Specific outcome 4.10: Given a different context such as retail, describe how performance would be adapted to comply with legislation.

#### **5. Title: Assess candidate performance**

Specific outcome 5.1: Describe situations where it is preferable to prove competence from simulations rather than naturally occurring situations and explain why.

Specific outcome 5.2: Explain the importance of assessing all the outcomes across the entire range.

- Specific outcome 5.3: Describe the various methods of assessment and explain how they are distinguished from one another in their application. **(Range of methods of assessment: observation, product sampling, simulation, questioning, testimony)**
- Specific outcome 5.4: Explain why specific methods of assessment are stipulated for certain unit standards.
- Specific outcome 5.5: Explain the importance of assessing a learner's knowledge, understanding, decision-making ability, ability to perform or act and ability to adapt to different circumstances.
- Specific outcome 5.6: Describe the flow of documentation required by the ETQA, from completion of the assessment to capturing a record of the learner's competence on the ETQA database.
- Specific outcome 5.7: Explain the importance of giving the learner regular feedback.
- Specific outcome 5.8: Explain why the learner should be encouraged to comment on his / her performance.
- Specific outcome 5.9: Collect evidence on competence that is appropriate to the unit standard/qualification, taking the assessment criteria into account.
- Specific outcome 5.10: Use of a variety of assessment methods. **(Range of assessment methods: questioning, observation, simulation, product sample, testimony)**
- Specific outcome 5.11: Collect sufficient evidence to make an accurate judgement of the learner's ability to meet the required outcomes and give reasons why the assessor regards it as sufficient.
- Specific outcome 5.12: Complete the documentation on the assessment and ensure that it is an accurate reflection of the learner's competence in accordance with ETQA requirements.
- Specific outcome 5.13: Give clear constructive feedback to the learner and indicate necessary adjustments in performance.
- Specific outcome 5.14: Describe what steps should be taken when a learner is assessed as not-yet-competent, having had sufficient opportunity to learn and demonstrate the required competence.
- Specific outcome 5.15: Given that an organisation has no organisational requirements on record, describe how the method of assessment would be adapted.



**Specific outcome 5.16:** Given that a learner has difficulty in communicating or does not understand the assessor's questions, describe ways that the collection of evidence of competence might be adapted.

**6. Title: Manage workplace relations**

Specific outcome 6.1: Explain the importance of having a good understanding of the relevant industrial relations legislation.

Specific outcome 6.2: Describe formal counseling procedures in the workplace.

Specific outcome 6.3: Describe industrial dispute resolution procedures in the workplace.

Specific outcome 6.4: Explain the importance of managers maintaining up to date knowledge of relevant industrial relations legislation.

Specific outcome 6.5: Describe the industrial awards and agreements that are in place in the organisation.

**Specific outcome 6.6: Explain the role of unions in the relevant industry.**

Specific outcome 6.7: Communicate industrial dispute procedures to staff members.

Specific outcome 6.8: Provide employees with accurate and unbiased information on industrial matters.

Specific outcome 6.9: Identify workplace changes/issues that may cause industrial unrest and take preventative measures.

Specific outcome 6. 10: Identify external potential causes of unrest to the organisation.

Specific outcome 6.11 :Check and ensure that conditions of employment are in accordance with the relevant legislation and industrial award agreements.

Specific outcome 6. 12: Establish consultative structures for effective two-way communication with staff and communicate the importance of following these structures.

Specific outcome 6. 13: Develop procedures with the relevant persons for different processes and communicate details to all appropriate staff members. **(Range of relevant persons: manager, human resources manager, staff, shop steward/ trade union representative, industrial relations manager)** **(Range of processes: counseling, disciplining staff, grievances, dispute resolution)**

Specific outcome 6. 14: Use and monitor the various processes and make adjustments when necessary.

Specific outcome 6. 15: Given a different field (mining, information technology, medical) conduct various sessions relating to industrial relations, including disciplinary procedures,

Specific outcome 6. 16: Describe how the industrial dispute resolution procedures would differ if the dispute were in the retail or mining industry.

## **UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 6**

### **1. Title: Manage information flow**

Specific outcome 1.1: Describe an accepted form for writing business reports.

Specific outcome 1.2: Describe the alphanumeric and index systems for filing and accessing information.

Specific outcome 1.3: Explain the concept of 'Just in Time' information processing.

Specific outcome 1.4: Describe archiving procedures in the organisation.

Specific outcome 1.5: Explain the importance of information for management, staff and other departments, and describe the type of information each group needs.

Specific outcome 1.6: Describe the concept 'information overload' and how to avoid it.

Specific outcome 1.7: Illustrate various ways information could be presented for maximum impact.

Specific outcome 1.8: Describe typical meeting protocols and procedures.

Specific outcome 1.9: Explain strategies for keeping meeting on track.

Specific outcome 1.10: Describe strategies for diffusing conflict in meetings.

Specific outcome 1.11: Explain reasons for minutes and how to use minutes correctly.

Specific outcome 1.12: Describe examples of incorrect use of minutes and the abuse of minutes.

Specific outcome 1.13: Write reports to management clearly, concisely and accurately.

Specific outcome 1.14: Analyse requests for information and decide what information to communicate.

Specific outcome 1.15: Analyse incoming information, adjust it to suit the target audience and communicate it.

**Specific outcome 1. 16:** Hold meetings only when necessary and conclude them as quickly as possible.

Specific outcome 1.1 7: Interpret and explain information that is written by others.

Specific outcome 1. 18: Establish procedures that management would follow regarding communication and explain the reasons for doing so.

Specific outcome 1. 19: Discuss preferred ways of communication with other staff members, and follow the decisions made.

**Specific outcome 1.20:** Describe potential sources of information in the field.

## **2. Title: Lead and manage teams of people**

**Specific outcome 2.1:** Given cultural and religious needs, describe expectations and constraints that need to be taken into consideration in the workplace.

Specific outcome 2.2: Describe different styles of management and discuss the advantages/disadvantages of the various styles.

Specific outcome 2.3: Describe different ways of developing and maintaining constructive relationships within the working environment.

Specific outcome 2.4: Describe methods of encouraging participation and open styles of communication.

Specific outcome 2.5: Explain the importance of keeping staff informed of any changes to current standards, procedure and/or legislation.

Specific outcome 2.6: Describe principles of teamwork and team empowerment. (**Range of principles:** hierarchy, joint ownership)

Specific **outcome 2.7:** Stress the importance of handling conflicts promptly.

Specific outcome 2.8: Describe various methods to motivate staff.

**Specific outcome 2.9: Describe various methods of conflict resolution.**

Specific outcome 2.,1 O: Describe different types of teams and explain how they differ from each other in terms of how each team is led or managed. (**Range of types of teams:** Formal departments, self-directed work teams, project teams, cross-functional teams).

Specific outcome 2.11 :Given cultural and religious needs of the people in the workplace, establish and maintain productive working relationships

Specific outcome 2.12: Identify barriers preventing successful team work and discuss and implement solutions.

Specific outcome 2.13: Inform people within own area about their responsibility for expected standards of work and appropriate behaviour.

Specific outcome 2.14: Offer advice in a helpful manner and keep an open communication style to encourage participation.

Specific outcome 2.15: Inform people comprehensively and in good time about changes in procedures/policy that may affect them.  
**(Range of people:** those for whom one has responsibility, staff representatives, clients, colleagues)

Specific outcome 2.16: Encourage individuals to offer ideas or make alternative suggestions.

Specific outcome 2.17: Handle information on individual team members with an appropriate level of confidentiality.

Specific outcome 2.18: Develop plans and objectives in consultation with the team and communicate clearly to all team members.

Specific outcome 2.19: Encourage individual team members to take responsibility for their own work.

Specific outcome 2.20: Provide mentoring and coaching support to team members.

Specific outcome 2.21: Analyse information from the wider environment and decide whether to share the information with the team, and why.

Specific outcome 2.22: Monitor team performance and delegate tasks and responsibilities.

Specific outcome 2.23: Deal promptly with conflict within a team and obtain a positive resolution.

Specific outcome 2.24: Given that one cannot reward team members financially for excellence, suggest other ways to reward and motivate them.

Specific outcome 2.25: Given a particular team of people, suggest adjustments to the environment and distribution of work load that would improve the team's productivity.

**3. Title: Conduct disciplinary and grievance procedures**

Specific outcome 3.1: Describe legislation governing disciplinary and grievance procedures and explain the importance of adhering to the legislation.

Specific outcome 3.2: Describe the procedures for a fair disciplinary hearing.

Specific outcome 3.3: Explain the importance of keeping staff informed of any changes to current procedure and/or legislation.

Specific outcome 3.4: Carry out a disciplinary and grievance procedures promptly.

Specific outcome 3.5: Conduct the procedures in a professional manner and meet various legal requirements. **(Range of legal requirements:** the labour relations act, all relevant establishment procedures, Trade Union agreements, individual employment conditions and agreements).

Specific outcome 3.6: Communicate the results of the disciplinary/grievance procedure to the relevant people, and required actions to the parties concerned.

Specific outcome 3.7: Complete the records of proceedings and outcomes accurately and handle confidentially.

Specific outcome 3.8: Given an organisation with a different labour situation (unionised / non-unionised), describe potential adjustments in the disciplinary and grievance procedures.

**4. Title: Manage staff development**

Specific outcome 4.1: Describe ways to get individuals to share their career aspirations.

Specific outcome 4.2: Describe ways of probing for future direction when the person is reticent.

Specific outcome 4.3: Describe methods to assess current ability and conduct gap analysis to determine the future desired ability.

Specific outcome 4.4: Explain the importance of developing a plan of action for career goals.

Specific outcome 4.5: Describe ways to handle people who are not ambitious to develop.

Specific outcome 4.6: Describe vertical and horizontal career development and explain the differences.

Specific outcome 4.7: Explain the difference between the supervisor assisting

with career development and professional career management.

Specific outcome 4.8: Identify training needs from career discussions with the staff member.

Specific outcome 4.9: Determine career direction of the individual jointly and decide what should be done to move in this direction.

Specific outcome 4.10: Create short and long-term development plans for the individual and if appropriate, include a National Qualification.

Specific outcome 4.11: Develop a plan for training, development and assessment for the whole department.

Specific outcome 4.12: Decide whether or not to have a professional do career testing and explain reasons for the decision.

Specific outcome 4.13: Identify training needs and arrange the necessary training.

Specific outcome 4.14: Given that one is transferred to a department where development promises were made but no career development ever occurred, describe the approach to the situation and make suggestions for moving forward.

Specific outcome 4.15: Given that there is concern over an individual's performance, make suggestions on how the situation can be improved.

