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COMPETENCY STANDARDS

National Vocational Certificate Level 1-4

Version 1 - April, 2019



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Table of Contents

Introduction	6
Detail of National Vocational Certificates Levels	6
Purpose of the qualification	8
Main Objectives of the Qualification	8
Date of Validation	9
Code of Qualifications:	9
Members of Qualification Development Committee	10
Entry Requirements	12
Entry qualification	13
FOR LEVEL 2 COOK	13
FOR LEVEL 3 CHEF DE PARTIE	13
FOR LEVEL 4 SOUS CHEF	13
Regulations for the qualification and schedule of units	13
Summary of Competency Standards	15
Packaging of Qualifications	18
Detail of Competency Standards	22
102200843 Comply with Work Health and Safety Policies	22
041700838 Obey the Workplace Policies and Procedures	24
001100850 Follow Basic Communication Skills (General)	26
061100855 Operate Computer Functions (General)	29
102200844 Comply with Personal Health and Safety Guidelines	31
041700839 Communicate the Workplace Policy and Procedure	33
001100851 Perform Basic Communication (Specific)	35
061100856 Perform Basic Computer Application (Specific)	37
101200788 Maintain professional kitchen standards for food preparation and cooking throughout the shift	39
101200789 Introduction to food preparation and cooking	43
101200790 Prepare and cook vegetables	46
101200791 Prepare, cook and finish meat, poultry and seafood dishes	48
101200792 Prepare and finish simple salad and fruit dishes	50
101200793 Prepare, cook and finish pasta and rice dishes	52
101200794 Prepare, cook and finish eggs and egg dishes	54
101200795 Prepare and cook grain and pulse dishes	56
101200796 Prepare and cook soups, stocks and sauces	58
101200797 Prepare, bake and finish simple bread and dough products	60

101200798 Prepare hot and cold sandwiches	62
101200799 Prepare and finish simple sweet dishes	64
101200800 Complete kitchen shift effectively	67
102200846 Apply Work Health and Safety Practices (WHS)	73
041700840 Identify and Implement Workplace Policy and Procedures	75
001100852 Communicate at Workplace	77
061100858 Perform Computer Application Skills	79
041300867 Manage Personal Finances	82
101200802 Co-ordinate the operation of the kitchen section	84
101200803 Monitor the kitchen section	87
101200804 Maintain production of food	90
101200805 Developing advanced skills in food preparation and cooking	94
101200806 Prepare, cook and finish complex soups	97
101200807 Prepare, cook and finish complex meat dishes	99
101200808 Prepare, cook and finish complex poultry dishes	101
101200809 Prepare, cook and finish complex fish and seafood dishes	103
101200810 Prepare, cook and finish fresh pasta and rice dishes	105
101200811 Prepare, cook and finish complex vegetable dishes	107
101200812 Prepare, cook and finish complex hot sauces	109
101200813 Prepare, cook and finish dressings and cold sauces	111
101200814 Prepare, cook and finish complex bread and dough products	113
101200815 Prepare, cook and finish complex sweet dishes	115
102200848 Contribute to Work Related Health and Safety (WHS) Initiatives	122
041700841 Comply with Workplace Policy and Procedures	125
001100853 Perform Advanced Communication	127
061100858 Develop Advance Computer Application Skills	129
041300869 Manage Human Resource Services	133
041300860 Develop Entrepreneurial Skills	136
101200816 Monitor the Duties and activities of the kitchen team	139
101200817 Co-ordinate the operation of the food preparation and cooking area	143
101200818 Monitor supplies for kitchen operations	150
101200819 Monitor quality of food production	153
101200820 Supervise the delivery of effective kitchen service to food service team	156
101200821 Manage comments and complaints relating to food production	160
101200822 Monitor health and safety issues in food production areas	162
101200823 Monitor and control kitchen costs and waste	165
101200824 Monitor delivery of food production into service areas	169

101200825 Support the professional development of the kitchen team	172
Complete list of tools and equipment.....	179

Introduction

Cooks plan, organize, prepare and cook meals. While specific duties vary depending on the type of establishment, it is the cook's responsibility to prepare and cook simple dishes that are both appealing and nutritious. To present a prepared meal attractively is also a cook's responsibility.

Chefs de Partie are responsible for running a section in a traditional kitchen. While specific duties vary depending on the type of establishment, the duties of Chefs de Partie will include preparing, cooking and presenting complex dishes that involve several stages. Chefs de Partie are also responsible for teams of cooks and trainees.

Sous Chefs have overarching responsibility for a kitchen, often with several sections. While specific duties vary depending on the type of establishment, the duties of Sous Chefs will include managing staff, planning menus, managing costs, ordering stock, planning staff rotas and training, managing standards and compliance with regulations.

Detail of National Vocational Certificates Levels

The detail of the competency standards included in this qualification are given below:

National Vocational Certificate level 1, in (Hospitality Sector) "Helper"

- Follow Work Health and Safety Policies
- Understand the Workplace Policies and Procedures
- Follow Basic Communication Skills
- Operate Computer Functions
- Demonstrate Basic Literacy Skills

National Vocational Certificate level 2, in (Hospitality Sector) "Cook"

- Comply Personal Health and Safety Guidelines
- Communicate the Workplace Policy and Procedure
- Perform Basic Communication (Specific)
- Perform Basic Computer Application (Specific)
- Maintain professional kitchen standards for food preparation and cooking throughout the shift
- Introduction to food preparation and cooking
- Prepare and cook vegetables
- Prepare, cook and finish meat, poultry and sea food dishes
- Prepare and finish simple salad and fruit dishes
- Prepare, cook and finish pasta and rice dishes

- Prepare, cook and finish eggs and egg dishes
- Prepare and cook grain and pulse dishes
- Prepare and cook soups, stocks and sauces
- Prepare, bake and finish simple bread and dough products
- Prepare hot and cold sandwiches
- Prepare and finish simple sweet dishes
- Completing kitchen shift effectively

National Vocational Certificate level 3, in (Hospitality Sector) “Chef de Partie”

- Apply Work Health and Safety Practices (WHS)
- Identify and Implement Workplace Policy and Procedures
- Communicate at Workplace
- Perform Computer Application Skills
- Manage Personal Finances
- Co-ordinate the operation of the kitchen section
- Monitor the kitchen section
- Maintain production of food
- Developing advanced skills in food preparation and cooking
- Prepare, cook and finish complex soups
- Prepare, cook and finish complex meat dishes
- Prepare, cook and finish complex poultry dishes
- Prepare, cook and finish complex seafood dishes
- Prepare, cook and finish fresh pasta and rice dishes
- Prepare, cook and finish complex vegetable dishes
- Prepare, cook and finish complex hot sauces
- Prepare, cook and finish dressings and cold sauces
- Prepare, cook and finish complex bread and dough products
- Prepare, cook and finish complex sweet dishes

National Vocational Certificate level 4, in (Hospitality Sector) “Sous Chef”

- Apply Work Health and Safety Practices (WHS)
- Identify and Implement Workplace Policy and Procedures
- Communicate at Workplace
- Perform Computer Application Skills
- Manage Personal Finances
- Co-ordinate the operation of the kitchen section
- Monitor the kitchen section
- Maintain production of food
- Developing advanced skills in food preparation and cooking
- Prepare, cook and finish complex soups
- Prepare, cook and finish complex meat dishes
- Prepare, cook and finish complex poultry dishes
- Prepare, cook and finish complex seafood dishes

- Prepare, cook and finish fresh pasta and rice dishes
- Prepare, cook and finish complex vegetable dishes
- Prepare, cook and finish complex hot sauces
- Prepare, cook and finish dressings and cold sauces
- Prepare, cook and finish complex bread and dough products
- Prepare, cook and finish complex sweet dishes

Purpose of the qualification

The purpose of the Hospitality Cook, Chef de Partie and Sous Chef courses is to engage young people with a program of development that will provide them with the knowledge, skills and understanding to start these careers in Pakistan. The courses have been developed to address specific issues, such as the national, regional and local cultures, the work force availability within the country, and meeting and exceeding the needs and expectations of their guests.

Main Objectives of the Qualification

The Chef Expert qualifications level 1-4 consists of theoretical and practical details required to plan, organize, prepare and cook meals and are responsible for running a section in a traditional kitchen. The main objectives of the qualification are as follows:

1. Maintain safe work environment
2. Monitor health and safety issues in food production areas
3. Analysis Workplace Policy and Procedures
4. Operate Computer Functions
5. Communicate the Workplace
6. Establish and maintain professional kitchen standards for food preparation and cooking
7. Prepare, cook and finish dishes ready for serving
8. Prepare and supervise staff and kitchen section
9. Manage finances
10. Maintain production of food
11. Manage Human Resource Services
12. Develop Entrepreneurial Skills
13. Monitor quality and quantity of supplies for kitchen operations

- 14. Manage comments and complaints relating to food production
- 15. Monitor and control kitchen costs and waste
- 16. Support the professional development of the kitchen team

Date of Validation

Date of validation by the industry	28 th March, 2019
Date of review	28 th March, 2021

Code of Qualifications:

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling and analyzing cross-nationally comparable statistics on education and training. ISCED codes for these qualifications are assigned as follows:

ISCED Classification for Chef Expert Level 1-4	
Code	Description
1013HRC08	National Vocational Certificate level 1 Kitchen Helper
1013HRC09	National Vocational Certificate level 2 Cook
1013HRC10	National Vocational Certificate level 3 Chef de Partie
1013HRC11	National Vocational Certificate level 4 Sous Chef

Members of Qualification Development Committee

The following members participated in the Qualification development and validation process.

S #	Name	Designation	Organization	Role in QDC
1	Mr. Ejaz-ur-Rehman Duraani	Executive Chef	Unilever Pakistan	QDC+OP+CS
2	Mr. Ali Abbas	Executive Chef	AMBROSIA Restaurant	QDC+OP
3	Mr. Raheel Anwar	Chef / Consultant	ZATAR (Lebanese Restaurant)	QDC+OP+CS
4	Ms. Sheema Siddiqui	Chef/National Assessor	POHTM Karachi	QDC+OP+Validation
5	Ms. Faiza Shamim	Senior Instructor	MITI	QDC+OP+Validation
6	Ms. Farah Humayun	Chef	Skillston	QDC+OP+CS+Validation
7	Mr. Maqsood Alam	Examiner	TTB	QDC+OP
8	Mr. Liaquat Ali Jamro	Director Academics	STEVTA	Validation
9	Mr. Abdul Hadi	Chef / Manager Operations	COTHM Karachi	Chairman+QDC+OP+CS+Validation
10	Ms. Mehreen Mushtaq	Chef / Trained Assessor	POHTM Karachi	QDC+OP+Validation
11	Mr. Muzaffar Ali	Assistant Director (VT)	NAVTTTC	QDC+OP+CS
12	Mr. Munawar Latif	Chef	Skillston	OP+CS
13	Mr. Faizan Rehmat	Chef Consultant	MASALA TV	OP+CS+Validation
14	Mr. Abbas Zaidi	Chef	COTHM	CS
15	Mr. Ahtesham	Executive chef	Port grand	OP+CS+Validation
16	Hina Ali	Instructor	TAF foundation	Validation

17	Mr. Babar	Chef Instructor	Skillston	Validation
18	Mr. Rafeeq ahmed	Chef Instructor	COTHM	Validation
19	Mr. Ghulam Muhammad	Chef	POTHM	Validation
20	Ms. Naheed	Consultant	PITHM	Validation
21	Shazad Khan, ,	Outlet Manager	Islamabad Club	QDC +OP +Validation
22	Iftikhar Ali,	Sous Chef	Islamabad Club	

Entry Requirements

The entry for National Vocational Certificate level 1-4, in (Hospitality Sector) “Chef Expert” are given below:

Title	Entry Requirements
National Vocational Certificate level 1, in (Hospitality Sector) “	
National Vocational Certificate level 2, in (Hospitality Sector)	Entry for assessment for this qualification is open. However, entry into formal training institutes, based on this qualification may require skills and knowledge equivalent to Matric (Grade 10).
National Vocational Certificate level 3, in (Hospitality Sector) “Chef Expert”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level 2, in (Hospitality Sector) “Chef”
National Vocational Certificate level 4, in (Hospitality Sector) “Chef Expert”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level 3, in (Hospitality Sector) “Chef Expert”

Entry qualification

ALL ENTRANTS SHOULD HOLD A CURRENT MEDICAL CERTIFICATE

FOR LEVEL 2 COOK

Matriculation

OR

3 months' experience in a commercial hospitality kitchen (eg hotel, restaurant, club, industrial canteen)

Trainees must also be competent at Level 2 in English and numeracy.

FOR LEVEL 3 CHEF DE PARTIE

Matric plus 4 years' cooking experience in a commercial hospitality kitchen (eg hotel, restaurant, club, industrial canteen) and completion of appropriate admission assessment

OR

Trained and qualified as a cook for at least 2 years, with 2 years' experience in a commercial hospitality kitchen (eg hotel, restaurant, club, industrial canteen)

Trainees must also be competent at Level 3 in English and numeracy.

FOR LEVEL 4 SOUS CHEF

Trained and qualified as a Chef de Partie for at least 3 years, with 3 years' experience in a commercial hospitality kitchen (eg hotel, restaurant, club, industrial canteen)

OR

FA plus 5 years' experience as Chef de Partie in a commercial hospitality kitchen (eg hotel, restaurant, club, industrial canteen) and completion of appropriate admission assessment.

Trainees must also be competent at Level 3 in English and numeracy.

Regulations for the qualification and schedule of units

- The Pure Food Ordinance 1960
- Pakistan Hotels and Restaurant Act 1976

- Pakistan Standards and Quality Control Authority Act 1996
- Factories Act 1934
- Punjab Factories Rules 1978
- Sindh Factories Rules 1975
- North-West Frontier Province Factories Rules 1975
- West Pakistan Hazardous Occupations Rules 1963
- Mines Act 1923
- Provincial Employees Social Security (Occupational Diseases) Regulation 1967
- Workmen Compensation Act 1923 and Rules 1961
- Dock Labourers Act 1934
- Hazard Analysis and Critical Control Points (HACCP)
- Occupational Health and Environmental Safety (OH & ES)
- Information Management Systems
- IS14001
- ISO22000
- Risk Management
- Provincial Food Authority

Summary of Competency Standards

Code	Name of Duty or (Module)	Level	Credit	Category
102200843	Comply with Work Health and Safety Policies	1	3	Generic
041700838	Obey the Workplace Policies and Procedures	1	2	Generic
001100850	Follow Basic Communication Skills (General)	1	5	Generic
061100855	Operate Computer Functions(General)	1	5	Generic
102200844	Comply Personal Health and Safety Guidelines	2	3	Generic
041700839	Communicate the Workplace Policy and Procedure	2	2	Generic
001100851	Perform Basic Communication (Specific)	2	3	Generic
061100856	Perform Basic Computer Application (Specific)	2	4	Generic
101200788	Maintain professional kitchen standards for food preparation and cooking throughout the shift	2	60	Technical
101200789	Introduction to food preparation and cooking	2	120	Technical
101200790	Prepare and cook vegetables	2	48	Technical
101200791	Prepare, cook and finish meat, poultry and sea food dishes	2	80	Technical
101200792	Prepare and finish simple salad and fruit dishes	2	28	Technical
101200793	Prepare, cook and finish pasta and rice dishes	2	48	Technical
101200794	Prepare, cook and finish eggs and egg dishes	2	32	Technical
101200795	Prepare and cook grain and pulse dishes	2	48	Technical
101200796	Prepare and cook soups, stocks and sauces	2	68	Technical
101200797	Prepare, bake and finish simple bread and dough products	2	48	Technical
101200798	Prepare hot and cold sandwiches	2	32	Technical
101200799	Prepare and finish simple sweet dishes	2	48	Technical

101200800	Completing kitchen shift effectively	2	60	Technical
102200846	Apply Work Health and Safety Practices (WHS)	3	3	Generic
041700840	Identify and Implement Workplace Policy and Procedures	3	2	Generic
001100852	Communicate at Workplace	3	3	Generic
061100858	Perform Computer Application Skills	3	4	Generic
041300867	Manage Personal Finances	3	3	Generic
101200802	Co-ordinate the operation of the kitchen section	3	60	Technical
101200803	Monitor the kitchen section	3	60	Technical
101200804	Maintain production of food	3	60	Technical
101200805	Developing advanced skills in food preparation and cooking	3	60	Technical
101200806	Prepare, cook and finish complex soups	3	40	Technical
101200807	Prepare, cook and finish complex meat dishes	3	80	Technical
101200808	Prepare, cook and finish complex poultry dishes	3	80	Technical
101200809	Prepare, cook and finish complex seafood dishes	3	80	Technical
101200810	Prepare, cook and finish fresh pasta and rice dishes	3	60	Technical
101200811	Prepare, cook and finish complex vegetable dishes	3	40	Technical
101200812	Prepare, cook and finish complex hot sauces	3	40	Technical
101200813	Prepare, cook and finish dressings and cold sauces	3	40	Technical
101200814	Prepare, cook and finish complex bread and dough products	3	60	Technical
101200815	Prepare, cook and finish complex sweet dishes	3	40	Technical
102200848	Contribute to Work Related Health and Safety (WHS) Initiatives	4	3	Generic
041700841	Analysis Workplace Policy and Procedures	4	3	Generic

001100853	Perform Advanced Communication	4	3	Generic
061100858	Develop Advance Computer Application Skills	4	4	Generic
041300869	Manage Human Resource Services	4	2	Generic
041300860	Develop Entrepreneurial Skills	4	3	Generic
101200816	Monitor the duties and activities of the kitchen team	4	10	Technical
101200817	Co-ordinate the operation of the food preparation and cooking area	4	9	Technical
101200818	Monitor supplies for kitchen operations	4	6	Technical
101200819	Monitor the quality of food production	4	10	Technical
101200820	Supervise the delivery of effective kitchen service to food service team	4	9	Technical
101200821	Manage comments and complaints relating to food production	4	3	Technical
101200822	Monitor health and safety issues in food production areas	4	9	Technical
101200823	Monitor and control kitchen costs and waste	4	6	Technical
101200824	Monitor delivery of food production into service areas	4	8	Technical
101200825	Support the professional development of the kitchen team	4	10	Technical

Packaging of Qualifications

The National Vocational Qualifications have been packaged as detailed below:

**0212FID06
Chef Expert”
National Vocational Certificate
level 4, in
(Hospitality Sector)**

Contribute to Work Related Health and Safety (WHS) Initiatives

Analysis Workplace Policy and Procedures

Perform Advanced Communication

Develop Advance Computer Application Skills

Manage Human Resource Services

Develop Entrepreneurial Skills

Support the professional development of the kitchen team

Monitor delivery of food production into service areas

Monitor and control kitchen costs and waste

Monitor health and safety issues in food production areas

Manage comments and complaints relating to food production

Supervise the delivery of effective kitchen service to food service team

Supervise the delivery of effective kitchen service to food service team

Monitor the quality of food production

Monitor supplies for kitchen operations

Coordinate the operation of the food preparation and cooking area

Monitor the duties and activities of the kitchen team



**0212FID05
"Chef De Partie"
National Vocational Certificate
level 3, in
(Hospitality Sector)**

Apply Work Health and Safety Practices (WHS)

Identify and Implement Workplace Policy and Procedures

Communicate at Workplace

Perform Computer Application Skills

Manage Personal Finances

Prepare, cook and finish complex sweet dishes

Prepare, cook and finish complex bread and dough products

Prepare, cook and finish dressings and cold sauces

Prepare, cook and finish complex hot sauces

Prepare, cook and finish complex vegetable dishes

Prepare, cook and finish fresh pasta and rice dishes

Prepare, cook and finish complex seafood dishes

Prepare, cook and finish complex poultry dishes

Prepare, cook and finish complex meat dishes

Prepare, cook and finish complex soups

Developing advanced skills in food preparation and cooking

Maintain production of food

Monitor the kitchen section

Co-ordinate the operation of the kitchen section

Comply Personal Health and Safety Guidelines

Communicate the Workplace Policy and Procedure

Perform Basic Communication (Specific)

Perform Basic Computer Application (Specific)

Completing kitchen shift effectively

Prepare and finish simple sweet dishes

Prepare hot and cold sandwiches

Prepare, bake and finish simple bread and dough products

**0212FID04
"Cook"
National Vocational Certificate
level 2, in
(Hospitality Sector)**



Prepare and cook soups, stocks and sauces

Prepare and cook grain and pulse dishes

Prepare, cook and finish eggs and egg dishes

Prepare, cook and finish pasta and rice dishes

Prepare and finish simple salad and fruit dishes

Prepare, cook and finish meat, poultry and sea food dishes

Prepare and cook vegetables

Introduction to food preparation and cooking

Maintain professional kitchen standards for food preparation and cooking throughout the shift



**“Kitchen Helper”
National Vocational Certificate
level 1, in
(Hospitality Sector)**

Comply with Work Health and Safety Policies

Obey the Workplace Policies and Procedures

Follow Basic Communication Skills

Operate Computer Functions

Detail of Competency Standards

102200843 Comply with Work Health and Safety Policies

Overview: This unit describes the performance outcomes, skills and knowledge required to apply general work health and safety requirements in the workplace. Communicate work and health safety assess at work place. It describes generic work health and safety responsibilities applicable to employees without managerial or supervisory responsibilities.

Competency Units	Performance Criteria
CU1. Work safely at work place	<p>P1. Identify relevant organizational safety policies and procedures</p> <p>P2. Categorize tools and equipment as per requirements</p> <p>P3. Maintain tools and equipment</p> <p>P4. Follow established safety procedures during work activities</p> <p>P5. Identify existing or potential safety issues to designated persons</p> <p>P6. Report work-related incidents and accidents to supervisor</p> <p>P7. Take necessary measures to minimizing risks</p>
CU2. Communicate work health and safety (WHS) assess at work place	<p>P1. Raise work health and safety issues with supervisor.</p> <p>P2. Contribute to workplace meetings and other consultative processes for work health and safety management at the workplace</p> <p>P3. Make suggestions for improving work health and safety practices</p>
CU3. Minimize risks to personal safety at work place	<p>P1. Identify situations that may endanger the personal safety</p> <p>P2. Document the incident regarding personal safety at work place</p> <p>P3. Eliminate workplace hazards regarding personal safety</p> <p>P4. Identify damaged items and equipment for personal safety</p> <p>P5. Notify supervisor regarding damaged items and equipment for personal safety</p>

CU4. Minimize risks to public safety

- P1. Identify situations that may endanger the public safety
- P2. Document the incident at work sites
- P3. Eliminate workplace hazards at work sites
- P4. Identify damaged items and equipment related to public safety
- P5. Notify Situation that may endanger situation for safety measures.

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of::

- K1:** Identify the commonly used tools and equipment used at workplace.
- K2:** Rights and responsibilities of employers and employees
- K3:** Consultative processes to manage and monitor health and safety issues to enable active participation in maintaining a safe workplace
- K4:** State potential hazards in the workplace
- K5:** State commonly used hazard signs and safety symbols

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Identify health and safety policies to maintain and avoid any unwanted incident.

041700838 Obey the Workplace Policies and Procedures

Overview: This unit describes the skills and knowledge required to develop and implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

Competency Units	Performance Criteria
CU1. Obey the workplace personal appearance and hygiene	P1. Wear suitable clothes for the workplace and respect local and cultural contexts P2. Meet specific company dress code requirements
CU2. Follow work ethics	P1. Follow company value/ ethics code/ conduct policies and guidelines P2. Use company resources in accordance with company ethical standards P3. Conduct personal behavior and relationships in accord with company policy & procedures P4. Demonstrate ethical behavior with co-workers P5. Report work incident situations or resolve accordingly
CU3. Demonstrate the Work place behaviors	P1. Practice the positive behavior P2. Avoid arguing P3. Adopt flexibility in behavior to accept the resistance
CU4. Communicate workplace policy & procedures	P1. Listen directions carefully P2. Ask relevant questions politely P3. Avoid to use abuse language/ expression P4. Respect co-workers and others
CU5. Review the implementation of workplace policy & procedures	P1. Ensure proper implementation of policies P2. Enlist the gaps for improvement P3. Follow the feedback if any

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1: Rules, regulations and SOPs applicable to the organization

K2: Turnaround time to achieve target/goal.

K3: Operational hierarchal levels in an organization.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Follow work place policy personal appearances adopting company values/ ethics/ codes and broader policies for ensuring work place SOP's

001100850 Follow Basic Communication Skills (General)

Overview: After successful completion of this module you will be able to listen attentively, develop non-verbal communication, and identify communication barriers, interview preparation for job and different communication platforms in the workplace and throughout your career.

This unit of competency is designed to manage the workers and other personnel that can help in improving work quality and quantity through basic communication skills

Competency Units	Performance Criteria
CU1. Adopt Effective listening to Skills	P1. Listen attentively to others to improve communication skills P2. Avoid interrupting while listening others P3. Ask questions to ensure understanding P4. Receive and follow instructions as given by supervisor P5. Give the speaker regular feedback to communicate appropriately
CU2. Develop Nonverbal communication with peers	P1. Maintain eye contact to improve communication P2. Use facial expressions and gestures P3. Use Body language to communicate appropriately P4. Participate within Peers
CU3. Prepare for Interview to get a job	P1. Prepare yourself for interview to employer P2. Follow schedule according to the sequence of interview P3. Use communication techniques used while appearing in interview P4. Provide basic evidence of related skill P5. Respond appropriately to strong client emotional reactions
CU4. Use communication platform at workplace	P1. Convey message using different communication plate forms <ul style="list-style-type: none">• Face to face• Video chat• Phone calls/messages• Social Media
CU5. Identify communication barriers to improve interpersonal skills	P1. Identify communication barriers to improve communication skills with each other .i.e. <ul style="list-style-type: none">• Attitudinal barrier• Physical Barrier• Long differences

- Conflicting information
 - Differing status, position /self-expression
- P2.** Use strategies to overcome these barriers in the client-counsellor relationship

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Minimizing communication barriers
- K2:** Listening, and responding with an open mind in a more effective way.
- K3:** appropriate communication methods.
- K4:** verbal and non-verbal messages appropriately.
- K5:** Confidence building
- K6:** Body language
- K7:** Appropriate Voice tone
- K8:** Interpersonal skills
- K9:** listening Skills

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Find a job through social media resources
 1. Prepare yourself to appear in interview by following points:
 - Effective listening skills
 - Body language
- Work in groups of 3-5 members.
 1. Think of a situation when you tried to communicate with another person. Or when somebody tried to communicate with you, and it failed.
 2. Think about the problems or barriers that interfered with the communication.
 - List the reasons for failure identified by your group.

- Non-verbal communication

Have activity cards:

- Worried
- Happy
- Disappointed
- Laughing
- Annoying

Participants to draw one of the activity cards. Without speaking, communicate the feeling or emotion on the card to the rest of the group. Have one participant at time get up in front of the group.

061100855 Operate Computer Functions (General)

Overview: The competency Standard describe skills and knowledge required to setup a computer system, organize files in folders, and shutdown a computer system.

Competency Units	Performance Criteria
CU1. Set up the computer for use	P1. Identify physical components of computer P2. Identify peripheral devices of the computer P3. Connect all components of computer P4. Follow procedures to turn on the computer system
CU2. Organize files in folder	P1. Create folders/subfolders with suitable names P2. Save files in relevant folders. P3. Rename and move folders in different drives.. P4. Move folders and files using drag and drop techniques P5. Save folders and files on different media P6. Search for folders/subfolders and files using appropriate tool bars P7. Delete Folder files P8. Restore deleted folder files
CU3. Shut down computer system	P1. Save any work to be retained P2. Close open application programs correctly P3. Shut down computer P4. Switch off any unused peripheral devices P5. Ensure computer safety

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Basic parts of a computer
- K2:** Definition of computer
- K3:** Definition of Drives

K4: enlist computer component

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Switch on the computer
- Attach Computer component
- Switch on Peripheral devices
- Make a folder in any partition(drive) in hard disk
- Give name to the folder
- Save file in the folder
- delete the folder/File
- Shut down computer

The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments

102200844 Comply with Personal Health and Safety Guidelines

Overview: This Competency Standard identifies the competencies required to protect/apply occupational Safety, health and Environment at workplace according to the industry's approved guidelines, procedures and interpret environmental rules/regulations. Trainee will be expected to identify and use Personal Protective Equipment (PPE) according to the work place requirements. The underpinning knowledge regarding Observe Occupational Safety and Health (OSH) will be sufficient to provide the basis for the job at workplace.

Competency Units	Performance Criteria
CU1. Identify Hazards at Workplace	P1: Identify risk to personal health P2: Identify hygiene and safety at work place P3: Identify processes P4: Identify tools, equipment and consumable materials that have the potential to cause harm P5: Report, identified risk to Health, hygiene and safety to concerned
CU2. Apply Personal Protective Safety and Equipment (PPE)	P1: List the Personal Protective equipment P2: Select personal protective equipment in terms of type and quantity according to work orders. P3: Wear personal protective equipment according to job requirements. P4: Clean personal protective equipment P5: Stored Personal Protective equipment in proper place after use.
CU3. Observe Occupational Safety and Health (OSH)	P1: Maintain cleanliness and hygiene as per organizational policy P2: Comply with Health, hygiene and safety precautions before starting work P3: Follow organizational Health, hygiene and safety guidelines during work P4: Deal with resolvable problems according to prescribed procedures P5: Report un resolvable problems to immediate supervisor P6: Place the tools equipment etc at their prescribed place after completion of work

CU4. Dispose of hazardous Waste/materials from the designated area.	P1: Identify hazardous waste/ drug materials which needs to be disposed off
	P2: Collect hazardous or non-hazardous waste carefully from the designated area as per approved procedure
	P3: Use proper disposal hazardous containers for dispose-off hazardous waste as per procedure
	P4: Take necessary precautions like putting masks and gloves while disposing hazardous waste/ materials as per standard operating procedure

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain safety rules and regulations of organization
- K2:** List Personal protection and safety Equipment
- K3:** Describe meaning of Safety signs and symbols
- K4:** Demonstrate understanding of safety related Standard Operating Procedure/guidelines
- K5:** Describe waste disposal SOPs
- K6:** Explain best practices relating to clean and safe work environment

Critical Evidence(s) Required

The candidate needs to produce following critical evidence (s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of maintaining personal health and hygiene practices. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

041700839 Communicate the Workplace Policy and Procedure

Overview: This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision.

Competency Units	Performance Criteria
CU1. Identify workplace communication procedures	<p>P1. Identify organizational communication requirements and workplace procedures with assistance from relevant authority</p> <p>P2. Identify appropriate lines of communication with supervisors and colleagues.</p> <p>P3. Seek advice on the communication method/equipment most appropriate for the task</p>
CU2. Communicate at workplace	<p>P1. Use effective questioning, and active listening and speaking skills to gather and convey information</p> <p>P2. Use appropriate non-verbal behavior at all times</p> <p>P3. Encourage, acknowledge and act upon constructive feedback</p>
CU3. Draft Written Information	<p>P1. Identify and comply with required range of written materials in accordance with organizational policy and procedures</p> <p>P2. Draft and present assigned written information for approval, ensuring it is written clearly, concisely and within designated timeframes.</p> <p>P3. Ensure written information meets required standards of style, format and detail.</p> <p>P4. Seek assistance and/or feedback to aid communication skills development</p>
CU4. Review Documents	<p>P1. Check draft for suitability of tone for audience, purpose, format and communication style</p> <p>P2. Check draft for readability, grammar, spelling, sentence and paragraph construction and correct any inaccuracies or gaps in content.</p> <p>P3. Check draft for sequencing and structure</p> <p>P4. Check draft to ensure it meets organizational requirements</p> <p>P5. Ensure draft is proofread, where appropriate, by supervisor or colleague</p>

Knowledge and Understanding

- K1:** Key provisions of relevant regulations that may affect aspects of business operations, such as privacy laws
- K2:** Organizational policies, plans and procedures.
- K3:** Barriers to communication
- K4:** Communication model
- K5:** Verbal and written communication techniques

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

001100851 Perform Basic Communication (Specific)

Overview: This unit describes the skills and knowledge required to assist in the development of communication competence by providing information regarding different forms of communication and their appropriate use.

By the end of this program, learners will be able, to communicate more effectively and efficiently by: working in a team, follow supervisor's instructions and develop generic communication work skills at workplace

Competency Units	Performance Criteria
CU1. Work in a team to achieve intended outcomes	P1. Treat team members with respect P2. Maintain positive relationships to achieve common organizational goals P3. Get work related information from team P4. Identify interrelated work activities to avoid confusion P5. Adopt communication skills, which are designed in a team. P6. Identify problems in communication with a team P7. Resolve Communication barrier through discussion and mutual agreement
CU2. Follow Supervisor's instructions as per organizational SOPs	P1. Receive the instructions from Supervisor P2. Carry out the instructions of the supervisor P3. Report to the supervisor as per organizational SOPs
CU3. Develop Generic communication skills at workplace	P1. Develop basic reading skills P2. Develop Basic writing Skills P3. Develop basic listening skills

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

K1: Basic Learn and understand Types of communication

K2: Basic Reading Skills

- K3:** Basic Writing skills
- K4:** Basic Verbal communication skills
- K5:** Basic Problem-solving skills
- K6:** Basic Self-Management Skills
- K7:** Basic Technology Skills
- K8:** Basic Interview Skills
- K9:** Basic Workplace dress code
- K10:** Basic The role of team members and functionality of the teams

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make a list of appropriate communication skills with colleagues and supervisors

061100856 Perform Basic Computer Application (Specific)

Overview: This unit describes the skills and knowledge required to use spreadsheet to prepare a page of document, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

Competency Units	Performance Criteria
CU1. Create Word Documents	P1. Open word processing application P2. Create a word document P3. Customize page layout with relevant name setting P4. Set up page in a word document P5. Edit word document as required P6. Use simple formatting tools when creating the document P7. Save word document to directory P8. Insert table in a word document P9. Insert appropriate images into document as necessary P10. Insert header/footer in a word document P11. Insert section break in a word document P12. Set style in word document P13. Select basic Print settings P14. Print the document
CU2. Use internet for Browsing	P1. Use search engines to open website P2. Search data on different topics P3. Refine search to increase relevance of information or content P15. Navigate a website to access the information or content required

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Describing formatting styles and their effect on formatting, readability and appearance of documents
- K2:** Outline purpose, use and function of word-processing software.
- K3:** Editing in MS Word
- K4:** Formatting in MS word
- K5:** Use of different search engines
- K6:** Use of different web pages

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify the components of computer
- Follow organizational ergonomic work health and safety (WHS) requirements and practices
- Create, open and retrieve documents using customized basic settings
- Format documents by creating tables and adding text, objects and images
- Save and prints documents.
- Download data through web browser

101200788 Maintain professional kitchen standards for food preparation and cooking throughout the shift

Overview: The aim of this module is to develop basic knowledge, skills and understanding of professional kitchen standards that need to be maintained throughout the shift.

Competency Units	Performance Criteria
<p>CU1. Ensure personal hygiene and chef's uniform for kitchen operations meets organizational requirements</p>	<p>P1. Keep hair, skin and nails clean and hygienic</p> <p>P2. Follow the recommended procedures for washing hands at all appropriate times</p> <p>P3. Avoid unsafe behavior that could contaminate the food being prepared or cooked</p> <p>P4. Report any cuts, boils, grazes, injuries, illness and infections promptly to the appropriate person</p> <p>P5. Select appropriate chef's uniform and headgear in line with manufacturer's instructions and organizational procedures</p> <p>P6. Wear chef's uniform and headgear that is clean, fit for use and worn correctly</p>
<p>CU2. Maintain the health, safety and security of the kitchen working environment</p>	<p>P1. Maintain a safe, hygienic and secure kitchen working environment</p> <p>P2. Keep a look out for hazards in the kitchen</p> <p>P3. Identify any hazards or potential hazards in the kitchen and deal with these correctly</p> <p>P4. Report any accidents or near accidents quickly and accurately to the proper person</p> <p>P5. Deal with problems and unexpected situations in an appropriate manner</p> <p>P6. Practice emergency procedures correctly</p>
<p>CU3. Check quality and quantity of food and maintain kitchen and food safety standards at every</p>	<p>P1. Check the delivery from stores to ensure that the quantity of food delivered is sufficient for the number of covers expected</p> <p>P2. Check that food is delivered at the correct temperature</p>

<p>level of food handling</p>	<p>P3. Ensure that any packaged food does not exceed its 'sell-by' or 'use-by' dates</p> <p>P4. Inform Chef de Partie if there are any problems with the quantity or quality of food</p>
<p>CU4. Ensure wastage from kitchen operations is minimized</p>	<p>P1. Identify opportunities for reducing waste</p> <p>P2. Follow organizational policies and procedures for managing and reducing waste</p> <p>P3. Dispose of waste in line with organizational procedures</p>

Knowledge and Understanding

- K1:** Understand the importance of having clean hair, skin and nails, for hygiene purposes
- K2:** Know the procedures for washing hands at all appropriate times
- K3:** Understand the importance of avoiding unsafe behavior
- K4:** Understand the importance of reporting cuts, grazes and skin conditions to the appropriate person
- K5:** Understand the importance of reporting illnesses and infections
- K6:** Know the types of chef's uniform which are appropriate to the task being carried out
- K7:** Know the national and organizational requirements for wearing chef's uniform
- K8:** Understand the importance of ensuring that the chef's uniform and headgear being used is clean and fit for use and changed when necessary in line with organizational procedures
- K9:** Understand the importance of working in a healthy, safe and hygienic way
- K10:** Understand how to take personal responsibility
- K11:** Know the sources of information about health, hygiene and safety in the kitchen
- K12:** Know the features of a healthy workplace
- K13:** Know how to work with hazardous substances
- K14:** Know the risk of working with hazardous substances
- K15:** Know the types of hazards to be found in the kitchen
- K16:** Know the methods to deal with hazards correctly
- K17:** Understand the importance of warning other people
- K18:** Know the types of emergencies that may happen in the kitchen
- K19:** Know the location of first aid equipment and the name of the first-aider in the kitchen
- K20:** Understand the importance of following fire safety laws
- K21:** Know the organization's emergency procedures

- K22:** Know how to follow emergency procedures
- K23:** Understand the importance of reporting all usual/non-routine incidents
- K24:** Know how to record relevant information in logbooks
- K25:** Know how to check that the food is of the required weight
- K26:** Know how to check that food is being kept at an appropriate temperature
- K27:** Know how to check that food flavor, texture and aroma is of acceptable quality
- K28:** Know how to check that sufficient food and other ingredients to meet the requirements
- K29:** Understand basic nutrition
- K30:** Understand problems with food quantity
- K31:** Understand risks from causes of food poisoning
- K32:** Know the steps to avoid food poisoning
- K33:** Understand problems with food quantity or quality
- K34:** Know the standards for ensuring personal hygiene meets organizational requirements
- K35:** Know how to prepare food for storage
- K36:** Know how to make sure storage areas are clean, suitable and maintained at the correct temperature for the type of food
- K37:** Understand appropriate systems to manage stock
- K38:** Understand the impact of kitchen waste
- K39:** Know how to dispose of kitchen waste promptly, hygienically and appropriately
- K40:** Understand opportunities for waste reduction in the kitchen
- K41:** Understand opportunities for avoiding and reducing kitchen waste through reuse and recycling
- K42:** Understand potential barriers that may limit waste avoidance and reduction in the kitchen
- K43:** Know the roles and responsibilities for kitchen associates to support waste minimization
- K44:** Understand training needs and training for those kitchen associates responsible for reducing waste
- K45:** Understand the benefits achieved through kitchen waste reduction measures

Critical evidence(s) required for Competency Standard

The learner must present evidence of practical observations showing their ability to demonstrate professional kitchen standards that need to be maintained throughout the shift.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding of professional kitchen standards that need to be maintained throughout the shift. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200789 Introduction to food preparation and cooking

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to demonstrate food preparation and cooking skills.

Competency Units	Performance Criteria
CU1. Understand how to assemble food and equipment to prepare, and cook simple dishes, with guidance from Chef de Partie and other associates	P1. Understand how to assemble food, ingredients and equipment required to prepare, cook and finish dishes as required P2. Understand the need to defrost ingredients prior to preparation P3. Know how to select appropriate equipment needed to prepare, cook and finish dishes P4. Understand how to check that ingredients meet type, quality and quantity requirements prior to preparation and cooking
CU2. Understand how to prepare simple dishes for cooking, with guidance from Chef de Partie and other associates	P1. Understand the requirements for preparing dishes for cooking P2. Know how to use tools and equipment for preparing different dishes correctly P3. Know the appropriate methods to prepare different dishes for cooking P4. Understand how to check that preparation of ingredients meets quality requirements
CU3. Understand how to cook simple dishes, with guidance from Chef de Partie and other associates	P1. Understand the requirements for cooking different dishes P2. Know how to use tools and equipment to cook different dishes correctly P3. Know the appropriate methods to cook different dishes P4. Understand how to combine main ingredients with other ingredients

	<p>P5. Know how to check that dishes have the correct flavour, consistency and quantity</p> <p>P6. Know how to check that cooking of different dishes meets quality requirements</p>
<p>CU4. Understand how to present simple dishes for service, with guidance from Chef de Partie and other associates</p>	<p>P1. Understand the importance of holding and serving different dishes at correct temperature</p> <p>P2. Understand how to safely store cooked dishes and ingredients not for immediate use</p>

Knowledge and Understanding

- K1:** Know how to read the recipe to determine what food and equipment is needed
- K2:** Understand the nutritional values of different foods
- K3:** Understand the storage of food prior to preparation
- K4:** Know how to store fresh and frozen ingredients correctly before cooking
- K5:** Understand storage of equipment
- K6:** Understand the importance of defrosting ingredients as required before preparation and cooking
- K7:** Know how to check that ingredients are fit for preparation and cooking
- K8:** Understand the importance of weighing and measuring ingredients accurately
- K9:** Know how to check for and resolving problems with the ingredients
- K10:** Know how to seek guidance from Chef de Partie and other associates when appropriate
- K11:** Know how to comply with relevant regulations and standards
- K12:** Understand preparation requirements
- K13:** Know how to carry out the appropriate preparation methods correctly
- K14:** Understand the importance of using the correct tools and equipment to prepare different dishes
- K15:** Know how to ensure quality requirements following preparation
- K16:** Know how to seek guidance from Chef de Partie and other associates when appropriate
- K17:** Know how to comply with relevant regulations and standards

- K18:** Understanding the effect of different cooking processes on different ingredients/dishes and their nutritional value
- K19:** Know the cooking requirements for different simple dishes, including recipe, quantity required, special requirements
- K20:** Know how to carry out the appropriate cooking methods correctly
- K21:** Understand the importance of using the correct tools and equipment to cook simple dishes
- K22:** Know how to combine other ingredients
- K23:** Understand the quality requirements for cooked simple dishes
- K24:** Know how to seek guidance from Chef de Partie and other associates when appropriate
- K25:** Know how to comply with relevant regulations and standards
- K26:** Understand the importance of using the correct tools and equipment, to finish dishes
- K27:** Know the correct temperatures for holding and serving different dishes
- K28:** Know how to seek guidance from Chef de Partie and other associates when appropriate
- K29:** Know how to comply with relevant regulations and standards

Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their ability to demonstrate food preparation and cooking skills.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to demonstrate food preparation and cooking skills. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200790 Prepare and cook vegetables

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare and cook vegetables.

Competency Units	Performance Criteria
CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare vegetables for cooking	<p>P1. Identify requirements for preparing vegetables for cooking</p> <p>P2. Assemble food, ingredients and equipment required to prepare, cook and finish vegetables</p> <p>P3. Use tools and equipment for preparing vegetables correctly</p> <p>P4. Use appropriate methods to prepare vegetables for cooking</p> <p>P5. Check that preparation of vegetables meets quality requirements</p>
CU2. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to cook vegetables	<p>P1. Identify requirements for cooking vegetables</p> <p>P2. Use tools and equipment to cook vegetables correctly</p> <p>P3. Use appropriate methods to cook vegetables</p> <p>P4. Combine vegetable ingredients with other ingredients</p> <p>P5. Check that cooking of vegetables meets quality requirements</p>
CU3. Present vegetables for service following guidance	<p>P1. Finish, garnish and present the dish to meet organizational specifications</p> <p>P2. Make sure dishes are at correct temperature for holding and serving</p> <p>P3. Safely store cooked vegetables and vegetable ingredients not for immediate use</p>

Knowledge and Understanding

- K1:** Understand the food and ingredients used in the preparation of vegetable dishes
- K2:** Know the pre-preparation methods for vegetable dishes
- K3:** Know the food and ingredients used in the cooking of vegetable dishes

- K4:** Know the dry cooking methods used for vegetable dishes: sautéing, pan frying, deep frying, grilling, roasting, griddling, baking
- K5:** Know the moist cooking methods used for vegetable dishes: simmering, boiling, steaming
- K6:** Know the combination cooking methods used for vegetable dishes: braising, stewing
- K7:** Know how to finish and season vegetable dishes according to requirements
- K8:** Know how to store cooked vegetable dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare and cook vegetables.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare and cook vegetables. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200791 Prepare, cook and finish meat, poultry and seafood dishes

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare, cook and finish meat, poultry and fish dishes.

Competency Units	Performance Criteria
<p>CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare meat, poultry and fish dishes for cooking</p>	<p>P1. Identify requirements for preparing meat, poultry and fish dishes for cooking</p> <p>P2. Assemble food, ingredients and equipment required to prepare, cook and finish meat, poultry and fish dishes</p> <p>P3. Use tools and equipment for preparing meat, poultry and fish dishes correctly</p> <p>P4. Use appropriate methods to prepare meat, poultry and fish dishes for cooking</p> <p>P5. Check that preparation of meat, poultry and fish dishes meets quality requirements</p>
<p>CU2. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to cook and finish meat, poultry and fish dishes</p>	<p>P1. Identify requirements for cooking meat, poultry and fish dishes</p> <p>P2. Use tools and equipment to cook meat, poultry and fish dishes correctly</p> <p>P3. Use appropriate methods to cook meat, poultry and fish dishes</p> <p>P4. Combine meat, poultry and fish with other ingredients</p> <p>P5. Check that cooking of meat, poultry and fish dishes meets quality requirements</p>
<p>CU3. Present meat, poultry and fish dishes for service following guidance</p>	<p>P1. Finish, garnish and present the dish to meet organizational specifications</p> <p>P2. Make sure dishes are at correct temperature for holding and serving</p> <p>P3. Safely store cooked meat, poultry and fish dishes and meat, poultry and fish not for immediate use</p>

Knowledge and Understanding

- K1:** Know the range of food and ingredients used to prepare meat, poultry and fish dishes
- K2:** Know the pre-preparation methods used to prepare meat, poultry and fish dishes
- K3:** Know the food and ingredients used to cook and finish meat, poultry and fish dishes
- K4:** Know the dry cooking methods used to cook meat, poultry and fish dishes
- K5:** Know the moist cooking methods used to cook meat, poultry and fish dishes
- K6:** Know the combination cooking methods used to cook meat, poultry and fish dishes
- K7:** Know how to finish and season meat, poultry and fish dishes according to requirements
- K8:** Know how to storing cooked meat, poultry or fish dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish meat, poultry and fish dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare, cook and finish meat, poultry and fish dishes. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200792 Prepare and finish simple salad and fruit dishes

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare and finish simple salad and fruit dishes.