## **5. Title: Contribute to the provision of required staff**

Specific outcome 5.1: Describe relevant legislation that should be complied with when recruiting and selecting staff and explain the importance of complying with this legislation.

Specific outcome 5.2: Explain the interrelationship between operating budgets, productivity and recruitment practices.

Specific outcome 5.3: Describe the steps in the recruitment process.

Specific outcome 5.4: Explain the importance of keeping complete and accurate records of the activities during the selection process.

Specific outcome 5.5: Explain how work objectives and constraints affect staffing requirements.

Specific outcome 5.6: Identify the short-term recruitment needs based on service, efficiency needs and budgets in the workplace.

Specific outcome 5.7: List the reasons why new staff need to be recruited.  
(Range of needs: termination, resignations,

retirements, new scope of company, expansion of company)

Specific outcome 5.8: Consult colleagues in connection with staffing needs.

Specific outcome 5.9: Define the selection criteria required for the new staff based on that particular need. (Range of staff: internal, external, permanent, temporary, full-time, part-time, contract)

Specific **outcome 5. 10:Use job descriptions and specifications** where available and appropriate.

Specific outcome 5.11 :Obtain approval for recruitment initiatives in accordance with organisational requirements. (**Range of organisational requirements:** all relevant establishment procedures such as advertisements, application processing. )

Specific outcome 5.1 Z: Organise interviews and other selection processes in accordance with organisational requirements. (**Range of selection processes:** analysis of written documents (e.g. CV),test of work skills, psychometric testing)

**Specific** outcome 5. 13:Use selection criteria only as the basis for selection.

Specific outcome 5.14:Make offers of employment in accordance with the position specification and organisational requirements.

Specific outcome 5.1 5: Advise prospective employees about details in accordance with organisational and industrial/ legislative requirements and inform unsuccessful applicants of the organisation's decision.

**Specific** outcome 5.1 6: Provide the successful applicant with a letter of appointment and/or a contract of employment as well as other recruitment information.

Specific outcome 5. 17:Process and file the relevant documentation in accordance with organisational and legislative requirements.

Specific outcome 5. 18:Clarify the expectations of the new employee.

Specific outcome 5. 19:Describe the differences in approach when selecting management employees and front-line employees.

Specific outcome 5.20:Make recommendations for the improvement of the current recruitment and selection programme within the organisation.

## 6. Title: Prepare, implement, manage and control budgets

Specific outcome 6.1: Explain the value of using communication skills when preparing budgets.

Specific outcome 6.2: Explain the importance of circulating the draft budget.

Specific outcome 6.3: Describe the impact of internal and external environments on budget preparation.

Specific outcome 6.4: Relay the financial reporting procedures in the organisation and explain the importance of adherence to these procedures.

Specific outcome 6.5: Outline and analyse the budgetary process.

Specific outcome 6.6: Explain the importance of knowing and understanding the legislative requirements specific to record keeping and disbursement of funds.

Specific outcome 6.7: Describe the basic principles, concepts and types of budgets and sources of budgeting data and explain the importance of understanding these.

Specific outcome 6.8: Identify, access, review and analyse data required for budget preparation. **(Range of budgets:** departmental budget, profit & loss/income statement, capital expenditure budget, project budget)

Specific outcome 6.9: Prepare a draft budget that accurately reflects organisational objectives based on all available information and guidelines, and circulate it for input, negotiation, approval and finalisation.

Specific outcome 6.10: Complete the final budget in the required format within specified time frames, inform colleagues timeously of final budget decisions and implementation.

Specific outcome 6.11 :Review the budget regularly to assess actual performance against estimated performance.

Specific outcome 6. 12:Investigate, report or rectify any significant variances in accordance with own area of responsibility.

Specific outcome 6.1 3: Monitor and report on key ratios, and advise appropriate colleagues of budget status in relation to targets.

Specific outcome 6. 14:Present recommendations clearly and logically to appropriate person or department.

Specific outcome 6. 15:Complete all financial and statistical reports accurately, clearly and concisely within designated time frames.  
**(Range of reports:** daily/weekly/monthly transactions & reports, departmental, occupancy, sales performance, commission earnings, sales returns)



**Specific outcome 6. 16:** Use appropriate procedures and documents for drawing up, implementing, receiving, controlling and reporting on the budget.

Specific outcome 6. 17: Use alternative sources of data or information if specified sources are unavailable.

Specific outcome 6. 18: Adjust budgets where necessary to meet unexpected situational, organisational or environmental challenges.

Specific outcome 6.1 9: Given a different context such as retail or travel, describe how performance would be adapted.

## **7.-Title: Manage quality customer service**

**Specific outcome 7.1:** Describe the quality management system used in your organisation and give a definition of quality management used universally.

Specific outcome 7.2: Describe ways of researching competitors' quality of service.

Specific outcome 7.3: Describe the various research methods to obtain information on customer needs, expectations and satisfaction levels and explain which is the most effective method and why. **(Range of methods:** formal, informal)

Specific outcome 7.4: Explain the importance of including colleagues when planning customer service improvement programmed.

Specific outcome 7.5: Use formal and informal research to obtain information on customers' needs, expectations and satisfaction levels. **(Range of informal research:** talking to customers, qualitative/ quantitative research, feedback from service delivery colleagues, analysis of competition, analysis of industry/ market trends)

Specific outcome 7.6: Consider changes in external or internal environments in planning quality service.

Specific outcome 7.7: Provide opportunities for colleagues to participate in the customer service planning process.

Specific outcome 7.8: Approaches are developed and communicated to colleagues and customers.

**Specific outcome 7.9: Monitor customer service standards with ongoing feedback sought from customers.**

Specific outcome 7.1 O: Use coaching to assist colleagues to deal with customer service issues.

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Specific outcome 7.1 I: Identify customer service problems, make adjustments and communicate details to the people involved within the appropriate time frames.

Specific outcome 7.1 Z: Given another context such as retail, describe how performance would be adapted to ensure quality customer service.

## 8. Title: Monitor staff performance

Specific outcome 8.1: Explain the importance of feedback, coaching, support and guidance when monitoring the performance of staff.

Specific outcome 8.2: Explain why managers need updated knowledge and understanding of industrial relations issues when managing staff performance.

Specific outcome 8.3: Describe the procedures for implementing formal appraisal systems in the organisation and make recommendations to improve the system.

Specific outcome 8.4: Consult and inform staff about expected standards of performance.

Specific outcome 8.5: Monitor ongoing performance in the workplace according to organisational goals/objectives using effective performance measurement systems.

Specific outcome 8.6: Provide feedback, guidance and support to colleagues formally and informally, on an ongoing basis.

Specific outcome 8.7: Recognise achievements and outstanding performance and reward such achievements in accordance with organisational requirements. **(Range of rewards:** monetary, leave, prizes, recognition at awards ceremony)

Specific outcome 8.8: Identify the need for further coaching/training and organise this in accordance with organisational requirements.

Specific outcome 8.9: Identify performance problems promptly, investigate possible solutions and explain and agree with the person in question.

Specific outcome 8.10 Follow up the outcome of coaching/training in the workplace and monitor effectiveness.

Specific outcome 8.11 :Organise/arrange a formal counseling session where necessary.

Specific outcome 8.1 2: Explain the procedures for implementing formal appraisal systems correctly.

Specific outcome 8.1 3: Conduct individual appraisals openly and fairly in accordance with organisational procedures.

Specific outcome 8. 14: Complete and file appraisal records, agree an action plan with colleagues and follow up the plan in the workplace.

Specific outcome 8. 15: Given an entirely different field (e.g. mining, chemical, computer) describe how performance would be adapted when monitoring staff performance.

Specific outcome 8. 16: Develop and implement a plan for improving performance within the department

## **9. Title: Manage workplace diversity**

Specific outcome 9.1: Explain the concept and benefits of diversity and how it is used to enhance work performance in the department/organisation.

Specific outcome 9.2: Describe specific diversity issues that apply to colleagues in the relevant industry.

Specific outcome 9.3: Describe specific diversity issues that apply to customers in the organisation.

Specific outcome 9.4: Explain how leaders can encourage cross-cultural communication.

Specific outcome 9.5: Use own individual behaviour as a role model for others to demonstrate respect for diversity, (Range of **diversity**: race, language, special needs, disabilities, gender, family structure, age, sexual preference)

Specific outcome 9.6: Assist and coach colleagues in ways of accepting diversity when dealing with other colleagues and customers.

Specific outcome 9.7: Recognise and use the skills of a diverse workforce to enhance performance from the department.

Specific outcome 9.8: Promote the benefits of a diverse workforce to colleagues.

Specific outcome 9.9: Recognise workplace problems that arise from diversity issues and take appropriate action promptly to resolve the situation.

Specific outcome 9. 10: Use coaching and mentoring to assist colleagues to work successfully in a diverse environment

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Specific outcome 9.11 :Develop planning and work practices in a manner that shows respect for workplace diversity.

Specific outcome 9.12: Facilitate a study of various cultures within the organisation and use information from this study to develop an action plan to improve culturally related workplace relations.

**DIPLOMA IN WHOLESALE TRAVEL****Field:** Services**Sub-field:** Hospitality, Tourism, Travel, Gaming and Leisure**NQF Level:** 5**Credits:** 240**Purpose of qualification:**

This qualification has been developed for the senior consultant in the wholesale travel industry. Such a qualification will professionalise the industry, ensuring a more competent workforce and smoother career progression. It also provides the basis for further development into specialist and management areas within the travel industry as well as articulation with Hospitality and other Tourism industries.

**UNIT STANDARDS FOR WHOLESALE TRAVEL****Unit standards at NQF Level 4**

1. Title: Analyse wholesale travel

**Unit standards at NQF Level 5**

1. Title: Plan and operate a tour
2. Title: Calculate costs and price travel packages

**Unit standards at NQF Level 6**

1. Title: Book and issue tour operator documentation

**Unit standards at NQF Level 7**

1. Title: Start-up and manage a small business
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**UNIT STANDARDS FOR WHOLESALE TRAVEL****UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 4****1. Title: Analyse wholesale travel**

Specific outcome 1.1: Describe the roles and functions of the inbound and outbound wholesaler and distinguish these from retail travel.

Specific outcome 1.2: Explain the concept of distribution within the group travel industry.

Specific outcome 1.3: Describe the various associations that impact on the wholesale industry.

Specific outcome 1.4: Explain the term "GSA" (General Sales Agent).

Specific outcome 1.5: Describe the types of products "GSAS" offer on behalf of foreign tour operators and principals.

Specific outcome 1.6: Describe structures within the wholesale industry and distinguish between horizontal and vertical structuring.

Specific outcome 1.7: Describe the different functions, with reasons for each of them, in a typical wholesale organisation and the different roles that staff play.