Competency Units	Performance Criteria
CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare simple salad and fruit dishes	<p>P1. Identify requirements for preparing simple salad and fruit dishes</p> <p>P2. Assemble food, ingredients and equipment required to prepare and finish simple salad and fruit dishes</p> <p>P3. Use tools and equipment for preparing simple salad and fruit dishes correctly</p> <p>P4. Use appropriate methods to prepare simple salad and fruit dishes</p> <p>P5. Check that preparation of simple salad and fruit dishes meets quality requirements</p>
CU2. Finish and present simple salad and fruit dishes for service following guidance	<p>P1. Identify requirements for finish simple salad and fruit dishes</p> <p>P2. Use tools and equipment to finish simple salad and fruit dishes correctly</p> <p>P3. Use appropriate methods to finish simple salad and fruit dishes</p> <p>P4. Combine simple salad and fruit dishes with other ingredients</p> <p>P5. Check that finishing of simple salad and fruit dishes meets quality requirements</p>

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare simple salad and fruit dishes
- K2:** Know the pre-preparation methods used to prepare simple salad and fruit dishes
- K3:** Know how to finish and season simple salad and fruit dishes according to requirements
- K4:** Know how to store cooked fruit and salad dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare and finish simple salad and fruit dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare and finish simple salad and fruit dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200793 Prepare, cook and finish pasta and rice dishes

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare and cook pasta and rice dishes.

Competency Units	Performance Criteria
<p>CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare and cook pasta dishes</p>	<p>P1. Identify requirements for preparing pasta and rice dishes for cooking</p> <p>P2. Assemble food, ingredients and equipment required to prepare, cook and finish pasta and rice dishes</p> <p>P3. Use tools and equipment for preparing pasta and rice dishes correctly</p> <p>P4. Use appropriate methods to prepare pasta and rice dishes for cooking</p> <p>P5. Check that preparation of pasta and rice dishes meets quality requirements</p>
<p>CU2. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare and cook rice dishes</p>	<p>P1. Identify requirements for cooking pasta and rice dishes</p> <p>P2. Use tools and equipment to cook pasta and rice dishes correctly</p> <p>P3. Use appropriate methods to cook pasta and rice dishes</p> <p>P4. Combine pasta and rice ingredients with other ingredients</p> <p>P5. Check that cooking of pasta and rice dishes meets quality requirements</p>
<p>CU3. Present pasta and rice dishes for service following guidance</p>	<p>P1. Finish, garnish and present the dish to meet organizational specifications</p> <p>P2. Make sure dishes are at correct temperature for holding and serving</p> <p>P3. Safely store cooked pasta and rice dishes and pasta and rice ingredients not for immediate use</p>

Knowledge and Understanding

- K1:** Know the food and ingredients for preparing pasta and rice dishes
- K2:** Know the pre-preparation methods for preparing pasta and rice dishes
- K3:** Know the food and ingredients cooking pasta and rice dishes
- K4:** Know the dry cooking methods for cooking pasta and rice dishes
- K5:** Know the moist cooking methods for cooking pasta and rice dishes
- K6:** Know the combination methods for cooking pasta and rice dishes
- K7:** Know how to test rice and pasta to see when cooking is complete
- K8:** Understand the importance of re-heating rice only once to a core temperature of 75 degrees
- K9:** Know how to finish and season pasta and rice dishes according to requirements
- K10:** Know how to store cooked pasta and rice dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare and cook pasta and rice dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare and cook pasta and rice dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200794 Prepare, cook and finish eggs and egg dishes

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare and cook eggs and egg dishes.

Competency Units	Performance Criteria
<p>CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare and cook eggs</p>	<p>P1. Identify requirements for preparing eggs and egg dishes for cooking</p> <p>P2. Assemble food, ingredients and equipment required to prepare, cook and finish eggs and egg dishes</p> <p>P3. Use tools and equipment for preparing eggs and egg dishes correctly</p> <p>P4. Use appropriate methods to prepare eggs and egg dishes for cooking</p> <p>P5. Check that preparation of eggs and egg dishes meets quality requirements</p>
<p>CU2. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare and cook egg dishes</p>	<p>P1. Identify requirements for cooking eggs and egg dishes</p> <p>P2. Use tools and equipment to cook eggs and egg dishes correctly</p> <p>P3. Use appropriate methods to cook eggs and egg dishes</p> <p>P4. Combine ingredients for egg dishes with other ingredients</p> <p>P5. Check that cooking of eggs and egg dishes meets quality requirements</p>
<p>CU3. Present eggs and egg dishes for service following guidance</p>	<p>P1. Finish, garnish and present the dish to meet organizational specifications</p> <p>P2. Make sure dishes are at correct temperature for holding and serving</p>

Knowledge and Understanding

- K1:** Know the food and ingredients for preparing eggs and egg dishes for cooking
- K2:** Know the pre-preparation methods for preparing eggs and egg dishes for cooking
- K3:** Know the food and ingredients for cooking eggs and egg dishes
- K4:** Know the dry cooking methods for cooking eggs and egg dishes
- K5:** Know the moist cooking methods
- K6:** Know how to finish and season eggs and egg dishes according to requirements

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare and cook eggs and egg dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare and cook eggs and egg dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200795 Prepare and cook grain and pulse dishes

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare and cook grain and pulse dishes.

Competency Units	Performance Criteria
<p>CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare grains and pulses for cooking</p>	<p>P1. Identify requirements for preparing grain and pulse dishes for cooking</p> <p>P2. Assemble food, ingredients and equipment required to prepare, cook and finish grain and pulse dishes</p> <p>P3. Use tools and equipment for preparing grain and pulse dishes correctly</p> <p>P4. Use appropriate methods to prepare grain and pulse dishes for cooking</p> <p>P5. Check that preparation of grain and pulse dishes meets quality requirements</p>
<p>CU2. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to cook grains and pulses</p>	<p>P1. Identify requirements for cooking grain and pulse dishes</p> <p>P2. Use tools and equipment to cook grain and pulse dishes correctly</p> <p>P3. Use appropriate methods to cook grain and pulse dishes</p> <p>P4. Combine ingredients for grain and pulse dishes with other ingredients</p> <p>P5. Check that cooking of grain and pulse dishes meets quality requirements</p>
<p>CU3. Present grains and pulses for service following guidance</p>	<p>P1. Finish, garnish and present the dish to meet organizational specifications</p> <p>P2. Make sure dishes are at correct temperature for holding and serving</p> <p>P3. Safely store cooked grain and pulse dishes and ingredients for grain and pulse dishes not for immediate use</p>

Knowledge and Understanding

- K1:** Know the food and ingredients for preparing grain and pulse dishes for cooking
- K2:** Know the pre-preparation methods for preparing grain and pulse dishes for cooking
- K3:** Know the food and ingredients for cooking grain and pulse dishes
- K4:** Know the dry cooking methods for cooking grain and pulse dishes
- K5:** Know the moist cooking methods for cooking grain and pulse dishes
- K6:** Know how to finish and season grain and pulse dishes according to requirements
- K7:** Know how to store cooked grain and pulse dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare and cook grain and pulse dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare and cook grain and pulse dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200796 Prepare and cook soups, stocks and sauces

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare and cook soups, stocks and sauces.

Competency Units	Performance Criteria
<p>CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare soups, stocks and sauces for cooking</p>	<p>P1. Identify requirements for preparing soups, stocks and sauces for cooking</p> <p>P2. Assemble food, ingredients and equipment required to prepare, cook and finish soups, stocks and sauces</p> <p>P3. Use tools and equipment for preparing soups, stocks and sauces correctly</p> <p>P4. Use appropriate methods to prepare soups, stocks and sauces for cooking</p> <p>P5. Check that preparation of soups, stocks and sauces meets quality requirements</p>
<p>CU2. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to cook and finish soup, stock and sauce ingredients dishes</p>	<p>P1. Identify requirements for cooking soups, stocks and sauces</p> <p>P2. Use tools and equipment to cook soups, stocks and sauces correctly</p> <p>P3. Use appropriate methods to cook soups, stocks and sauces</p> <p>P4. Combine soup, stock and sauce ingredients with other ingredients</p> <p>P5. Check that cooking of soups, stocks and sauces meets quality requirements</p>
<p>CU3. Present soups, stocks and sauces for service following guidance</p>	<p>P1. Finish, garnish and present the dish to meet organizational specifications</p> <p>P2. Make sure dishes are at correct temperature for holding and serving</p> <p>P3. Safely store cooked soups, stocks and sauces and soup, stock and sauce ingredients not for immediate use</p>

Knowledge and Understanding

- K1:** Know the food and ingredients for preparing soups, stocks and sauces for cooking
- K2:** Know the pre-preparation methods for preparing soups, stocks and sauces for cooking
- K3:** Know the food and ingredients for cooking soups, stocks and sauces
- K4:** Know the moist cooking methods for cooking soups, stocks and sauces
- K5:** Know the minimum cooking time for stock
- K6:** Know how to finish and season soups, stocks and sauces according to requirements
- K7:** Know how to store soups and stocks

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare and cook soups, stocks and sauces.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare and cook soups, stocks and sauces. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200797 Prepare, bake and finish simple bread and dough products

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare, bake and finish simple bread and dough products.

Competency Units	Performance Criteria
<p>CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare simple bread and dough products for cooking</p>	<p>P1. Identify requirements for preparing simple bread and dough products for baking</p> <p>P2. Assemble food, ingredients and equipment required to prepare, bake and finish simple bread and dough products</p> <p>P3. Use tools and equipment for preparing simple bread and dough products correctly</p> <p>P4. Use appropriate methods to prepare simple bread and dough products for baking</p> <p>P5. Check that preparation of simple bread and dough products meets quality requirements</p>
<p>CU2. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to cook and finish ingredients for simple bread and dough products dishes</p>	<p>P1. Identify requirements for baking simple bread and dough products</p> <p>P2. Use tools and equipment to bake simple bread and dough products correctly</p> <p>P3. Use appropriate methods to bake simple bread and dough products</p> <p>P4. Combine ingredients for simple bread and dough products with other ingredients</p> <p>P5. Check that baking of simple bread and dough products meets quality requirements</p>
<p>CU3. Present simple bread and dough products for service following guidance</p>	<p>P1. Finish, garnish and present the dish to meet organizational specifications</p> <p>P2. Safely store baked bread and dough products and ingredients for simple bread and dough products not for immediate use</p>

Knowledge and Understanding

- K1:** Know the food and ingredients for preparing simple bread and dough products for baking
- K2:** Know the pre-preparation methods for preparing simple bread and dough products for baking
- K3:** Know the food and ingredients for baking simple bread and dough products
- K4:** Know the dry cooking methods for baking simple bread and dough products
- K5:** Know how to finish and season simple bread and dough products according to requirements
- K6:** Know how to store cooked bread and dough products

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, bake and finish simple bread and dough products.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare, bake and finish simple bread and dough products. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200798 Prepare hot and cold sandwiches

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare hot and cold sandwiches.

Competency Units	Performance Criteria
<p>CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare hot sandwiches</p>	<p>P1. Identify requirements for preparing hot sandwiches</p> <p>P2. Assemble food, ingredients and equipment required to prepare hot and cold sandwiches</p> <p>P3. Use tools and equipment for preparing hot sandwiches correctly</p> <p>P4. Use appropriate methods to prepare hot sandwiches</p> <p>P5. Check that the sandwich has the correct flavor, consistency and quantity</p> <p>P6. Check that preparation of hot sandwiches meets quality requirements</p>
<p>CU2. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare cold sandwiches</p>	<p>P1. Identify requirements for preparing cold sandwiches</p> <p>P2. Use tools and equipment for preparing cold sandwiches correctly</p> <p>P3. Use appropriate methods to prepare cold sandwiches</p> <p>P4. Check that the sandwich has the correct flavor, consistency and quantity</p> <p>P5. Check that preparation of cold sandwiches meets quality requirements</p>
<p>CU3. Present hot and cold sandwiches for service following guidance</p>	<p>P1. Garnish and present the sandwich to meet organizational specifications</p> <p>P2. Make sure hot and cold sandwiches are at correct temperature for holding and serving</p> <p>P3. Safely store hot and cold sandwiches not for immediate use</p>

Knowledge and Understanding

- K1:** Know the food and ingredients for preparing hot sandwiches
- K2:** Know the pre-preparation methods for preparing hot sandwiches
- K3:** Know the cooking methods for preparing hot sandwiches
- K4:** Know the food and ingredients for preparing cold sandwiches
- K5:** Know the pre-preparation methods for preparing cold sandwiches
- K6:** Know how to finish hot and cold sandwiches
- K7:** Know how to store hot and cold sandwiches for service

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare hot and cold sandwiches.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare hot and cold sandwiches. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200799 Prepare and finish simple sweet dishes

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to prepare and finish simple sweet dishes.

Competency Units	Performance Criteria
<p>CU1. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare and finish simple sweets and gateaux</p>	<p>P1. Identify requirements for preparing and cooking simple gateaux</p> <p>P2. Assemble food, ingredients and equipment required to prepare and finish simple sweet dishes</p> <p>P3. Use tools and equipment for preparing and cooking simple cakes and gateaux correctly</p> <p>P4. Use appropriate methods to prepare simple cakes and gateaux for cooking</p> <p>P5. Check that preparation for simple cakes and gateaux meets quality requirements</p> <p>P6. Use appropriate methods to cook simple cakes and gateaux</p> <p>P7. Check that the cakes and gateau has the correct flavor, consistency and quantity</p> <p>P8. Check that cooking of simple cakes and gateaux meets quality requirements</p>
<p>CU2. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare and finish simple pastries</p>	<p>P1. Identify requirements for preparing and cooking simple pastries</p> <p>P2. Use tools and equipment for preparing and cooking simple pastries correctly</p> <p>P3. Use appropriate methods to prepare simple pastries for cooking</p> <p>P4. Check that preparation for simple pastries meets quality requirements</p> <p>P5. Use appropriate methods to cook simple pastries</p> <p>P6. Check that the pastries have the correct flavor, consistency and quantity</p>

	P7. Check that cooking of simple pastries meets quality requirements
CU3. Use basic methods and equipment (under indirect supervision from Chef de Partie and other associates) to prepare and finish simple cakes	<p>P1. Identify requirements for preparing and cooking simple sweets</p> <p>P2. Use tools and equipment for preparing and cooking simple sweets correctly</p> <p>P3. Use appropriate methods to prepare simple sweets for cooking</p> <p>P4. Check that preparation for simple sweets meets quality requirements</p> <p>P5. Use appropriate methods to cook simple sweets</p> <p>P6. Check that the sweets have the correct flavor, consistency and quantity</p> <p>P7. Check that cooking of simple sweets meets quality requirements</p>

Knowledge and Understanding

- K1:** Know the food and ingredients for preparing and cooking simple gateaux
- K2:** Know the pre-preparation methods for preparing and cooking simple gateaux
- K3:** Know the dry cooking methods for preparing and cooking simple gateaux
- K4:** Know how to finish simple gateaux
- K5:** Know how to store simple cakes and gateaux for service
- K6:** Know the food and ingredients for preparing and cooking simple pastries
- K7:** Know the pre-preparation methods for preparing and cooking simple pastries
- K8:** Know the dry cooking methods for preparing and cooking simple pastries
- K9:** Know how to finish simple pastries
- K10:** Know how to store simple pastries for service
- K11:** Know the food and ingredients for preparing and cooking simple sweets
- K12:** Know the pre-preparation methods for preparing and cooking simple sweets
- K13:** Know the dry cooking methods for preparing and cooking simple sweets
- K14:** Know the moist cooking methods for preparing and cooking simple sweets
- K15:** Know how to finish simple sweets

K16: Know how to store simple sweets for service

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare and finish simple sweet dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to prepare and finish simple sweet dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200800 Complete kitchen shift effectively

Overview: The aim of this module is to develop basic knowledge, skills and understanding needed to complete the kitchen shift effectively.

Competency Units	Performance Criteria
CU1. Clear kitchen work area of equipment and food products	<p>P1. Select and use appropriate tools, specialist equipment and method for cleaning the kitchen work area</p> <p>P2. Restore the kitchen work area to a safe and tidy condition</p> <p>P3. Make sure that any food, tools and equipment needed for the next shift are set up ready for use</p> <p>P4. Store all food, tools and equipment in line with organizational requirements</p> <p>P5. Handle and dispose of waste materials appropriately according to organizational and legal requirements</p> <p>P6. Report any problems associated with cleaning, storing or disposing of materials and equipment to the relevant person</p>
CU2. Ensure that all kitchen equipment and surfaces are cleaned and sanitized	<p>P7. Select appropriate equipment and products for cleaning and sanitizing equipment and surfaces</p> <p>P8. Pre-soak any equipment, tools and utensils as required to free food particles and grease</p> <p>P9. Use appropriate equipment, products and methods to clean and sanitize equipment and surfaces</p> <p>P10. Ensure that equipment and products used for cleaning are in good condition and changed when required</p> <p>P11. Store equipment and products for cleaning and sanitizing equipment and surfaces after use according to organizational requirements</p> <p>P12. Report to supervisor any problems with cleaning, equipment or products</p>
CU3. Ensure all surplus food, equipment and materials	<p>P13. Identify and return unused food items to the kitchen or to the concerned department</p>

<p>are returned from the kitchen to the appropriate department</p>	<p>P14. Identify and return equipment and materials to the appropriate store</p> <p>P15. Maintain proper log books or records of returned items</p> <p>P16. Advise supervisor of any problems with returning surplus food, equipment and material to the appropriate department</p>
<p>CU4. Hand over to next kitchen shift if appropriate</p>	<p>P17. Ensure that kitchen work area is fully maintained ready for next shift</p> <p>P18. Ensure that next shift is prepared and ready for handover</p> <p>P19. Notify next shift of any relevant issues or problems</p> <p>P20. Complete any logbook entries as required by organization</p> <p>P21. Leave kitchen promptly and courteously</p>

Knowledge and Understanding

- K1:** Understand the principles of sanitation
- K2:** Know the standards of cleanliness and tidiness that are expected when clearing the kitchen work area
- K3:** Know the cleaning equipment to use for different tools and equipment
- K4:** Know how to use cleaning materials
- K5:** Know the methods and procedures for safe storage of food, tools and equipment
- K6:** Understand the organization's procedures for dealing with and disposing of waste material
- K7:** Know the types of waste material generated in the work area
- K8:** Understand the problems associated with cleaning, storing or disposing of materials
- K9:** Understand the need for chef's uniform
- K10:** Understand the national and organizational requirements for personal chef's uniform
- K11:** Know the methods and procedures for safe storage of food, tools and equipment
- K12:** Understand the standards of cleanliness and tidiness expected when clearing the kitchen work area

- K13:** Understand the purpose of cleaning
- K14:** Understand the principles of sanitization
- K15:** Understand how to use cleaning equipment different tools and equipment
- K16:** Know the cleaning materials for cleaning equipment different tools and equipment
- K17:** Understand the problems with cleaning equipment or products
- K18:** Know the organization's procedures for dealing with and disposing of waste material
- K19:** Understand the need for chef's uniform
- K20:** Understand the national and organizational requirements for personal chef's uniform
- K21:** Understand the organizational procedures for returning surplus food, equipment and material to the appropriate department
- K22:** Know the process for recording returns of surplus food, equipment and material to the appropriate department
- K23:** Understand the importance of disciplinary actions against any violation of the rule
- K24:** Understand the organization's policy and procedures for returning surplus items
- K25:** Understand the problems with returning surplus food, equipment and material to the appropriate department
- K26:** Know how to use appropriate systems to manage stock
- K27:** Understand the procedures for handing over to next kitchen shift
- K28:** Know how to notify next kitchen shift any special requirements, events, requests or comments relating to guests
- K29:** Know how to check for and resolve problems with the service, equipment or products
- K30:** Understand the importance of making appropriate entries in kitchen logbooks
- K31:** Understand the organization's policies and procedures for handing over a shift

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to complete the kitchen shift effectively.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to complete the kitchen shift effectively. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Complete list of tools

Sr#	Description	Quantity
	Preparation equipment	
1.	Knives (different types), peeling knives, carving knives, chef knives, etc	20 sets
2.	Graters	3
3.	Measuring scale	5
4.	Refrigerators (maintain temperature from 3 to 5 degrees)	2
5.	Freezers (maintain temperature from -18 to -20 degrees)	2
6.	Chopping boards (different colours – refer to HACCP regulations)	12 (3 each)
	Utensils including	
7.	Pans (large, small, medium)	15 (5 each)
8.	Bowls	15 (5 each)
9.	Measuring spoons	5 sets
10.	Forks	10
11.	Bread slicer	1
12.	Mixers (large, small)	2 (1 each)
13.	Blenders	2
14.	Toasters	2
15.	Tin openers	5
16.	Peelers	5
17.	Potato cutter	1
18.	Choppers	3
19.	Mincing machine	1
20.	Bone saw cutters	1
21.	Patties maker	1
22.	Beaters	2
23.	Mashers	2
24.	Baking trays	20
	Cooking equipment	
25.	Burners/stoves	8
26.	Ovens (convection oven, deck oven, tandoori oven)	1 each
27.	Microwaves oven	1
28.	Grill	1
29.	Tilting pan	1
30.	Steamer	1
31.	Salamander	1
32.	Panini machine	1
33.	Wok	1
34.	Blender heavy duty	1
35.	Bread pans	20
36.	Bun pans	20
37.	Baguette pans	20
38.	Juicers	2
39.	Juice extractor	1
40.	Deep fryer	1
41.	Rolling pins	5
42.	Pastry brushes	5
	Presentation equipment	

43.	Plates	20
44.	Platters	20
45.	Silver salvers	20
46.	Serving dishes	20
47.	Sauceboats	20
	Other general equipment and materials	
48.	Organisational guidelines for all operations	1 example copy
49.	Standard Operating Procedures for all procedures	1 example copy
50.	Communication manual	1 example copy
51.	Example notes from daily briefing	20 copies
52.	Recipes and methods of preparation and cooking	20 copies
53.	Nutritional values charts	20
54.	Tools and equipment for disposing of waste, including waste disposal units, recycling bins, garbage drums on wheels (foot operated) with garbage bags included	1 set
	Fire, first aid and safety equipment	
55.	Food safety guidelines	1 example copy
56.	HACCP standards	1 example copy
57.	Equipment and materials for washing hands, including sanitizing soap, suitable wash basin, hand towels	5 sets
58.	Emergency notices	Illustrative range
59.	Fire equipment, including the provision of fire exits, fire doors, fire extinguishers, alarm systems, emergency lighting, fire safety and exit signs	1 set
60.	First aid equipment: food safety plasters, in a variety of different sizes and shapes; small, medium and large sterile gauze dressings; sterile eye dressings; triangular bandages; crêpe rolled bandages; safety pins; disposable sterile gloves; scissors; alcohol-free cleansing wipes; tape; distilled water, for cleaning wounds and as an eye bath	1 set
61.	Logbooks for recording accidents and incidents	1 example copy
	Cleaning equipment	
62.	Small cleaning equipment to use for different tools and equipment, including cloths, dusters, mops, brushes, buckets	5 sets
63.	Large cleaning equipment, including dishwasher, jet washer, wet and dry vacuum cleaner	1 set
	Specific materials for Standard N	
64.	Directories of existing businesses	
65.	Examples of business plans	
66.	Examples of financial plans	
67.	Advertising materials for potential business premises	
68.	Copies of job advertisements for hospitality jobs	
69.	Information on sources of finance	
70.	Business planner templates	
71.	Start-up-costs estimator	
72.	Business information, including company annual reports, journals, magazines, company websites and newspapers	
73.	Details of potential competitors, including brochures, websites and promotional materials	1 class set
74.	Case studies of examples of communication methods and how they are used to promote a business	1 class set

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|-----|---|--|
| 75. | Guest research tools, including questionnaires and surveys | 1 completed class copy as example plus 20 blank copies |
| 76. | Case studies of arrangements agreed between business owners and other people or organisations | 1 class set |

102200846 Apply Work Health and Safety Practices (WHS)

Overview: This unit describes the skills to work with safety and participate in hazard assessment activities, follow emergency procedures and participate OHS practices in process.

Competency Units	Performance Criteria
CU1. Implement safe work practices at work place	<p>P1. Implement relevant rules and procedures of WHS at work place.</p> <p>P2. Comply with duty of care requirements</p> <p>P3. Use personal protective equipment according to safe work practices</p> <p>P4. Contribute to WHS consultative activities</p> <p>Raise WHS issues with relevant personnel</p>
CU2. Participate in hazard assessment activities a work place	<p>P1. Identify hazards or WHS issues in the workplace to relevant personnel</p> <p>P2. Assess and control risks according to own level of responsibility, in line with workplace procedures</p> <p>P3. Report hazards or WHS issues in the workplace to relevant personnel</p> <p>P4. Document risk control actions as required</p>
CU3. Follow emergency procedures at workplace	<p>P1. Report emergencies or incidents promptly to relevant personnel</p> <p>P2. Deal with emergencies in line with own level of responsibility</p> <p>P3. Implement evacuation procedures as required</p>
CU4. Participate in OHS consultative processes	<p>P1. Contribute to workplace meetings, inspections or other consultative activities</p> <p>P2. Raise OHS issues with designated persons in accordance with organizational procedures</p> <p>P3. Take actions to eliminate workplace hazards or to reduce risks</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Outline the WHS rights and responsibilities that apply to own role
- K2:** Explain the term duty of care
- K3:** Describe typical health and safety roles in the workplace
- K4:** List and describe common safety signs and symbols
- K5:** Explain procedures for reporting hazards, risks, incidents and accidents
- K6:** Identify and describe common hazards and major causes of accidents relevant to the workplace
- K7:** Explain what the term risk control means
- K8:** List and describe potential emergency situations and how to respond to them

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Demonstrate evidences of the Health and safety Processes to avoid any incident..

041700840 Identify and Implement Workplace Policy and Procedures

Overview: This unit describes the skills and knowledge required to develop and implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

Competency Units	Performance Criteria
CU1. Identify workplace policy & procedures	<p>P1. Identify the workplace policy & procedures</p> <p>P2. Apply appropriate strategies that can be used to measure whether your workplace health and safety obligations are being met.</p> <p>P3. Assure the policies are realistic has the time, resources and personnel to implement</p> <p>P4. Implement the policy & procedures that reflects the organizations commitments</p> <p>P5. Ensure the appropriate methods of implementation, outcomes and performance indicators</p>
CU2. Implement workplace policy & procedures	<p>P1. Apply and assign responsibility for recording systems to track continuous improvements in policy & procedures</p> <p>P2. Implement strategies for continuous improvement in effective and efficient information</p>
CU3. Communicate workplace policy & procedures	<p>P1. Communicate procedures to help implement workplace policy</p> <p>P2. Inform those involved in implementing the policy about expected outcomes, activities to be undertaken and assigned responsibilities</p>
CU4. Review the implementation of workplace policy & procedures	<p>P1. Identify the trends that may require remedial action</p> <p>P2. Record the trends that may require remedial action.</p> <p>P3. Ensure policy and procedures as required are made for continuous improvement of performance</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Legislation, regulations and codes of practice applicable to the organization
- K2:** internal and external sources of information and organizational policy & procedures
- K3:** Typical barriers to implementing policies and procedures in an organization.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Identify evidences of the ability to implement work place policy and procedures. briefly identify work place procedures to avoid incident.

001100852 Communicate at Workplace

Overview: This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision

Competency Units	Performance Criteria
CU1. Communicate within the organization	<p>P1. Communicate within a department</p> <p>P2. Communicate with other departments.</p> <p>P3. Use various media to communicate effectively</p> <p>P4. Communicate orally and written</p>
CU2. Communicate outside the organization	<p>P1. Deal with vendors</p> <p>P2. Deal with clients/customers</p> <p>P3. Interact with other organisations</p> <p>P4. Use various media to communicate effectively</p> <p>P5. Work with people of different cultures / backgrounds</p>
CU3. Communicate effectively in workgroup	<p>P1. Assess the issues to provide relevant suggestion to group members</p> <p>P2. Resolve the issues/ problems /conflicts within the group</p> <p>P3. Arrange group working sessions to increase the level of participation in the group processes</p> <p>P4. Communicate messages to group members clearly to ensure interpretation is valid</p> <p>P5. Communicate style /manner to reflect professional standards/ awareness of appropriate cultural practices</p> <p>P6. Act upon constructive feedback</p>
CU4. Communicate in writing	<p>P1. Identify relevant procedures for written information</p> <p>P2. Use strategies to ensure correct communication in writing.i.e.</p> <ul style="list-style-type: none">• correct composition

- clarity
- comprehensiveness
- accuracy
- appropriateness

P3. Draft assigned written information for approval, ensuring it is written within designated timeframes

P4. Ensure written information meets required standards of style, format and detail

P5. Seek assistance / feedback to aid communication skills development

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

K1: Importance of intra and inter organizational communication

K2: Basics of business communication

K3: Defining Modes of communication

K4: Effective communication in workgroup

K5: Communicating through writing

K6: The importance of teamwork

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

In your current position, what types of written communication do you use most often? (List them all).

061100858 Perform Computer Application Skills

Overview: This unit describes the skills and knowledge required to use spreadsheet applications, prepare in page documents, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility

Competency Units		Performance Criteria
CU1. Prepare documents as per required information	In-page	P1. Set keyboard preferences according to information requirements P2. Layout Page according to information requirements P3. Toggle between Languages P4. Identify the usage of tool bar P5. Insert Columns as per requirement P6. Print the document
CU2. Prepare Spreadsheets as per required information		P1. Create workbook according to information requirements P2. Insert sheet according to information requirements P3. Enter basic formulae / functions using cell referencing when required P4. Correct formulas when error messages occur P5. Use a range of common tools during spreadsheet development P6. Edit columns and rows within the spreadsheet Filter data P7. Save the spreadsheet to a folder on a storage device P8. Format spreadsheet using formatting features as required P9. Incorporate object and chart in spreadsheet P10. Print spreadsheet
CU3. Use MS Office as per required information		P1. Use Microsoft Word for documentation P2. Use Microsoft Excel for documentation P3. Use Microsoft PowerPoint for presentation P4. Perform OneNote P5. Perform Outlook for emails P6. Perform Publisher applications

- CU4. Perform computer graphics in basic applications**
- P1.** Perform graphic fundamentals in basic applications
 - P2.** Draw Points and lines to make images
 - P3.** Draw Dots in space to make images
 - P4.** Draw lightening blot Shapes to make images
 - P5.** Enlarge circles and rectangles to block in forms
- CU5. Create Email account for communications**
- P1.** Make email account for communications
 - P2.** . Compose text of an email message according to organizational guidelines as required
 - P3.** Create an automatic signature for the user
 - P4.** Attach files to email message where required
 - P5.** Send email message
 - P6.** Reply to / forward a received message using available features
 - P7.** Save an attachment to the relevant folder
 - P8.** Save email message using available settings
 - P9.** Adjust email accounts to restrict and quarantine possible email security problems
 - Print email message as required

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** List basic technical terminology related to reading help files and prompts
- K2:** Explain the effect of formatting and appearance on the readability and usability of spreadsheets
- K3:** Outline log-in procedures relating to accessing a personal computer (PC)
- K4:** Describe the purpose, use and function of spreadsheet applications.
- K5:** Understand **MS Word** to create documents, flyers, publications
- K6:** Understand **MS PowerPoint** to create presentations
- K7:** Understand **MS Excel** to store, organize, and manipulate data
- K8:** Understand **OneNote** to organize data you collect including handwritten notes, drawings, screen captures, audio clips, and more

K9: Understand of **Publisher** to create extensive publications, posters, flyers, menus

K10: Understand **Outlook** to manage email and calendars, to do lists, and contacts

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create spreadsheets
- Customize basic settings
- Format spreadsheets
- Apply basic formulas
- Insert objects and charts in spreadsheets
- Save and print spreadsheets.

041300867 Manage Personal Finances

Overview: This unit of competency describes the outcomes required to manage develop, implement and monitor a personal budget in order to plan regular savings and manage debt effectively.

Competency Units	Performance Criteria
CU1. Develop a personal budget	<p>P1. Calculate current living expenses using available information to prepare a personal budget.</p> <p>P2. Keep a record of all income and expenses for a short period of time to help estimate ongoing expenses.</p> <p>P3. Subtract total expenses from total income to determine a surplus or deficit budget for the specified period.</p> <p>P4. Find reasons for a deficit budget and ways to reduce expenditure identified.</p> <p>P5. Identify ways to increase income</p>
CU2. Develop long term personal budget	<p>P1. Analyze income and expenditure and set long term personal financial goals.</p> <p>P2. Develop a long-term budget based on the outcomes of short-term budgeting.</p> <p>P3. Identify obstacles that might affect the business</p> <p>P4. Formulate a regular savings plan based on budget</p>
CU3. Identify ways to maximize future finances	<p>P1. Determine sources to maximize personal income,</p> <p>P2. Get further education or training to maintain or improve future income.</p> <p>P3. Identify the need for debt to finance living and other expenses,</p> <p>P4. Determine the appropriate levels of debt and repayment.</p> <p>P5. Consolidate existing debt, where possible, to minimize interest costs and fees.</p> <p>P6. Seek professional money management services.</p>

- K1:** Explain the abilities to plan and organize to keep records and monitor a personal budget
- K2:** Describe abilities to set and review goals
- K3:** Explain basic financial management and record keeping to enable development and management of a personal budget
- K4:** Describe benefits of financial goal setting and personal budgeting to enable effective management of personal finances
- K5:** Outline numeracy skills to compare income and expenditure

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Demonstrates competency to provide evidence of the ability to manage personal finances. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

- K1:** Explain the abilities to plan and organize to keep records and monitor a personal budget
- K2:** Describe abilities to set and review goals
- K3:** Explain basic financial management and record keeping to enable development and management of a personal budget
- K4:** Describe benefits of financial goal setting and personal budgeting to enable effective management of personal finances
- K5:** Outline numeracy skills to compare income and expenditure

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Demonstrates competency to provide evidence of the ability to manage personal finances. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

101200802 Co-ordinate the operation of the kitchen section

Overview: This standard defines the advanced knowledge, skills and understanding needed to co-ordinate the operation of the kitchen section.

Competency Units	Performance Criteria
CU1. Find the current and future requirements, brief the kitchen team and allocate responsibilities to associate cooks on daily basis	<p>P1. Determine the current and future levels of bookings for the kitchen's food and beverage service outlet</p> <p>P2. Determine the current and future levels of staffing, taking account of the rota, periods of annual leave and permanent changes in the team</p> <p>P3. Evaluate the capacity of the kitchen to service the requirements of current and future levels of bookings for the kitchen's food and beverage service outlet</p> <p>P4. Assemble team at appropriate time and deliver team briefing about requirements and the individual roles and responsibilities needed to complete the work of the shift</p> <p>P5. Ensure that team are wearing appropriate protective clothing</p> <p>P6. Determine which tasks and duties are to be allocated to each associate</p> <p>P7. Communicate the deliverables to each individual and check that they understand their role and responsibilities</p> <p>P8. Monitor the achievement of allocated tasks throughout the shift</p>
CU2. Manage requisition requirements for kitchen section	<p>P1. Obtain details of daily and weekly requirements from function sheet and food outlet bookings</p> <p>P2. Check current stock of food and other items available in the kitchen</p> <p>P3. Prepare requisition sheet to obtain appropriate amounts of food and other items from store</p> <p>P4. Check delivery from store meet type, quality and quantity requirements</p>

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| | P5. Ensure that associates operate appropriate stock management system according to organization procedures |
| | P6. Ensure that associates meet the yield requirements for food and other items used in the preparation and cooking of dishes for the outlet |
| CU3. Manage food availability and prepare the kitchen section for cooking | P1. Check that the food and other items are of the type and quality required to meet the day's food outlet requirements |
| | P2. Ensure that associates have all the required food, other ingredients, tools and equipment for the day's requirements |
| | P3. Ensure that associates have checked that the food and other ingredients they will use meet the requirements of type, quality and quantity |
| | P4. Advise the engineering department of any issues or problems with equipment, services or surroundings |
| CU4. Develop productive working relationships with kitchen associates | P1. Support associates and help them adjust to and develop their roles and responsibilities |
| | P2. Identify, agree and implement with associates ways to provide support each other's roles and responsibilities |
| | P3. Agree with associates appropriate methods to communicate with |
| | P4. Use agreed methods of communication to share appropriate information and knowledge with associates |
| | P5. Actively support associates throughout the shift |
| | P6. Share feedback with associates on the effort of the team and how this can be improved |
| | P7. Work with associates to deal with conflict constructively |

Knowledge and Understanding

- K1:** Understand the kitchen operation, including hierarchy, roles and responsibilities, and capacity

- K2:** Know how to determine the current and future levels of bookings and staffing for the kitchen's food and beverage service outlet
- K3:** Understand the capacity of the kitchen to service the requirements of current and future levels of bookings
- K4:** Know how to brief the team effectively
- K5:** Know how to check current stock of food and other items available in the kitchen
- K6:** Know how to prepare requisition sheets to obtain and check appropriate amounts of food and other items from store
- K7:** Understand the benefits of different systems for managing stock
- K8:** Know how to check that the team has monitored the type, quality and quantity of food and other ingredients they will be using
- K9:** Understand how to manage yield levels for different food and other items
- K10:** Know how to check that associates have all the required food, other ingredients, tools and equipment for the day's requirements
- K11:** Understand problems with equipment, services or surroundings
- K12:** Understand the employer's responsibilities for associates and the importance of making sure each associate understands and supports the roles and responsibilities of others
- K13:** Understand the importance of good communications with all types of associates
- K14:** Know how to actively support the team as they prepare the section for food preparation and cooking
- K15:** Understand the importance of feedback on performance of the kitchen team
- K16:** Understand the types of conflict that may occur with associates
- K17:** Understand the importance of compliance with relevant regulations and standards

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to co-ordinate the operation of the kitchen section.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to co-ordinate the operation of the kitchen section. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200803 Monitor the kitchen section

Overview: This standard defines the advanced knowledge, skills and understanding to supervise the kitchen section.

Competency Units	Performance Criteria
CU1. Ensure the kitchen section prepares, cooks and presents food effectively in the section	<p>P1. Supervise the preparation, cooking and finishing procedures in own specific section of the kitchen</p> <p>P2. Ensure that the preparation, cooking and finishing procedures are completed within organizational expectations</p> <p>P3. Ensure that dishes are presented for service at the right time</p> <p>P4. Monitor the food preparation and cooking processes to ensure that planned yields are met</p> <p>P5. Monitor the presentation of dishes to ensure that portion control meets the requirements of the food outlet and the kitchen</p> <p>P6. Ensure that associates keep and maintain the work area neat and clean at all times</p> <p>P7. Deal with any problems that may arise in own section of kitchen</p>
CU2. Ensure the kitchen section opens and finalizes the shift effectively	<p>P1. Ensure that all associates arrive for duty at the prescribed time</p> <p>P2. Ensure that all associates are wearing appropriate protective clothing in line with organizational requirements</p> <p>P3. Ensure that all associates have checked that all equipment is in good working order</p> <p>P4. Ensure that all associates have checked that the food they will prepare is of the type, quality and quantity required</p> <p>P5. Ensure that all associates clear work area of equipment and food products</p>

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| CU3. Ensure that kitchen section team follows health and safety requirements | <p>P6. Ensure that all associates contribute to closing the shift effectively and efficiently</p> <p>P1. Ensure that all associates are aware of and follow health and safety requirements in line with organizational requirements</p> <p>P2. Ensure that associates identify any hazards or potential hazards and deal with these correctly</p> <p>P3. Ensure that associates report any accidents or near accidents quickly and accurately to the proper person</p> <p>P4. Ensure that associates practice emergency and security procedures correctly</p> <p>P5. Complete records as required to demonstrate that section team follows health and safety requirements</p> |
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Knowledge and Understanding

- K1:** Know how to determine current and future requirements of business
- K2:** Know how to supervise the preparation, cooking and finishing procedures in his/her specific section of the kitchen
- K3:** Understand different methods and approaches to portion control
- K4:** Know how to monitor the presentation of dishes, to ensure that portion control meets the requirements of the food outlet and the kitchen
- K5:** Understand problems that may arise in the specific section of the kitchen
- K6:** Understand how to manage duty Rota and any sickness, other absence and holiday entitlements
- K7:** Know how to ensure that all associates are fully prepared at the start of the shift
- K8:** Understand types of protective clothing and organizational requirements
- K9:** Know how to check that all equipment is in good working order
- K10:** Understand cleaning and sanitizing routines and materials
- K11:** Know how to ensure that all associates finalize the shift correctly and efficiently
- K12:** Understand the importance of working in a healthy, safe and hygienic way, to ensure there are no risks to customers or associates
- K13:** Understand food safety and hygiene practices

- K14:** Know how to advise associates of the sources of information about health, hygiene and safety in the kitchen
- K15:** Understand safe work methods
- K16:** Understand hazards to be found in the kitchen
- K17:** Know how to ensure that associates know and understand methods to deal with hazards correctly
- K18:** Understand risks from faulty equipment and the effects and implications of accidents
- K19:** Know how to ensure that associates understand the importance of warning other people (including verbally, using warning notices) about hazards and how to avoid accidents and injuries
- K20:** Understand types of emergencies that may happen in the kitchen (including fire, flood, accidents, gas leaks)
- K21:** Understand types of external emergency incidents requiring evacuation of the building
- K22:** Know how to ensure that associates understand how to deal with different types of emergency and how to follow emergency and security procedures
- K23:** Know how to ensure that associates know the location of first aid equipment and the name of the first-aider in the workplace
- K24:** Understand possible causes of fire in the workplace and how to minimize the risk of fire
- K25:** Understand the importance of following fire safety laws
- K26:** Understand the importance of keeping the kitchen area secure
- K27:** Understand the importance of maintaining records of and reporting all usual/non-routine incidents to the appropriate person

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to supervise the kitchen section.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to supervise the kitchen section. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200804 Maintain production of food

Overview: This standard defines the advanced knowledge, skills and understanding to maintain production of food.

Competency Units	Performance Criteria
CU1. Lead the kitchen team in the preparation and cooking of food	<p>P1. Set out and positively communicate the purpose and objectives of the kitchen team to all associates</p> <p>P2. Ensure that each member of the kitchen team knows their role and responsibilities and understands how these will contribute to achievement of the team's objectives</p> <p>P3. Encourage and support kitchen associates to carry out their role and provide recognition when objectives have been achieved</p> <p>P4. Support the team in addressing team and departmental problems</p> <p>P5. Give kitchen associates support and advice when they need it</p> <p>P6. Motivate kitchen associates to present their own ideas and listen to what they say</p> <p>P7. Monitor activities and progress across the kitchen team without interfering</p>
CU2. Support the sous chef	<p>P1. Discuss and agree on methods and formats of communication with the sous chef</p> <p>P2. Agree with the sous chef daily and medium term areas for delegated responsibilities</p> <p>P3. Support the sous chef in undertaking training and inspections</p> <p>P4. Ensure that every day food and beverages requirements of section are signed off by sous chef</p>
CU3. Supervise cooks / assistants	<p>P1. Ensure that cooks / assistants are punctual and efficient in carrying out their duties</p>

- P2.** Communicate instructions and other information clearly to kitchen staff
 - P3.** Motivate the kitchen staff in a timely and efficient manner to complete all their duties
 - P4.** Ensure that all staff are performing at the optimum level when preparing, cooking and finishing dishes for customers
 - P5.** Create a friendly, professional environment which inspires teamwork within section of his / her kitchen
 - P6.** Ensure high quality dishes are presented for service
- CU4. Supervise storage of food within kitchen section**
- P1.** Ensure that all food safety and hygiene standards are followed when preparing food for storage
 - P2.** Ensure that cross-contamination procedures are strictly followed throughout food storage procedures
 - P3.** Ensure that all food is safely and hygienically prepared for storage
 - P4.** Ensure that all food prepared for storage is properly tagged according to organizational requirements

Knowledge and Understanding

- K1:** Understand ways of communicating effectively with members of a kitchen team
- K2:** Understand the importance of planning the achievement of kitchen team objectives
- K3:** Know how to select and successfully apply methods for motivating, supporting and encouraging kitchen associates
- K4:** Understand types of team and departmental difficulties and challenges that may arise
- K5:** Know the members, purpose, objectives and plans of the kitchen team
- K6:** Understand the personal roles and responsibilities of members of the kitchen team
- K7:** Understand the types of support and advice that kitchen associates are likely to need
- K8:** Know the standards of performance for the work of the team
- K9:** Understand the methods and formats for communication with the Sous Chef
- K10:** Know the areas for responsibilities delegated by Sous Chef on a daily and medium term basis

- K11:** Know how to support the sous chef in undertaking training and inspections
- K12:** Know how to ensure that every day food and beverages requirements of section are signed off by sous chef
- K13:** Encouraging punctuality and efficiency, including leading by example, observing, investigating problems and issues
- K14:** The methods of communication with kitchen associates, including verbally and in writing, using appropriate technical language, and using them effectively, including managing the volume and tone of verbal communications, ensuring written communications are legible and passed on to the right person
- K15:** Motivating staff effectively, including leading by example, praise and encouragement at the right time, providing additional support where required
- K16:** Ensuring that all associates are performing at optimum levels, including optimum allocation of roles and responsibilities, monitoring workloads, providing additional support where required
- K17:** Ensuring that cooks / assistants are producing the highest quality of product (including seasoning, portion size, appearance), including checking on preparation and cooking of food, standards of finished dishes, enhancing the customer experience
- K18:** Creating a friendly, professional environment which inspires teamwork, including a positive working environment, good communications between kitchen associates (and others), using appropriate technical and social language, effective team leadership and management
- K19:** Compliance with relevant regulations and standards (see Introduction)
- K20:** Know how to preparing food for storage
- K21:** Know how to ensuring associates prevent cross contamination when preparing food for storage
- K22:** Know how to ensure associates store food correctly and at the correct temperature
- K23:** Understand the importance of ensuring that all food tagged for storage is properly logged according to organizational requirements
- K24:** Understand the importance of ensuring that different foods are stored in the correct location and at the correct temperature according to organizational requirements

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to maintain production of food.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to maintain production of food. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200805 Developing advanced skills in food preparation and cooking

Overview:

This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish different dishes.