Specific outcome 1.8: Describe components and elements of a package tour or Inclusive tour (IT).

Specific outcome 1.9: Describe various types of tours and compare benefits and differences.

Specific outcome 1.10: Compare group travel with independent travel and explain the motivation for joining group travel.

Specific outcome 1.11: Describe research material specifically used in the wholesale industry and explain how information is accessed and interpreted.

Specific outcome 1.12: Decide which principal offers the best service at the most competitive rate.

**UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 5****1. Title: Plan and operate a tour**

- Specific outcome 1.1: Given a defined need, select destinations to be included in the itinerary, taking into consideration the profile of the target market.
- Specific outcome 1.2: Identify appropriate research aids that can be employed to establish gateways, available transport, accommodation, available sightseeing tours, dates of events, climatic conditions and political situation of the destination(s).
- Specific outcome 1.3: Select the tour components to match the target market.  
**(Range of components:** transport, transfers, accommodation, meals, sightseeing trips, shopping expeditions, special interest activities and leisure time).
- Specific outcome 1.4: Explain points regarding tour components to be taken into consideration when planning group tours.
- Specific outcome 1.5: Describe the programme of daily activities that match the profile of the target market, taking days of arrival and departure and traveling time into account.
- Specific outcome 1.6: Describe the legal liabilities of the supplier, tour operator, retail agent and customer and recommend additional travel insurance cover.
- Specific outcome 1.7: Draft a project plan to determine the lead time required for the following: negotiations with suppliers; booking reservations; ticketing time limits; design and preparation of brochure material; meetings with copy-writer and publisher; marketing.
- Specific outcome 1.8: Identify special tour components that could be included e.g. pillow-gifts, meet-and-greet, complimentary drinks, farewell meal at the end of the tour, tour guides, portage and tips, aircraft head covers with logos, travel bags.
- Specific outcome 1.9: Given a request to include breakaway trips from the original itinerary, offer additional services and incorporate these in the tour plan.
- Specific outcome 1.10: Given natural disasters or political instability within a specific region, suggest changes to the package and explain reasons for the changes.
- Specific outcome 1.11: Given that there are fewer participants than the minimum group size, describe alternative arrangements that can be made and give reasons for the decision.

## **2. Title: Calculate costs and price travel packages**

- Specific outcome 2.1: Identify fixed costs and distinguish from variable costs,
- Specific outcome 2.2: Identify costs excluded from the tour price.
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- Specific outcome 2.3: Compile a checklist of cost elements that should be included in every tour.
- Specific outcome 2.4: Distinguish commission from overrides and mark-ups.
- Specific outcome 2.5: Calculate commission, overrides and mark-ups.
- Specific outcome 2.6: Describe computerised quoting systems currently available and explain how they are used.
- Specific outcome 2.7: Calculate the cost of a tour taking the following tour elements into account: accommodation, transport, guide and escort fees, entry fees, levies and taxes, meals portorage, promotional items such as bags, wallets, pillow gifts, service fees, insurance, tours and activities, guide accommodation and meals, equipment hire.
- Specific outcome 2.8: Calculate the tour price, using net rates, commissions, mark-ups and/or overrides.
- Specific outcome 2.9: Evaluate and analyse the final tour price and in the event that the tour price is considered too high suggest potential cost reductions.
- Specific outcome 2.10: Analyse the conditions contained in contracts and draw comparisons between them.
- Specific outcome 2.11 :Given currency fluctuations, describe ways of reducing financial loss.
- Specific outcome 2.12: Given an increase in rates from the principal, decide whether to incorporate the costs into the tour, or use a new supplier and explain reasons for the decision.
- Specific outcome 2.1 3: Given a situation where an error has occurred, recommend a way to solve the problem.

## **UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 6**

### **1. Title: Book and issue tour operator documentation**

- Specific outcome 1.1: Access fares and rates, using the GDS/CRS and/or manuals.
- Specific outcome 1.2: Apply Rate of Exchange (ROE) to convert fares and rates to ZAR in order to quote the customer.
- Specific outcome 1.3: Establish the customer's needs and offer the most suitable airline and route and suggest alternatives where appropriate.
- Specific outcome 1.4: Process the reservations and confirm with the customer within 24 hours.



Specific outcome 1.5: Inform the customer of delays and explain why,

Specific outcome 1.6: Relay relevant ticketing information to the agent when agent is-issuing tickets.. (**Range** of information: ticket time limits; IT code; validity dates; endorsements/restrictions and calculation and fares entries; qualifying data)

Specific outcome 1.7: Communicate available sales incentives to the agent.

Specific outcome 1.8: Explain the terms and conditions of contract for the tour/package to the customer.

Specific outcome 1.9: Maintain records according to legal requirements.

Specific outcome 1.10: Collect payment timeously and issue vouchers for land arrangements.

Specific outcome 1.11 :Collect payment timeously and issue the appropriate Standard Traffic Documents (STDs), adhering to IATA ticketing procedures.

Specific outcome 1.12: Determine the method of delivery preferred by he customer.

Specific outcome 1.13: Calculate commissions due and prepare documents for accounting.

Specific outcome 1.14: Given a late reservation request, decide how to obtain confirmation within the requested time frame and give reasons for the action chosen.

Specific outcome 1.15: Given a schedule change or a change in the customer's itinerary, offer the customer the best possible alternative available at the time and explain the reasons for the alternative offered.

Specific outcome 1.16: Given a breakdown in technology, describe how performance would be adapted when making reservations and issuing documentation.

Specific outcome 1.17: Given natural disasters or political instability within a specific region, describe how performance would be adapted when making reservations and following the emergency procedures.

#### UNIT STANDARDS **TITLES** AND SPECIFIC OUTCOMES NQF LEVEL 7

##### **1. Title: Start-up and manage a small business**

Specific outcome 1.1: Explain the importance of managing finances within a budget to ensure the business is profitable.

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- Specific outcome 1.2: Explain the importance of calculating production costs and define profit margins.
- Specific outcome 1.3: Explain why actual performance is monitored against planned performance.
- Specific outcome 1.4: Describe the impact of market changes on a business.
- Specific outcome 1.5: Describe ways to ensure that customers needs are satisfied.
- Specific outcome 1.6: Give an explanation of the role of business in society.  
**(Range of role:** need satisfaction, employment, profit, wealth creation)
- Specific outcome 1.7: Explain the relationship between a business and its environment. (Range of environment: market environment (suppliers, customers, competitors), macro environment (legal, social, economic, natural, technological) (Range of functions: marketing/ sales, purchasing, production/ operations, personnel, finance)
- Specific outcome 1.8: Describe the forms of business ownership. **(Range of business ownership: sole proprietor, partnership, close corporation, company, franchise)**
- Specific outcome 1.9: Describe the business process and identify its component parts in relation to other enterprises.  
**(Range of process: inputs (materials, people, quipment, premises, money), throughputs (production /operations), outputs (products / services)**
- Specific outcome 1.10: Form the business into a cohesive entity, and explain the functions and organisation of the business.
- Specific outcome 1.11 :List the relevant legal requirements affecting a business. (Range of legal requirements: licensing, provisional tax requirements, employees tax, UIF, VAT, **labour** law (basic conditions of employment, Labour relations, Occupational health and safety)
- Specific outcome 1.12:Identify potential small business / entrepreneurial opportunities within an industry.
- Specific outcome 1.13: Conduct a simple market research/ feasibility study. (Range of market research: Market research/ feasibility, market environment (customers, suppliers, competitors), SWOT analysis, choice of venture)
- Specific outcome 1.14: Prepare a detailed cost estimate and implementation plan. (Range of estimate & **plan:** activity schedule/ production process, materials, **labour** and equipment requirements, fixed and variable costs, profit margins, action plan)

Specific outcome 1. 15: Implement a small business project in accordance with the plan and the budget. (Range of implementation: implement plan, manage expenditure according to budget, maintain standards, monitor performance)

Specific outcome 1.16: Develop a financial management system. (**Range of financial management:** cash book, balance sheet, breakeven analysis, cash flow, profit and loss)

Specific outcome 1. 17: Given a different environment, describe how performance would be adapted when conducting a simple market research study relating to suppliers, customers and competitors.

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## DIPLOMA IN FAST FOOD SERVICES

**Field:** Services

**Sub-field:** Hospitality, Tourism, Travel, Gaming and Leisure

**NQF Level:** 5

**Credits:** 240

**Purpose of qualification:**

**This qualification** has been developed **for professionals in the fast food and restaurant industry**. It brings together elements of food and drink preparation and service. This qualification will professionalise the industry and is applicable mainly to the fast **food and restaurant sector, but** would be transferable to another hospitality environment. The qualification provides articulation with Gaming, Travel and other Tourism industries.

### UNIT STANDARDS FOR FAST FOOD SERVICES

#### Unit standards at NQF Level 2

1. Title: Handle and maintain utensils and equipment
2. Title: Clean food production areas and equipment
3. Title: Clean and store crockery and cutlery

#### Unit standards at NQF Level 3

1. Title: Handle and store food

#### Unit standards at NQF Level 5

1. Title: Maintain food production operations
2. Title: Maintain a cleaning programme for kitchen areas and equipment
3. Title: Maintain and promote food hygiene in food preparation
4. Title: Maintain supply levels

**UNIT STANDARDS FOR FAST FOOD SERVICES****UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES LEVEL2****1. Title: Handle and maintain utensils and equipment**

- Specific outcome 1.1: Explain the importance of cleaning and sanitizing cutting boards after each use **in terms of the impact on hygiene.**
- Specific outcome 1.2: Explain the importance of storing utensils and equipment according to organisational requirements.
- Specific outcome 1.3: **Clean** and maintain utensils and equipment following correct procedures. **(Range of utensils: spatulas, pots and pans, bowls or dishes or moulds, whisks, sieves or colanders or strainers, spoons or ladles or slicers, graters, peelers or zesters or corers, tin opener, cutting boards)**
- Specific outcome 1.4: Store utensils and equipment correctly and in accordance with organisational requirements.
- Specific outcome 1.5: Given an unexpected situation, decide what action to take and give reasons for that choice. **(Range of unexpected situations: injury, damaged utensils or equipment)**
- Specific outcome 1.6: Complete all work in an organised and efficient manner in order to meet schedules and organisational requirements.
- Specific outcome 1.7: Given a situation where equipment has not been correctly stored and is no longer hygienic, describe ways to rectify the situation.