Competency Units	Performance Criteria
CU1. Understand how to independently assemble food and equipment to prepare, and cook complex dishes	P1. Explain the benefits of assembling food, ingredients and equipment required to prepare, cook and finish complex dishes as required P2. Explain the risks associated with defrosting ingredients prior to preparation P3. Select appropriate equipment needed for different stages when preparing, cooking and finishing complex dishes P4. Explain the purpose of checking that ingredients for complex dishes meet type, quality and quantity requirements prior to preparation and cooking
CU2. Understand how to use equipment and multi-stage methods independently to prepare complex dishes for cooking	P1. Illustrate the requirements for independently preparing complex dishes for cooking P2. Show how to use tools and equipment for different stages when preparing complex dishes independently P3. Explain the appropriate sequence of multi-stage methods when independently preparing complex dishes for cooking P4. Check that preparation of ingredients meets quality requirements for complex dishes
CU3. Understand how to use equipment and multi-stage methods independently to cook and finish complex dishes	P1. Explain the requirements for independently cooking complex dishes P2. Use tools and equipment for different stages when cooking complex dishes independently P3. Know the appropriate sequence of multi-stage methods when independently cooking complex dishes P4. Combine main ingredients with other ingredients at different stages

- P5.** Check that complex dishes have the correct flavor, consistency and quantity at different stages
- P6.** Check that cooking of complex dishes meets quality requirements at different stages
- CU4. Understand how to independently present complex dishes for service**
 - P1.** Explain the importance of holding and serving complex dishes at correct temperature
 - P2.** Store complex cooked dishes and ingredients not for immediate use

Knowledge and Understanding

- K1:** Know how to determine what food and equipment is needed
- K2:** Understand the benefits of assembling food, ingredients and equipment required
- K3:** Understand seasonality of foods and its impact on ingredients
- K4:** Know how to analysing the nutritional values of different foods
- K5:** Understand the risks associated with storage of food prior to preparation
- K6:** Understand the prevention of spoilage
- K7:** Understand the principles of stock rotation
- K8:** Understand the benefits of storage of equipment
- K9:** Understand the principles of defrosting ingredients as required before preparation and cooking
- K10:** Know how to check the condition of ingredients for preparation and cooking
- K11:** Understand problems with ingredients
- K12:** Know how to work independently
- K13:** Understand compliance with relevant regulations and standards
- K14:** Understand preparation requirements
- K15:** Know how to sequence the appropriate multi-stage preparation methods correctly
- K16:** Understand the importance of using the correct tools and equipment to prepare complex dishes and ensure preparation is of the correct standard
- K17:** Know how to weigh and measuring ingredients accurately
- K18:** Understand quality requirements following preparation for complex dishes
- K19:** Know how to working independently
- K20:** Understand compliance with relevant regulations and standards

- K21:** Understand the effect of different and multi-stage cooking processes on different ingredients/dishes and their nutritional value
- K22:** Understand cooking requirements: including recipe, quantity required, special requirements
- K23:** Know how to sequence the appropriate multi-stage cooking methods correctly
- K24:** Understand the importance of using the correct tools and equipment to cook complex dishes and ensure cooking is of the correct standard
- K25:** Know how to combine other ingredients at different stages of the cooking process
- K26:** Understand quality requirements for cooked complex dishes
- K27:** Know how to working independently
- K28:** Understand compliance with relevant regulations and standards
- K29:** Understand the importance of using the correct tools and equipment to finish complex dishes and ensure finishing is of the correct standard
- K30:** Understand the principles of holding and serving complex dishes
- K31:** Understand the importance of using a temperature probe
- K32:** Know how to work independently
- K33:** Understand compliance with relevant regulations and standards

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish different dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish different dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200806 Prepare, cook and finish complex soups

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish complex soups.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare complex soups for cooking	P1. Identify requirements for preparing complex soups for cooking P2. Use tools and equipment for preparing complex soups correctly P3. Use appropriate methods to prepare complex soups for cooking P4. Check that preparation of complex soups meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish complex soup dishes	P1. Identify requirements for cooking complex soups P2. Use tools and equipment to cook complex soups correctly P3. Use appropriate methods to cook complex soups P4. Combine soup ingredients with other ingredients P5. Check that the dish has the correct flavor, consistency and quantity P6. Check that cooking of complex soups meets quality requirements
CU3. Present complex soups for service	P1. Finish, garnish and present the dish to meet organizational specifications P2. Make sure dishes are at correct temperature for holding and serving P3. Safely store cooked complex soups and soup ingredients not for immediate use

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare complex soups for cooking
- K2:** Know the pre-preparation methods used to prepare complex soups for cooking
- K3:** Know the food and ingredients used to cook and finish complex soup dishes
- K4:** Know the dry cooking methods used to cook and finish complex soup dishes
- K5:** Know the moist cooking methods used to cook and finish complex soup dishes
- K6:** Know the combination cooking methods used to cook and finish complex soup dishes
- K7:** Know how to finish and season complex soups according to requirements
- K8:** Understand how to store soups

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish complex soups.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish complex soups. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200807 Prepare, cook and finish complex meat dishes

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish complex meat dishes.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare complex meat dishes for cooking	P1. Identify requirements for preparing complex meat dishes for cooking P2. Use tools and equipment for preparing complex meat dishes correctly P3. Use appropriate methods to prepare complex meat dishes for cooking P4. Check that preparation of complex meat dishes meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish complex meat dishes	P1. Identify requirements for cooking complex meat dishes P2. Use tools and equipment to cook complex meat dishes correctly P3. Use appropriate methods to cook complex meat dishes P4. Combine meat with other ingredients P5. Check that the dish has the correct flavor, consistency and quantity P6. Check that cooking of complex meat dishes meets quality requirements
CU3. Present complex meat dishes for service	P1. Finish, garnish and present the dish to meet organizational specifications P2. Make sure dishes are at correct temperature for holding and serving P3. Safely store cooked complex meat dishes and meat not for immediate use

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare complex meat dishes for cooking
- K2:** Know the pre-preparation methods used to prepare complex meat dishes for cooking
- K3:** Know the food and ingredients used to cook and finish complex meat dishes
- K4:** Know the dry cooking methods used to cook and finish complex meat dishes
- K5:** Know the moist cooking methods used to cook and finish complex meat dishes
- K6:** Know the combination cooking methods used to cook and finish complex meat dishes
- K7:** Know how to finish and season complex meat dishes according to requirements, including carving, portioning, garnishes, sauces, herbs and seasonings, enhancing the customer experience
- K8:** Understand the storage of cooked meat dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish complex meat dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish complex meat dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200808 Prepare, cook and finish complex poultry dishes

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish complex poultry dishes.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare complex poultry dishes for cooking	P1. Identify requirements for preparing complex poultry dishes for cooking P2. Use tools and equipment for preparing complex poultry dishes correctly P3. Use appropriate methods to prepare complex poultry dishes for cooking P4. Check that preparation of complex poultry dishes meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish poultry complex dishes	P1. Identify requirements for cooking complex poultry dishes P2. Use tools and equipment to cook complex poultry dishes correctly P3. Use appropriate methods to cook complex poultry dishes P4. Combine poultry with other ingredients P5. Check that the dish has the correct flavor, consistency and quantity P6. Check that cooking of complex poultry dishes meets quality requirements
CU3. Present complex poultry dishes for service	P1. Finish, garnish and present the dish to meet organizational specifications P2. Make sure dishes are at correct temperature for holding and serving P3. Safely store cooked complex poultry dishes and poultry not for immediate use

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare complex poultry dishes for cooking
- K2:** Know the pre-preparation methods used to prepare complex poultry dishes for cooking
- K3:** Know the food and ingredients used to cook and finish poultry complex dishes
- K4:** Know the dry cooking methods used to cook and finish poultry complex dishes
- K5:** Know the moist cooking methods used to cook and finish poultry complex dishes
- K6:** Know the combination cooking methods used to cook and finish poultry complex dishes
- K7:** Know how to finish and season complex poultry dishes according to requirements, including carving, jointing, portioning, garnishes, sauces, coating, glazing, herbs and seasonings, enhancing the customer experience
- K8:** Understand the storage of cooked poultry dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish complex poultry dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish complex poultry dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200809 Prepare, cook and finish complex fish and seafood dishes

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish complex fish and shellfish dishes.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare complex fish and shellfish dishes for cooking	P1. Identify requirements for preparing complex fish and shellfish dishes for cooking
	P2. Use tools and equipment for preparing complex fish and shellfish dishes correctly
	P3. Use appropriate methods to prepare complex fish and shellfish dishes for cooking
	P4. Check that preparation of complex fish and shellfish dishes meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish fish and shellfish complex dishes	P5. Identify requirements for cooking complex fish and shellfish dishes
	P6. Use tools and equipment to cook complex fish and shellfish dishes correctly
	P7. Use appropriate methods to cook complex fish and shellfish dishes
	P8. Combine fish and shellfish with other ingredients
	P9. Check that the dish has the correct flavor, consistency and quantity
	P10. Check that cooking of complex fish and shellfish dishes meets quality requirements
CU3. Present complex fish and shellfish dishes for service	P11. Finish, garnish and present the dish to meet organizational specifications
	P12. Make sure dishes are at correct temperature for holding and serving
	P13. Safely store cooked complex fish and shellfish dishes and fish and shellfish not for immediate use

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare complex fish and shellfish dishes for cooking
- K2:** Know the pre-preparation methods used to prepare complex fish and shellfish dishes for cooking
- K3:** Understand the effect of different cooking processes on fish ingredients/dishes and their nutritional value
- K4:** Know the food and ingredients used to cook and finish fish and shellfish complex dishes
- K5:** Know the dry cooking methods used to cook and finish fish and shellfish complex dishes
- K6:** Know the moist cooking methods used to cook and finish fish and shellfish complex dishes
- K7:** Know the combination cooking methods used to cook and finish fish and shellfish complex dishes
- K8:** Know how to finish and season complex fish and shellfish dishes according to requirements, including filleting, portioning, garnishes, sauces, herbs and seasonings, enhancing the customer experience; managing the risk of the dish drying out when cooked
- K9:** Understand the storage of cooked fish and shellfish dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish complex fish and shellfish dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish complex fish and shellfish dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200810 Prepare, cook and finish fresh pasta and rice dishes

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish fresh pasta and rice dishes.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare fresh pasta and rice dishes for cooking	P1. Identify requirements for preparing fresh pasta and rice dishes for cooking P2. Use tools and equipment for preparing fresh pasta and rice dishes correctly P3. Use appropriate methods to prepare fresh pasta and rice dishes for cooking P4. Check that preparation of fresh pasta and rice dishes meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish fresh pasta ingredients complex dishes	P1. Identify requirements for cooking fresh pasta and rice dishes P2. Use tools and equipment to cook fresh pasta and rice dishes correctly P3. Use appropriate methods to cook fresh pasta and rice dishes P4. Combine fresh pasta ingredients with other ingredients P5. Check that the dish has the correct flavor, consistency and quantity P6. Check that cooking of fresh pasta and rice dishes meets quality requirements
CU3. Present fresh pasta and rice dishes for service	P1. Finish, garnish and present the dish to meet organizational specifications P2. Make sure dishes are at correct temperature for holding and serving P3. Safely store cooked fresh pasta and rice dishes and fresh pasta ingredients not for immediate use

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare fresh pasta and rice dishes for cooking
- K2:** Know the pre-preparation methods used to prepare fresh pasta and rice dishes for cooking
- K3:** Understand all- used to cook and finish fresh pasta ingredients complex dishes
- K4:** Know the food and ingredients used to cook and finish fresh pasta ingredients complex dishes
- K5:** Know the dry cooking methods used to cook and finish fresh pasta ingredients complex dishes
- K6:** Know the moist cooking methods used to cook and finish fresh pasta ingredients complex dishes
- K7:** Know how to finish and season fresh pasta and rice dishes according to requirements, including herbs and seasonings, toppings (including cheese, tomato), sauces, garnishes; managing the risk of overcooking pasta and rice, impact on taste, texture and nutritional value
- K8:** Understand the storage of cooked fresh pasta and rice dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish fresh pasta and rice dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish fresh pasta and rice dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200811 Prepare, cook and finish complex vegetable dishes

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish complex vegetable dishes.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare complex vegetable dishes for cooking	P1. Identify requirements for preparing complex vegetable dishes for cooking P2. Use tools and equipment for preparing complex vegetable dishes correctly P3. Use appropriate methods to prepare complex vegetable dishes for cooking P4. Check that preparation of complex vegetable dishes meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish vegetable ingredients in complex dishes	P5. Identify requirements for cooking complex vegetable dishes P6. Use tools and equipment to cook complex vegetable dishes correctly P7. Use appropriate methods to cook complex vegetable dishes P8. Combine vegetable ingredients with other ingredients P9. Check that the dish has the correct flavor, consistency and quantity P10. Check that cooking of complex vegetable dishes meets quality requirements
CU3. Present complex vegetable dishes for service	P1. Finish, garnish and present the dish to meet organizational specifications P2. Make sure dishes are at correct temperature for holding and serving P3. Safely store cooked complex vegetable dishes and vegetable ingredients not for immediate use

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare complex vegetable dishes for cooking
- K2:** Know the pre-preparation methods used to prepare complex vegetable dishes for cooking
- K3:** Know the food and ingredients used to cook and finish vegetable ingredients in complex dishes
- K4:** Know the dry cooking methods used to cook and finish vegetable ingredients in complex dishes
- K5:** Know the moist cooking methods used to cook and finish vegetable ingredients in complex dishes
- K6:** Know the combination cooking methods used to cook and finish vegetable ingredients in complex dishes
- K7:** Know how to finish and season complex vegetable dishes according to requirements, including butter glaze, cheese topping, browning, herbs and seasonings, garnishes
- K8:** Understand the storage of cooked vegetable dishes

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish complex vegetable dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish complex vegetable dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200812 Prepare, cook and finish complex hot sauces

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish complex hot sauces.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare complex hot sauces for cooking	P1. Identify requirements for preparing complex hot sauces for cooking P2. Use tools and equipment for preparing complex hot sauces correctly P3. Use appropriate methods to prepare complex hot sauces for cooking P4. Check that preparation of complex hot sauces meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish hot sauce ingredients for complex dishes	P1. Identify requirements for cooking complex hot sauces P2. Use tools and equipment to cook complex hot sauces correctly P3. Use appropriate methods to cook complex hot sauces P4. Combine hot sauce ingredients with other ingredients P5. Check that the dish has the correct flavor, consistency and quantity P6. Check that cooking of complex hot sauces meets quality requirements
CU3. Present complex hot sauces for service	P1. Finish, garnish and present the dish to meet organizational specifications P2. Make sure dishes are at correct temperature for holding and serving P3. Safely store cooked complex hot sauces and hot sauce ingredients not for immediate use

Knowledge and Understanding

- K1:** Understanding the main function of sauces
- K2:** Know the food and ingredients used to prepare complex hot sauces for cooking
- K3:** Know the pre-preparation methods used to prepare complex hot sauces for cooking
- K4:** Know the food and ingredients used to cook and finish hot sauce ingredients for complex dishes
- K5:** Know the dry cooking methods used to cook and finish hot sauce ingredients for complex dishes
- K6:** Know the moist cooking methods used to cook and finish hot sauce ingredients for complex dishes
- K7:** Know the combination cooking methods used to cook and finish hot sauce ingredients for complex dishes
- K8:** Know how to finish and season complex hot sauces according to requirements, including garnishes and accompaniments, finishing with butter or cream, adjusting consistency and seasoning
- K9:** Understand the storage of hot complex sauces

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish complex hot sauces.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish complex hot sauces. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200813 Prepare, cook and finish dressings and cold sauces

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish dressings and cold sauces.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare dressings and cold sauces for cooking	P1. Identify requirements for preparing dressings and cold sauces for cooking
	P2. Use tools and equipment for preparing dressings and cold sauces correctly
	P3. Use appropriate methods to prepare dressings and cold sauces for cooking
	P4. Check that preparation of dressings and cold sauces meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish dressings and cold sauce ingredients for complex dishes	P1. Identify requirements for cooking dressings and cold sauces
	P2. Use tools and equipment to cook dressings and cold sauces correctly
	P3. Use appropriate methods to cook dressings and cold sauces
	P4. Combine dressings and cold sauce ingredients with other ingredients
	P5. Check that the dish has the correct flavor, consistency and quantity
	P6. Check that cooking of dressings and cold sauces meets quality requirements
CU3. Present dressings and cold sauces for service	P1. Finish, garnish and present the dish to meet organizational specifications
	P2. Make sure dishes are at correct temperature for holding and serving
	P3. Safely store cooked dressings and cold sauces and dressings and cold sauce ingredients not for immediate use

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare dressings and cold sauces for cooking
- K2:** Know the pre-preparation methods used to prepare dressings and cold sauces for cooking
- K3:** Know the food and ingredients used to cook and finish dressings and cold sauce ingredients for complex dishes
- K4:** Know the cooking/mixing methods used to cook and finish dressings and cold sauce ingredients for complex dishes
- K5:** Know how to finish and season dressings and cold sauces according to requirements, including enhancing the customer experience
- K6:** Understand the storage of dressings and cold sauces

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish dressings and cold sauces.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish dressings and cold sauces. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200814 Prepare, cook and finish complex bread and dough products

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish complex bread and dough products.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare complex bread and dough products for cooking	P1. Identify requirements for preparing complex bread and dough products for cooking
	P2. Use tools and equipment for preparing complex bread and dough products correctly
	P3. Use appropriate methods to prepare complex bread and dough products for cooking
	P4. Check that preparation of complex bread and dough products meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish bread and dough ingredients for complex dishes	P1. Identify requirements for cooking complex bread and dough products
	P2. Use tools and equipment to cook complex bread and dough products correctly
	P3. Use appropriate methods to cook complex bread and dough products
	P4. Combine bread and dough ingredients with other ingredients
	P5. Check that the dish has the correct flavor, consistency and quantity
	P6. Check that cooking of complex bread and dough products meets quality requirements
CU3. Present complex bread and dough products for service	P1. Finish, garnish and present the dish to meet organizational specifications
	P2. Make sure dishes are at correct temperature for holding and serving
	P3. Safely store cooked complex bread and dough products and bread and dough ingredients not for immediate use

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare complex bread and dough products for cooking
- K2:** Know the pre-preparation methods used to prepare complex bread and dough products for cooking
- K3:** Understanding the effects of steaming on dough products
- K4:** Know the food and ingredients used to cook and finish bread and dough ingredients for complex dishes
- K5:** Know the cooking methods used to cook and finish bread and dough ingredients for complex dishes
- K6:** Know how to finish and season complex bread and dough products according to requirements, including prior to cooking, cooling, glazing/egg washing, adding toppings, icing, coating, portioning, cutting
- K7:** Understand the storage of cooked bread and dough products
- K8:** Understand the risks for bread and dough products if not cooled correctly

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish complex bread and dough products.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish complex bread and dough products. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200815 Prepare, cook and finish complex sweet dishes

Overview: This standard defines the advanced knowledge, skills and understanding to prepare, cook and finish complex sweet dishes.

Competency Units	Performance Criteria
CU1. Use equipment and multi-stage methods independently to prepare complex sweet dishes for cooking	P1. Identify requirements for preparing complex sweet dishes for cooking P2. Use tools and equipment for preparing complex sweet dishes correctly P3. Use appropriate methods to prepare complex sweet dishes for cooking P4. Check that preparation of complex sweet dishes meets quality requirements
CU2. Use equipment and multi-stage methods independently to cook and finish ingredients for complex sweet dishes	P1. Identify requirements for cooking complex sweet dishes P2. Use tools and equipment to cook complex sweet dishes correctly P3. Use appropriate methods to cook complex sweet dishes P4. Combine ingredients for complex sweet dishes with other ingredients P5. Check that the dish has the correct flavor, consistency and quantity P6. Check that cooking of complex sweet dishes meets quality requirements
CU3. Present complex sweet dishes for service	P1. Finish, garnish and present the dish to meet organizational specifications P2. Make sure dishes are at correct temperature for holding and serving P3. Safely store cooked complex sweet dishes and ingredients for complex sweet dishes not for immediate use

Knowledge and Understanding

- K1:** Know the food and ingredients used to prepare complex sweet dishes for cooking
- K2:** Know the pre-preparation methods used to prepare complex sweet dishes for cooking
- K3:** Know the food and ingredients used to cook and finish ingredients for complex sweet dishes
- K4:** Know the dry cooking methods used to cook and finish ingredients for complex sweet dishes
- K5:** Know the moist cooking methods used to cook and finish ingredients for complex sweet dishes
- K6:** Understand the cooking requirements to cook and finish ingredients for complex sweet dishes
- K7:** Know how to finish and season, filling, glazing, dusting, decorating (including praline, nuts, fruits, piping (including rosettes, running piping, quenelles), using chocolate (including for piping and piped motifs, run-outs), portioning
- K8:** Understand the storage of complex sweets for service

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to prepare, cook and finish complex sweet dishes.

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding of how to prepare, cook and finish complex sweet dishes. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Complete list of tools and equipment

Sr#	Description	Quantity
Preparation equipment		
1.	Sets of knives (different types), peeling knives, carving knives, chef knives, etc	20
2.	Graters	3
3.	Measuring scale	5
4.	Refrigerators (maintain temperature from 3 to 5 degrees)	2
5.	Freezers (maintain temperature from -18 to -20 degrees), to -20 degrees)	2
6.	Chopping boards (different colours), white for ready to eat and salads, blue for seafood, red for meat, yellow for poultry	12 (3 each)
Utensils eg		
7.	Pans (large, small, medium)	15 (5 each)
8.	Bowls	15 (5 each)
9.	Sets measuring spoons	5
10.	Forks	10
11.	Bread slicer	1
12.	Mixers (large, small)	2 (1 each)
13.	Blenders	2
14.	Toasters	2
15.	Tin openers	5
16.	Peelers	5
17.	Potato cutter	1
18.	Choppers	3
19.	Mincing machine	1
20.	Bone saw cutters	1
21.	Patties maker	1
22.	Beaters	2
23.	Mashers	2
24.	Baking trays	20
Cooking equipment		
25.	Burners /stoves	8
26.	Ovens (convection oven, deck oven)	1 each
27.	Microwaves oven	1

28.	Grill	1
29.	Tilting pan	1
30.	Steamer	1
31.	Salamander	1
32.	Panini machine	1
33.	Blender heavy duty	1
34.	Bread pans	20
35.	Bun pans	20
36.	Baguette pans	20
37.	Juicers	2
38.	Juice extractor	1
39.	Deep fryer	1
	Presentation equipment	
40.	Plates	20
41.	Platters	20
42.	Silver salvers	20
43.	Serving dishes	20
44.	Sauceboats	20
	Fire, first aid and safety equipment	
45.	Food safety guidelines	1 example copy
46.	HACCP standards	1 example copy
47.	Equipment and materials for washing hands, including sanitizing soap, suitable wash basin, hand towels	5 sets
48.	Illustrative range of emergency notices	
49.	Fire equipment, including the provision of fire exits, fire doors, fire extinguishers, alarm systems, emergency lighting, fire safety and exit signs	1 set
50.	First aid equipment: Food safety plasters, in a variety of different sizes and shapes; small, medium and large sterile gauze dressings; sterile eye dressings; triangular bandages; crêpe rolled bandages; safety pins; disposable sterile gloves; scissors; alcohol-free cleansing wipes; tape; distilled water, for cleaning wounds and as an eye bath	1 set
51.	Logbooks for recording accidents and incidents	1 example copy
	Cleaning equipment	

52.	Small cleaning equipment to use for different tools and equipment, including cloths, dusters, mops, brushes, buckets	5 sets
53.	Large cleaning equipment, including dishwasher, jet washer, wet and dry vacuum cleaner	1 set
Other materials		
54.	Bookings diary	1 example copy
55.	Cost reports	1 example copy
56.	Daily event sheets	1 example copy
57.	Emergency notices	1 example copy
58.	Equipment for contacting security, including telephones and other electronic devices	1 set
59.	requisitions records and pads for developing new requisitions from stores	1 example copy
60.	Job descriptions and appraisals for team associates	1 example copy
61.	Record of allocated duties and tasks	1 example copy
62.	example regular and à-la-carte menus	1 set of
63.	Rota for associates on duty	1 example copy
64.	Standard operating procedures for kitchen operations	1 example copy
65.	Tagging and logging materials	1 example copy
66.	Weekly consumption reports	1 example copy
67.	Yield values checklists	1 example copy
Uniform for each student (may be purchased by students)		
68.	Black trousers	
69.	White chef's jacket	
70.	White chef's cap	
71.	White neckerchief	
72.	White apron	
73.	Disposable gloves	

List of consumable supplies

Appropriate quantities of:

- Vegetables, including carrot, zucchini, green beans lady finger, mushrooms, potatoes
- Meat, poultry and fish, including beef, lamb, mutton, sausages, fish
- Fruit and salad ingredients, including lettuce (all types), tomatoes, cucumber, green and black olives, parsley, coriander, lemon, oranges, apples, mangos, bananas
- Pasta and rice, including pasta (farfalle, fettuccini alfredo), rice (plain rice, biryani, basmati, pilau)
- Eggs, butter, milk, cheese, fresh cream
- Grains, pulses, white lentils, chick peas
- Soup ingredients, including tomato, onion, chicken, lentils
- Bread ingredients, including flour, dry yeast, cooking salt, water, cooking butter, sugar, milk, egg, raisins, walnut, cinnamon, baking powder, brown sugar, icing sugar, vegetable ghee for pan greasing, sesame seed
- Bread ingredients, including sandwich bread, Paninis, sandwich fillings
- Sweet dish ingredients, including pastry, flour, butter, eggs, chocolate, vanilla
- Herbs, spices, seasonings and other sundry ingredients, including aniseed, baking powder, balsamic vinegar, Barbecue sauce, basil, bay leaf (taz patta), beans, black pepper powder, black pepper whole, brown flour, brown sauce, brown sugar, chicken powder, chili sauce, chocolate different in colour, chopped parsley, cinnamon, coloured capsicum, cooking butter, cooking salt, cooking salt, coriander powder, corn flour, creamy sauce, dry herbs, dry nuts, dry oregano, dry yeast, egg, extra virgin olive oil, fine flour, flour, food colour, fresh basil, fresh cream, fresh rosemary, fruits, garlic, garlic powder, gelatine powder, ginger, ginger garlic paste, gram masala, green chili, green coriander, hot sauce, icing sugar, jafel, jalwatri, khoya, lemon juice, lettuce (all types), lentils, light olive oils, mayonnaise, meat tenderizer, milk, mint leaves, mustard sauce, mustard powder, olive oil, olive oil extra virgin, olives different colours, onion powder, onions, oyster sauce, pickle, raisins, red chili crush, rice flour, sesame oil, sesame seed, smoked wheel, sour cream, soya sauce, stock, sugar, tabasco sauce, tahini sauce, thyme, tomato, tomato ketchup, tomato paste, tomato sauce, turmeric powder, vegetable ghee, vegetable oil, vinegar, walnut, white pepper powder, Worcestershire sauce, yoghurt
- Aluminium foils
- Cling film

- Gloves
- Markers
- Date and time stickers
- Note Pads
- Materials for cleaning and sanitizing equipment and work surfaces, including sanitizer, vinegar, lemon, degreaser

102200848 Contribute to Work Related Health and Safety (WHS) Initiatives

Overview: This unit describes the skills and knowledge required to manage the identification, review, development, implementation and evaluation of effective participation and consultation processes as an integral part of managing work health and safety (WHS).