**2. Title: Clean food production areas and equipment**

- Specific outcome 2.1:** Explain the importance of handling and disposing of waste correctly in terms of the impact on hygiene.
- Specific outcome 2.2: Explain the importance of identifying and selecting the correct cleaning materials for different types of surfaces and equipment.
- Specific outcome 2.3: Explain the reasons for turning off equipment before dismantling and cleaning and the impact on safety.
- Specific outcome 2.4: State company procedures for cleaning food production areas and equipment.
- Specific outcome 2.5: Clean sinks and handbasins and ensure they are free flowing in accordance with organisational requirements.
- Specific outcome 2.6: Clean a range of surfaces demonstrating the correct procedures. **(Range of surfaces: metal, wall tiles, painted, glass, floor tiles or vinyl or linoleum floor coverings, laminated surfaces)**
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Specific outcome 2.7: Clean all areas using correct procedures. ( **Range of areas: floors and walls, drains, gullies, traps, shelving, cupboards and drawers**)

Specific outcome 2.8: Use correct cleaning equipment and materials and explain why these materials are used.

Specific outcome 2.9: Clean and store equipment after use demonstrating the correct procedures.

Specific outcome 2.10: Dispose of refuse and waste food correctly and ensure containers are clean and ready for use.

Specific outcome 2.11: Switch off food production equipment, then dismantle, clean and reassemble correctly. (Range **of food production equipment: ovens, bobs and ranges, griddles or grills or salamanders, fryers, bain-marie or hotplates, mixers and slicers**)

Specific outcome 2.12: Store equipment correctly after cleaning and explain the importance of doing this.

Specific outcome 2.13: Given a range of unexpected situations, decide what action to take and give reasons for that choice. (**Range of unexpected situations: injury, problems with cleaning equipment or supplies, equipment failure**)

Specific outcome 2.14: Complete all work in an organised manner.

Specific outcome 2.15: Given a different type of hospitality establishment describe how performance would be adapted.

### **3. Title: Clean and store crockery and cutlery**

Specific outcome 3.1: Explain why damaged crockery and cutlery should not be used and the importance of reporting damaged items to a supervisor.

Specific outcome 3.2: Explain the reasons for using the correct equipment to polish cutlery.

Specific outcome 3.3: Explain the importance of using the correct cleaning materials in terms of the impact on hygiene.

Specific outcome 3.4: Explain the importance of stacking crockery safely and carefully and the procedure for dealing with damaged **crockery**.

Specific outcome 3.5: Explain the importance of keeping cleaning equipment and machinery clean, free from damage and ready for future **use**.

Specific outcome 3.6: Explain the organisational requirements for cleaning and storing crockery and cutlery.

Specific outcome 3.7: Prepare crockery and cutlery for cleaning in accordance with organisational requirements.

**Specific outcome 3.8: Use cleaning equipment demonstrating correct procedures. (Range of cleaning; by machinery or by hand)**

Specific outcome 3.9: Wash crockery and cutlery at the appropriate temperature using correctly diluted cleaning materials in the dishwasher or the sink,

Specific outcome 3.10: Dispose of waste or dirty water according to organisational requirements.

Specific outcome 3.11: Dry and store crockery and cutlery demonstrating correct procedures.

Specific outcome 3.12: Keep storage areas clean, tidy and free from refuse and explain the importance of doing this.

Specific outcome 3.13: Polish cutlery where appropriate, then stack and store correctly ready for use.

Specific outcome 3.14: Given a range of unexpected situations, decide what action to take and give reasons for that choice. **(Range of unexpected situations: injury, cracked/ chipped plates, out of order dishwasher, no hot water)**

Specific outcome 3.15: Complete all work in an organised and efficient manner.

Specific outcome 3.16: Given a different type of hospitality establishment describe how crockery and cutlery storage procedures could differ.

### **UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 3**

#### **1. Title: Handle and store food**

Specific outcome 1.1: Explain reasons for maintaining a constant stock of food items.

Specific outcome 1.2: Explain reasons for securing storage areas from unauthorised access.

Specific outcome 1.3: Explain reasons for storing food at the correct, safe temperature and the impact on the organisation of not doing so.

Specific outcome 1.4: Explain the importance of storing thawing frozen food correctly.

Specific outcome 1.5: Explain reasons for storing raw and cooked foods separately.

Specific outcome 1.6: Explain the importance of lifting heavy or bulk items using approved safe methods.

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- Specific outcome 1.7: State organisational requirements for handling and storage of food.
- Specific outcome 1.8: Given a range of food items and types of food items, select the correct conditions for storing at all times in accordance with OHS act specifications. (Range **of food items**: meat, poultry, fish, fruit, vegetables, eggs, bread items, cakes and biscuits, dairy items, dry goods) **(Range of types of food items**: ambient, chilled, frozen, cooked, uncooked)
- Specific outcome 1.9: Given a range of packaging, take appropriate care when handling food items so that packaging remains undamaged. **(Range of packaging: cans, bottles or jars, packets, boxes, bags or sacks)**
- Specific outcome 1.10: Store or thaw frozen food correctly in accordance with health specifications
- Specific outcome 1.11: Keep storage areas clean, tidy and free from refuse.
- Specific outcome 1.12: Report low food stock levels to the appropriate person.
- Specific outcome 1.13: Secure storage areas from unauthorised access.
- Specific outcome 1.14: Given a range of unexpected situations, decide what action to take and give reasons for that choice. **(Range of unexpected situations: cuts, burns, injuries to back or other injuries, power cuts, equipment failure, insufficient or damaged stock, contaminated stock [pests, blood, foreign material], stock past 'use by' date, freezerburn)**
- Specific outcome 1.15: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific outcome 1.16: Given a situation where the freezer has defrosted due to a power failure overnight, describe the actions to be taken in rescuing the meat (high value item) as it has now defrosted and should not be re-frozen.
- Specific outcome 1.17: Given a situation where there has been an infestation of ants in the dry store, describe how to solve the problem.

## UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 5

### 1. Title: Maintain food production operations

- Specific outcome 1.1: Explain the importance of monitoring the use of resources on an ongoing basis.



- Specific outcome .2:** Describe methods of obtaining feedback in relation to portion control.
- Specific outcome .3:** State organisational requirements for maintaining food production operations.
- Specific outcome 1.4:** Given a range of resources, make available to kitchen staff all the necessary resources in various types of situations. (Range of resources: supplies ,equipment, power, staff, time) (Range of situations: during normal operations , at short notice, special events)
- Specific outcome 1.5:** Given a range of instructions and food production methods, instruct kitchen staff fully, **(Range of instructions: verbal , pictorial , written) (Range of methods: preparation, storage after production , chilling, freezing, re-heating, presentation, distribution)**
- Specific outcome 1.6:** **Monitor food production methods to ensure appropriate working practices** are used.
- Specific outcome 1.7:** Take appropriate action to ensure delays are minimised.
- Specific outcome 1.8:** Monitor work activities for efficient use of resources.
- Specific outcome 1.9:** Assess yields accurately to ensure targets are met.
- Specific outcome 1. 10:** Given a range of situations, in which portion control is applied, inform staff of the importance of maintaining portion control for the financial success of the organisation. **(Range of situations: normal service , special events )**
- Specific outcome 1.11:** Check portions and explain the importance of doing this.
- Specific outcome 1.12:** Given a range of modes of feedback, monitor feedback to accurately identify over or under portioning. **(Range of feedback: formally , informally, from customers staff)**
- Specific outcome 1.13:** **Monitor operations regularly,**
- Specific outcome 1.14:** Record relevant information accurately in the appropriate format and make this available to the appropriate people.
- Specific outcome 1.15:** Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice. **(Range of unexpected situations: supply problems, power /equipment failures, staffing problems, incorrect portion size)**
- Specific outcome 1.16:** Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.

Specific outcome 1.17: Given the importance of portioning of food, explain how performance **would be adapted in different situations to ensure that portion sizes served are correct and not too big or too small.**

Specific outcome 1.18: Given a different size operation describe how performance would be adapted **when maintaining food production operations.**

## 2. Title: Maintain a cleaning programme **for kitchen areas and equipment**

Specific outcome 2.1: Describe potential hazards when using cleaning materials and explain how to avoid accidents or misuse.

Specific outcome 2.2: Describe steps to be followed where problems are identified through inspections.

Specific outcome 2.3: State organisational requirements when cleaning / maintaining kitchen areas and equipment,

Specific outcome 2.4: Given a range of areas where the cleaning programme applies and a range of modes of communication, inform staff and obtain clarification of the cleaning procedures. (Range of cleaning programme relates to: food production areas, preparation areas and equipment, storage areas and equipment, wash up areas, cleaning equipment, kitchen offices, staff toilets and change rooms) **(Range of communication: written, verbal, diagrammatic)**

Specific outcome 2.5: Conduct inspections while demonstrating correct procedures. (Range **of inspections:** ongoing, regular, spot checks)

Specific outcome 2.6: Make available the full range of resources necessary for operations. (Range **of resources:** staff, cleaning equipment, cleaning agents, protective clothing)

Specific outcome 2.7: Take appropriate action to rectify unsatisfactory work and resource problems.

Specific outcome 2.8: Record all relevant information accurately in a suitable format and make this available to the appropriate people.

Specific outcome 2.9: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice. **(Range of unexpected situations and problems: insufficient cleaning materials and /or chemicals, cleaning machinery is faulty, power /equipment failures, staff sick, insufficient cleaning staff)**

Specific outcome 2.10: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner according to priorities and deadlines.

Specific outcome 2.11: Given a new supplier of cleaning materials, describe how to ensure that the correct cleaning agents and dilutions of the chemicals are used.

**3. Title: Maintain and promote food hygiene in food preparation**

Specific outcome 3.1: Explain the health and safety procedures **to be followed when** storing food.

Specific outcome 3.2: Explain the importance of lifting heavy or bulk items in accordance with safety procedures.

Specific outcome 3.3: Describe methods to detect signs of pest infestation.

Specific outcome 3.4: Explain reasons for maintaining good personal hygiene when handling and storing food and the impact of not doing so.

Specific outcome 3.5: Explain the importance of keeping storage areas and equipment hygienically clean and the impact of not doing so.

Specific outcome 3.6: Describe the main contamination threats when storing food.

Specific outcome 3.7: Explain the importance of covering cuts and grazes and reporting any illness promptly and the impact of neglecting to do so.

Specific outcome 3.8: Explain the importance of the relationship between time and temperature when storing and cooking food.

Specific outcome 3.9: Describe the checks that should be carried out upon delivery to ensure that food items are in a good hygienic condition.

Specific outcome 3.10: Explain reasons for keeping raw and cooked food separately during storage.

Specific outcome 3.11: Describe methods to prevent cross contamination.

Specific outcome 3.12: Describe the correct procedures for defrosting food items and explain the impact of following incorrect procedures.

Specific outcome 3.13: Explain reasons for always storing food in the correct place.

Specific outcome 3.14: State organisational requirements when maintaining and promoting food hygiene.

Specific outcome 3.15: Given a range of unhygienic activities, wash hands using antiseptic soap after carrying out such activities. **(Range of unhygienic activities: handling waste / food waste, visit to toilet, touching of face and hair, blowing nose, handling unwashed fresh foods, smoking, handling cleaning fluids / materials)**

Specific outcome 3.16: Maintain storage area in a clean and hygienic condition.

Specific outcome 3.17: Carry out appropriate checks upon delivery to ensure that food items are in good hygienic condition.

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Specific outcome 3. 18: Store a range of food demonstrating the correct procedures and explain the importance of doing this in accordance with the food type, **(Range of food items: meat , poultry, fish, dairy products, vegetables, fruit, eggs, dry goods) (Range of food types: chilled, frozen, uncooked, cooked)**

Specific outcome 3. 19: Rotate stock following correct operational and hygienic procedures.

Specific outcome 3.20: Carry out appropriate operational procedures to minimise risk of pest infestation.

Specific outcome 3.21 : Maintain food preparation, cooking areas and equipment in a hygienic condition.

Specific outcome 3.22: Prepare raw and high-risk foods separately, using separate equipment.

Specific outcome 3.23: Remove all unfit or waste food from the food preparation and cooking area promptly.

Specific outcome 3.24: Keep all waste bins covered and away from food.

Specific outcome 3.25: Maintain food items at a safe temperature throughout the cooking process in line with safe hygiene practices.

Specific outcome 3.26: Take corrective measures to address unhygienic practices within food preparation, cooking and storage areas.

Specific outcome 3.27: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice. **(Range of unexpected situations and problems: equipment faults, problems with food, customer/staff problems, problems with deliveries)**

Specific outcome 3.28: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner according to priorities and deadlines .

Specific outcome 3.29: Given a kitchen where there are inadequate storage facilities, describe how to adapt performance in safely storing different food types.

#### 4. Title: Maintain supply levels

Specific outcome 4.1: Describe the various methods to calculate optimum stock levels.

Specific outcome 4.2: Describe the various methods to establish physical stock levels and the rate of consumption.

Specific outcome 4.3: Explain stock rotation including FIFO and LIFO methods. Give examples where each method would **be used**.



- Specific outcome 4.4: **Explain ordering procedures and supplier preferences** for a particular organisation,
- Specific outcome 4.5: Describe precautions when receiving stock and explain why. **(Range of precautions: hygiene, security, handling, checking).**
- Specific outcome 4.6: Explain optimum storage conditions for stock. **(Range of stock: perishable, frozen, fragile, hazardous).**
- Specific outcome 4.7: Describe the stock monitoring and control system when issuing stock in the organisation.
- Specific outcome 4.8: Identify supply needs taking optimum stock levels and supplier lead-time into account.
- Specific outcome 4.9: Decide which supplier to use and give reasons for this decision.
- Specific outcome 4.10: Place orders taking into account quantity, quality, price and lead-time.
- Specific outcome 4.11: Given goods are delivered, match items against delivery documentation and purchase specifications, record any discrepancies and decide how the problem is to be rectified.
- Specific outcome 4.12: Store goods under appropriate conditions for the type of goods. **(Range of goods: perishable, frozen, fragile, hazardous).**
- Specific outcome 4.13: Maintain a stock rotation system that suits the type of stock being stored.**
- Specific outcome 4.14: Maintain the procedures to identify and record damaged stock.
- Specific outcome 4.15: Maintain a stock issue system to record all stock entering or leaving the store.
- Specific outcome 4.16: Suggest how stock losses can be reduced.
- Specific outcome 4.17: Suggest how and where inventories can be reduced in size.

**DIPLOMA IN PROFESSIONAL COOKERY****Field:** Service**Sub-field:** Hospitality, Tourism, Travel, Gaming and Leisure**NQF Level:** 5**Credits:** 273

**Purpose:** This qualification has been developed for professionals in the food preparation industry (hospitality). It brings together elements of food and drink preparation and service as well as management. This qualification will professionalise the industry and is applicable to all sectors, from small restaurants to large-scale hotels. The qualification builds on other certificates and provides articulation with Gaming, Travel and other Tourism industries.

**UNIT STANDARDS FOR PROFESSIONAL COOKERY****Unit standards at NQF Level 2**

1. Title: Handle and maintain utensils and equipment.
2. Title: Handle and store food.
3. Title: Clean food production areas and equipment.
4. Title: Clean and store crockery and cutlery.
5. Title: Clean food production areas, equipment and utensils.
6. Title: Prepare and cook basic pulse dishes.
7. Title: Prepare and cook basic rice dishes.
8. Title: Prepare and cook basic egg dishes.
9. Title: Prepare and cook basic pasta dishes.
10. Title: Prepare and cook basic shellfish dishes.
11. Title: Prepare and cook vegetables for basic hot dishes and salads.
12. Title: Prepare and cook basic fruit dishes.
13. Title: Prepare and cook starch.
14. Title: Prepare and cook basic vegetable protein dishes.

**Unit standards at NQF Level 3**

1. Title: Prepare and cook basic sauces and soups.
2. Title: Handle and store food.
3. Title: Prepare and cook basic fish dishes.
4. Title: Prepare and cook basic dough dishes.
5. Title: Prepare and cook basic pastry dishes.
6. Title: Prepare, bake and decorate basic cakes and biscuits.
7. Title: Prepare and present food for cold presentation.
8. Title: Cook – chill foods.
9. Title: Cook - freeze foods.

- 10. Title: Provide a cook-freeze or cook-chill food service to clients.
- 11. Title: Prepare cook and finish fresh pasta dishes,

#### **Unit standards at NQF Level 4**

- 1. Title: Prepare and cook basic meat, poultry, game or offal dishes.
- 2. Title: Plan and conduct meetings.
- 3. Title: Manage one's own development.
- 4. Title: Support and guide the learner.
- 5. Title: Prepare and cook basic cold and hot desserts.
- 6. Title: Prepare, cook and finish hot sauces, soups and cold dressings.

#### **Unit standards at NQF Level 5**

- 1. Title: Maintain food production operations.
- 2. Title: Maintain a cleaning programme for kitchen areas and equipment.
- 3. Title: Maintain and promote food hygiene in the kitchen.
- 4. Title: Develop and implement new recipes and menus.
- 5. Title: Maintain supply levels
- 6. Title: Improve service to customers.
- 7. Title: Plan, implement and evaluate sales development activities.
- 8. Title: Research and update legal knowledge required for business compliance.
- 9. Title: Assess the learner.
- 10. Title: Prepare and cook **complex meat and offal dishes.**
- 11. Title: **Prepare and cook complex game and poultry dishes.**
- 12. Title: **Prepare and cook complex fish dishes.**
- 13. Title: **Produce complex hot and cold desserts.**
- 14. Title: **Produce sauces, fillings and coatings for desserts.**
- 15. Title: **Prepare and process complex** sponges and cake products.
- 16. Title: Prepare and process complex fermented dough products.
- 17. Title: Prepare and produce complex pastry products.
- 18. Title: Prepare, cook and finish complex vegetable dishes.
- 19. Title: Prepare and cook complex shellfish dishes.
- 20. Title: Maintain food production quality control systems, procedures and specifications.

#### **Unit standards at NQF Level 6**

- 1. Title: Prepare, process and finish pastillage, marzipan products and Decorative icings.
- 2. Title: Prepare, process and finish chocolate and couverture based products.
- 3. Title: Process and finish sugar based products.
- 4. Title: Manage quality in the organisation.
- 5. Title: Monitor staff performance.
- 6. Title: Manage workplace diversity.

#### **Unit standards at NQF Level 7**

- 1. Title: Start-up and manage a small business.

**UNIT STANDARDS FOR PROFESSIONAL COOKERY****UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 4****1. Title: Prepare, cook and finish hot sauces, soups and cold dressings.**

- Specific outcome 1.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 1.2: Describe the required procedures/conditions for optimum safety during storage / holding of cooked sauces, stocks, gravies and glazes.
- Specific Outcome 1.3: Describe the appropriate accompaniments and garnishes for the different sauces.
- Specific Outcome 1.4: Describe quality points to look for in finished hot sauces, stocks, gravies and glazes.
- Specific Outcome 1.5: Describe the main contamination threats when making and storing sauces, stocks, gravies and glazes and explain procedures to minimise the risks of contamination.
- Specific Outcome 1.6:** Describe methods to minimise common faults in hot sauces, stocks, gravies and glazes.
- Specific Outcome 1.7: Describe quality points to look for in the main ingredients used.
- Specific Outcome 1.8: Describe alternative products that could be used to substitute high fat ingredients when preparing, cooking and finishing sauces, stocks, gravies and glazes.
- Specific Outcome 1.9: Describe the main contamination threats when making cold sauces, dressings and jellies and explain how to prevent contamination.
- Specific Outcome 1.10: Describe procedures to minimise common faults when making cold sauces, dressings and jellies.
- Specific Outcome 1.11: Describe quality points to look for in finished cold sauces, dressings and jellies.
- Specific Outcome 1.12: Explain the adjustment of recipes to minimise fat content of cold sauces, dressings and jellies.
- Specific Outcome 1.13: Describe the required procedures/conditions for optimum safety during storage / holding of prepared cold sauces, dressings and jellies.
- Specific Outcome 1.14: State organisational requirements when preparing hot and cold sauces and dressings.



- Specific Outcome 1.15:** **Clean and fully maintain preparation and cooking areas and equipment throughout the production period** according to hygienic principles.
- Specific Outcome 1.16: Given a range of quality points to consider, select the required type, quantity and quality ingredients in accordance with recipe specifications
- Specific Outcome 1.17:** **Use** different cooking methods when making sauces and stocks following correct procedures
- Specific Outcome 1.18:** Meet organisational quality standards fully with properly prepared, cooked and finished products.
- Specific Outcome 1.19:** Given a range of preparation, cooking and finishing methods maximise the quality of the dish by the selection of the correct method and any appropriate recipe adjustments.
- Specific Outcome 1.20:** Given a range of prepared, cooked and finished sauces, dressings and jellies, satisfy organisational quality standards fully.
- Specific Outcome 1.21:** Store products not for immediate consumption following correct procedures.
- Specific Outcome 1.22: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 1.23: **Prioritise**, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.
- Specific Outcome 1.24: Given a traditional steakhouse, adapt the available sauces on the menu to reflect modern trends of lower fat content, fewer flour thickened sauces and more fruit based sauces.

#### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 5

**1. Title: Maintain food production operations.**

- Specific outcome 1.1:** **Explain the importance of monitoring the use of resources on an ongoing basis.**
- Specific Outcome 1.2:** **Describe methods of obtaining feedback** in relation to portion control.
- Specific Outcome 1.3: State organisational requirements for maintaining food production operations.

- Specific Outcome 1.4: Given a range of resources, make available to kitchen **staff** all the necessary resources in various types of situations.
- Specific Outcome 1.5: Given a range of instructions and food production methods, instruct kitchen staff fully.
- Specific **Outcome 1.6:** Monitor food production methods to ensure appropriate working practices are used.
- Specific Outcome 1.7: Take appropriate action to ensure delays are minimised.
- Specific Outcome 1.8: Monitor work activities for efficient use of resources.
- Specific Outcome 1.9: Assess yields accurately to ensure targets are met.
- Specific Outcome 1.10: Given a range of situations, in which portion control is applied, inform staff of the importance of maintaining portion control for the financial success of the organisation.
- Specific Outcome 1.11: Check portions and explain the importance of doing this.
- Specific Outcome 1.12: Given a range of modes of feedback, monitor feedback to accurately identify over or under portioning.
- Specific outcomes 1.13: Monitor operations regularly.
- Specific Outcome 1.14: Record relevant information accurately in the appropriate format and make this available to the appropriate people,
- Specific Outcome 1.15: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice.
- Specific Outcome 1.16: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines. .
- Specific Outcome 1.17: Given the importance of portioning of food, explain how performance would be adapted in different situations to ensure that portion sizes served are correct and not too big or too small.
- Specific Outcome 1.18: Given a different size operation describe how performance **would be adapted** when maintaining food production operations.

2. Title: Maintain a cleaning programme for kitchen areas and equipment.

Specific Outcome 2.1: Initial hazards when using cleaning materials and explain how to avoid accidents or misuse.

**Specific Outcome 2.2:** Describe steps to be followed where problems are identified through inspections.

Specific Outcome 2.3: State organisational requirements when cleaning / maintaining kitchen areas and equipment.

Specific **Outcome 2.4:** Given a range of areas where the cleaning programme applies and a range of modes of communication, inform staff and obtain clarification of the cleaning procedures.

Specific Outcome 2.5: Conduct inspections while demonstrating correct procedures.

Specific Outcome 2.6: Make available the full range of resources necessary for operations.

Specific Outcome 2.7: Take appropriate action to rectify unsatisfactory work and resource problems.

Specific Outcome 2.8: Record all relevant information accurately in a suitable format and make this available to the appropriate people.

Specific Outcome 2.9: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice.

Specific Outcome 2.10: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner according to priorities and deadlines.

Specific Outcome 2.11: Given a new supplier of cleaning materials, describe how to ensure that the correct cleaning agents and dilutions of the chemicals are used

3. Title: **Prepare and cook complex meat and offal dishes.**

Specific Outcome 3.1: Explain the importance of keeping preparation, storage, cooking areas and equipment hygienically clean.

Specific Outcome 3.2: Explain reasons for maintaining meat and offal not for immediate use at a safe temperature before cooking.

Specific Outcome 3.3: Describe quality points to look for in frozen and fresh meat or offal.

Specific Outcome 3.4: Describe the procedures and organisation of controlling portions and minimizing waste.

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Specific Outcome 3.5:	Describe methods to minimise fat content when preparing meat and offal.
Specific Outcome 3.6:	Describe current trends when preparing meat and offal dishes for cooking.
Specific Outcome 3.7:	Describe the main contamination threats when preparing, cooking and finishing meat and offal dishes and explain how to prevent contamination.
Specific Outcome 3.8:	Describe the required conditions/procedures for optimum safety during storage / holding of raw or cooked meat and offal.
Specific Outcome 3.9:	Describe procedures to minimise common faults in meat and offal dishes.
Specific Outcome 3.10:	Describe the quality points to look for in finished meat and offal dishes.
Specific Outcome 3.11:	Explain the importance of rapidly cooling meat and offal not for immediate use and/or maintaining it at a safe hot temperature after cooking.
Specific Outcome 3.12:	Explain methods for checking that meat and offal dishes are cooked to the correct degree.
Specific Outcome 3.13:	Describe meat and offal dishes suitable for a low fat diet.
Specific Outcome 3.14:	State organisational requirements when preparing, cooking and storing complex meat and offal dishes.
Specific Outcome 3.15:	Clean and fully maintain preparation areas and equipment throughout the production period.
Specific Outcome 3.16:	Given a range of meat, offal and relevant quality points, select the required type, cut, quantity and quality of meat and offal and other ingredients.
Specific Outcome 3.17:	Given a range of preparation methods, maximise the quality of the dish by making appropriate recipe adjustments.
Specific Outcome 3.18:	Keep cooking areas and equipment clean and fully maintained throughout the production period.
Specific Outcome 3.19:	Prepare meat or offal and other ingredients appropriate for the type of dish.
Specific Outcome 3.20:	Given a range of cooking and finishing methods and an appropriate recipe, make adjustments to maximise the quality of the dish.

- Specific Outcome 3.21: Comply with organisational requirements fully in the **preparation, cooking and finishing of meat and offal** dishes.
- Specific Outcome 3.22: Store meat and offal preparations / dishes not for immediate consumption hygienically and safely.
- Specific Outcome 3.23: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 3.24: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner according to deadlines and priorities.
- Specific Outcome 3.25: Given an international restaurant at an airport or **holiday resort**, describe the types of meat and offal dishes to select for production and cooking in these units.
- Specific Outcome 3.26: Explain how to alter the preparation, cooking and presentation of meat and offal dishes in order to keep up with current trends,

**4. Title: Prepare and cook complex game and poultry dishes.**

- Specific Outcome 4.1: Describe current trends when making complex game and poultry dishes.
- Specific Outcome 4.2: Describe appropriate preparation and cooking methods for each type of game and poultry dish.
- Specific Outcome 4.3: Describe the quality points to consider in cooked and finished game and poultry dishes.
- Specific Outcome 4.4: Explain the importance of rapidly cooling food not for immediate consumption or maintaining it at a safe hot temperature after cooking.
- Specific Outcome 4.5: Explain procedures to minimise common faults when preparing and cooking game and poultry dishes.
- Specific Outcome 4.6: Explain which game and poultry dishes are suitable for a low fat diet.
- Specific Outcome 4.7: Describe the required conditions/procedures for optimum safety during storage / holding of prepared uncooked- and cooked game and poultry dishes.
- Specific Outcome 4.8: Describe quality points to look for in frozen, chilled and fresh game and poultry.

Specific Outcome 4.9	Describe the main contamination threats when preparing, cooking and storing complex game and poultry dishes and explain how to prevent contamination.
Specific Outcome 4.10:	Describe appropriate preparation and cooking methods to be used to minimise fat in finished game and poultry dishes.
Specific Outcome 4.11	State organisational requirements when preparing, cooking and storing game and poultry dishes.
Specific Outcome 4.12:	Clean and fully maintain preparation <b>areas and equipment throughout the production period in accordance with basic principles of hygiene.</b>
<b>Specific Outcome 4.13:</b>	Given a range of game and poultry, and quality characteristics to bear in mind, select the appropriate type, quantity and quality of ingredients.
Specific Outcome 4.14:	Given a range of preparation methods, maximise the quality of the dish by making appropriate recipe adjustments.
Specific Outcome 4.15:	Given a range of cooking and finishing methods, maximise the quality of the dish by any appropriate recipe adjustments.
Specific Outcome 4.16:	Given a range of game, satisfy the required organisational standards in selection of game and preparation
Specific Outcome 4.17:	Given a range of poultry, satisfy the required organisational standards in selection of poultry and preparation
Specific Outcome 4.18:	Meet organisational quality standards fully in the cooking and finishing of game and <b>poultry dishes.</b>
Specific Outcome 4.19:	Given a range of problems with production, decide what action to take and give reasons for <b>that choice.</b>
Specific Outcome 4.20:	<b>Store game and poultry preparations/ dishes not</b> for immediate consumption hygienically.
Specific Outcome 4.21:	Prioritise, delegate as appropriate and complete all work in an organised and efficient manner according to priorities and deadlines.
Specific Outcome 4.22:	Given a situation where <b>turkey</b> is unavailable for a Christmas menu, describe the selection, preparation and cooking of alternative suitable dishes.
Specific Outcome 4.23:	Explain how to compile a menu for a restaurant in a game reserve or game farm.

**5. Title: Prepare and cook complex fish dishes.**

- Specific Outcome 5.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 5.2: Describe the required conditions/procedures for optimum safety during storage / holding of prepared fish.
- Specific Outcome 5.3: Describe methods for controlling portions and minimizing waste.
- Specific Outcome 5.4: Describe procedures to minimise fat content in fish dishes.
- Specific Outcome 5.5: Explain reasons for maintaining prepared fish not for immediate use at a safe temperature before cooking.
- Specific Outcome 5.6: Describe quality points to look for in frozen and fresh fish.
- Specific Outcome 5.7: Describe which cuts are most suitable for different types of fish.
- Specific Outcome 5.8: Explain reasons for rapidly cooling fish dishes not for immediate consumption or maintaining a safe hot temperature after cooking.
- Specific Outcome 5.9: Describe the main contamination threats when preparing, cooking and storing fish and explain how to prevent contamination.
- Specific Outcome 5.10: Describe procedures to minimise common faults when preparing and cooking fish dishes.
- Specific Outcome 5.11: State organisational requirements when preparing, cooking and storing complex fish dishes.
- Specific Outcome 5.12: Clean and fully maintain preparation areas and equipment throughout the production period in accordance with safe hygienic practices.
- Specific Outcome 5.13: Given a range of fish and quality points to consider, select the type, quantity and quality of fish and other ingredients in accordance with recipe specifications.
- Specific Outcome 5.14: Given a range of preparation methods, maximise the quality of the dish by selection of correct methods and any appropriate recipe adjustments.
- Specific Outcome 5.15: Given a range of fish cuts, satisfy organisational quality standards fully by cuts and preparations.

- Specific Outcome 5.16: Store fish cuts and preparations not for immediate use in accordance with safe hygienic practices.
- Specific Outcome 5.17: Prepare fish cuts and other ingredients appropriate for the type of dish.
- Specific Outcome 5.18: Given a range of cooking and finishing methods, maximise the quality of the dish by selecting the correct methods and making any appropriate recipe adjustments.
- Specific Outcome 5.19: Satisfy organisational quality standards fully with properly cooked and finished fish dishes.
- Specific Outcome 5.20: Store fish dishes not for immediate consumption hygienically.
- Specific Outcome 5.21: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 5.22: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner according to priorities and deadlines.
- Specific Outcome 5.23: Describe how to adapt performance in the selection, preparation, cooking and presentation of a fish dish served for a health conscious customer.
- Specific Outcome 5.24: Given a banquet where a complex fish dish is served as a main course, a guest requests a plain piece of grilled fish but the fresh fish is finished. Explain how to adapt performance in satisfying the guest.