Competency Units	Performance Criteria
CU1. Contribute to initiate work-related health and safety measures	<p>P1. compile database on work-related health and safety</p> <p>P2. Identify measures that address legal obligations.</p> <p>P3. Consult with individuals/ parties to formulate measures and initiatives</p> <p>P4. Consult with individuals/parties to identify factors impacting on work-related health and safety</p> <p>P5. Participate in consultative meetings.</p>
CU2. Contribute to establish work-related health and safety measures	<p>P1. Assist in planning of work-related health and safety measures</p> <p>P2. Contribute to the development of work-related health and safety measures</p> <p>P3. Identify to implement work-related health and safety measures i.e.</p> <ul style="list-style-type: none">• resourcing requirements,• timelines• responsibilities <p>P4. Assist to implement work-related health and safety measures and initiatives i.e.</p> <ul style="list-style-type: none">• scheduling• liaison• administering resources• communication
CU3. Contribute to ensure legal requirements of WHS measures	<p>P1. Identify WHS legal requirements</p> <p>P2. Apply knowledge of all aspects of WHS measures to</p> <ul style="list-style-type: none">• Consultation• workplace policies• participation processes

P3. Ensure, WHS measures are in accordance with legal requirements

CU4. Contribute to review WHS measures

P1. Develop effective means to review work-related health and safety measures

P2. Assist individuals and parties related to WHS measures in following activities

- preparing reports
- communicating review
- evaluating outcomes

CU5. Evaluate the organization's WHS system

P1. Assess ongoing compliance with OHS (Occupational Health and safety)

P2. Take feedback from concerned persons regarding WHS measures.

P3. Assess the overall effectiveness of WHS management practices

P4. Assist the development process of WHS measures in following ways

- Suggest amendments
- Document amendments
- Implement amendments

P5. Take feedback from concerned persons regarding WHS measures.

P6. Communicate improvements in WHS Measures

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1: Explain the application of relevant mandatory health monitoring, including biological monitoring, to help secure work health and safety

K2: Explain the difference between work-related health and safety measures and initiatives designed to meet specific legislative requirements and obligations, and

those designed to support non-statutory health promotion programs, and give examples of each

K3: List factors that impact on work-related health and safety and their potential effects

K4: Identify internal and external sources of WHS information and data, and how to access them

K5: Outline organizational WHS and other relevant policies, procedures, processes and systems, including human resources

K6: Summarize relevant WHS legislation, other legislation (such as privacy and workers compensation) and common law rights and duties specific to work-related health and safety measures and initiatives

K7: Describe work-related health and safety measures and initiatives that either address specific legislative requirements and obligations, or support non-statutory health prevention programs, including:

- The factors impacting on worker health and safety that they address
- Effectiveness
- Costs and benefits
- Criteria for decisions regarding their implementation in a specific workplace
- How they should be implemented.

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Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to contribute work-related health and safety measures and initiatives. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

041700841 Comply with Workplace Policy and Procedures

Overview: This unit describes the skills and knowledge required to implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

• Competency Units	• Performance Criteria
CU1. Manage work timeframes	P1. Complete work tasks within deadlines in according to order of priority P2. Supervisors are informed of any delays in work times or projects
CU2. Manage to convene meeting	P1. Develop agenda in line with meeting purpose P2. Selection of participants and notify them accordingly P3. Confirm meeting arrangements according to the time P4. Record the minutes of the meeting
CU3. Decision making at workplace	P1. Identify the problem, challenge or opportunity P2. Generate an array of possible solutions or responses P3. Evaluate the costs and benefits associated with each option P4. Assess the impact of the decision and modify the course of action as needed
CU4. Set and meet own work priorities at instant	P1. Take initiative to prioritize and facilitate competing demands to achieve organization goals and objectives P2. Use technology efficiently and effectively to manage work priorities and commitments P3. Maintain appropriate work-life balance
CU5. Develop and maintain professional competence	P1. Assess personal knowledge and skills against competency P2. Participate in networks to enhance personal knowledge, skills and work relationships P3. Seek feedback from employees, clients and colleagues to develop and improve competence
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CU6. Follow and implement work safety requirements

- P1.** Identify and report emergency incidents
- P2.** Practice organizational policy and procedures for responding to emergency incidents
- P3.** Identify and implement workplace procedures and work instructions for controlling risks

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Healthy work life balance
- K2:** Meeting terminologies, structures and arrangements
- K3:** Relevant organizational procedures and policies regarding meetings, chairing and minutes.
- K4:** Barriers to implement policies and procedures in an organization and possible strategies to address them.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to understand workplace policy and procedures. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments

001100853 Perform Advanced Communication

Overview: This unit describes the performance outcomes, skills and knowledge required to develop communication skills used professionally. It covers plan and organise work and conduct trainings at workplace, along with demonstrating professional skills independently.

Competency Units	Performance Criteria
CU1. Demonstrate professional skills	<p>P1. Use different modes of communication to communicate</p> <ul style="list-style-type: none">• Speaking• Reading• Writing• Listening• Presentation• visual representation etc <p>P2. Develop CV Skills according requirements</p> <p>P3. Upgrade professional skills by attending trainings, webinars, conferences etc.</p> <p>P4. Perform Continuous professional development as required at workplace</p> <p>P5. Develop interview skills</p>
CU2. Plan and Organize work	<p>P1. Identify task requirements.</p> <p>P2. Plan steps to complete tasks.</p> <p>P3. Review planning and organizing process.</p> <p>P4. Organize work.</p>
CU3. Provide trainings at workplace	<p>P1. Assess the need for training</p> <p>P2. Prepare trainees for the learning experience</p> <p>P3. Present training session</p> <p>P4. Support trainees in managing their own learning</p> <p>P5. Facilitate group learning</p> <p>P6. Provide opportunity for practice</p> <p>P7. Provide feedback on progress on trainees</p> <p>P8. Review delivery experience</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explaining the training skills
- K2:** Identification of the professional skills
- K3:** Describing the advanced language skills
- K4:** Understanding of the assessment and trainees feedback methods
- K5:** Direct and indirect communication methods
- K6:** Explaining the need of the training type at the work place

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Job sheet
- Office emails and coordination reports
- Feedback proforma

061100858 Develop Advance Computer Application Skills
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Overview: This unit provides an overview of Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards, i.e. Data Entry, Power Point Presentation and managing data base and graphics for Design

It applies to individuals employed in a range of work environments who need to be able to present a set range of data in a simple and direct forms

Competency Units	Performance Criteria
<p>CU1. Manage Information System to complete a task</p>	<p>P1. Perform Data Entry in MS office</p> <p>P2. Manage File/folder in MS office</p> <p>P3. Perform Scanning of document</p> <p>P4. Maintain Office Record in drives</p> <p>P5. Perform Printing of document</p> <p>P6. Search required Files/Folders</p> <p>P7. Convert Files in required format.</p> <p>P8. Manage sizes of Files/Folders</p> <ul style="list-style-type: none"> • Compress • Zip /unzip
<p>CU2. Prepare Presentation using computers</p>	<p>P1. Prepare presentation as per requirements, i.e.</p> <ul style="list-style-type: none"> • Open blank presentation and add text / graphics • Create a simple design for a presentation • Apply existing styles within a presentation • Use presentation template and slides to create a presentation • Use various tools to improve the look of the presentation • Save presentation to the appropriate storage device and folder with required name <p>P2. Customize basic settings to meet user requirements</p> <p>P3. Format presentation as require</p> <ul style="list-style-type: none"> • Develop organizational charts • Add objects and manipulate to meet presentation purposes • Modify slide layout, including text and colours, to meet presentation requirements • Save presentation in another format

	<ul style="list-style-type: none"> • Save to storage device and close presentation <p>P4. Add slide show effect into presentation as required to enhance the presentation</p> <ul style="list-style-type: none"> • Incorporate pre-set Animation • Apply Multimedia effects • Record Narration • Apply hyperlink • Apply video • Rehearse Timings • Test presentation for overall effect <p>P5. Print the presentation</p> <ul style="list-style-type: none"> • Select appropriate print format for presentation • Select preferred slide orientation • Add notes and slide numbers • Preview slides and run spell check before presentation • Print selected slides and submit presentation to appropriate person for feedback <p>P6. Practice verbal presentation</p> <p>P7. Practice presentation through AV Aids</p>
<p>CU3. Use Microsoft Access to manage database</p>	<p>P1. Collect the data using a standard data base package.</p> <p>P2. Start access to manage database.i.e.</p> <ul style="list-style-type: none"> • identify problem statement of Data • Develop a table with fields /attributes according to database usage/ user requirements • Create a primary key and establish an index for each table • Modify table layout and field attributes as required • Create a relationship between the two tables • Add data in a table according to information requirements • Add records as required • delete records as required • Save database to storage area • close down database to storage area • Apply criteria in the following Query

	<ul style="list-style-type: none"> • SQL view of Query • Wildcards of query • Query Criteria <p>P3. Customize basic settings:</p> <ul style="list-style-type: none"> • Adjust page layout to meet user requirements • Open and view different toolbars • Format font as appropriate for the purpose of the database entries • Create reports • Design reports to present data in a logical sequence • Modify reports to include or exclude additional requirements • Distribute reports to appropriate person in a suitable format <p>P4. Create forms</p> <ul style="list-style-type: none"> • Use a wizard to create a simple form • Open existing database and modify records through a simple form • Rearrange objects within the form to accommodate information requirements
<p>CU4. Develop graphics for Design</p>	<p>P1. Develop graphic design concepts based on a thorough understanding of the communication need</p> <p>P2. Use design techniques confidently to produce designs</p> <p>P3. Integrate design tools skillfully to produce designs</p> <p>P4. Evaluate the success of completed designs to meet objectives</p> <p>P5. evaluate feedback from client / peers</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** List basic technical terminology to read help files and prompts
- K2:** Outline the different types of formal and informal presentations
- K3:** Explain Power point presentation
- K4:** Segregation of Data
- K5:** Define the relation among data
- K6:** Define criteria in the query
- K7:** Creates and modify reports and forms.
- K8:** Outline basic database design principles
- K9:** Current graphic design software
- K10:** Discuss features of current and emerging technologies used in graphic design practice and the options they present for effective graphic design solution

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Design and develop a simple database using a standard database package
- Create, format and prepare presentations for distribution and display
- Customize basic settings
- Add slide show effects.
- Generate employment report from given data by using Microsoft Access.

041300869 Manage Human Resource Services

Overview: This unit describes the skills and knowledge required to plan, manage and evaluate delivery of human resource services, integrating business ethics. It applies to individuals with responsibility for coordinating a range of human resource services across an organization. They may have staff reporting to them.

Competency Units	Performance Criteria
<p>CU1. Determine strategies for delivery of human resource services</p>	<p>P1. Analyze business strategy and operational plans to determine human resource requirements</p> <p>P2. Review external business environment that likely impact on organization's human resource requirements</p> <p>P3. Consult line and senior managers to identify human resource needs in their areas</p> <p>P4. Review organization's requirements for diversity in the workforce</p> <p>P5. Deliver human resource services that comply with business goals</p> <p>P6. Develop strategic action plan for delivery of human resource services</p> <p>P7. Develop roles and responsibilities of human resource team</p> <p>P8. Develop quality assurance policy</p>
<p>CU2. Manage the delivery of human resource services</p>	<p>P1. Communicate human resource strategies and services to internal and external stakeholders</p> <p>P2. Develop and negotiate service agreements between</p> <ul style="list-style-type: none"> • The human resource team, • Service providers • Client groups <p>P3. Document service specifications, performance standards and timeframes</p> <p>P4. Document /communicate service</p> <ul style="list-style-type: none"> • Specifications, • Performance standards • Timeframes <p>P5. Monitor Quality assurance processes</p>

	<p>P6. Ensure that services are delivered by appropriate providers, according to service agreements and operational plans</p> <p>P7. Identify underperformance of human resource team or service providers</p>
<p>CU3. Evaluate human resource service delivery</p>	<p>P1. Establish Management information system for human resource services</p> <p>P2. Conduct survey to determine level of satisfaction</p> <p>P3. Analyze feedback of survey</p> <p>P4. Recommend changes to service delivery</p> <p>P5. Support agreed change processes across the organization</p>
<p>CU4. Manage integration of business ethics in human resource practices</p>	<p>P1. Ensure ethics in personal behavior</p> <p>P2. Ensure code of conduct is observed across the organization,</p> <p>P3. Observe confidentiality requirements in dealing with all human resource information</p> <p>P4. Deal promptly with unethical behavior</p> <p>P5. Ensure all persons responsible for human resource functions understand requirements regarding their ethical behavior</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Identify the key provisions of legal and compliance requirements that apply to managing human resources
- K2:** Summarize the organization's code of conduct
- K3:** Explain human resource strategies and planning processes and their relationship to business and operational plans
- K4:** Describe performance and contract management
- K5:** Explain how feedback is used to modify the delivery of human resources.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to manage human resource services. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Performance Requirements

This competency is to be assessed using standard and authorized work practices, safety requirements and environmental constraints. Demonstrated evidence is required of the ability to:

- Plan and manage human resource delivery within legislative, organizational and business ethics frameworks
- Communicate effectively with a range of senior personnel
- Identify and arrange training support where appropriate
- Calculate human resource return on investment within the organization.

041300860 Develop Entrepreneurial Skills

Overview: This Competency Standard identifies the competencies required to develop entrepreneurial skills, in accordance with the organization's approved guidelines and procedures. You will be expected to develop a business plan, collect information regarding funding sources, develop a marketing plan and develop basic business communication skills. Your underpinning knowledge regarding entrepreneurial skills will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>CU1. Develop a business plan</p>	<p>P1. Conduct a market survey to collect following information</p> <ul style="list-style-type: none"> • Customer /demand • Tools, equipment, machinery and furniture with rates • Raw material • Supplier • Credit / funding sources • Marketing strategy • Market trends • Overall expenses • Profit margin <p>P2. Select the best option in terms of cost, service, quality, sales, profit margin, overall expenses</p> <p>P3. Compile the information collected through the market survey, in the business plan format</p>
<p>CU2. Collect information regarding funding sources</p>	<p>P1. Identify the available funding sources based on their terms and conditions, maximum loan limit, payback time, interest rate</p> <p>P2. Choose the best available option according to investment requirement</p> <p>P3. Prepare documents according to the loan agreement requirement</p>

	P4. Include the information of funding sources in the business plan
CU3. Develop a marketing plan	<p>P1. Make a marketing plan for the business including product, price, placement, promotion, people, packaging and positioning</p> <p>P2. Include the information of marketing plan in the business plan</p>
CU4. Develop basic business communication skills	<p>P1. Communicate with internal customers e.g.: labor, partners and external customers e.g.: suppliers, customers etc., using effective communication skills</p> <p>P2. Use different modes of communication to communicate internally and externally e.g.: presentation, speaking, writing, listening, visual representation, reading etc.</p> <p>P3. Use specific business terms used in the market</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the 7ps of marketing including product, price, placement, promotion, people, packaging and positioning
- K2:** Describe 7Cs of business communication
- K3:** Define different modes of communication and their application in the industry
- K4:** Enlist specific business terms used in the industry
- K5:** Enlist the available funding sources
- K6:** Explain how to get loan to start a new business
- K7:** Explain market survey and its tools e.g: questionnaire, interview, observation etc
- K8:** Describe the market trends for specific product offering
- K9:** State the main elements of business plan
- K10:** Explain how to fill the business plan format

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop Entrepreneurial Skills.

Performance requirements

- Conduct market survey and formulate business plans in terms of feasibility, investment potential, risk, and completeness.
- Demonstrate the use of both verbal and non-verbal business communication.
- Effectively present business ideas and profile

101200816 Monitor the Duties and activities of the kitchen team

Overview: The aim of this module is to develop knowledge, skills and understanding of monitoring the duties and activities of a team

Competency Units	Performance Criteria
<p>CU1. Observe and check that professional kitchen standards are maintained throughout preparation and cooking of food and completion of shift</p>	<p>P1. Monitor the use of personal hygiene and wear appropriate chef's uniform throughout shift by associates</p> <p>P2. Monitor the extent to which associates maintain a safe, hygienic and secure working environment</p> <p>P3. Observe and check that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift</p> <p>P4. Ensure that associates attend briefing and be aware of daily requirements and other issues</p> <p>P5. Monitor the extent to which associates check that all equipment is in good working order and check the quality and quantity of food delivered to the section</p> <p>P6. Observe and check that associates maintain food safety when storing, preparing and cooking food</p>
<p>CU2. Check that kitchen staff are present and manage absence issues for food production areas</p>	<p>P1. Check the production requirements for the day</p> <p>P2. Check that the number of associates at work match both the rota and production requirements</p> <p>P3. Adjust the duty rota according to requirements</p> <p>P4. Tackle the absent associates with appropriate methods</p> <p>P5. Take appropriate steps to motivate staff to avoid absenteeism</p>
<p>CU3. Support the Executive Chef</p>	<p>P1. Discuss and agree on methods and formats of communication with the Executive Chef</p> <p>P2. Agree with the Executive Chef daily and medium term areas for delegated responsibilities</p> <p>P3. Support the Executive Chef in managing kitchen activities and responsibilities</p>

	<p>P4. Ensure that every day food and beverages requirements of section are signed off by Executive Chef</p>
<p>CU4. Supervise Chefs de Partie and other associates</p>	<p>P1. Ensure that Chefs de Partie and other associates are punctual and efficient in carrying out their duties</p> <p>P2. Communicate instructions and other information clearly to Chefs de Partie and other associates</p> <p>P3. Motivate the Chefs de Partie and other associates in a timely and efficient manner to complete all their duties</p> <p>P4. Ensure that all staff are performing at the optimum level when preparing, cooking and finishing dishes for guests</p> <p>P5. Create a friendly, professional environment which inspires teamwork within own kitchen section</p> <p>P6. Monitor the extent to which high quality dishes are presented for service</p>

Knowledge and Understanding

- K1:** Understand the importance of principles of professional standards
- K2:** Understand the benefits of working effectively as part of a hospitality team and communicating efficiently with each other throughout shift
- K3:** Know the features of a good briefing
- K4:** Know how to check that all equipment is in good working order
- K5:** Know the key elements of a food safety policy
- K6:** Understand the risks of food poisoning
- K7:** Know the causes of food poisoning
- K8:** Understand the importance of food safety when storing, preparing and cooking food
- K9:** Know how to manage problems and unexpected situations
- K10:** Understand the importance of responding to accidents in accordance with organizational requirements

- K11:** Know how to deal with problems and unexpected situations in an appropriate manner
- K12:** Understand the importance of compliance with relevant regulations and standards
- K13:** Understand the importance of operational knowledge and understanding of entire kitchen operation
- K14:** Know how to check the production requirements for the day
- K15:** Understand the importance of checking that the number of associates at work match both the rota and production requirements
- K16:** Know how to adjust the duty rota according to requirements
- K17:** Understand the importance of taking appropriate steps for motivation of staff to avoid absenteeism
- K18:** Know the methods and formats for communication with the Executive Chef
- K19:** Understand the importance of agreeing on methods and formats of communication with the Executive Chef
- K20:** Know the areas for responsibilities delegated by Executive Chef on a daily and medium-term basis
- K21:** Understand the importance of agreeing with the Executive Chef daily and medium-term areas for delegated responsibilities
- K22:** Know how to support the Executive Chef in managing kitchen activities and responsibilities
- K23:** Understand the importance of ensuring that every day food and beverages requirements of section are signed off by Executive Chef
- K24:** Understand the importance of encouraging punctuality and efficiency
- K25:** Know the methods of communication with Chefs de Partie and other associates
- K26:** Know how to motivate staff effectively
- K27:** Understand the importance of ensuring that all Chefs de Partie and other associates are performing at optimum levels
- K28:** Understand the importance of ensuring that Chefs de Partie and other associates are producing the highest quality of product
- K29:** Know how to create a friendly, professional environment which inspires teamwork
- K30:** Understand the importance of compliance with relevant regulations and standards

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to monitor the duties and activities of a team, including:

- Observing and checking that professional kitchen standards are maintained throughout preparation and cooking of food and completion of shift
- Checking that kitchen staff are present and manage absence issues for food production areas
- Supporting the Executive Chef
- Supervising Chefs de Partie and other associates

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to monitor the duties and activities of a team. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200817 Co-ordinate the operation of the food preparation and cooking area

Overview: The aim of this module is to develop knowledge, skills and understanding of kitchen coordination between food preparation and cooking areas

Competency Units	Performance Criteria
<p>CU1. Check what bookings and functions are made for food service areas</p>	<p>P1. Access information on a daily basis about different bookings and functions from appropriate sources</p> <p>P2. Assist the executive chef in taking inventory</p> <p>P3. Assist the executive chef with the ordering of kitchen supplies</p> <p>P4. Ensure that all kitchen areas are informed at appropriate times of bookings and functions and are fully prepared</p> <p>P5. Ensure staffing levels are sufficient to respond to bookings and functions</p>
<p>CU2. Maintain kitchen production sheet of food production on a daily basis</p>	<p>P1. Collect and use appropriate information to maintain kitchen Production sheet</p> <p>P2. Check previous log records and use information to plan operations</p> <p>P3. Consult with Sous Chef for next shift and advise of logged issues that will impact on planning operations</p> <p>P4. Offer ideas and suggestions to the executive chef to help with planning menus and improving overall kitchen performance</p>
<p>CU3. Manage communications between the food and beverage service area and other departments</p>	<p>P1. Agree with other department heads the most appropriate written, verbal and technological methods of communicating different types of information</p> <p>P2. Ensure that agreed methods of communication are used clearly, coherently and promptly to provide information about the food and beverages service to other departments</p> <p>P3. Communicate appropriate information with other departments and make sure the communication has been delivered and received as intended</p>

	<p>P4. Ensure that other departments have the opportunity to ask questions and checking their understanding</p> <p>P5. Present a positive image of own self and the food and beverages service department</p>
<p>CU4. Establish and maintain the condition of kitchen work areas and equipment</p>	<p>P1. Check that equipment is working correctly in the kitchen and other work areas</p> <p>P2. Ensure that all relevant kitchen equipment is maintained, calibrated or replaced on a regular basis</p> <p>P3. Ensure that kitchen equipment is being used correctly and efficiently by associates</p> <p>P4. Ensure that work areas are kept in a neat and clean condition at all times and report any maintenance requirements to the appropriate department</p> <p>P5. Ensure that kitchen areas are refurbished at appropriate and agreed intervals</p> <p>P6. Organize appropriate staff training activities to promote efficient usage of kitchen equipment and awareness of maintenance requirements</p>
<p>CU5. Contribute to the management of physical kitchen resources</p>	<p>P1. Give relevant people the opportunity to provide information on the resources the team needs</p> <p>P2. Make recommendations for the use of resources</p> <p>P3. Monitor the use of resources under own control at appropriate intervals</p> <p>P4. Observe and check that the use of resources by the team is efficient and takes into account the potential impact on the environment</p> <p>P5. Ensure that records relating to the use of resources are complete, accurate and available to authorized people only</p>
<p>CU6. Contribute to the development and introduction of recipes and menus</p>	<p>P1. Consider food combinations, flavors and dietary requirements when introducing new recipe and menu suggestions</p>