**6. Title: Produce complex hot and cold desserts.**

- Specific Outcome 6.1: Describe the main contamination threats when preparing and cooking complex hot and cold desserts and explain the prevention of contamination.
- Specific Outcome 6.2: Explain the importance of keeping preparation, cooking, storage areas and equipment hygienically clean.
- Specific Outcome 6.3: Describe procedures to control portions and minimise waste.
- Specific Outcome 6.4: Describe the quality points relating to the ingredients used.
- Specific Outcome 6.5: Explain the effects of various temperatures and humidity on the ingredients used in hot and cold desserts.
- Specific Outcome 6.6: Describe methods to identify and minimise common faults when preparing and cooking hot desserts.



- Specific Outcome 6.7: Describe the effect of temperature, humidity and altitude on various desserts during cooking.
- Specific Outcome 6.8:** Describe the required procedures/conditions for optimum safety during storage / holding of uncooked or cooked hot desserts.
- Specific Outcome 6.9: Describe the required procedures/conditions for optimum safety during storage/holding of prepared, cooked and finished cold desserts.
- Specific Outcome 6.10: Describe the main contamination threats when preparing, processing and cooking desserts and explain the prevention of contamination.
- Specific Outcome 6.11: Describe common faults when preparing and cooking desserts and methods to minimise faults.
- Specific Outcome 6.12: Describe appropriate recipe changes that could be made to promote healthy eating when preparing hot and cold desserts, fillings and sauces.
- Specific Outcome 6.13: Describe common faults when preparing and cooking cold desserts and methods to minimise faults.
- Specific Outcome 6.14: State organisational requirements when preparing, cooking and storing complex hot and cold desserts.
- Specific Outcome 6.15: Clean and fully maintain preparation areas and equipment throughout the production period in accordance with organisational requirements.
- Specific Outcome 6.16: Given a range of quality points to consider, select the required type, quantity and quality of ingredients in accordance with recipe specifications.
- Specific Outcome 6.17: Given a range of preparation methods, maximise the quality of the dish by selection of the correct methods and any appropriate recipe adjustments.
- Specific Outcome 6.18: Given a range of products, satisfy organisational quality standards fully with properly prepared products.
- Specific Outcome 6.19: Store prepared, semi-prepared, cooked, and semi-cooked products not for immediate use hygienically.
- Specific Outcome 6.20:** Given a range of cooking and finishing methods maximise the quality of the dish by selection of the correct methods and any appropriate recipe adjustments.
- Specific Outcome 6.21: Meet organisational requirements fully with properly cooked and finished products

- Specific Outcome 6.22: Store **cooked products not for immediate consumption hygienically.**
- Specific Outcome 6.23: **Given a range of processing methods, maximise the quality of the dish by selection of the correct processing and finishing methods and any appropriate recipe adjustments,**
- Specific **Outcome 6.24:** **Meet organisational quality standards fully with properly processed and finished products.**
- Specific Outcome 6.25: **Given a range of problems with production, decide what action to take and give reasons** for that choice.
- Specific Outcome 6.26: Prioritise, **delegate as appropriate, and complete all work in an organised and efficient manner according to priorities and deadlines.**
- Specific **Outcome 6.27:** **Given a function hosting guests from a variety of different cultural/religious backgrounds, design a dessert buffet, which would be suitable.**
- Specific Outcome 6.28: **Design a selection of hot and cold desserts that would be suitable to serve to a vegan customer.**

**7. Title: Produce sauces, fillings and coatings for desserts.**

- Specific Outcome 7.1: Explain the importance of keeping preparation, cooking, storage areas and equipment hygienically clean.
- Specific Outcome 7.2: Describe the required procedures/conditions for optimum safety during storage/holding of sauces, fillings and coatings.
- Specific Outcome 7.3: Describe common faults when producing sauces, fillings and coatings and explain how to avoid faults.
- Specific Outcome 7.4: Describe the **uses** for the various sauces, fillings and coatings.
- Specific Outcome 7.5: Explain the effect of substituting or reducing sugars or fats in sauces, fillings and coatings.
- Specific Outcome 7.6: Describe the quality points to look for in finished sauces, fillings and coatings.
- Specific Outcome 7.7: Explain the effect of temperature and humidity on ingredients used.
- Specific Outcome 7.8: Describe the current trends when producing sauces, fillings and coatings.

- Specific Outcome 7.9: State **organisational requirements when producing sauces, fillings and coatings.**
- Specific Outcome 7.10: **Clean and** fully maintain preparation areas and equipment throughout the production period in accordance with hygienic principles.
- Specific Outcome 7.11: Look for quality points and explain their importance.
- Specific Outcome 7.12: Given a range of preparation and processing methods, maximise the quality of the dish by selecting the correct methods and any appropriate recipe adjustments.
- Specific Outcome 7.13:** Given a range of prepared sauces, fillings and coatings, satisfy the organisational quality standards fully.
- Specific Outcome 7.14: Store prepared sauces, fillings and coatings not for immediate use hygienically.
- Specific Outcome 7.15: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 7.16: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines,
- Specific Outcome 7.17:** Given a customer with an allergy to eggs, explain which sauces are suitable, and which sauces, fillings and coatings could be adapted for service to such a customer.

**8. Title: Prepare and process complex sponges and cake products.**

- Specific Outcome 8.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 8.2: Describe the required procedures/conditions for optimum safety during storage/holding of prepared products.
- Specific Outcome 8.3: Describe methods for controlling portions and minimizing waste.
- Specific Outcome 8.4: Describe quality points to look for in finished cakes and sponges and explain common faults made.
- Specific Outcome 8.5: Explain the effect of temperature, humidity and altitude on cakes and sponge products.
- Specific Outcome 8.6: State organisational procedures when preparing, cooking and storing cakes and sponge products.

- Specific Outcome 8.7: Clean and fully maintain preparation areas and equipment throughout the production period in accordance with hygienic practices.
- Specific Outcome 8.8: Given a range of quality points to consider, select the required type, quantity and quality ingredients in accordance with recipe specifications.
- Specific Outcome 8.9: Prepare cakes and sponges according to approved methods.
- Specific Outcome 8.10: Given a range of prepared products, satisfy organisational quality standards fully.
- Specific Outcome 8.11: Given a range of processing and finishing methods, maximise the quality of the dish by selection of the correct method and any appropriate recipe adjustments.
- Specific Outcome 8.12: Meet organisational quality standards fully with properly cooked and finished products.
- Specific Outcome 8.13: Store products not for immediate consumption hygienically.
- Specific Outcome 8.14: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 8.15: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.
- Specific **Outcome 8.16:** Given an exclusive coffee shop in an up-market shopping centre or a five star hotel, describe the sponge and cake products that should be included on the menu.

**9. Title: Prepare and process** complex fermented dough products.

- Specific Outcome 9.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 9.2: Describe methods to control portions and minimise waste.
- Specific Outcome 9.3: Describe methods to increase fibre content of fermented dough products.
- Specific Outcome 9.4: Describe the main contamination threats when preparing, processing and storing fermented dough products and explain the prevention of contamination.
- Specific Outcome 9.5: Describe quality points to look for in prepared and finished fermented dough products.

- Specific Outcome 9.6: Explain reasons for storing fermented dough products not for immediate consumption at a safe temperature after cooking.
- Specific Outcome 9.7: Explain the effect of altitude, humidity and temperature on the ingredients and finished products.
- Specific Outcome 9.8: Describe the required procedures/conditions for optimum safety during storage / holding of processed fermented dough products as well as precautions to be taken.
- Specific Outcome 9.10: Explain methods to minimise common faults when processing and finishing fermented dough products.
- Specific Outcome 9.11: State organisational requirements when processing fermented dough products.
- Specific Outcome 9.12: Clean and fully maintain preparation areas and equipment throughout the production period in accordance with good hygienic practices.
- Specific Outcome 9.13: Identify quality points and select ingredients according to recipe specifications.
- Specific Outcome 9.14: Prepare and process ingredients demonstrating approved methods.
- Specific Outcome 9.15: Given a range of prepared products, satisfy organisational requirements fully by properly preparing the ingredients.
- Specific Outcome 9.16: Use processing and finishing methods in accordance with recipe specifications.
- Specific Outcome 9.17: Meet organisational requirements fully with properly processed and finished products.
- Specific Outcome 9.18: Store products not for immediate consumption hygienically.
- Specific Outcome 9.19: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 9.20: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner.
- Specific Outcome 9.21: Given an up-market breakfast function at which guests have to stand, select appropriate fermented dough products which could be served and describe how to present them.

Specific Outcome 9.22: Describe appropriate fermented dough products and their presentation, which could be served in a trendy cafe/coffee shop.

**10. Title: Prepare and produce** complex pastry products.

**Specific Outcome 10.1:** Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.

Specific Outcome 10.2: Describe the required procedures/conditions for optimum safety during storage/holding of prepared fresh pastry.

Specific Outcome 10.3: Describe methods to control portions and minimise waste.

Specific Outcome 10.4: Describe types of flour that can be used to increase fibre in pastry.

Specific Outcome 10.5:+. Explain the effect of temperature and humidity on the ingredients used.

Specific Outcome 10.6: Explain reasons for rapidly cooling food not for immediate consumption, or maintain it at a safe hot temperature after cooking.

Specific Outcome 10.7: Describe quality **points** to look for in cooked pastry products.

Specific Outcome 10.8: Describe the main contamination threats when preparing and storing cooked and fresh pastry products and explain precautions to be taken to avoid contamination.

Specific Outcome 10.9: State organisational requirements when preparing and producing pastry products.

Specific Outcome 10.10: Clean and fully maintain preparation areas and equipment throughout the production period in accordance with basic principles of hygiene.

Specific Outcome 10.11: Identify quality points and explain their importance.

Specific Outcome 10.12: Given a range of preparation and processing methods, maximise the quality of the pastry by selection of the correct methods and any appropriate recipe adjustments.

Specific Outcome 10.13: Store pastry not for immediate use hygienically.

Specific Outcome 10.14: Maintain cleanliness **of** cooking areas and equipment fully throughout the production period.

- Specific Outcome 10.15: Given a range of products, select the correct type, quantity and quality pastry product-ingredients.
- Specific Outcome 10.16: Given a range of cooking and finishing methods, maximise the quality of the dish by selection of the correct method and any appropriate recipe adjustments.
- Specific Outcome 10.17: Meet organisational quality standards fully with properly cooked and finished products.
- Specific Outcome 10.18:** Store products not for immediate consumption hygienically.
- Specific Outcome 10.19: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 10.20: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.
- Specific Outcome 10.21: **Describe how and which pastry products and dishes** can be adapted as healthier options while still using pastry products.

**11. Title: Prepare, cook and finish complex vegetable dishes.**

- Specific Outcome 11.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 11.2: Describe seasonal variations in quality and availability of vegetables.
- Specific Outcome 11.3: Describe current trends in relation to vegetarian dishes and explain the differences between vegan and vegetarian diets.
- Specific Outcome 11.4: Describe methods to minimise and retain the nutritional value of vegetables during preparation and storage.
- Specific Outcome 11.5: Describe procedures to control portions and minimise waste.'
- Specific Outcome 11.6: Describe the main contamination threats when preparing and cooking vegetables and explain the prevention of contamination.
- Specific Outcome 11.7: Describe quality points to look for in fresh vegetables.
- Specific Outcome 11.8: Describe preparation methods that can be used to increase fibre in vegetable dishes.

- Specific Outcome 11.9: Describe the required procedures/conditions for optimum safety during storage / holding of complex vegetable dishes.
- Specific Outcome 11.10: Explain procedures to minimise common faults and fat content in vegetable dishes.
- Specific Outcome 11.11: Describe quality points to look for in cooked and finished vegetable dishes,
- Specific Outcome 11.12: State organisational requirements when preparing, cooking and finishing complex vegetable dishes.
- Specific Outcome 11.13: Clean and fully maintain preparation areas and equipment throughout the production period in accordance with principles of basic hygiene.
- Specific **Outcome 11.14:** Given a range of quality points to consider, select the correct type, quantity and quality ingredients according to recipe specifications.
- Specific Outcome 11.15: Given a range of vegetables, retain the nutritional value adequately during preparation.
- Specific Outcome 11.16: Demonstrate correct preparation methods appropriate for the dish type.
- Specific Outcome 11.17: Given a range of preparations, satisfy organisational quality standards fully with properly prepared vegetables and preparations,
- Specific Outcome 11.18: Store vegetables and preparations not for immediate use hygienically.
- Specific Outcome 11.19: Maintain cleanliness of cooking areas and equipment fully throughout the service.
- Specific Outcome 11.20: Retain nutritional value of vegetables and preparations adequately during cooking.
- Specific Outcome 11.21: Given a range of cooking and finishing methods, maximise the quality of the dish by selection of the correct method and any appropriate recipe adjustments.
- Specific Outcome 11.22: Meet organisational quality standards fully with properly cooked and finished dishes.
- Specific Outcome 11.23: Store products not for immediate consumption hygienically.
- Specific Outcome 11.24: Given a range of problems with production, decide what action to take and give reasons **for that choice**.



- Specific Outcome 11.25: **Prioritise, delegate as appropriate and complete all work** in an organised and efficient manner in accordance with priorities and deadlines.
- Specific Outcome 11.26: **Given a menu with fresh asparagus hollandaise as a starter, describe how to handle the situation if, even though** in season, asparagus were unavailable from your supplier,
- Specific Outcome 11.27: **Given a very** trendy restaurant, explain how to alter the selection, cooking and presentation of vegetables and vegetarian dishes to suit the restaurant menu.

**12. Title:** Prepare and **cook complex shellfish dishes.**

- Specific Outcome 12.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean,
- Specific Outcome 12.2: Explain reasons for maintaining shellfish not for immediate use at a safe temperature before cooking.
- Specific Outcome 12.3: Describe quality points to look for in fresh and frozen shellfish and methods for detecting live shellfish.
- Specific Outcome 12.4: Describe procedures to control portions and minimise waste.
- Specific Outcome 12.5: Describe methods of minimizing fat **in shellfish dishes.**
- Specific Outcome 12.6:** Describe the required procedures/conditions for optimum safety during storage / holding of raw and cooked shellfish.
- Specific Outcome 12.7: Describe the main contamination threats when preparing, cooking and storing shellfish dishes and explain how to prevent these risks.
- Specific Outcome 12.8: Describe procedures to minimise common faults when cooking shellfish.
- Specific Outcome 12.9: State organisational requirements when preparing, cooking and storing complex shellfish dishes.
- Specific Outcome 12.10: Clean and fully maintain preparation areas and equipment throughout the production period in accordance with hygienic practices.
- Specific Outcome 12.11: Given a range of shellfish and quality points to consider, select the required type, quantity and quality of shellfish.
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Specific Outcome 12.12:	Given a range of preparation methods and preparation activities, maximise the quality of the dish by selection of correct preparation methods and any appropriate recipe adjustments.
Specific Outcome 12.13:	Store shellfish and preparations not for immediate use hygienically.
Specific Outcome 12.14:	Prepare shellfish and accompaniments appropriate to the type of dish.
Specific Outcome 12.15:	Given a range of cooking and finishing methods, maximise the quality of the dish by selection of correct methods and any appropriate recipe adjustments.
Specific Outcome 12.16:	Meet organisational quality standards fully with properly prepared, cooked and finished shellfish dishes.
Specific Outcome 12.17:	Given a range of problems with production, decide what action to take and give reasons for <b>that</b> choice.
Specific Outcome 12.18:	Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines,
Specific Outcome 12.19:	On the menu for a wedding reception, the starter is crayfish bisque. However, crayfish is currently unavailable. Describe how to adapt performance in selecting and preparing an alternative starter/soup,
Specific Outcome 12.20:	Traditionally, mussel starters in restaurants are cream based. Explain how to alter the dish to cater for customers on a reduced fat diet,

#### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES **NQF** LEVEL 6

**1. Title: Prepare, process and finish pastillage, marzipan products and decorative icings.**

Specific Outcome 1.1:	Explain the importance of keeping preparation, storage areas and equipment hygienically <b>clean</b> .
Specific Outcome 1.2:	Describe the required procedures/conditions for optimum safety during storage/holding of prepared <b>pastillage</b> , marzipan products and decorative icings.
Specific Outcome 1.3:	Describe quality points to look for in the finished product.
Specific Outcome 1.4:	Describe the main contamination threats when storing and preparing <b>pastillage</b> , marzipan chocolate and <b>sugar</b> products and explain the prevention of contamination.

- Specific Outcome 1.5:** Describe procedures to minimise faults and wastage.
- Specific Outcome 1.6:** Describe current trends when making **pastillage** and **marzipan** products.
- Specific Outcome 1.7: State organisational requirements when preparing and storing **pastillage**, **marzipan** products and decorative icings.
- Specific Outcome 1.8: Clean and fully maintain preparation areas and equipment throughout the production period in accordance with hygienic principles.
- Specific Outcome 1.9: Given a range of quality points to consider, select the appropriate type, quantity and quality ingredients in accordance with recipe specifications.
- Specific Outcome 1.10: Demonstrate various preparations methods which are appropriate to the recipe.
- Specific Outcome 1.11: Given a range of products, **satisfy** organisational requirements fully with properly finished products.
- Specific Outcome 1.12: Store products not for immediate consumption hygienically.
- Specific Outcome 1.13: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 1.14: Prioritise, delegate as appropriate and complete all work in an organised and **efficient** manner according to priorities and deadlines.
- Specific Outcome 1.15: Given a special occasion, where a heavy fruitcake is to be the showpiece and there is insufficient time to decorate the cake with **pastillage**, describe how to produce an acceptable and attractive alternative.

**2. Title: Prepare, process and finish chocolate and couverture based products.**

- Specific Outcome 2.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 2.2: Describe the required procedures/conditions for optimum safety during storage / holding of finished products.
- Specific Outcome 2.3: Describe common faults when preparing, processing and finishing chocolate, coatings and couverture based products and their prevention.
- Specific Outcome 2.4: Describe quality points to look for in finished products.
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- Specific Outcome 2.5: Describe the current trends in chocolate products.
- Specific Outcome 2.6: State organisational requirements when preparing, processing and finishing chocolate, coatings and couverture based products.
- Specific Outcome 2.7: Clean and fully maintain processing areas and equipment throughout the production period in accordance with basic principles of hygiene.
- Specific Outcome 2.8: Given a range of ingredients and **coating and moulding compounds, select the correct type, quantity and quality ingredients** in accordance with recipe specifications.
- Specific Outcome 2.9: Given a range of processing and finishing methods and quality points to consider, maximise the quality of the product by selection of the correct method and any appropriate recipe adjustments.
- Specific Outcome 2.10: Given a range of chocolate products, meet organisational quality standards fully.
- Specific Outcome 2.11: Store chocolate products not for immediate consumption hygienically.
- Specific Outcome 2.12: Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 2.13: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.
- Specific Outcome 2.14: Given a function (with a limited budget) for 200 people where a chocolate garnish is required for each individual dessert, describe how to select and produce it.. Describe how to adapt performance for a lavish function for a select group of 20 people.
- Specific Outcome 2.15: Describe an appropriate selection of chocolate products for a restaurant on Valentine's day.

**3. Title: Process and finish sugar based products.**

- Specific Outcome 3.1: Describe quality points to look for in finished products.
- Specific Outcome 3.2: Describe current trends in making sugar products.
- Specific Outcome 3.3: Describe the required procedures and conditions for optimum safety during storage/holding of finished products.
- Specific Outcome 3.4: Describe **common** faults when processing and finishing sugar based products and their prevention.

- Specific Outcome 3.5:      **State organisational requirements** when processing and finishing sugar based products.
- Specific Outcome 3.6:      Describe safety points to be considered when working with sugar.
- Specific Outcome 3.7:      Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 3.8:      Clean and fully maintain processing areas and equipment throughout the production period according to basic principles of hygiene.
- Specific Outcome 3.9:      Identify quality points and explain their importance.
- Specific Outcome 3.10:     Process and finish sugar products demonstrating correct methods
- Specific Outcome 3.11:     Given a range of products, meet recipe specifications fully.
- Specific Outcome 3.12:     Store products not for immediate consumption hygienically.
- Specific Outcome 3.13:     Given a range of problems with production, decide what action to take and give reasons for that choice.
- Specific Outcome 3.14:     Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.
- Specific Outcome 3.15:     Describe how to ensure successful sugar work if there is no sugar thermometer in the kitchen. (Is it possible?)
- Specific Outcome 3.16:**     Describe which sugar products would be appropriate for use given low budget functions.
- Specific Outcome 3.17:**     Describe how performance would be adapted if money were not an issue.
- Specific Outcome 3.18:     Given a restaurant where plated desserts are required, explain which sugar products to select as desserts and garnishes and why.
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