	<p>P2. Calculate ingredient ratios, cooking times and temperatures to produce a recipe in varying quantities</p> <p>P3. Identify suitable supply sources</p> <p>P4. Identify methods for presenting, holding and distributing the recipe item</p> <p>P5. Cost recipe suggestions taking into account the resources available</p> <p>P6. Follow organizational procedures for registering and passing on relevant information about the suitability of new menu items</p> <p>P7. Make suggestions on the layout and presentation of the menu</p> <p>P8. Produce recipe suggestions in accordance with the style and policy of the organization, available resources, and the expectations and standards of guests</p> <p>P9. Ensure staff have the resources needed to carry out responsibilities in relation to new menu items</p>
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Knowledge and Understanding

- K1:** Know how to access and understand information about different bookings and functions from appropriate sources
- K2:** Understand the importance of offering ideas and suggestions to the executive chef
- K3:** Know how to assist the executive chef in taking inventory to support delivery of food and beverage services for bookings and functions
- K4:** Know how to assist the executive chef with the ordering of kitchen supplies to support delivery of food and beverage services for bookings and functions
- K5:** Understand the importance of ensuring that all kitchen areas are informed at appropriate times of bookings and functions and are fully prepared
- K6:** Know how to manage appropriate staffing levels to respond to bookings and functions
- K7:** Understand the importance of compliance with relevant regulations and standards

- K8:** Understand the importance of detailed knowledge of menus and recipes used in kitchen sections
- K9:** Understand how to access appropriate information to maintain kitchen log
- K10:** Know how to collect and use appropriate information from kitchen sections and stores to maintain a proper log of all food items used on a daily basis
- K11:** Know how to complete and record a daily inventory of raw and prepared food items stored in the kitchen sections
- K12:** Understand the importance of comparing the inventory of raw and prepared food items with stores requisitions
- K13:** Know how to maintain a kitchen log of food production activities
- K14:** Know how to support the Executive Chef with the planning menus and improving overall kitchen performance
- K15:** Understand the purpose and benefits of making sure that communication delivers the 'message'
- K16:** Know the methods of communication that are available
- K17:** Know the different departments which might need to communicate and their needs
- K18:** Understand the importance of non-verbal communication (body language)
- K19:** Understand the purpose and benefits of giving other departments the opportunity to ask questions
- K20:** Understand the purpose and value of presenting a positive image of own self and the food and beverage services department
- K21:** Understand the purpose and benefits for other departments to have a friendly and purposeful way of communicating with them
- K22:** Know the types of problems that may occur with contacts
- K23:** Know the range of kitchen equipment, its function and maintenance requirements
- K24:** Understand the work areas, maintenance and refurbishment requirements
- K25:** Understand the importance of maintenance, calibration or replacement requirements for specific items of equipment
- K26:** Know how to take corrective action where required to improve the safety of work areas
- K27:** Understand the importance of checking and observing that associates are keeping work areas in a neat and clean condition
- K28:** Know the process for reporting any maintenance requirements to engineering department
- K29:** Know the procedure for ensuring that kitchen areas are refurbished at appropriate and agreed intervals
- K30:** Understand the importance of compliance with relevant regulations and standards

- K31:** Understand the importance of communicating effectively with managers and associates
- K32:** Know the organizational procedures for making recommendations on the use of resources
- K33:** Know the type of recommendations, including short term, medium term, long term
- K34:** Understand the importance of recommendations for the use of resources
- K35:** Understand the importance of recommendations that are consistent with team objectives, organizational policies and environmental concerns
- K36:** Understand the importance of recommendations that clearly indicate the potential benefits expected from the planned use of resources
- K37:** Know how to analyze the past use of resources
- K38:** Understand the importance of potential changes in the management of resources
- K39:** Know how to enable people to identify and communicate the resources they need
- K40:** Know how to encourage others to take responsibility for the control of resources in their own area of work
- K41:** Know the team objectives and organizational policies regarding the use of resources
- K42:** Understand the trends and developments that may influence the future use of resources
- K43:** Understand the potential environmental impact of the resources being used
- K44:** Understand the problems that may occur with resources
- K45:** Understand the importance of effective management of resources to organizational performance
- K46:** Understand the importance of keeping accurate records on the use of resources
- K47:** Know how to monitor and control the use of resources to maximize efficiency
- K48:** Understand the importance of compliance with relevant regulations and standards
- K49:** Understand the existing style, policy and guidelines of the organization in relation to recipes and menu
- K50:** Know how to menus as a planning tool
- K51:** Understand special diets
- K52:** Understand the effect of location and styles of operation on proposed menu items
- K53:** Know how to define the quality standards required for each recipe item considered
- K54:** Know the factors that need to be considered in selecting presentation, holding and distribution methods
- K55:** Know how to calculate gross profit against the cost of proposed recipes
- K56:** Understand the effect of the choice of supplier on the quality of the food
- K57:** Know the appropriate person to consult with on proposed recipes
- K58:** Know how to assess staff skills prior to proposing new recipes and menu items

- K59:** Know the lead times for the preparation and implementation of new menu items
- K60:** Understand the concept of a balanced diet and how a balanced diet is important for good health
- K61:** Know the types, combinations and proportions of ingredients that make up a healthy dish
- K62:** Understand the nutritional needs of different groups of customers
- K63:** Know the nutritional benefits of minimising the fat, sugar and salt content of dishes
- K64:** Know the nutritional benefits of starchy foods, fruit, vegetables and pulses
- K65:** Understand the importance of healthier flavourings that can be used as alternatives to salt and sugar
- K66:** Know how to carry out and evaluate test runs of recipes
- K67:** Understand the importance of briefing staff on new menu and recipe items and implementation plans
- K68:** Understand the importance of feedback from staff on operational problems which may arise
- K69:** Know how to allocate resources to staff to enable them to implement new menu and recipe items
- K70:** Know how to monitor measures when introducing new items, recording information relating to proposed recipes, trials, feedback from testing guests
- K71:** Understand the importance of gaining feedback from guests on new items
- K72:** Know the local and regional customs relating to the use of certain foods and other ingredients
- K73:** Understand the importance of compliance with relevant regulations and standards

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to co-ordinate the operation of the food preparation and cooking area, including:

- Checking what bookings and functions are made for food service areas
- Maintaining kitchen production sheet of food production on a daily basis
- Managing communications between the food and beverage service area and other departments
- Establishing and maintain the condition of kitchen work areas and equipment
- Contributing to the management of physical kitchen resources
- Contributing to the development and introduction of recipes and menus

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to co-ordinate the operation of the food preparation and cooking area. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200818 Monitor supplies for kitchen operations

Overview: The aim of this module is to develop knowledge, skills and understanding of monitoring the supplies for food production area

Competency Units	Performance Criteria
<p>CU1. Check quality and quantity of food deliveries and other products into store</p>	<p>P1. Ensure that records are maintained of food and other products ordered with respect to quantity and quality supplied and time of delivery</p> <p>P2. Conduct receiving quality and quantity inspections for food items and other products deliveries at the time of receiving into store</p> <p>P3. Award an appropriate identification number or tag to items upon receipt into store</p> <p>P4. Ensure that deliveries to the store fully meet the specifications ordered</p> <p>P5. Deal with deliveries of products that do not meet the ordered specifications</p> <p>P6. Advise suppliers and departments appropriately of any discrepancies in the quality and quantity of food and other products ordered</p> <p>P7. Ensure that an up-to date list of approved vendors for food and other products supplies is maintained</p> <p>P8. Monitor the service provided by approved vendors in terms of number of complaints generated against them</p>
<p>CU2. Prepare food order requisitions to meet requirements of food production</p>	<p>P1. Prepare estimates for food items required on the basis of orders received</p> <p>P2. Generate food order requisitions to meet the estimated requirements of food</p> <p>P3. Ensure that all requisitions are delivered at appropriate locations and sections for the preparation of food in line with food orders</p> <p>P4. Follow-up the requisitions to ensure that necessary food items are issued by stores and other stocks on a timely basis</p>

	P5. Deal with any issues regarding discrepancies with requisitions, including quantity, size, presentation and quality
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Knowledge and Understanding

- K1:** Understand the importance of records
- K2:** Know the process for receiving new stock
- K3:** Understand the importance of quality and quantity inspections for food items and other products deliveries at the time of receiving into store
- K4:** Know the system for developing and applying appropriate identification numbers or tags
- K5:** Understand the importance of ensuring that deliveries to the store fully meet the specifications ordered
- K6:** Understand the importance of advising suppliers and departments appropriately of any discrepancies in the quality and quantity of food and other products ordered
- K7:** Understand the service provided by approved vendors in terms of number of complaints generated against them
- K8:** Understand storage of food and other products in an appropriate manner
- K9:** Know how to manage the capacity of the food store
- K10:** Understand the importance of pest control
- K11:** Know how to prevent pest infestation
- K12:** Understand the importance of ensuring that temperatures are properly controlled and maintained in areas of the store
- K13:** Understand the importance of ensuring that inventory is being used before expiry dates
- K14:** Know how to communicate information to the store and other relevant department or colleagues concerning quality issues
- K15:** Understand the importance of taking appropriate corrective or preventive measures to address quality issues identified
- K16:** Understand the importance of compliance with relevant regulations and standards

- K17:** Understand the importance of operational knowledge and understanding of the kitchen operation
- K18:** Know the type, quality and quantity of food available for the day's business
- K19:** Understand the relationship between food/ingredients, recipes/menus and yield
- K20:** Know how to manage food preparation and cooking processes
- K21:** Know how to compile and sign off requisition orders for food and other ingredients to meet production levels
- K22:** Know how to ensure that Chefs de Partie and associates are fully engaged in checking delivery from store meet type, quality and quantity requirements
- K23:** Know the different methods and approaches to portion control
- K24:** Know how to agree and monitor finishing and presentation of dishes
- K25:** Understand the importance of corrective and preventive actions for non-compliance with requisitions issued

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to monitor supplies for kitchen operations, including:

- Checking quality and quantity of food deliveries and other products into store
- Preparing food order requisitions to meet requirements of food production

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to monitor supplies for kitchen operations. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200819 Monitor quality of food production

Overview: The aim of this module is to develop knowledge, skills and understanding of monitoring the quality of food production area

Competency Units	Performance Criteria
<p>CU1. Check that preparation of food meets requirements</p>	<p>P1. Check that associates understand the requirements for preparing food</p> <p>P2. Check that associates have the correct tools and equipment for preparing food correctly</p> <p>P3. Check that associates are using appropriate methods to prepare food for cooking</p> <p>P4. Check that preparation of food meets quality requirements</p>
<p>CU2. Check that cooking of food meets requirements</p>	<p>P5. Check that associates understand the requirements for cooking food</p> <p>P6. Check that associates have the correct tools and equipment to cook food correctly</p> <p>P7. Check that associates are using appropriate methods to cook food correctly</p> <p>P8. Check that the dish has the correct flavor, consistency and quantity</p> <p>P9. Check that cooking of food meets quality requirements</p> <p>P10. Ensure that portion control requirements are met</p>
<p>CU3. Check that clear down is carried out efficiently</p>	<p>P11. Ensure that work areas are cleared of equipment and food products</p> <p>P12. Ensure that all equipment and surfaces are cleaned and sanitized</p> <p>P13. Ensure that all surplus food, equipment and materials are returned to the appropriate department</p> <p>P14. Ensure that the team hands over to the next shift if appropriate</p>

Knowledge and Understanding

- K1:** Understand the importance of operational knowledge and understanding of entire kitchen operation
- K2:** Understand operational management systems
- K3:** Understand the importance of kitchen layout
- K4:** Know how to ensure that associates understand the requirements for preparing food and have the correct tools and equipment for preparing food correctly
- K5:** Understand the appropriate methods to prepare food for cooking
- K6:** Know how to monitor the capability of associates to use preparation methods safely and appropriately
- K7:** Understand the importance of checking that preparation of food for cooking meets quality requirements
- K8:** Understand the importance of compliance with relevant regulations and standards
- K9:** Know how to ensure that associates understand the requirements for preparing food and have the correct tools and equipment for preparing food correctly
- K10:** Understand the appropriate methods for cooking food for simple and complex dishes
- K11:** Know how to monitor the capability of associates to use cooking methods safely and appropriately
- K12:** Understand the importance of checking that cooking of food meets service quality requirements
- K13:** Understand the importance of ensuring that portion control requirements are met
- K14:** Understand the importance of compliance with relevant regulations and standards
- K15:** Know how to observe and check that teams are managing efficient clear downs
- K16:** Know the monitoring procedures for handing over to the next shift
- K17:** Understand the importance of communications for handing over to next shift
- K18:** Understand the importance of compliance with relevant regulations and standards

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to monitor quality of food production, including:

- Checking that preparation of food meets requirements
- Checking that cooking of food meets requirements

- Checking that clear down is carried out efficiently

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to monitor quality of food production. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200820 Supervise the delivery of effective kitchen service to food service team

Overview: The aim of this module is to develop knowledge, skills and understanding of supervising the delivery of effective service to food service team

Competency Units	Performance Criteria
<p>CU1. Develop and maintain positive working relationships between kitchen and food service teams</p>	<p>P1. Conduct own self in a way that promotes a positive image of self and own section</p> <p>P2. Adapt behavior to take into account the food service team's methods of communication and working</p> <p>P3. Work in a way that promotes trust and respect</p> <p>P4. Listen to requests and adhere to any promises made</p> <p>P5. Communicate in a timely manner if it not possible to provide required dishes to meet guests' expectations</p> <p>P6. Communicate relevant information to colleagues</p>
<p>CU2. Ensure that the kitchen team deliver effective service to food service team at all times</p>	<p>P1. Ensure that kitchen team plans, prepares and organizes production of food with due attention to the needs of the food service team</p> <p>P2. Ensure that service delivery to food service teams is maintained during very busy periods and unusually quiet periods</p> <p>P3. Ensure that service delivery to food service teams is maintained when systems, people or resources have failed</p> <p>P4. Consistently meet the expectations of the food service team</p>
<p>CU3. Solve problems for food service team</p>	<p>P1. Respond positively to service problems for the food service team following organizational guidelines</p> <p>P2. Solve service problems for the food service team within own sufficient authority</p> <p>P3. Work with others to solve service problems for the food service team</p> <p>P4. Keep the food service team informed of the actions being taken and check that they are comfortable with the actions being taken</p>

	<p>P5. Solve problems with service systems and procedures that might affect the food service team before they become aware of them</p> <p>P6. Inform managers and colleagues of the steps taken to solve specific problems</p> <p>P7. Identify repeated service problems for the food service team and options for solving them</p>
<p>CU4. Improve service reliability for food service team</p>	<p>P1. Actively use comments and guest feedback to establish reliability/quality of service provided to guests</p> <p>P2. Use a variety of investigative and research tools to determine the quality of service provided</p> <p>P3. Improve service standards by setting targets of achievement initiated by data collected</p> <p>P4. Recommend service reliability improvements from guest surveys and feedback</p> <p>P5. Maintain service reliability improvements by monitoring guest service responses</p>
<p>CU5. Gather information on feedback of kitchen service and opportunities for improvement</p>	<p>P1. Collect and record feedback on the effectiveness of guest service</p> <p>P2. Analyze and interpret feedback and share findings on the effectiveness of guest service with others</p> <p>P3. Summarizes the advantages and disadvantages of the effectiveness of guest service</p> <p>P4. Use analysis and interpretation of feedback on the effectiveness of guest service to identify opportunities for further improvement</p>

Knowledge and Understanding

K1: Know the methods of communication to meet kitchen needs

K2: Know how to adopt appropriate styles of communication

K3: Know the innovative methods to improving relationships with the food service team

- K4:** Understand the importance of conduct that promotes a positive image of own self and the organization
- K5:** Understand the importance of managing positive working relationships between kitchen and food service teams
- K6:** Know the organizational requirements for recording information relating to guests
- K7:** Understand the importance of sharing information with colleagues
- K8:** Know how to take appropriate steps for skill training and motivation of associates to increase productivity
- K9:** Understand the importance of compliance with relevant regulations and standards
- K10:** Understand the importance of planning work
- K11:** Understand the importance of having reliable and fast information for the food service team and the organization
- K12:** Know how to re-organize work to respond to unexpected additional workloads
- K13:** Know how to communicate feedback to and from the food service team to others
- K14:** Know how to supply accurate guest service information to others using the most appropriate method of communication
- K15:** Know the organizational procedures and systems for delivering service to the food service team
- K16:** Understand the expectations of food service teams
- K17:** Understand the importance of compliance with relevant regulations and standards
- K18:** Understand the importance of improving working relationships with the food service team by solving problems
- K19:** Know how to negotiate with and reassure the food service team while their problems are being solved
- K20:** Know how to deal with repeated service problems for the food service team
- K21:** Know the options for dealing with and avoiding repetition of a repeated guest service problem
- K22:** Understand the importance of working with others to select the best option for solving a repeated service problem
- K23:** Know how to obtain the approval of somebody with sufficient authority to change organizational guidelines
- K24:** Understand the importance of securing agreement for the solution with the food service team or Captain
- K25:** Know the range of research tools
- K26:** Know the different sources of information
- K27:** Know how to analyze data from appropriate sources
- K28:** Know the courses of action available from the analysis of data

- K29:** Understand the importance of initiating improvements in own area of responsibility and performance
- K30:** Know how to determine the merits and costs of proposed action to improve service to guests
- K31:** Understand the importance of feedback on the effectiveness of kitchen service to food outlet teams
- K32:** Understand the importance of summarizing the advantages and disadvantages of the effectiveness of kitchen service to food outlet teams
- K33:** Know the techniques to analyze and interpret feedback on the effectiveness of kitchen service to food outlet teams
- K34:** Know how to analyze and interpret feedback and sharing findings with others
- K35:** Understand appropriate formats for presenting these opportunities to the management team

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to supervise the delivery of effective kitchen service to food service team, including:

- Developing and maintaining positive working relationships between kitchen and food service teams
- Ensuring that the kitchen team deliver effective service to food service team at all times
- Solving problems for food service team
- Improving service reliability for food service team
- Gathering information on feedback of kitchen service and opportunities for improvement

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to supervise the delivery of effective kitchen service to food service team. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200821 Manage comments and complaints relating to food production

Overview: The aim of this module is to develop knowledge, skills and understanding of managing comments and complaints related to food production

Competency Units	Performance Criteria
CU1. Manage comments relating to food production	<p>P1. Develop good relationship with food service team to get regular verbal feed back</p> <p>P2. Ask guests for feedback during food service</p> <p>P3. Ensure that written guest feedback is collected and discussed with team</p> <p>P4. Ensure that feedback is gathered from different channels and recorded for further improvement in system</p> <p>P5. Monitor the food production team to ensure improvement based on feedback from various sources</p>
CU2. Manage complaints relating to food production	<p>P1. Gather sufficient information to enable assessment of the nature and severity of the complaint</p> <p>P2. Respond to the person making the complaint if the complaint cannot be resolved within required timescales</p> <p>P3. Report any complaints that are outside own authority to deal with to the appropriate person</p> <p>P4. Make appropriate notes and a record of the complaint and the actions taken</p> <p>P5. Identify any changes to the organization's procedures which are necessary to avoid future similar complaints</p> <p>P6. Comply with legal requirements, industry regulations, including ethical standards and health and safety, organizational policies and professional codes</p>

Knowledge and Understanding

- K1:** Understand the importance of comments on the range of products and services provided by the organization
- K2:** Know the channels of feedback

- K3:** Understand the range of sources of feedback
- K4:** Know how to recognize and respond to comments
- K5:** Know the sources of information and advice for responding to positive comments within the organization
- K6:** Understand organizational procedures for gathering information and responding to comments
- K7:** Understand the importance of managing complaints relating to the range of products and services provided by the organization
- K8:** Understand types of kitchen complaints
- K9:** Know how to recognize the level of seriousness of a complaint
- K10:** Understand the importance of seeking further information where necessary
- K11:** Understand the importance of complaints involving service recovery methods
- K12:** Know the sources of information and advice for responding to complaints within the organization
- K13:** Understand the importance of difficult/sensitive situations/issues
- K14:** Know the limits of own authority and the action required if a complaint is beyond own authority to handle
- K15:** Understand the importance of ethical standards
- K16:** Understand the importance of organizational procedures for gathering information and responding to complaints

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to manage comments and complaints relating to food production, including:

- Managing comments relating to food production
- Managing complaints relating to food production

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to manage comments and complaints relating to food production. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200822 Monitor health and safety issues in food production areas
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Overview: The aim of this module is to develop knowledge, skills and understanding of monitoring health and safety issues in food production areas

Competency Units	Performance Criteria
CU1. Ensure that all kitchen associates follow organizational requirements for health and safety	<p>P1. Assess the risks in kitchen environments</p> <p>P2. Check the extent to which all associates are aware of and follow health and safety requirements in line with organizational requirements</p> <p>P3. Ensure that associates follow safe working practices at all times</p> <p>P4. Monitor the extent to which associates identify any hazards or potential hazards and deal with these correctly</p> <p>P5. Monitor the reports made by associates on any accidents or near accidents</p> <p>P6. Monitor the way that associates practice emergency and security procedures correctly</p> <p>P7. Ensure that appropriate records are completed as required to demonstrate that section team follows health and safety requirements</p>
CU2. Monitor efficient and effective use of kitchen equipment	<p>P1. Ensure that all equipment is working correctly in own section of the kitchen</p> <p>P2. Arrange for appropriate maintenance for all equipment available in own section of the kitchen on a regular basis</p> <p>P3. Ensure that appropriate equipment is properly calibrated according to operating instructions in own section of the kitchen</p> <p>P4. Check that associates are using equipment correctly, efficiently and effectively in own section of kitchen</p> <p>P5. Take corrective action where required to improve the safety of work areas</p>

<p>CU3. Maintain and monitor the kitchen cleaning program</p>	<p>P1. Ensure that all associates understand their role in undertaking cleaning duties</p> <p>P2. Monitor the number of associates to undertake the cleaning program effectively</p> <p>P3. Observe and check that associates have the cleaning tools and materials they need to undertake cleaning duties for their area of work</p> <p>P4. Check that there are no hazards present that would affect the cleaning program</p> <p>P5. Observe and check that associates are using cleaning tools and materials safely, effectively and efficiently</p> <p>P6. Monitor appropriate checklists to ensure that the cleaning program has been completed correctly and according to organizational standards</p>
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Knowledge and Understanding

- K1:** Understand the importance of effective implementation of HACCP (Hazard Analysis and Critical Control Points) standards
- K2:** Understand the importance of first aid, fire-fighting training and anti-allergic medicine
- K3:** Know the features and benefits of a risk assessment
- K4:** Understand the importance of working in a healthy, safe and hygienic way
- K5:** Know the key elements of a food safety policy
- K6:** Understand the importance of food safety and hygiene practices
- K7:** Know how to observe and check that associates know and understand methods to deal with emergencies
- K8:** Know how to observe and check that associates know and understand how to follow emergency procedures
- K9:** Understand the importance of completing records as required to demonstrate that section team follows health and safety requirements
- K10:** Know how to advise associates of the sources of information about health
- K11:** Understand the importance of food safety when storing, preparing and cooking food

- K12:** Understand the risks of food poisoning
- K13:** Know the causes of food poisoning
- K14:** Understand the importance of compliance with relevant regulations and standards
- K15:** Understand the importance of maintaining equipment
- K16:** Know the procedures for maintenance, calibration or replacement requirements for specific items of equipment
- K17:** Know how to observe and check the use of equipment by associates
- K18:** Understand and respond to risks from faulty equipment
- K19:** Understand the importance of compliance with relevant regulations and standards
- K20:** Know the purpose and functions of the kitchen cleaning program
- K21:** Understand the importance of managing the cleaning program
- K22:** Know how to prepare and implement cleaning schedules
- K23:** Know how to assess and plan rotas to include servicing the cleaning program
- K24:** Understand the range of tools and cleaning materials needed to support the cleaning program within a work area
- K25:** Know how to develop appropriate checklists to ensure that the cleaning program has been completed correctly
- K26:** Understand HACPP and other guidelines for the safe use of cleaning tools and materials
- K27:** Understand problems with cleaning, equipment or products
- K28:** Understand the importance of compliance with relevant regulations and standards

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to monitor health and safety issues in food production areas, including:

- Ensuring that all kitchen associates follow organizational requirements for health and safety
- Monitoring efficient and effective use of kitchen equipment
- Maintaining and monitoring the kitchen cleaning program

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to monitor health and safety issues in food production areas. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200823 Monitor and control kitchen costs and waste

Overview: The aim of this module is to develop knowledge, skills and understanding of monitoring and controlling cost and waste

Competency Units	Performance Criteria
<p>CU1. Check that food items are stored correctly</p>	<p>P1. Ensure associates understand the correct temperatures, locations and procedures for storing raw and cooked foods</p> <p>P2. Ensure associates understand the procedures for avoiding the risk of cross-contamination</p> <p>P3. Observe and check that all food items are stored in the correct locations and at the correct temperature</p> <p>P4. Observe and check that all items stored in walk-in chillers/freezers are tagged in line with organizational requirements</p> <p>P5. Observe and check that all walk-in chillers/freezers are kept neat and clean</p> <p>P6. Monitor the storage of raw and cooked foods in line with correct locations, temperatures and procedures</p> <p>P7. Monitor the completion of appropriate checklists to record the monitoring of food storage</p> <p>P8. Ensure that an appropriate inventory is maintained of foods stored in walk-in chillers/freezers</p>
<p>CU2. Check that kitchen sections are working to requirements and not overproducing</p>	<p>P1. Use restaurant bookings, banquet sheets and other sources of information to identify food preparation requirements</p> <p>P2. Monitor the availability of food items within the kitchen</p> <p>P3. Monitor the supply of food items and other products from the stores to support food production in line with requirements</p> <p>P4. Ensure that associates understand the quantity and quality of dishes to be prepared and cooked</p> <p>P5. Ensure that associates follow organizational guidelines on weight and portion control</p>

	P6. Take necessary steps to address problems with the quantity and quality of dishes prepared and cooked
CU3. Check that all sections are managing kitchen waste effectively	<p>P1. Ensure that associates are identifying opportunities for reducing waste</p> <p>P2. Ensure that associates are following organizational policies and procedures for managing and reducing waste</p> <p>P3. Ensure that associates are disposing of waste in line with organizational procedures</p>
CU4. Ensure that kitchen waste products are disposed of following correct procedures	<p>P1. Monitor that every section is producing waste as minimum as possible</p> <p>P2. Observe and check that waste is segregated at production level, including wet waste, dry waste</p> <p>P3. Ensure that every section is disposing of waste in line with organizational guidelines and health, safety and hygiene regulations</p> <p>P4. Guide team on different preparation and cooking methods to avoid excessive waste</p>

Knowledge and Understanding

- K1:** Understand the importance of observing and checking that associates store food correctly and at the correct temperature
- K2:** Know how to monitor the processes for preparing food for storage
- K3:** Understand the importance of observing and checking that associates follow organizational processes for preventing cross contamination when preparing food for storage
- K4:** Know how to ensure associates store food correctly and at the correct temperature
- K5:** Understand the importance of ensuring that all food tagged for storage is properly logged according to organizational requirements
- K6:** Know the procedures for maintaining the cleanliness of walk-in chillers/freezers
- K7:** Understand the importance of ensuring that different foods are stored in the correct location and at the correct temperature according to organizational requirements
- K8:** Understand how to manage and control food costs
- K9:** Know how to calculate costs

- K10:** Know how to set targets
- K11:** Understand the importance of using restaurant bookings, banquet sheets and other sources of information in order to identify food preparation requirements
- K12:** Understand the need to monitor food costs, including sourcing and purchasing good quality food commodities; controlling commodities; accurate weighing, measuring and portion control; preparation, cooking losses and wastage control
- K13:** Understand the importance of monitoring the availability of food items within the kitchen and the supply of food items and other products from the stores
- K14:** Know how to ensure that associates understand the quantity and quality of dishes to be prepared and cooked
- K15:** Know how to ensure that associates follow organizational guidelines on weight and portion control
- K16:** Understand the importance of addressing problems with the quantity and quality of dishes prepared and cooked
- K17:** Understand the importance of compliance with relevant regulations and standards
- K18:** Know the types of waste material generated in the work area
- K19:** Understand principles of waste management
- K20:** Know how to monitor provision and management of waste areas
- K21:** Understand the importance of recognizing opportunities for waste reduction, reuse and recycling targets to comply with legal and/or organizational requirements
- K22:** Know how to establish current levels of waste within the organization
- K23:** Know how to assess the effectiveness of waste management systems
- K24:** Understand the importance of opportunities for avoiding and reducing waste
- K25:** Understand the importance of compliance with relevant regulations and standards
- K26:** Understand principles of waste management
- K27:** Know the types and causes of waste
- K28:** Know how to supervise clearance of waste areas
- K29:** Know how to manage waste
- K30:** Understand the importance of managing opportunities for waste reduction, reuse and recycling targets
- K31:** Know how to establish and monitor current levels of waste for activities undertaken by the organization
- K32:** Understand the importance of compliance with relevant regulations and standards

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to monitor and control kitchen costs and waste, including:

- Checking that food items are stored correctly
- Checking that kitchen sections are working to requirements and not overproducing
- Checking that all sections are managing kitchen waste effectively
- Ensuring that kitchen waste products are disposed of following correct procedures

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to monitor and control kitchen costs and waste. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200824 Monitor delivery of food production into service areas

Overview: The aim of this module is to develop knowledge, skills and understanding of monitoring delivery of food production into service areas

Competency Units	Performance Criteria
CU1. Check that food has been presented as intended	<p>P1. Ensure that the final presentation of dishes is in line with organizational requirements and guest needs</p> <p>P2. Identify and rectify any gaps in presentation and delivery of dishes</p> <p>P3. Ensure that procedures are being followed to achieve best presentation of all dishes in all kitchen outlets (e.g. cold kitchen, hot kitchen, bakery kitchen)</p> <p>P4. Ensure consistent inspection of food preparation, cooking and presentation</p>
CU2. Check quantities of food are as required and intended	<p>P1. Identify the daily food preparation requirements</p> <p>P2. Ensure that food is produced as per recipes and according to organizational portion controls</p> <p>P3. Check that food presented for service is of the type, quality and quantity required by the guest</p> <p>P4. Ensure that each section is minimizing waste in line with organizational requirements</p>
CU3. Check that food is served at correct temperature	<p>P1. Ensure that associates understand the correct temperature for the service of different dishes</p> <p>P2. Monitor that dishes are presented and maintained at the appropriate temperature</p> <p>P3. Ensure that all food storage areas are maintained at the required temperature</p> <p>P4. Ensure that food transportation equipment is maintained at the correct temperature</p> <p>P5. Identify and resolve any problems in temperature maintenance</p>

Knowledge and Understanding

- K1:** Understand the importance of operational knowledge and understanding of entire kitchen operation and service procedure
- K2:** Understand the importance of following current culinary trends and methods
- K3:** Understand the importance of final presentation of dishes being in line with organizational requirements and guest needs
- K4:** Understand the importance of consistent inspection of food preparation, cooking and presentation
- K5:** Know how to establish and monitor processes to check that food presented for service is of the type, quality and quantity required by the guest
- K6:** Understand the importance of discussing feedback on food production with appropriate colleagues and agreeing on improvements
- K7:** Understand the importance of compliance with relevant regulations and standards
- K8:** Understand the importance of checking the quantities and portions of dishes in line with organizational requirements and guest needs
- K9:** Understand the importance of ensuring that food is produced as per recipes and according to organizational portion controls
- K10:** Know how to check that food presented for service is of the type and quantity required by the guest
- K11:** Understand the importance of compliance with relevant regulations and standards
- K12:** Understand the importance of operational management systems including effective implementation of HACCP standards
- K13:** Understand principles of holding and serving hot food
- K14:** Understand ways to check that food presented for service is of the type, quality and quantity required by the guest
- K15:** Understand the importance of monitoring the correct temperature for the service of different dishes, maintaining food storage areas and food transportation equipment at the required temperature
- K16:** Know how to identify problems with temperature of food
- K17:** Know how to rectify problems with temperature of food
- K18:** Understand the importance of discussing feedback on food production with appropriate colleagues and agreeing on improvements
- K19:** Understand the importance of compliance with relevant regulations and standards

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to monitor delivery of food production into service areas, including:

- Checking that food has been presented as intended
- Checking quantities of food are as required and intended
- Checking that food is served at correct temperature

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to monitor delivery of food production into service areas. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

101200825 Support the professional development of the kitchen team

Overview: The aim of this module is to develop knowledge, skills and understanding of Support the professional development of the kitchen team

Competency Units	Performance Criteria
<p>CU1. Contribute to the development of kitchen teams and individuals</p>	<p>P1. Contribute to the identification of development needs for kitchen individuals and teams accurately</p> <p>P2. Ensure that the development needs identified are consistent with kitchen team objectives and organizational values</p> <p>P3. Ensure that contributions to the planning process reflect the identified development needs of all those kitchen associates under own responsibility</p> <p>P4. Agree ideas with individual kitchen team members</p> <p>P5. Contribute to development activities to support kitchen team objectives and plans</p> <p>P6. Take into account the work activities, learning abilities and personal circumstances of individual kitchen team members</p> <p>P7. Encourage and use feedback from those taking part in the activities to improve own future contributions to development activities</p> <p>P8. Contribute to the assessment of kitchen associates against development objectives</p> <p>P9. Provide information about assessments to authorized people only, in the required format and to agreed deadlines</p>
<p>CU2. Contribute to the provision of required kitchen associates</p>	<p>P1. Use methods to assess and select kitchen associates that meet organizational requirements</p> <p>P2. Provide information that is complete, accurate and supports the fair assessment of kitchen associates</p> <p>P3. Make suggestions for the selection of kitchen associates that are based on objective assessments of the information against agreed selection criteria</p> <p>P4. Make suggestions for selection that are clear and accurate</p>

	<p>P5. Make suggestions available only to authorized people</p> <p>P6. Handle communications with kitchen associates in a manner and at a level and pace appropriate to their needs</p> <p>P7. Make sure records of own contribution to the selection process are complete, accurate, clear and meet organizational requirements</p>
<p>CU3. Lead the work of kitchen teams and individual associates to achieve objectives</p>	<p>P1. Plan the work of kitchen teams and individuals</p> <p>P2. Involve the kitchen team and individuals when planning their work</p> <p>P3. Present work plans in a way that gains the support and commitment of those involved</p> <p>P4. Assess the work of kitchen teams and individuals</p> <p>P5. Provide both positive and negative feedback to kitchen teams and individuals on their work</p> <p>P6. Review the work of the kitchen team and individuals on a regular basis</p> <p>P7. Provide support for continuous improvement for kitchen teams and individuals</p>
<p>CU4. Manage own self in a kitchen environment</p>	<p>P1. Develop objectives for own kitchen work role which are compatible with the vision, objectives and values of the organization</p> <p>P2. Agree, with line manager, objectives for own kitchen work role and ways to evaluate progress and achievement</p> <p>P3. Priorities objectives and manage own time in order to achieve them and delegate objectives and responsibilities</p> <p>P4. Use technology effectively to help achieve own objectives</p> <p>P5. Identify and eliminate distractions and activities that do not support the achievement of own objectives</p> <p>P6. Monitor changes to the organization's objectives, processes, systems and structures and how these impact on own role</p>

	<p>P7. Identify and respond quickly and positively to new opportunities and urgent situations when they arise, revising own objectives and priorities as necessary</p> <p>P8. Get regular feedback on own kitchen performance from those who are able to provide objective, specific and valid feedback</p> <p>P9. Monitor progress towards own kitchen objectives and evaluate, with line manager, the extent to which objectives have been achieved</p> <p>P10. Agree, with line manager, any changes to own kitchen objectives in the light of own performance, feedback received or changes in organizational priorities</p>
<p>CU5. Contribute to the identification and implementation of sales development activities for food and beverages service</p>	<p>P1. Support the management team in establishing clear sales development activities for the organization</p> <p>P2. Assist in preparing a sales plan that identifies and prioritizes sales development activities that are consistent with the vision of the organization</p> <p>P3. Ensure that the plan is flexible and open to change</p> <p>P4. Discuss and agree who should be responsible for implementing sales development activities and then allocate resources effectively</p> <p>P5. Agree with senior colleague's measures for monitoring and evaluating performance against sales development activities</p> <p>P6. Gain the commitment of associates for the implementation of sales development activities</p> <p>P7. Bring together the needs and expectations of associates with what is required of them to implement sales development activities</p>
<p>CU6. Prepare, deliver and evaluate training sessions for kitchen</p>	<p>P1. Prepare appropriate kitchen training plans and materials</p> <p>P2. Produce specific aims and objectives for the session</p> <p>P3. Identify the resources needed to deliver the session</p> <p>P4. Select appropriate methods to delivery training</p>

associates and teams	<p>P5. Ensure all learning materials are available</p> <p>P6. Deliver kitchen training to individuals or groups</p> <p>P7. Use a range of appropriate techniques and activities throughout the session, including technology-based learning</p> <p>P8. Carry out assessments at appropriate points to ensure that learning has taken place</p> <p>P9. Evaluate the effectiveness of training for kitchen associates and teams</p>
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Knowledge and Understanding

- K1:** Know how to identify development needs for kitchen individuals and teams accurately
- K2:** Understand the importance of using sufficient, reliable and valid information
- K3:** Know how to present development needs to kitchen associates in a way which is likely to influence their decision-making positively
- K4:** Understand the importance of kitchen team development to the continuing effectiveness of the organisation
- K5:** Know how to collect and validate relevant information needed to identify kitchen development needs
- K6:** Know the kitchen team objectives and organizational values
- K7:** Know how to analyze different decisions whether kitchen development needs are consistent with organizational objectives and values
- K8:** Know how to assess kitchen associates against development objectives using clear, agreed criteria and sufficient, valid and reliable information
- K9:** Understand the importance of taking account of the kitchen work activities of associates, their learning abilities and personal circumstances when agreeing ideas with individual kitchen team members
- K10:** Know how to present suggestions for selection effectively, based on sound information
- K11:** Know how to communicate effectively with the range of kitchen associates involved
- K12:** Understand the importance of confidentiality during selection processes
- K13:** Understand the importance of keeping accurate, complete and clear records of own contributions to the selection process

- K14:** Know the range of methods which may be used for the assessment and selection of staff
- K15:** Understand possible contributions to the assessment and selection of staff
- K16:** Know how to make fair and objective assessments against criteria during the selection process
- K17:** Understand the importance of effective communication when explaining work plans and allocations
- K18:** Understand THE importance of the associate being clear about the purpose of the work to be done
- K19:** Understand the importance of regularly reviewing work, using own observations, job descriptions and evaluations, training schedules and reviews
- K20:** Know how to assess the on-going work of kitchen teams and individuals
- K21:** Understand the importance of providing clear and accurate feedback to team members on their performance
- K22:** Know how to provide team members with the opportunity to contribute to the planning and organization of their work
- K23:** The importance of providing opportunities to team members to assess their own work, including ways to encourage and enable this involvement, identifying for the associates the benefits of doing this
- K24:** Know how to motivate team members and gain their commitment by providing feedback
- K25:** Understand the importance of good communication skills when providing feedback on work and performance
- K26:** Know how to provide positive feedback to individual associates and the kitchen team
- K27:** Understand importance of providing constructive suggestions on how performance can be improved
- K28:** Know how to give those involved the opportunity to provide suggestions on ways to improve their work
- K29:** Understand the importance of planning work activities and the associate's role and responsibilities in relation to this
- K30:** Understand the importance of the organization's structure, systems, business processes and organizational objectives
- K31:** Know how to gather valid information, in order to plan own development effectively and set appropriate benchmarks by which to measure progress
- K32:** Know how to analyze own work role and relating to other roles in the organization
- K33:** Know how to monitor changes, trends and developments

- K34:** Understand the impact of different factors on own role
- K35:** Understand the importance of managing own resources
- K36:** Know how to identify the requirements of own work role and others
- K37:** Understand the importance of setting work objectives which are SMART
- K38:** Know how to measure the progress against work objectives
- K39:** Understand the importance of getting and making effective use of feedback on own performance
- K40:** Know how to update work objectives in the light of own performance
- K41:** Know how to record the use of own time and identifying possible improvements
- K42:** Understand the importance of working with individuals within own area of work
- K43:** Understand the agreed requirements of own work role
- K44:** Understand the importance of developing and implementing sales development activities
- K45:** Understand the importance of creativity and innovation in sales development activities
- K46:** Know how to develop sales objectives which are SMART
- K47:** Know how to delegate responsibility and allocating resources to support implementation of sales development activities
- K48:** Know how to develop measures and methods for monitoring and evaluating performance against the implementation of sales development activities
- K49:** Understand the market in which the organization works
- K50:** Understand the needs and expectations of actual and potential guests
- K51:** Understand actual and potential competitors and partners
- K52:** Understand new and available opportunities for sales development activities
- K53:** Understand the needs and expectations of colleagues and other key stakeholders
- K54:** Know the sources of information that can aid monitoring and evaluation for sales development activities
- K55:** Know the purpose of and necessary outcomes from training sessions
- K56:** Understand different ways to deliver the session
- K57:** Understand appropriate use of technology-based delivery and e-learning
- K58:** Know the ways of delivering the session which meet the aims and objectives of the session
- K59:** Know how to prepare an appropriate plan for the training session
- K60:** Know how to select and use an appropriate range of methods and resources to support delivery of the training session
- K61:** Know how to manage the training process, including following the plan
- K62:** Know how to review the effectiveness of the training session

K63: Know how to determine the strengths and weaknesses of the training session

K64: Know how to make recommendations for improving the training session

Critical Evidence(s) Required

The learner must present evidence of practical observations showing their ability to support the professional development of the kitchen team, including:

- Contributing to the development of kitchen teams and individuals
- Contributing to the provision of required kitchen associates
- Leading the work of kitchen teams and individual associates to achieve objectives
- Managing own self in a kitchen environment
- Contributing to the identification and implementation of sales development activities for food and beverages service
- Preparing, delivering and evaluating training sessions for kitchen associates and teams

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to support the professional development of the kitchen team. Further guidance is provided in the Assessment Evidence Guide for this Competency Standard.

Complete list of tools and equipment

Sr#	Description	Quantity
Policy Documents		
1.	Examples of organisation's aims and objectives statement for different organisations	1 class copy
2.	Examples of organisational policy and procedures for disposing of waste for different organisations	1 class copy
3.	Examples of recruitment policy for different organisations	1 class copy
4.	Examples of health, safety and environment policy for different organisations	1 class copy
5.	Examples of organisation's service policy for supporting the food service team for different organisations	1 class copy
6.	Examples of organisation's guest service policy for different organisations	1 class copy
7.	Examples of specific policy or guidance on handling complaints for different organisations	1 class copy
Manuals and guidelines		
8.	Examples of Standard operating procedures for the kitchen for different organisations	1 class copy
9.	Examples of kitchen equipment and operating instructions for different organisations	20 copies
10.	HACCP standards	1 class copy
11.	Examples of inspection list of food production areas for different organisations	20 copies
12.	Examples of employee job descriptions for different organisations	20 copies
13.	Employee assessment checklist	20 copies
14.	Examples of training manual for associates for different organisations	1 class copy

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| 15. | Examples of recipe development process for different organisations | 1 class copy |
| 16. | Examples of new menu preparation process for different organisations | 1 class copy |
| 17. | Examples of menu preparation guidelines checklist for different organisations | 1 class copy |
| 18. | Examples of requisition guidelines for new items, including equipment, food, ingredients, stewarding, chemicals for different organisations | 20 copies |
| 19. | Different catalogues listing tools and equipment for disposing of waste | 1 class copy |
| 20. | Checklist for wet and dry waste room inspection | 20 copies |
| 21. | Analysis tools and recording forms | 20 copies |
| 22. | Report templates | 20 copies |
| 23. | Examples of purchase specifications for food and other products for different organisations | 1 class copy |
| 24. | Examples of storage guidelines for different organisations | 1 class copy |
| 25. | Examples of portion and weight control guidelines for different organisations | 1 class copy |
| 26. | Raw material quality control checklist | 20 copies |
| 27. | Procedures for cleaning and sanitising areas | 20 copies |
| 28. | Examples of menus, drinks lists, function planners, other promotional materials for different organisations | 1 class copy |
| 29. | Examples of aims and objectives statement for different organisations | 1 class copy |
| 30. | Standards for waste management | 1 class copy |
| | Reports | |
| 31. | Examples of cost reports for different organisations | 1 class copy |
| 32. | Examples of weekly consumption reports for different organisations | 1 class copy |

33.	Examples of process for costing of resources for different organisations	1 class copy
34.	Annual leave plans	20 copies
35.	Daily assignment schedule for associates	20 copies
36.	Examples of daily consumption guideline	1 class copy
37.	Examples of preventive maintenance program for different organisations	1 class copy
38.	Examples of procedures for carrying out the cleaning programme for different organisations	1 class copy
39.	Examples of instruction manuals for specialist cleaning equipment for different organisations	1 class copy
40.	Examples of guest services resources, handouts, articles, journals for reading for different organisations	1 class copy
41.	Examples of maintenance schedules for kitchen equipment for different organisations	1 class copy
42.	Reporting templates (various types)	20 copies
43.	Guest feedback forms, questionnaire formats, other examples of data-gathering instruments	20 copies
Records		
44.	Log book	1 completed class copy as example 20 blank copies
45.	Logbooks for recording accidents and incidents	1 completed class copy as example 20 blank copies
46.	Food store capacity chart	1 completed class copy as example 20 blank copies
47.	Daily material consumption report	1 completed class copy as example 20 blank copies

48.	Record of allocated duties and tasks	1 completed class copy as example 20 blank copies
49.	Duty rota	1 completed class copy as example 20 blank copies
50.	Log for recording absences	1 completed class copy as example 20 blank copies
51.	Checklists for monitoring the cleaning programme, weekly, fortnightly, monthly, quarterly and annual cleaning scheduled	1 completed class copy as example 20 blank copies
52.	Daily event sheets	1 completed class copy as example 20 blank copies
53.	Daily activity plan	1 completed class copy as example 20 blank copies
54.	Future bookings diary or record	1 completed class copy as example 20 blank copies
55.	Requisitions forms	1 completed class copy as example 20 blank copies
56.	Staffing rotas for different sections	1 completed class copy as example
57.	Store recording documentation	1 completed class copy as example 20 blank copies
58.	Inspection check list for food store	1 completed class copy as example 20 blank copies
59.	Inventory management system	1 completed class copy as example 20 blank copies

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| 60. | Guest order checks | 1 completed class copy as
example
20 blank copies |
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General

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| 61. | Notice board | 1 |
| 62. | Telephone | 1 |
| 63. | Computer, software, accessories | 2 |
| 64. | Analysis tools and recording forms | 2 sets |
| 65. | Temperature checking equipment (probes,
monitors, sensors) | 5 sets |
| 66. | Guest services resources, handouts, articles,
journals for reading | 1 set |
| 67. | Tools and equipment for disposing of waste | 1 set |
| 68. | Safety equipment | 1 set |
| 69. | Emergency notices and signs | 1 set |
| 70. | Fire equipment | 1 set |
| 71. | First aid equipment | 1 set |

